

THOSE SUPPORT *People*

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Fall, 2003

*hp3000 World Wide Wake
October 31 2003*



*JOIN US IN THE
AFTERLIFE!*

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Austin, Texas



From Shaggy's Desk

WWW

Thirty years have come and gone and so has sales of the HP3000. On Friday, October 31, the World Wide Wake was held in honor of the HP3000 by loyal fans. The HP3000 was successful because it was so reliable. Companies could depend on it to run their businesses. So people gathered on Halloween at local bars, restaurants and elsewhere to remember an era that is hard to give up. We had some great folks show up at the Support Group, inc. office for barbecue, punch and beer. It was great seeing old friends and talking over old times. And looking forward to new ones.

I want to thank all of our guests at the WWW (who received great T-shirts to remember the occasion) for coming out and raising a glass with us. We were all ears for the stories that Winston Kriger told about the very beginning of the HP3000. They say all good things must come to an end. But as our T-shirts said, Join Us in the Afterlife!

CAMUS

Then two weeks later, on November 13, folks again came out to the Support Group office for the South Central RUG meeting. I want to thank the users and associates who took the time to come to Austin and participate in the meeting. And I want to welcome our newest CAMUS member, Celia Kincaid, to the RUG!

Birket Foster of M.B. Foster & Associates Ltd. gave a very enjoyable and informative session on DataMarts. The session was intended to help IS managers and senior developers create controlled environments to satisfy their users' needs through preparing for and implementing successful data marts. It focused on the development of the data mart "mind set" as a part of the data access strategy.

The session highlighted the important factors in creating a successful enterprise-wide data mart plan. Birket showed us how to quickly put a plan in place. We learned the key ingredients for a successful data mart, how to extract, transform and cleanse the data, how to transfer and load data, and how to make it fully "auto-magic." Birket also covered troubleshooting.

Next on the agenda, we worked on the questions we wanted to ask Sue Payton during the conference call. There were seven RUG meetings held on the same day to participate in a conference call with SSA. Mike Ossing, the President of CAMUS, greeted us all and informed us that the CAMUS Conference will be held May 23-26, 2004 in Chicago, IL at the Hyatt Regency O'Hare. He also announced the date for next Spring's RUG Meeting: Friday, February 20, 2004.

Mike next introduced Sue Peyton from SSA Global. Her agenda was: 1)Corporate Strategy and Product Convergence, 2)Extension Products, 3)MK, 4)MANMAN/MPE, 5)MANMAN/VMS, and 6)Questions & Answers. The call was taped and will be on the CAMUS Web site in the Members Only section by December 1, so you can go and listen to what was said and the questions that were asked by the various RUG's. If you want a copy of the Power Point presentation, you can email me at scarey@supgrp.com and I will send you a copy. Unfortunately, Sue was at an airport waiting for a plane so we only had time for one round of questions by each RUG. I think we were all disappointed because there were several more questions the South Central RUG wanted to ask her. I'm sure all the other RUG's felt the same way.

Once again I'm going to ask you for help with your RUG meetings. Please contact me and let me know just what you want from your RUG meetings, topics that would interest your users, the best location for the next meeting, and anything else you would like to see at your RUG meetings. It was suggested that we hold the next meeting, scheduled for February 20, 2004, in a Colorado location, especially if they have snow. Skiing, anyone? So if you are in Colorado and would be willing to host the meeting at your facility, please contact

me. We always love to have the Vendors come to our meetings but would ask, if you're willing and able, that you sponsor our breakfast or lunch. And we can always use those leftover booth items for our Raffle!

ENTSGO

Because SSA Global will be asking you to migrate to their Baan solution, I want to remind you now that our sister company, Entsgo, also offers a migration package for MANMAN companies. Spun-off from the Support Group, inc. (tSGi) in January 2001, Entsgo offers selected ERP applications to the legacy MANMAN users in North America. Entsgo's migration methodology is a natural choice for those who are replacing MANMAN. We also provide conversion tools specifically designed for migrating MANMAN to other applications. Entsgo has partnered with IFS, Softbrands and eXegeSys to offer MANMAN sites an alternative to the Baan product from SSA Global. There is an article about the Support Group, inc. and eXegeSys in the November issue of The 3000 NewsWire. I encourage you to read it.

Migration services

It's safe to say that among technology implementations, none are as fraught with pain and change as an ERP (enterprise resource planning) installation. The reason: a new ERP system doesn't just change one company or division—it changes the entire business. If small change equals small pain, then the big change of an ERP installation can equal major anguish. ERP installations are the biggest IT projects that most companies ever handle. As such, they are bound to change their corporate systems, processes, and culture.

Along with the significant change experienced during an ERP implementation comes the stretching of already overworked resources. The key personnel chosen to implement the new system are usually the very people who manage and keep the existing system working. Managing change and transition is a critical aspect of the ERP implementation. Entsgo has put together a comprehensive suite of tools and services to help minimize the risk, disruptions and pain when migrating from MANMAN to your next ERP solution.

Entsgo provides a turnkey, pre-packaged data migration and conversion tool kit that allows for a smooth transition from MANMAN to the target application. Our knowledge of HP's IMAGE database and VMS/RDBMS (Alpha-Server), as well as the MANMAN application give us a clear advantage in assuring data integrity. Our experienced consultants are seasoned professionals with application and industry expertise in both MANMAN and your chosen application.

Data Migration

Data Analysis—Decades of experience with the MANMAN system, programs, and data help Entsgo to perform an in-depth and very detailed analysis of your current environment. This analysis results in a series of statistical and characterization reports which define and document the existing data and process. The statistics and descriptions cover both the physical attributes (which databases are present, what are the capacities of each dataset, etc.) and the context aspects (how the customer city and state is maintained, what the class codes are used for, etc.) of the data.

Data Preparation and Mapping—During data preparation, using the results of the analysis, Entsgo will determine which sets and fields are subject to transformation, which standard mappings will be updated, site specific custom mappings, and programmatic and manual data update requirements. Methods will be developed for the transformation of all non-standard (non-MANMAN) data repositories.

Data Migration—Data migration will be performed using the Entsgo ALEXI tool set and the selected ERP system's migration toolkit. A minimum of three migration tests will be performed during the planning stage and programs. Mappings and data will be updated as indicated to customize each site migration as required.

(See ENTSGO, page 5)



Trusted Advisor

Ten Years is a Long Time

We have continuously published our quarterly newsletter, *Those Support People*, since March of 1994 when Computer Associates bought ASK Computer Systems and we started this company. Although we didn't incorporate as the Support Group, inc. until January 1, 1995, we mailed out over 1000 copies of our first three newsletters while we were still a startup. The hundreds of articles we have printed during the last ten years embody the history of our company.

As I review what we've written, one thing comes across: *we have been trying to provide more choices for our customers in the MANMAN community.* During the first half of our history, we were convinced that MANMAN was as good as any system available and that it cost a lot less to maintain and modify than any of the newer open ERP systems then available. At that time, we focused on enhancements and add-on products as well as providing superior support. We also did a lot of EDI interfacing for MANMAN.

In 1996, PeopleSoft came out with their first Manufacturing systems to compliment their strong HR and Financials offerings. Because the same people we knew from ASK were there, we joined their partner program. But only a couple of MANMAN companies moved to PeopleSoft in that first year, and after attending all of the classes we decided the products had a long way to go to catch up with MANMAN. We learned a lot from PeopleSoft (and still think they have the best chance of any North American company to challenge SAP), but at that time we weren't ready to move away from MANMAN.

In 1998, after looking at other systems with a critical, MANMAN-biased eye, we found another system that seemed to be as good as MANMAN: Industrial and Financial System's IFS Applications™. When we met the founders at their headquarters in Sweden, we found that they were like the people who founded ASK. They had vision and enthusiasm. It was like going home! Since then, we have continued to be amazed by IFS's ability to enhance their product: Object Oriented methods and the right architecture are as important as IFS said they were!

As time passed and the largest companies left MANMAN, there were numerous horror stories about Oracle and SAP implementations. We helped with the MANMAN side of some of these and can attest to the problems that plagued many of those projects. Meanwhile, as Y2K played out, we saw some companies freeze their new project efforts while they worried if the world would end. Reading our articles from that time, it is apparent that we were correct in saying it would be no big deal for MANMAN. There were a few glitches, but whether you went with the "Standard" CA solution, went with a third-party solution like ours, or did it yourself, Y2K was a tiny blip.

Now we represent or work closely with dozens of companies who offer solutions for your manufacturing systems problems. Although Hewlett Packard bought Compaq (and thereby Digital Equipment Corporation) and killed the HP3000, VMS and MPE will continue to run for years and years. MANMAN still has a solid future, but the dwindling MANMAN market will never again achieve the critical mass needed to be viable in a free market economy. The handwriting has been on the wall for a long time, but it is now writ large: It's over. I think in the next couple of years, most companies now using MANMAN will decide it's time to go.

Not all of them, but most. I'm as sure as ever that we will still be enhancing and supporting MANMAN in 2010. Most of our customers have been off of CA/SSA support for a long time, and have already enhanced MANMAN far beyond what those vendors ever did. With the recent End-of-Sales date for the HP3000 now past, stories are surfacing about how different groups tried to buy the entire division from Hewlett Packard,

spinning it off and keeping it alive. HP didn't want to do that. SSA has the same opportunity with MANMAN. They won't do it either because apparently they don't care any more about their customers' wishes than HP did.

As I've been saying for months, taking MANMAN/MPE to HP-UX with the Eloquence IMAGE-look-alike database would be really easy, but SSA is not interested in that option. Instead, as I discussed several issues ago, they made a nebulous offer for some unspecified transformation to a future MANMAN if 150 users would sign up for 5 years of support. Apparently a couple of companies came forward for that offer, but nobody I know took it seriously from the beginning. If only they'd had a clear, specific plan of how the entire MANMAN environment, almost exactly as it is now, could be taken to HP-UX, eliminating almost all of the costly re-training and re-implementation inherent in a migration.

Reading the last 10 years of our story as recorded in these pages is difficult for me sometimes because of the things I've written that were outright wrong or at best inaccurate. Things I wish I had not said and things I should have said a lot more forcefully. It takes a lot of nerve to face this deadline every quarter and come up with something to say that might make a difference for your company or your attitudes about life.

And now for the next 40 deadlines! We are here to help you analyze and control the risks of staying with MANMAN and to understand the full costs of leaving. Our unbiased, independent outlook is rare in this dog-eat-dog world. We represent a broad cross-section of companies offering varied products using differing technologies. You have many alternatives to the SSA Global offerings. They have a good vision but only time (maybe five years or more) will tell if they can execute their plan of moving all of MANMAN's functionality (MPE and VMS) into their Baan product. We all know there's no way they can duplicate MANMAN's simplicity by going in that direction. The system that replaces MANMAN at your company will be a lot more complicated. You will need outside assistance.

And if you decide to take SSA up on their software trade-in offer, we'll be here to help you handle the stuff their "standard conversion" does not cover. If you don't convert all of your history (who does?),

we can keep your MANMAN system available with our LEVEL IV Support Option in archive mode until the 7-year statute of limitations expires. Or, we can convert your critical history to SQL-Server or Oracle. Our inclusive offers give you more options than anyone else in this market.

If your company is interested in converting from MANMAN you might as well explore your options. Take your time and do a thorough job of understanding where you are and what you need for the future. Let us help you reveal the real 10-year Total Cost of Ownership of all of your alternatives. That's what we've been preparing to do for the last 10 years.—Terry H. Floyd, Chairman, tSGi

Mark Your Calendars!

CAMUS Conference:

**May 23-26, 2004 in Chicago, IL
at the Hyatt Regency O'Hare**

next Spring's RUG Meeting:

Friday, February 20, 2004

Now more than ever, we've got to stick together!

ENTSGO

(continued from page 3)

You can reach the fine folks at Entsgo at the same phone number you call for all your MANMAN needs: **1-800-798-9862**.

I want to encourage you to let us know what you think of our newsletter and the articles. If you have ideas that you feel would be of interest to our readers please let us know. We are always looking for new material that will spark your interest or help you with a problem.

I guess that is all for now. I look forward to seeing you in February at the RUG meeting.

Bye y'all, see you next issue.

Shaggy



The Basic Work Order

by Terri Glendon Lanza & Rob Gentry

In the last issue of the newsletter, we discussed the MANMAN HP file structure associated with a Work Order, so now we should be able to “do it to it.” In this article we will show how data flows through the Work Order process. We’ll start with a demand for a basic assembly part and process it through to completion to stock. Along the way we will see which of these basic files are updated for the Work Order and from where. You can reference this information in the Planning and Shop Floor sections of Volume I of the HP and DEC versions of the user manuals.

Tracking information on a Work Order can be quite brief or as detailed as a company needs. Various types of information can be entered via separate commands for the most separation of duties (as in the first column of Terri’s Tracking Transactions Chart on page 9), or all information can be entered in only a single command (as in the last column of Terri’s chart).

Most of the choices involve how much knowledge of movement within Work-In-Process is needed. The simplest approach is to set CV#23 (*Flag #122*) to non-tracking. Then we only have to report finished assemblies and close the Work Order. But suppose we want to know more than that? We set it to tracking.

Now we can choose to report information about how the sets of parts per assembly move through the operations: 1) How long does the work take? 2) How many units are completed at an operation? 3) How many of these units moved on to the next operation? 4) How many good/bad assemblies were completed/scrapped off the Work Order? Within these, we may get further choices. For example, T,309/315 (*T,330/331*) can be set to report actual hours via the time a worker started and stopped or via how much time was expended.

First we have to make some assumptions that define how our process is run. The system for this example is the basic MANMAN manufacturing package with no added packages like Tracker, Repetitive, etc. The following COMIN variables (*VMS System Flags*) are set to control how the shop is run.

Know the settings for adding Work Orders. CV #158 is set for add a WO number, but a C/R will generate an automatic number. CV #98 sets Work Order entry to prompt for the due date and then it sets the start date based on the Routing Lead Time (back scheduling). Window scheduling is the other option that sets the start date on the parts lead time from the Item Master File.

CV #122/#123 are set to report Elapsed Hours, not start and stop times. CV#177 allows us to complete units at an operation using T,317 and to move units using T,318, or to do both using only T,302. We can choose to bypass this by setting CV #93 to record AND moving parts simultaneously using T,309/315 (see Terri’s chart).

You must also know the settings for completing assemblies to stock and closing jobs. CV #92 is set to Multiple Inventory Locations. CV #121 is set to complete-to-stock where TR,303 is used only for non-tracked WOs. CV #179 allows the setting of a percentage allowance for completed/scrapped quantities reported over the Work Order quantity. We will allow 0.0 percent. It should be noted that *this flag could cause problems if not managed correctly*. CV #176 is set to prompt to Close the WO, no automatic closing. Finally, CV #175 is set for 3-level closing.

What are we going to manufacture here? Something simple, say a highlighter. Its assembly number is 111. Its components are 222 (tube), 333 (stuffing), 444 (tip), 555 (cap), 666 (plug), 777 (ink). 888 is the label. The router is a basic four (4) step process: 10 = insert storage and tip into body; 20 = fill with ink, insert plug and add cap; 30 = add the label; 40 = complete (move) to stock. For our example, we will assume one day to complete each operation. Direct labor is associated with steps 10, 20 and 30. Step 40 is an indirect labor process.



The Order Action Make Report (MGRE902) lists MRP's recommendations for new Work Orders that are required in order to meet new demands developed during the last MRP run. Let's assume that the RE902 report makes a recommendation for 1000 highlighters due on the 24th of the month. Using this recommendation, we execute the Add a Work Order command (AD,300 or UT,340 to convert the planned order) for Work Order Number 123 (WO123) for 1000 pieces for part 111 due on the 24th. This command creates the Open Work Order File (OWOF), copies the Bill of Material for the assembly to the Work Order Allocation File (WOSHT) and copies the routing to the Tracking File (TRFIL). Review of these files can be done with LI,300 (List a Work Order), LI,306 (List a Work Order's Operation Status) and LI,307 (List a Work Order's Material Status). The Work Order's status is scheduled (SCH) with the first operation scheduled to start on the 21st (due date minus lead time).

LI, 306 (LI,316)

OPERATION STATUS

1111

REV:

MARKER

WORK ORDER NUMBER: WO123

WORK ORDER SEQUENCE:

WORK ORDER REVISION:

ORDER QUANTITY: 1000.00

START DATE: mm/21/yy

SCRAPQUANTITY: 0.00

DUE DATE: mm/24/yy

OPER SEQ	OPER NUMBER	WORK CENTER	QUANT IN OPER	QUANT COMPLT IN OPER	TOTAL QUANT ISSUED	SCRAP QUANT	START DATE	END DATE	TOTAL HOURS REMAINING
10	Insert	IN001	1000.00	0.00	1000.00	0.00	mm/21	mm/22	8.00
20	Ink	INK	0.00	0.00	0.00	0.00	mm/22	mm/23	8.00
30	Label	LABEL	0.00	0.00	0.00	0.00	mm/23	mm/24	8.00
40	Stock	STOCK	0.00	0.00	0.00	0.00	mm/24	mm/24	8.00

LI, 307 (LI,317)

W.O. MATERIALSTATUS

1111	REV:	MARKER			
WORK ORDER NUMBER: WO123			STAGE/LAST SEQUENCE:		KITTED
WORK ORDER REVISION:					
WIPACCOUNT NUMBER: WIP			DATE OF LAST OPERATION:		mm/21/yy
ORDER QUANTITY:		100.00	START DATE:		mm/21/yy
SCRAPQUANTITY:		0.00	MRP/MPS NEED DATE:		mm/24/yy
COMPLQUANTITY:		0.00	DUE DATE:		mm/24/yy

PARTNUMBER/ DESCRIPTION	OPER SEQ	REQUIRED DATE	QTYPER ASSEMBLY	QUANTITY OWED	QUANTITY ISSUED	QUANTITY SCHD	SCHEDULED AMOUNT	ACTUAL AMOUNT
222	10		1.000	0.000	100.00	1000.00	\$\$\$.\$	\$\$\$.\$
Body – Marker Yellow								
333	10		1.000	0.000	100.00	1000.00	\$\$\$.\$	\$\$\$.\$
Ink Storage								
444	10		1.000	0.000	100.00	1000.00	\$\$\$.\$	\$\$\$.\$
Tip – Marker								
555	10		1.000	0.000	100.00	1000.00	\$\$\$.\$	\$\$\$.\$
Cap – Marker - Yellow								
666	10		1.000	0.000	100.00	1000.00	\$\$\$.\$	\$\$\$.\$
Plug – Yellow								
777	10		1.000	0.000	100.00	1000.00	\$\$\$.\$	\$\$\$.\$
Ink – Yellow								
888	10		1.000	0.000	100.00	1000.00	\$\$\$.\$	\$\$\$.\$
Label								
TOTAL SCHEDULED AMOUNT:							\$\$\$.\$	\$\$\$.\$
TOTAL ACTUAL AMOUNT:							\$\$\$.\$	\$\$\$.\$



The next step is to kit the order, using TR,311 for multiple locations (TR,300 for single locations). At this point material is issued to the order, hence we begin to allocate dollars and units to the specific order stored on the WOSHT file by component and accumulated in the cost buckets in the OWOFF dataset. A check of LI,306 indicates that 100 units (sets of materials for the assembly) are recorded as Total Quantity Issued into and Quantity in the Operation at the gateway operation on the TRFIL, sequence 10. Notice that the start and due dates are noted for each sequence of the Work Order.

We have selected to input labor and move material using the Labor Ticket Transaction command (TR,309). This command is Clock Number/Employee dependent where the Job Ticket Transaction (TR,315), which does the same thing, is Work Order Number dependent. Internal auditing is more pronounced with TR,315 because the command monitors process sequencing and gives warnings to the user when material is completed out of sequence. TR,309 allows all work performed by a specific clock number to be input at the same time, thereby negating the ability to check sequential processing of an order, but it allows all work for an employee to be entered at one time at the end of the shift.

In our example, we have scheduled and kitted an order, WO123. Processing begins on time for sequence 10. TR,309 is processed on the date scheduled for the employee for our Work Order. The sequence, 10, is entered along with the set-up and labor run hours used to complete the first process. Quantities completed (1000) and scrapped (0) are also entered along with the next sequence number (default sequence 20 is displayed) to which you are moving the material. We update the record and check the LI,306 listing. We now see that for sequence 10 the quantity in the operation is 0. Sequence 20 now displays 1000 in both the Quantity in Operation and Total Quantity Issued. The step has been completed without problems.

Sequence 20 is done by two employees so two data entry tickets are done. The first employee does 60 pieces, the second does 40. After the first employee's data is entered, the LI,306 will show 40 pieces in sequence 20 and 60 pieces moved to the Quantity in Operation and Total Quantity Issued columns of sequence 30. When the second employee's record is recorded, sequence 20 shows 0 in the Quantity in Operation column and 1000 in the Quantity in Operation and Total Quantity Issued columns. Everything is simple and complete.

During the processing of step 30, we encounter two pieces that have been structurally challenged (crushed) during transportation to that process. We enter data just like the three previous steps only this time we complete 998 good pieces to sequence 40 and scrap 2. The scrap process requires a reason code, a scrap account number and a percent complete (0.0 in this case) of the operation (to parcel labor costs). LI306 reveals that there are 0 in quantity in operation and 2 in quantity scrapped in sequence 30. Sequence 40 has 998 pieces in quantity in operation and total quantity issued.

The final step is to move the parts to stock. This could have been done directly in sequence 30 if desired. It would save an entry step by combining the two processes. But if labor is separated by direct (labor applied directly to making the part) and indirect (work that supports the making of a part, like moving stock) then two steps are required. This step requires the entry of the quantity to stock (98 in our example), the inventory location where it is to be stocked, and the lot number if applicable. A single inventory system will send the part automatically to the location defined in the Item Master File (IM) record for the part. LI,306 now has all quantity in operation fields as 0 and quantity complete fields as 0, 1000 as total quantity issued for the first three sequences and 998 for sequence 40. Scrap quantity is 0 except for sequence 30, which is 2.

We set COMIN variable #175 to 1, opting for 3-level closing. This allows for more control of material and labor issuance to a Work Order, but requires additional data entry. UT,301 is used to close a Work Order for material. UT,302 closes a Work Order for both material and labor. These commands prevent the recording of any material movement or completion as well as any associated labor when UT,302 is used. When accounting has completed their audit of the order, it can then be closed for accounting using UT,303. Corrections can be



made by reopening the order for material (CH,310) or material and labor (CH,311). But once a Work Order is closed for accounting it cannot be reopened. It is done.

All costs associated with the Work Order are accumulated in the OWOFF record. All material and labor are moved in to the Work Order at standard cost with rates determined by the work center rates stored in the Work Center/Employee Master File (WCFIL). The data entered with the material movement commands is recorded as actual and the costs moved out of the Work Order are computed with the labor rates as associated with the employee's clock record (WCFIL). Variances are computed at the time the report is generated based on the various differences in these two sets of costs (RE,313/314). It should be noted here that detail records of each transaction are added to the Labor Distribution File (LDFIL) during the processing of these material movement commands (RE,319/320).

Work Order status, shop floor administration, and cost analysis can be monitored by using various RE,3## series reports. You can even reliably answer those questions like, "Where is my job?" and, "How much did this just cost me?" The intent of this article is to note how data flows through a Work Order process. It lays the groundwork for future articles that will discuss some of the more common challenges that occur during the standard shop floor process like skipping sequences, sub-contracted sequences, entering wrong data, and scrap then un-scrap parts. We will also cover the effects of some of the other COMIN Variable settings, splitting an order, rework Work Orders, and the use of consumables.

If you have any questions concerning this article, contact Rob Gentry at **800-798-9862**.

TERRI'S TRACKING TRANSACTION				
	(5 entries)	(3 to 4)	(2 to 3)**	(1 entry)
Actual Hours Expended	T,309 by employee	T,309/315	T,309/315	T,309/315
People & or machines	T,315 by Work Order	<i>T,330/331</i>	<i>T,330/331*</i>	<i>T,330/331</i>
Set Up & or Run	<i>T,330/T,331</i>			
Start/Stop or Elapsed Clock or Military time				
Complete Units at an Operation	T,317	T,302	T,309/315	T,309/315
Units stay within operation	<i>T,325</i>	<i>T,327</i>	<i>T,330/331</i>	<i>T,330/331</i>
# units stated in the assemblys U/M earns standard labor hours & \$				
Move Units	T,318	T,302	T,309/315	T,309/315
from one Operation to the Next	<i>T,326</i>	<i>T,327</i>	<i>T,330/331</i>	<i>T,330/331</i>
Finish Units into Stock	T,303	T,303	T,303	T,309/315
Moves units off the WO into Stock	<i>T,329</i>	<i>T,329</i>	<i>T,329</i>	<i>T,330/331</i>
Moves Assembly \$ from WIPto STORES				
Close the Job	U,301 matl U,302 labor	all above	all above	T,309/315
Calculates variances	C,320	or Utilities	or Utilities	T,330/331

*VMS platform commands are displayed in italics.

**Most popular: T,303 (*T,329*) to complete to stock & T,309 (*T,330*) for all the rest.



Updating Your Disaster Recovery Plan

by Chuck Combs

In so many ways, your system is the heart of your organization. When that heart suddenly stops beating, bad things can happen in a hurry. That's why your Disaster Recovery Plan should be updated as often as possible.

Your backup tapes should be sent off-site at an interval that you have agreed to with your DR team and management. Any contract with an Off-Site vendor should be reviewed at least every six months—maybe more often if your company experiences many changes. Be sure to keep all of your DR team members' contact numbers, such as pagers, cell phones and home addresses current.

There are a lot of things to think about. What about the plan itself? Where does it reside? If your plan is left at work and the building is no longer there, what do you do? A good idea is to keep a copy at home, one at work and a hardcopy printed out and carried with you at all times. Make sure your management team has a copy as well as selected individuals on the DR team.

Does your plan list what to do in a long-term disaster? Is it covered in the contract with your Off-Site vendor? Another good idea is to have a listing of what you would do during the actual disaster at the Off-Site facility. This could include what you will restore during the first 24 hours, 48 hours, 72 hours and so on. Your Business Impact Analysis should determine this list. This will show you the most critical needs to your business, such as which applications to restore first.

One major key to having a well-prepared plan is updates. Any major system changes to hardware or software should be covered in the plan. Vendors must be updated and contracts reviewed, approved and signed.

For more information on Disaster Recovery Planning contact tSGi at **800-798-9862**.

Support Services

available from the Support Group

LEVEL I (BASIC PHONE-IN SUPPORT)

This value-priced service is generally meant for those companies who have a good working knowledge of MANMAN and require minimal support. Our goal is to work in accordance with the original documented MANMAN reference and training manuals.

LEVEL II (EXTENDED PHONE-IN AND DISASTER RECOVERY SUPPORT)

This service is intended for companies that need extended hours of phone-in support, more detailed help, and our Disaster Recovery Services. Our Disaster Recovery service is considered a warm site for major disasters and will cover your business-critical operations. This level is especially recommended for companies with minimal IT support in their organizations.

LEVEL III (REMOTE MANAGEMENT/ OUTSOURCING OF SYSTEMS AND APPLICATION OPERATIONS)

This service is intended for companies with little or no MANMAN knowledge or expertise, or for companies who are migrating to another system and have shifted MANMAN resources in support of the new system.

LEVEL IV (OFF-SITE MANAGEMENT/ OUTSOURCING OF SYSTEMS AND APPLICATION OPERATIONS)

This service is intended for companies with no MANMAN expertise. Companies that prefer to completely outsource their operation and companies who are migrating to another system will benefit from this service.

LEVEL IV-B (AUDIT RESPONSE/OPEN ACCESS)

This service is intended for those companies that have made the transition to a new ERP system and need to periodically access historical information and/or respond to potential audits.

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Summer, 2003

asp4edi's EDiX™ Implementation for MANMAN

JAY PECOT, SENIOR MANAGER, INFORMATION TECHNOLOGY, MATTSON: "We are going live with EDI to support outsourced logistics for Sales Order and Incident Report fulfillment. Our vendor is in another time zone, speaks another language and has demanding requirements. Terry and the asp4edi.com team have made this transition much easier for us by providing experience with OMAR, Serviceman and all aspects of EDI."

RICK JOYCE, SENIOR PROGRAMMER/ANALYST, TELCO SYSTEMS: "I seldom have to even think about EDI. asp4edi personnel, processes, and software perform all functions and monitor all transactions to interface OMAR to our customers via EDI. With the asp4edi group handling direct interfacing with both our customer's technical staff and Telco's application users, our unique business processes were smoothly integrated with our customer's information and processing requirements, with both sides receiving equal consideration and full satisfaction."

JOHN MUNNS, IT MANAGER, SPAN AMERICA: "Terry's group responds to our customers' quirky specifications for our OMAR transaction EDI interfaces. Every customer seems to require something that is special or a little different from the next customer but this has never been a problem for the EDiX™ guys. Their EDI experience and MANMAN knowledge lets them handle any situation."

KERRY GILLIGAN, EDI ANALYST, G&W LABS: "EDiX™ is flexible enough to handle differences between our trading partners. Our customers expect many data points not found in the standard OMAR, but asp4edi finds a way to do it for us without modifying OMAR databases. Terry's team was able to help us interface EDI purchase orders, invoices, and advanced shipping notices when OMAR could not handle it alone. His support team is top notch!"

asp4edi.com 5010 Doss Road, Austin, TX 78734

Call us at 800-798-9862 about your MANMAN integration needs.

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800-798-9862, 512-266-4400
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