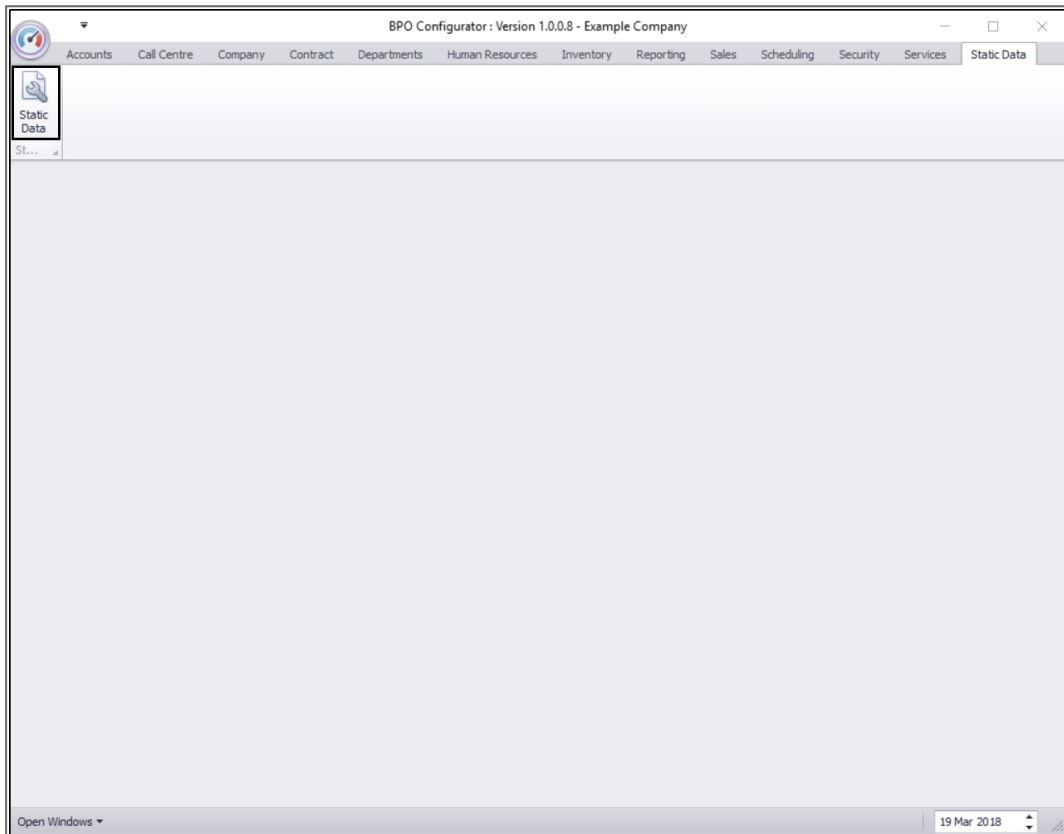


STATIC DATA

STATIC DATA – SALES: SERVICE CLASS

Ribbon Access: Configurator > Static Data> Static Data



- The **Static Data** listing screen will be displayed.
- Use the **filter row** or **scroll down** the list until you find the **Sales: Service Class** row.
- Click on the **expand** icon in this row.

Static Data - BPO Configurator: Version 1.0.0.9 - Example Company

Home Accounts Call Centre Company Contract Departments Human Resources Inventory Reporting Sales Scheduling Security Services Static Data

Save Layout Workspaces Save Filter Refresh

Format Cur...

Description	TableName	FieldName	Size	UserDefinable
Procurement : Supplier Class	tbIPRCHSuppliers	fldClass	50	Yes
Procurement : Supplier Type	tbIPRCHSuppliers	fldSupplierType	50	Yes
Project Contact Type	tbIPMNGProjectContacts	fldContactType	50	Yes
Project Methodology Class	tbIPMNGMethodology	fldPMMMethodClass	50	Yes
Reporting : Report Sub Types	tbIRPTSSavedReports	fldReportSubType	50	Yes
Reporting : Report Types	tbIRPTSSavedReports	fldReportType	50	Yes
Sales : Credit Note Reason Codes	tbISALSCrNoteRelatedRefs	fldReferenceID	4	Yes
Sales : Customer addresses	tbISALSAddresses	fldAddressType	4	Yes
Sales : Document Status	tbISALSInvoices	fldStatus	1	No
Sales : Quote detail types	tbISALSQuotesDetails	fldQuoteDetailType	50	Yes
Sales : Quote payment terms	tbISALSQuoteConfig	fldQuoteTermsCode	10	Yes
Sales : Quote Status	tbISALSQuotes	fldQuoteStatus	50	Yes
Sales : Quote Unit Types	tbISALSQuotesDetails	fldQuoteUnitType	50	Yes
Sales : Quotes Other Costs	tbISALSQuotes	fldQuoteCostType	50	Yes
Sales : Service Class	GENERIC	fldServiceClass	50	Yes
Sales : Service Type	GENERIC	fldServiceType	50	Yes
Sales : Service Unit of Measure	GENERIC	fldUnitofMeasure	50	Yes
Sales : Credit Terms	tbISALSCustomers	fldCreditTerms	20	Yes
Stock Adjustments : Reason Code	tbIINVNAdjustmentRequest	fldReasonCode	10	Yes
Task: Day Of Week	tbIASMNTaskSchedule	fldDayOfWeek	10	No
Task: Week Of Month	tbIASMNTaskSchedule	fldWeekOfMonth	10	No
Warranties : Warranty Type	tbIWARRWarranty	fldType	10	Yes
Work Orders : Class	tbIWKORWorkOrder	fldWOCClass	50	Yes
Work Orders : Rectification Codes	tbIWKORWorkSchedule	fldRectificationCode	10	Yes
Work Orders : Type	tbIWKORWorkOrder	fldWOType	50	Yes
Work Orders : Work Order Status	tbIWKORWorkOrder	fldStatus	1	No

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- The Sales: Service Class **Codes** frame will be expanded.
- Here you can view a list of **sales: service class codes** currently on the system.

Static Data - BPO Configurator: Version 1.0.0.9 - Example Company

Home Accounts Call Centre Company Contract Departments Human Resources Inventory Reporting Sales Scheduling Security Services Static Data

Save Layout Workspaces Save Filter Refresh

Format Cur...

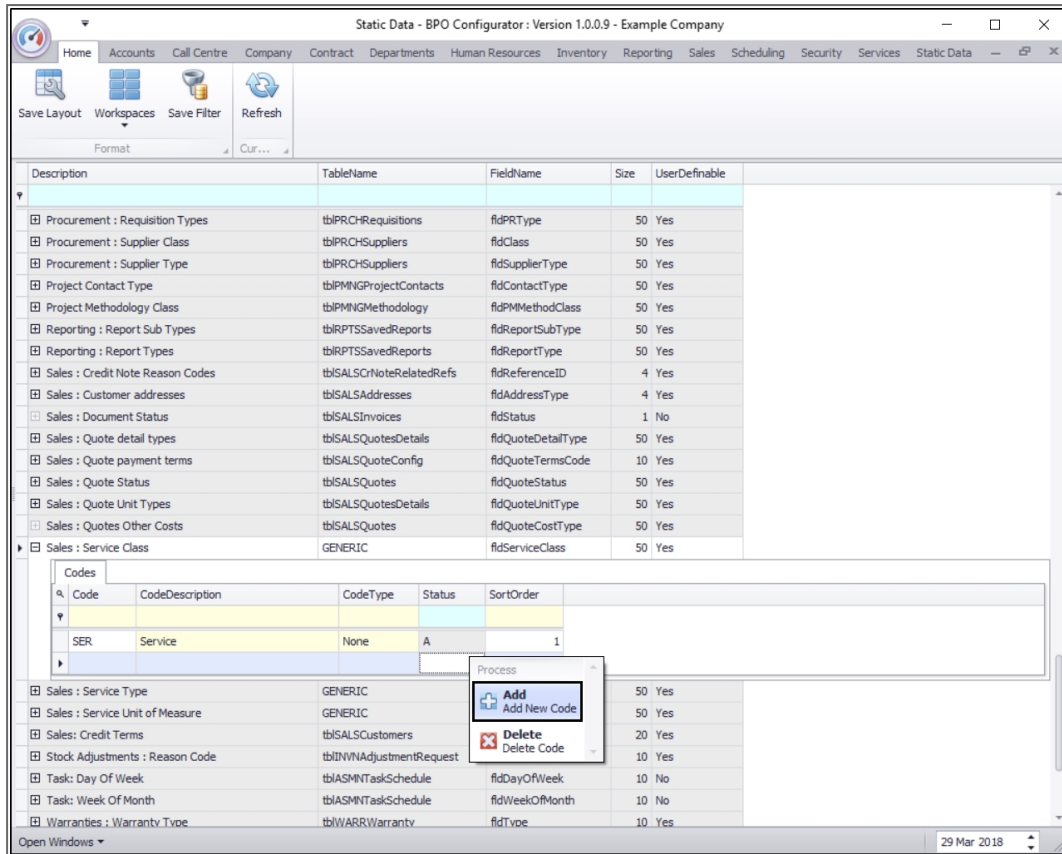
Description	TableName	FieldName	Size	UserDefinable
Procurement : Requisition Types	tbPRCHRquisitions	fidPRTType	50	Yes
Procurement : Supplier Class	tbPRCHSuppliers	fidClass	50	Yes
Procurement : Supplier Type	tbPRCHSuppliers	fidSupplierType	50	Yes
Project Contact Type	tbIPMNGProjectContacts	fidContactType	50	Yes
Project Methodology Class	tbIPMNGMethodology	fidPMMethodClass	50	Yes
Reporting : Report Sub Types	tbIRPTSSavedReports	fidReportSubType	50	Yes
Reporting : Report Types	tbIRPTSSavedReports	fidReportType	50	Yes
Sales : Credit Note Reason Codes	tbISALSCrNoteRelatedRefs	fidReferenceID	4	Yes
Sales : Customer addresses	tbSALSAddresses	fidAddressType	4	Yes
Sales : Document Status	tbSALSInvoices	fidStatus	1	No
Sales : Quote detail types	tbSALSQuotesDetails	fidQuoteDetailType	50	Yes
Sales : Quote payment terms	tbSALSQuoteConfig	fidQuoteTermsCode	10	Yes
Sales : Quote Status	tbSALSQuotes	fidQuoteStatus	50	Yes
Sales : Quote Unit Types	tbSALSQuotesDetails	fidQuoteUnitType	50	Yes
Sales : Quotes Other Costs	tbSALSQuotes	fidQuoteCostType	50	Yes
Sales : Service Class	GENERIC	fidServiceClass	50	Yes

Code	CodeDescription	CodeType	Status	SortOrder
SER	Service	None	A	1

Sales : Service Type	GENERIC	fidServiceType	50	Yes
Sales : Service Unit of Measure	GENERIC	fidUnitofMeasure	50	Yes
Sales : Credit Terms	tbSALSCustomers	fidCreditTerms	20	Yes
Stock Adjustments : Reason Code	tbINWNAdjustmentRequest	fidReasonCode	10	Yes
Task: Day Of Week	tbIASMNTaskSchedule	fidDayOfWeek	10	No
Task: Week Of Month	tbIASMNTaskSchedule	fidWeekOfMonth	10	No
Warranties : Warranty Type	tbWARRWarranty	fidType	10	Yes

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- **Right click** anywhere in a **row** of the **Codes** data grid.
- A **Process** menu will pop up.
- Click on **Add** - Add New Code.



- The **final row** in the **Codes** data grid will now be **'activated'**.
 - The **Code Type**, **Status** and **Sort Order** columns will now be populated.

Static Data - BPO Configurator : Version 1.0.0.9 - Example Company

Home Accounts Call Centre Company Contract Departments Human Resources Inventory Reporting Sales Scheduling Security Services Static Data

Save Layout Workspaces Save Filter Refresh

Format Cur...

Description	TableName	FieldName	Size	UserDefinable
Procurement : Requisition Types	tblPRCHRquisitions	fldPRTType	50	Yes
Procurement : Supplier Class	tblPRCHSuppliers	fldClass	50	Yes
Procurement : Supplier Type	tblPRCHSuppliers	fldSupplierType	50	Yes
Project Contact Type	tblPMNGProjectContacts	fldContactType	50	Yes
Project Methodology Class	tblPMNGMethodology	fldPMMethodClass	50	Yes
Reporting : Report Sub Types	tblRPTSSavedReports	fldReportSubType	50	Yes
Reporting : Report Types	tblRPTSSavedReports	fldReportType	50	Yes
Sales : Credit Note Reason Codes	tblSALSCrNoteRelatedRefs	fldReferenceID	4	Yes
Sales : Customer addresses	tblSALSAddresses	fldAddressType	4	Yes
Sales : Document Status	tblSALSInvoices	fldStatus	1	No
Sales : Quote detail types	tblSALSQuotesDetails	fldQuoteDetailType	50	Yes
Sales : Quote payment terms	tblSALSQuoteConfig	fldQuoteTermsCode	10	Yes
Sales : Quote Status	tblSALSQuotes	fldQuoteStatus	50	Yes
Sales : Quote Unit Types	tblSALSQuotesDetails	fldQuoteUnitType	50	Yes
Sales : Quotes Other Costs	tblSALSQuotes	fldQuoteCostType	50	Yes
Sales : Service Class	GENERIC	fldServiceClass	50	Yes

Code	CodeDescription	CodeType	Status	SortOrder
SER	Service	None	A	1
I		None	A	0

Sales : Service Type	GENERIC	fldServiceType	50	Yes
Sales : Service Unit of Measure	GENERIC	fldUnitofMeasure	50	Yes
Sales : Credit Terms	tblSALSCustomers	fldCreditTerms	20	Yes
Stock Adjustments : Reason Code	tblINWNAdjustmentRequest	fldReasonCode	10	Yes
Task: Day Of Week	tblASMINTaskSchedule	fldDayOfWeek	10	No
Task: Week Of Month	tblASMINTaskSchedule	fldWeekOfMonth	10	No
Warranties : Warranty Type	tblWARRWarranty	fldType	10	Yes

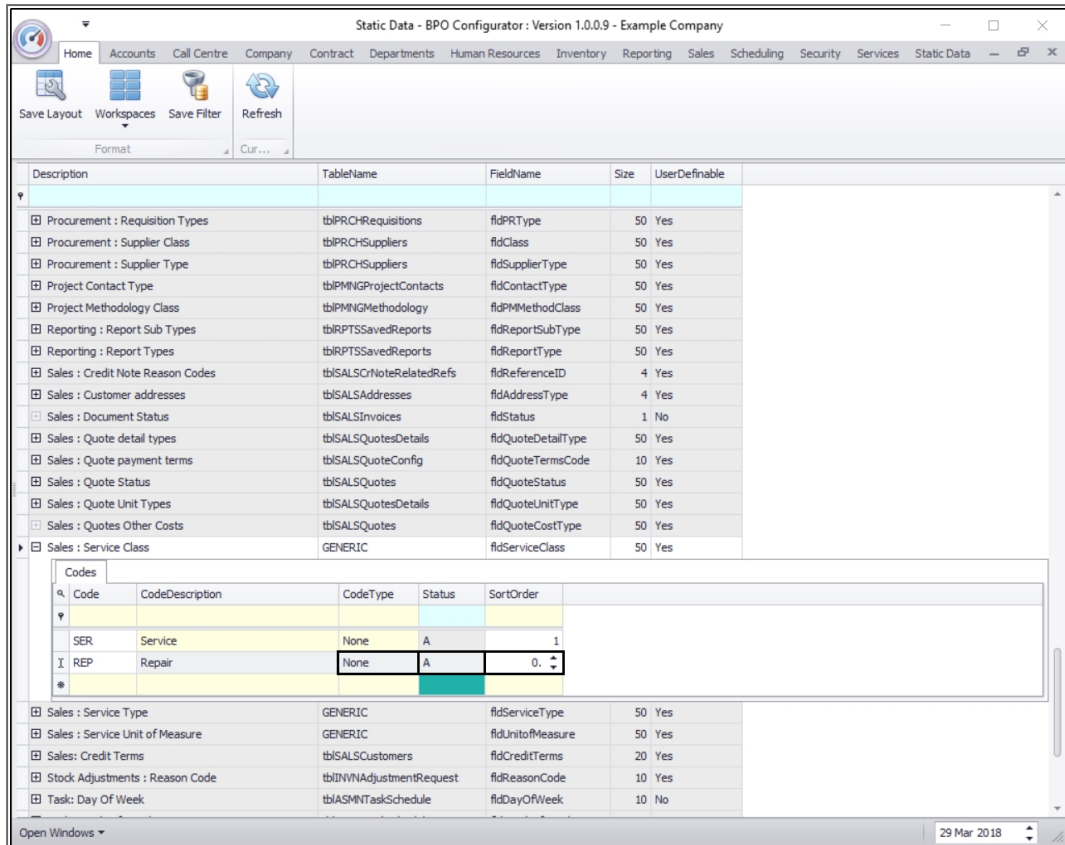
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- **Code:** Click in this text box and type in a code specific for this new sales: service class.
- **Code Description:** Click in this text box and type in a description for this new sales: service class code.

Description	TableName	FieldName	Size	UserDefinable
Procurement : Requisition Types	tblPRCHRquisitions	fldPRTType	50	Yes
Procurement : Supplier Class	tblPRCHSuppliers	fldClass	50	Yes
Procurement : Supplier Type	tblPRCHSuppliers	fldSupplierType	50	Yes
Project Contact Type	tblPMMNGProjectContacts	fldContactType	50	Yes
Project Methodology Class	tblPMMNGMethodology	fldPMMMethodClass	50	Yes
Reporting : Report Sub Types	tblRPTSSavedReports	fldReportSubType	50	Yes
Reporting : Report Types	tblRPTSSavedReports	fldReportType	50	Yes
Sales : Credit Note Reason Codes	tblSALSCRNoteRelatedRefs	fldReferenceID	4	Yes
Sales : Customer addresses	tblSALSAddresses	fldAddressType	4	Yes
Sales : Document Status	tblSALSInvoices	fldStatus	1	No
Sales : Quote detail types	tblSALSQuotesDetails	fldQuoteDetailType	50	Yes
Sales : Quote payment terms	tblSALSQuoteConfig	fldQuoteTermsCode	10	Yes
Sales : Quote Status	tblSALSQuotes	fldQuoteStatus	50	Yes
Sales : Quote Unit Types	tblSALSQuotesDetails	fldQuoteUnitType	50	Yes
Sales : Quotes Other Costs	tblSALSQuotes	fldQuoteCostType	50	Yes
Sales : Service Class	GENERIC	fldServiceClass	50	Yes

Code	CodeDescription	CodeType	Status	SortOrder
SER	Service	None	A	1
I		None	A	0

- **Code Type:** This can remain as *None*.
- **Status:** This will auto populate with **A** - Active.
- **Sort Order:** Click in this text box and either type in or use the arrow indicators to select the sort order for this new sales: service class code.
 - **Note:** The *sort order* is the order in which this will appear in the sales: service class code drop-down list in BPO. If each sales: service class code has the number **1**, then the drop-down list will usually default to an alphabetical order in BPO. If, as in the next image, it is numbered **2**, then it will appear **2nd** in the drop-down list in BPO.



- When you have finished adding the new sales: service class code details, press **Enter**.
- An **Update** message box will appear, asking;
 - **Are you sure you want to save changes to this code?**
- Click on **Yes**.

The screenshot shows the 'Static Data - BPO Configurator' application window. The main data grid lists various static data items with columns for Description, TableName, FieldName, Size, and UserDefinable. A 'Codes' sub-grid is expanded for 'Sales : Service Class', showing a table with columns Code, CodeDescription, CodeType, Status, and SortOrder. A new row 'SER Service' has been added. An 'Update' dialog box is open, asking 'Are you sure you want to save changes to this code?' with 'Yes', 'No', and 'Cancel' buttons.

Description	TableName	FieldName	Size	UserDefinable
Procurement : Requisition Types	tbPRCHRquisitions	fidPRTType	50	Yes
Procurement : Supplier Class	tbPRCHSuppliers	fidClass	50	Yes
Procurement : Supplier Type	tbPRCHSuppliers	fidSupplierType	50	Yes
Project Contact Type	tbIPMNGProjectContacts	fidContactType	50	Yes
Project Methodology Class	tbIPMNGMethodology	fidPMMMethodClass	50	Yes
Reporting : Report Sub Types	tbIRPTSSavedReports	fidReportSubType	50	Yes
Reporting : Report Types	tbIRPTSSavedReports	fidReportType	50	Yes
Sales : Credit Note Reason Codes	tbISALSCreditNoteRelatedRefs	fidReferenceID	4	Yes
Sales : Customer addresses	tbISALSAddresses	fidAddressType	4	Yes
Sales : Document Status	tbISALSInvoices	fidStatus	1	No
Sales : Quote detail types	tbISALSQuotesDetails	fidQuoteDetailType	50	Yes
Sales : Quote payment terms	tbISALSQuoteConfig	fidQuoteTermsCode	10	Yes
Sales : Quote Status	tbISALSQuotes	fidQuoteStatus	50	Yes
Sales : Quote Unit Types	tbISALSQuotesDetails	fidQuoteUnitType	50	Yes
Sales : Quotes Other Costs	tbISALSQuotes	fidQuoteCostType	50	Yes
Sales : Service Class	GENERIC	fidServiceClass		
Sales : Service Type	GENERIC	fidServiceType	50	Yes
Sales : Service Unit of Measure	GENERIC	fidUnitofMeasure	50	Yes
Sales : Credit Terms	tbISALSCustomers	fidCreditTerms	20	Yes
Stock Adjustments : Reason Code	tbIINWNAdjustmentRequest	fidReasonCode	10	Yes
Task: Day Of Week	tbIASMNTaskSchedule	fidDayOfWeek	10	No
Task: Week Of Month	tbIASMNTaskSchedule	fidWeekOfMonth	10	No

Code	CodeDescription	CodeType	Status	SortOrder
SER	Service	None	A	1
REP	Repair	None	A	2

- The new sales: service class code will be **saved** and a **new row** will be added to the **Codes** data grid.
- **Collapse** the Codes frame when you are done.

Static Data - BPO Configurator: Version 1.0.0.9 - Example Company

Home Accounts Call Centre Company Contract Departments Human Resources Inventory Reporting Sales Scheduling Security Services Static Data

Save Layout Workspaces Save Filter Refresh

Description	TableName	FieldName	Size	UserDefinable
Procurement : Requisition Types	tbPRCHRequisitions	fldPRTType	50	Yes
Procurement : Supplier Class	tbPRCHSuppliers	fldClass	50	Yes
Procurement : Supplier Type	tbPRCHSuppliers	fldSupplierType	50	Yes
Project Contact Type	tbIPMNGProjectContacts	fldContactType	50	Yes
Project Methodology Class	tbIPMNGMethodology	fldPMMMethodClass	50	Yes
Reporting : Report Sub Types	tbIRPTSSavedReports	fldReportSubType	50	Yes
Reporting : Report Types	tbIRPTSSavedReports	fldReportType	50	Yes
Sales : Credit Note Reason Codes	tbISALSCrNoteRelatedRefs	fldReferenceID	4	Yes
Sales : Customer addresses	tbISALSAddresses	fldAddressType	4	Yes
Sales : Document Status	tbISALSInvoices	fldStatus	1	No
Sales : Quote detail types	tbISALSQuotesDetails	fldQuoteDetailType	50	Yes
Sales : Quote payment terms	tbISALSQuoteConfig	fldQuoteTermsCode	10	Yes
Sales : Quote Status	tbISALSQuotes	fldQuoteStatus	50	Yes
Sales : Quote Unit Types	tbISALSQuotesDetails	fldQuoteUnitType	50	Yes
Sales : Quotes Other Costs	tbISALSQuotes	fldQuoteCostType	50	Yes
Sales : Service Class	GENERIC	fldServiceClass	50	Yes

Code	CodeDescription	CodeType	Status	SortOrder
SER	Service	None	A	1
REP	Repair	None	A	2

Sales : Service Type	GENERIC	fldServiceType	50	Yes
Sales : Service Unit of Measure	GENERIC	fldUnitofMeasure	50	Yes
Sales : Credit Terms	tbISALSCustomers	fldCreditTerms	20	Yes
Stock Adjustments : Reason Code	tbIINWAdjustmentRequest	fldReasonCode	10	Yes
Task: Day Of Week	tbIASMNTaskSchedule	fldDayOfWeek	10	No

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