

Holds Management Workbench

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Smead Manufacturing



- 100+ Year Old Manufacturing Company of Office Filing and Organizational Products
- 5 Manufacturing locations in US, 1 in Mexico, and 4 in Europe.
- Approx. 3000 employees Worldwide
- On PeopleSoft Enterprise since 1997.
- Currently on PS FSCM v8.0 SP3 – Windows 2003, SQL Server 2005. Tools 8.22.18. HR 8.9
- Own almost all modules available – do not have all deployed.

Challenges at Smead

- Making sure the area responsible is the one placing or removing holds. Division of responsibilities.
- We have no idea how long something has been on hold awaiting action.
 - Metrics for holds - things won't fall through the cracks because you are now seeing by hold code how long something has been on hold
- Taking a large number of orders off credit hold for a customer is tedious and time consuming.
 - Easier maintenance of orders on hold - no longer do you have to go into each individual order and release it from hold.
- No way to see what happened with an order on hold. Who removed it and why (we now prompt for reason code).
 - Hold History and audit tracking - see who removed or added a hold. more control over when something was released or put on hold

Holds Management Workbench

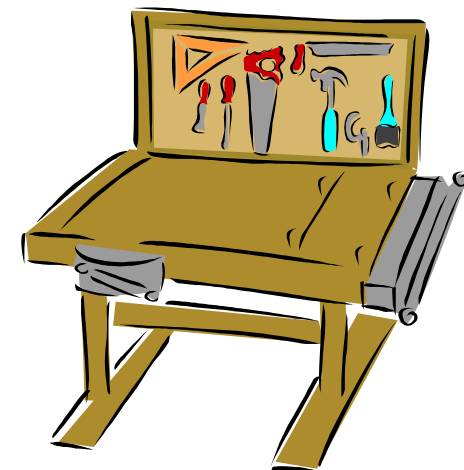
- **Sarbanes-Oxley Compliance**
 - **Division of responsibilities**
 - **Internal Controls**
 - **No audit on key order-related actions**



Holds Management Workbench

Enhancements Consists Of:

- **Foundation Changes**
- **User Security**
- **Enhanced Order Hold Management**
- **User Workbench Center**
- **Hold Analytics**
- **Audit Trail of Hold Management**



Hold Management Workbench

Reason Codes

Enter any information you have and click Search. Leave fields blank for a list of all values.

SetID: [=]

Reason Type: [=]

Reason Code: [begins with]

Description: [begins with]

Include History
 Correct History
 Case Sensitive

[Basic Search](#)

3) The user would enter reason codes under this reason type and then save their changes.

Reason Codes

SetID: SHARE **Reason Code:** CUST **Reason Type:** Order/Quote Hold

Reason Description Find | View All | First | Previous | Next | Last

***Effective Date:** 01/01/1900 ***Status:** Active

***Description:**

Long Description:

Email Long Description
 Include in Quality Metric

[Return to Codes and Auto Numbering](#)

Hold Management Workbench

- **Foundation Changes**
 - **Order Management Business Unit Reason Code Default**

Hold Processing

Unit: US001 US001 NEW YORK OPERATIONS

Automatic Hold

*Process Option: Online Hold Reason: SYSTEM

Credit Checks

Online Sales Orders <input checked="" type="checkbox"/> Sales Order Entry <input type="checkbox"/> Customer ID Entry	Online Quotes <input checked="" type="checkbox"/> Quote Entry <input type="checkbox"/> Customer ID Entry	Background <input checked="" type="checkbox"/> Sales Order <input type="checkbox"/> Quote
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Hold Codes

Inventory Flags | Other Flags | FEEL

Description	Hold Code	Pass to Unfulfilled	Pass to Releasable	Pass to Released	Pass to Picked/Confirmed	Pass to Shipped
No Sold To	NOSOLD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No Bill To	NOBILL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No Ship To	NOSHIP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No Product Kit Components	NOCOMP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Holds Management Workbench

- **User Security**
 - **Segment Hold Codes by Role**

Hold Code Security by Role

SetID: SHARE

Role Name: Credit Analyst

Credit Analyst

Hold Codes							Customize	Find	View All	First	1-6 of 6	Last
*Hold Code	Description	Add Authority	Release Authority	Delete OM Hold								
CORPCR	Exceed Corporate Credit Limit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="+"/>	<input type="button" value="-"/>						
CUSTCR	Exceed Bill-To Credit Limit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="+"/>	<input type="button" value="-"/>						
OUTAR	Outstanding Aged A/R	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="+"/>	<input type="button" value="-"/>						
OVERCR	Over Credit Limit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="+"/>	<input type="button" value="-"/>						
PAST	Past Due Account	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="+"/>	<input type="button" value="-"/>						
VER	Awaiting Customer Verification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="+"/>	<input type="button" value="-"/>						

Hold Management Workbench

- **User Security**
 - **Message Code Holds**
 - **Users can only add/change/delete the HOLD CODES for their security level**

Messages

SetID: SHARE Message Code: BAD

Message Definition Find | View All First 1 of 1 Last

Effective Date: 02/27/1996 Status: Active

Message Type:

Description: Bad item characteristics

Long Description: This is item has been put on hold due to issues with performance. This hold will be in effect until further notice. Orders may be taken, but no delivery may take place.

Action

None
 Reject
 Hold PROD Product Hold

Pass to Unfulfilled Pass to Releasable Pass to Released Pass to Picked/Confirmed
 Pass to Shipped Pass to Planning Pass to Purchasing Pass to Billing

Holds Management Workbench

- **User Security**
 - **Message Code Holds on Customers and Products**

Customer Messages

SetID: SHARE Customer: 1005 Golden Inc.

Message Details		Find View 1		First	1-2 of 2	Last
Sequence Number:	1	+				
Message Code:	CM-PST	Start Date:	11/03/2005	End Date:	12/31/2099	
Action:	Hold	Customer's account is severely past due.				
Hold Code:	Past Due					
*Sequence Number:	<input type="text" value="2"/>	+ -				
*Message Code:	<input type="text" value="CUST"/> 🔍	*Start Date:	<input type="text" value="11/03/2005"/> 📅	*End Date:	<input type="text" value="12/31/2099"/> 📅	
Action:	None	This customer gets special handling. Offer freight at no charge for all items on the order.				
Hold Code:						

Holds Management Workbench

- **Enhanced Order Hold Management**

Header Holds/Change Reasons

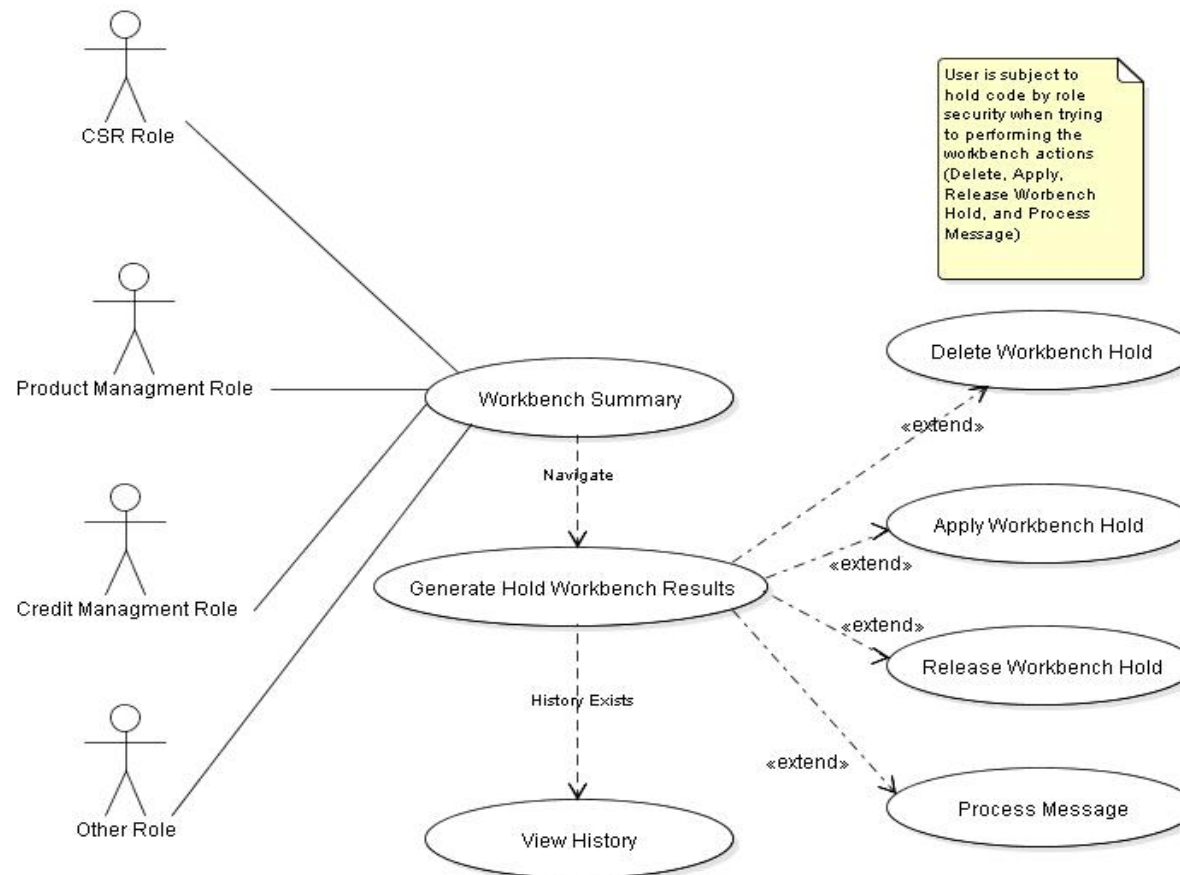
Order: 9000001

Hold Code	Description	Active	Status Date	Reason Code	Last Changed By
EXP	Export Documentation Hold	<input checked="" type="checkbox"/>	10/12/2005	ARRVD	DVP1
PAST	Past Due Account	<input checked="" type="checkbox"/>	10/12/2005		DVP1

Header Change Reason

Reason Code	Description	Last Update Date/Time	Last Changed By

Holds Management Workbench



Holds Management Workbench

- **Installation Option**

Order/Quote Defaults	
Maximum Lines Displayed:	<input type="text"/>
Maximum Schedules Per Line:	<input type="text"/>
Maximum Online Pricing Rows:	<input type="text"/>
Maximum Sources of Supply Rows:	<input type="text"/>
<input type="checkbox"/> Verity Search	<input type="checkbox"/> Process Feature Security
<input type="checkbox"/> Process Claimback	
<input type="checkbox"/> Prompt for save when chunking	

Buying Agreement Defaults	
Maximum Lines Displayed:	<input type="text"/>

Hold Workbench Defaults	
Maximum Hold Workbench Rows:	<input type="text"/>

Holds Management Workbench

Current Active Average Hold Days			Average Days on Hold		
Hold Code	Description	Days on Hold	Hold Code	Description	Days on Hold
PDSCR	Price Discrepancy	1134.94	OVERCR	Over Credit Limit	85.81
PAST	Past Due Account	100.72	CORPCR	Exceed Corporate Credit Limit	85.80
PROD	Product Hold	14.90	CRCD	Credit Card Hold	85.80
VER	Awaiting Customer Verification	14.89	CMNQTY	Contract - Min Qty Violation	85.80
MAXQTY	Exceeds Maximum Order Qty	14.89	CMXQTY	Contract - Max Qty Violation	85.80
MINQTY	Under Minimum Quantity	14.89	CONFIG	Configuration Hold	85.79
MINSP	Below Minimum Selling Price	14.89	CLNAMT	Contract - Line Amt Violation	85.79
OUTAR	Outstanding Aged A/R	14.89	OUTAR	Outstanding Aged A/R	85.77
OVERCR	Over Credit Limit	14.89	PROD	Product Hold	85.77
EXP	Export Documentation Hold	14.88	VMI	Vendor Managed Inventory	85.77

[More Current Active Average Hold Days...](#)
[More Average Days on Hold...](#)

Order Hold Workbench

Order Amounts by Hold Code Detail

Business Unit: US001 US001 NEW YORK OPERATIONS

Hold Code: PROD Product Hold

Order Amounts by Hold Code Detail							
Order No	Order Date	Line	Schedule	Sold To	Customer Name	Hold Amount	Currency
CEN1114	07/05/2006	1	1	1004	Advanced Consulting	89.91	USD
CEN1117	07/05/2006	1	1	1009	Tropical Outdoor Equipment	9.99	USD

Return

Search

Search

Clear

[Return to Overview](#)

[Basic Search](#)

Search Criteria

*Business Unit:

Hold Criteria

Hold Codes I'm Authorized for

Hold Code:

Status:

Hold Search Level:

Status Date:

Line/Schedule Criteria

Tracking Status:

Ship To:

Ship From:

Req Arrv Date:

Req Ship Date:

Sched Arrv Date:

Sched Ship Date:

Ship Via:

Carrier ID:

Product ID:

Product Group Type:

Product Group:

Item ID:

Configuration Code:



Holds Management Workbench Manage Holds

Basic Search

Order Hold Workbench

Search

[Return to Overview](#)
[Advanced Search](#)

Search Criteria	
*Business Unit:	US001 <input type="text"/>
<input checked="" type="checkbox"/> Hold Codes I'm Authorized for	
Hold Code:	begins with <input type="text"/>
Status:	Active <input type="text"/>
Hold Search Level:	<input type="text"/>
Order No:	begins with <input type="text"/>
Order Date:	= <input type="text"/> <input type="text"/>
Sold To:	begins with <input type="text"/>
Bill To:	begins with <input type="text"/>
Tracking Status:	<input type="text"/>
Ship From:	begins with <input type="text"/>
Product ID:	begins with <input type="text"/>

Hold Management Workbench

Enter your Hold Action – Release, Apply, Delete, Add Message

Enter your Hold Code you wish to manage. Enter a Reason Code.

Click “Apply Changes” to release specific Hold.

Workbench Action

Hold Action: Apply Changes

Hold Code: PAST

Reason Code:

[Select All](#) [Deselect All](#) [Return to Search](#) [Return to Overview](#)

Orders for Business Unit US001 Customize | Find | View All | First 1-5 of 5 Last

Select for Change	Order No	Client Holds	Header Holds	Line Holds	Schedule Holds	Show Lines
<input type="checkbox"/>	9000001	H	PAST	None	None	
<input type="checkbox"/>	9000011	H	NOSOLD	None	None	
<input checked="" type="checkbox"/>	9000029	H	PAST	None	None	
<input type="checkbox"/>	CEN1105	HLS	PAST,OVERCR	PROD.CONFIG	CLNAMT,CMNQTY,CMXQTY,CONFIG,CORPCR,CRO	D,CUSTCR+
<input type="checkbox"/>	PDSCR	S	None	None	PDSCR	

[Select All](#) [Deselect All](#) [Return to Search](#) [Return to Overview](#)

Hold Management Workbench

Search Criteria

Workbench Action

Hold Action:

Hold Code:

Reason Code:

Select All Deselect All [Return to Search](#) [Return to Overview](#)

Orders for Business Unit US001 Customize | Find | View All | First 1-4 of 4 Last

Select for Change	Order No	Current Holds	Header Holds	Line Holds	Schedule Holds
<input type="checkbox"/>	9000001	H	PAST	None	None
<input type="checkbox"/>	9000011	H	NOSOLD	None	None
<input type="checkbox"/>	CEN1105	HLS	OVERCR	PROD_CONFIG	CLNAMT,CMNQTY,CMXQTY,CONFIG,CORPCR,CRCO,CUSTCR+
<input type="checkbox"/>	PDSCR	S	None	None	PDSCR

Select All Deselect All [Return to Search](#) [Return to Overview](#)

Holds Management Workbench

Header Summary

Order: CEN1105 Unit: US001 Order Date: 04/10/2006 Order Status: Open *Order Group: STD

Sold To: 1009 Location: 1 Tropical Outdoor Equipment

Bill To: 1009 Tropical Outdoor Equipm

Order Line Entry

Line Filter

Customize | Find | View All | First

Line	Product	Eulfillment Data	Margins	Requested Dates	Scheduled Dates	Ship To	Ship To Taxes	Ship Options 1	Ship Options 2			
*Line	Hold	*Status	Product ID	Quantity	UOM	Pick Up	Unit Price	Extended Amount	Ship From	Quantity Available	Quantity Reserved	Quantity Shipped
1	US	Open	10050	10.0000	EA	<input type="checkbox"/>	39.9900	399.90 USD	US010	5758.0000	0.0000	0.0000
2	US	Open	10049	10.0000	EA	<input type="checkbox"/>	19.9900	199.90 USD	US010	5789.0000	0.0000	0.0000

Line Actions: [Find Alternate Supply Sources](#) [Calculate Price](#) [Product Add](#)

[Shipment Schedules](#) [Pricing Data](#) Number of Lines to Copy: 1

Holds Management Workbench

[NEW V VIII](#)

Header Holds/Change Reasons

Order: CEN1105

[Hold History](#)

Header Holds

*Hold Code	Description	Active	Reason Code	*Status Date	Last Changed By
NOBILL	No Bill-To Customer ID	<input type="checkbox"/>		04/10/2006	SAMPLE
NOSHIP	No Ship-To Customer ID	<input type="checkbox"/>		04/10/2006	SAMPLE

NOSOLD
PAST

Header Hold History

Business Unit: US001

Order No: CEN1105

Hold History

Hold Code	Description	Hold Action	Active	Reason Code	Status Date	Last Maintained By Operator ID	Last Update Date/Time	Message Code
FSSCST	Customer Sanctions	Release/Delete Hold	<input checked="" type="checkbox"/>	SYSTEM	04/10/2006	SAMPLE	04/10/06 6:40:33PM	
FSSCST	Customer Sanctions	Apply Hold	<input checked="" type="checkbox"/>	SYSTEM	04/10/2006	SAMPLE	04/10/06 6:39:19PM	
NOBILL	No Bill-To Customer ID	Add Hold	<input type="checkbox"/>	SYSTEM	04/10/2006	SAMPLE	04/10/06 5:41:28PM	
NOSHIP	No Ship-To Customer ID	Add Hold	<input type="checkbox"/>	SYSTEM	04/10/2006	SAMPLE	04/10/06 5:41:28PM	
NOSOLD	No Sold-To Customer ID	Add Hold	<input type="checkbox"/>	SYSTEM	04/10/2006	SAMPLE	04/10/06 5:41:28PM	
OVERCR	Over Credit Limit	Apply Hold	<input checked="" type="checkbox"/>	SYSTEM	04/10/2006	SAMPLE	04/10/06 5:41:28PM	
PAST	Past Due Account	Release Hold	<input type="checkbox"/>	CUST_REL	07/10/2006	DVP1	07/10/06 11:45:51AM	
PAST	Past Due Account	Apply Hold	<input checked="" type="checkbox"/>	SYSTEM	04/10/2006	SAMPLE	04/10/06 5:41:07PM	

Return

Holds Management Workbench

- **Recap:**
 - **Foundation Changes**
 - **User Security**
 - **Enhanced Order Hold Management**
 - **Audit Trail of Hold Management**
 - **User Workbench Center**
 - **Hold Analytics**