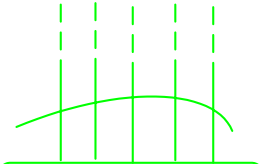


# 11.5.10 Service Codes and Definitions

Last Change: May 27, 2004

## Points at ERP Source Transaction Types



**Source Transaction Type**  
(csi\_txn\_types)  
Source Transaction Types  
- OM Shipment  
- OM RMA Receipt

**Installed Base Transaction Type**  
(csi\_txn\_sub\_types)

Transaction Sub Types  
The primary key of the SAC table (transaction\_type\_id) is an attribute on this table.  
This table includes control attributes for Source and Non-Source instances. These attributes are identical for all rows for a given SAC. This is enforced by the setup UI.

**Multiorg Defaulting Rules**  
(cs\_multi\_org\_rules)  
Four rows define org\_id defaulting order  
1. Service Request  
2. MO: Operating Unit profile  
3. Contract  
4. SR Install Base Instance

**Service Business Process**  
Defines Service Delivery/Supply Processes:  
1. Field Service  
2. Support  
3. Depot Repair

**Business Process Activities**  
Defines which types of Activities can be performed by the Business Process

**Service Activity Codes**  
Formerly called Transaction Types  
Defines Service Activities:  
1. Install, 2. Replace (not allowed)  
3. Remove, 4. Diagnose  
5. Clean, 6. Calibrate  
7. Adjust, 8. Refill  
9. Paint, 10. Upgrade  
11. Patch, 12. Return for Repair  
13. Return for Credit  
14. Return for Exchange  
15. Return for Repair/Upgrade  
15. Ship Repaired/Upgraded Item  
16. Ship Advance Replacement  
17. ETC.

**Service Activity Resource/Billing Types**  
Defines which types of Resources can be used to debrief costs and bill for a Service Activity

**Service Resource/Billing Type Codes**  
Groups/Classifies Items  
1. M = Material  
2. L = Labor  
3. E = Expense  
4. X = User defined

**Service Resources/Billing Items (Parts, Labor, Expenses)**  
Item Master

**T&M Labor Schedule**  
Defines the default Labor schedule to be used for the Billing Engine API  
- M-F 8am - 5pm Regular Item  
- M-F 5pm - 12 midnight Overtime Item

**Service Resource/Billing Items (Labor)**  
Item Master

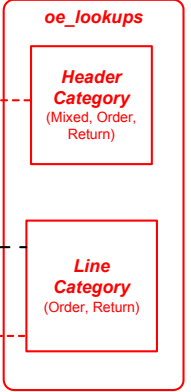
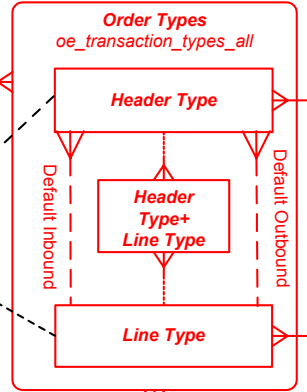
**Service Request Type**  
Defines Service Requested (demand) by Internal or External Customers:  
1. Repair 2. Install 3. Preventive Maintenance  
4. Upgrade 5. Move 6. De-Install  
7. Abandon Vehicle 8. Create Quote 9. ECO/FMI  
Attributes:  
1. Work Flow Name (optionally launched on all SR updates)

**Responsibility Service Request Types**  
Defines which types of Service Requests Responsibility can use/access.  
User Responsibility

**Auto Submit Restrictions**  
(cs\_chg\_sub\_restrictions)  
**Amount Restrictions**  
1. Actuals Exceed Estimates  
2. Charge Line Amount  
3. Manually Overridden  
4. Total SR Charges  
**SR Type Restriction**  
**Bill To Customer Restriction**  
Customers (hz\_parties)

Operating Unit

**Activity Billing Type - OM Order Type mapping**



oe\_workflow\_assignments

Work Flow defines Order Line Processing Steps (e.g. defines whether Order Line gets shipped or not).

**CS Billing Type Categories**  
Maps Billing Type codes to Billing Category codes and Charges Rollup items  
Billing Rollup Item

Black = 11.5.10 Service Codes  
Red = 11.5.10 OM Codes  
Green = 11.5.10 Installed Base Codes  
Blue = 11.5.10 TCA