

# Active Supply Chain Management

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Procurement and Warehousing Operations



## Service Order Management

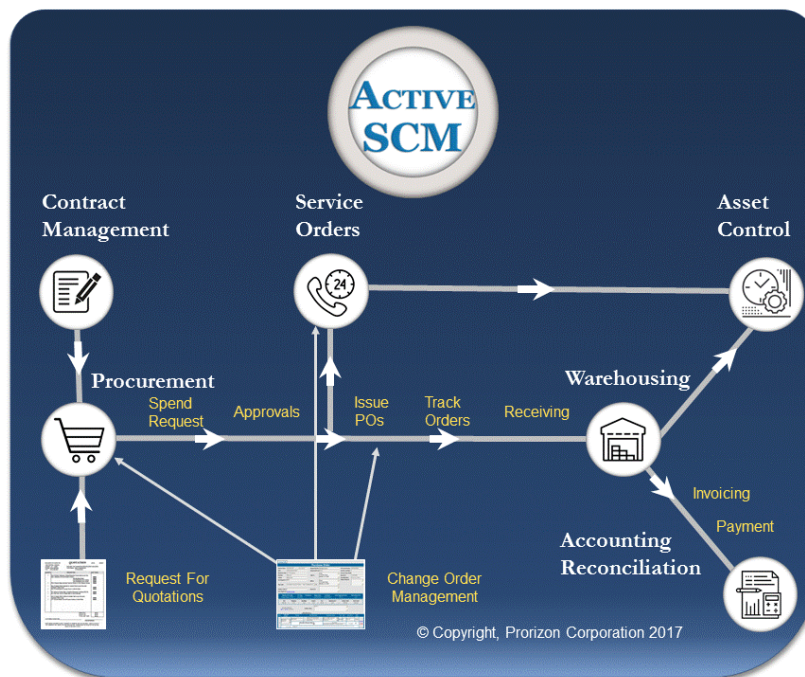
The nucleus of the Active Supply Chain Management (Active SCM) system is the ability to generate requests for services and purchases. All other processes such as asset management, budget tracking, account reconciliation, etc. revolve around this nucleus. Since all entity types operate using the same schema diagramed below, it makes user training very fast.

Service Orders are initiated by Spend Requests the same as Purchase Orders, however their routing is significantly different depending on the actions required.

For instance, a Service Order may be used to track requests for external services (from outside vendors) or internal services (help desk ticket requests). Where they could be initiated from an RFQ, typically they are generated for specific projects or they are help desk type services that have been selected from a Service Order Catalog.

Service Orders are designed with project tracking and chargeback in mind. Response times are recorded and resolutions are categorized for detailed reporting of activities.

Change Orders may be issued against a Service Order to change the scope, amounts approved or authorized dates.



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## Service Order (SO) System Features:

- Track requests for external services (from outside vendors) or internal services (help desk ticket requests) Spend Requests support one-time and blanket purchases
- With a few keystrokes an SR can be created from a completed RFQ
- Blankets may have SO's initiated from them manually or automatically on a monthly, quarterly or annual basis
- Separate Service Orders (SO) may be generated as help desk tickets or projects with reporting on resolutions
- Each SO is presented in its entirety, there's no need to click on multiple screens to see a complete picture
- Each entity utilizes your company's G/L account structure, material group codes and charge codes
- Digital signatures may optionally be required during approval process

**Service Order Maintenance**

**Service Order - Add Comment or Closeout**

Date	02/05/2007	SO #	TX0236096-S001	Requested For	Dennis Penfield
Country	33 * Mexico	Chg Code	100.000%-P92J6A1510	Ext Req Nbr	A123456
Priority	Normal	Requested By	Penfield, Dennis		

Material Group	Mfr	MFR Part No	Product Name	SLA	Qty	Unit Price	Ext Amt
PC Installation	HEWLETT-PACKARD	SERVICE	PC Installation Service		1	25.00	25.00

G/L Account: 57012 - Other Outsourced Services

**Action Selection**

By: Penfield, Dennis  
Date: 02/05/2007  
Time: 16:13

Comment Only  
 Closeout  
 Suspend  
 Cancel

Comment:

Man Hours to Date:

**Closeout Information**

Resolution:   
Date (MM/DD/YYYY):   
Time (HH:MM):

- Every entity may be viewed and approved in multiple currencies
- Approval workflow may be static or dynamic based on optional HR system feeds
- Standard and Advanced users rights may be assigned for access to standard or non-standard catalogs as required
- Entities are reusable to reduce keying requirements
- Real-Time order tracking
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