Encompass Integration in ER

Nov, 2022

SAMSUNG SDS **SAMSUNG**

1. Adding Encompass Parts (for Samsung Ticket)

Ticket Detail Information (SS) ⌂ > Ticket > Ticket List > Ticket Detail Information (SS)

*** ALERT FROM MANAGER *** [2022-11-02 :] [PART] ENCOMPASS TEST ORDER - DO NOT ORDER FROM GSPN

▸ Ticket No | 4168155720 | Refresh ▾ | IW | Dryer | 1d | Pending | BFSC420 | Wty Error | | Print | Work Order | Estimate | Invoice | Copy New | Save

General Information | Service Tracking | **Repair Parts** | SAW | Other Information | Billing

▸ Repair Parts Information   Ver. 0000 ▾ ▸ Copy Parts ▸ **Part List** ▸ Repair Knowledge Contents ▸ Repair Assistance ▸ Show Deleted Parts | **Submit P/O**

2 records found

#	PO Vendor	Status	Part No	Description	PO Status	Tracking #	Unique ID	Qty	Core Price	Markup (50%) Total	P/O No	P/O Date	G/R Date	Used	PGI	Actions
1	SS-ATL-9387295 ▾	Pending	DC97-21429A ⟳	ASSY COVER PCB				1		$132.28				☐	No Invoice #	✖
2	Encompass-7295 ▾	Pending	DC97-21429A ⟳	ASSY COVER PCB				1		$132.28				☐	No Invoice #	✖

▸ Part No | Part # or Description | **Request Part** ▸ Invoice + Item No | Invoice + Item # | **Reserve Part**

1. Add part using "Request Part" button
2. Change the PO Vendor to "Encompass"
3. Save the ticket
4. (optional) You can submit P/O by clicking "Submit P/O" button

2. Adding Encompass Parts (for Non-Samsung Ticket)

1. When you need a part and you will order the part to Encompass, at Part Transaction section, assign PO Vendor as Encompass, Part No, Status = 'Need PO' and then click "Add"
2. When you already have P/O Number, which means you already ordered it through Encompass web site, you can assign the "P/O No" and Status = 'PO Made' and then click "Add"
3. If all parts are registered correctly, click "Update" button.
4. Note: The important thing if it is correct PO No. Do not use PO number as other internal alternative value.
5. (optional) You can submit P/O by clicking "Submit P/O" button

3. Part Order to Encompass (1. Samsung/Non-Samsung both)

Confirm Part Request   ⌂ › Part › Confirm Part Request

Location*	ATL ▼
Schedule Date*	11/08/2022 📅 ☐ Past Schedule Date
Warranty Type*	Concession LP, Concession L, Concession P, In warranty, Labor only Wty, Out-of-warranty, Part only Wty, Speical Part 5 year, Unknown, Ext Wty, Ext Labor Wty, Ext Part Wty ▼

Branch (Samsung only) ▼   Technician ▼   Repair Status ▼   **Refresh**   **Save & PO**

34 records found   🖨 ⬇ ⚙   search in result ⊗

Account	Branch	Ticket #	Wty	Tech Name	PO Vendor	Part No	Description	ETA	Request	Inventory	Reserve	Avail.	Return (%)	Reserve	Reject	Auto P/O	Manual P/O
9387295	BFSC759	4168151687	IW	Jason Graham	SS-ATL-9387295	BN94-16866D	ASSY PCB OC	11/07	1	1	1	0	25		☐	(Ship Method) ▼	› Samsung
9387295	BFSC420	4168155720	IW	Dave Yoo	Encompass-7295	DC97-21429A	ASSY COVER PCB	N/A	1	2	0	2	28.6		☐	☑ Ground	› Encompass
9387295	BFSC420	4168163355	IW	Jason Graham	SS-ATL-9387295	DG94-04041F	ASSY PCB EEPROM	11/07	1	1	0	1	43	--- Select --- ▼	☐	(Ship Method) ▼	› Samsung
9387295	BFSC759	4168163393	IW	Jovan Harrigan	SS-ATL-9387295	DC64-00828B	SWITCH DOOR	11/04	1	4	0	4	19.8	--- Select --- ▼	☐	(Ship Method) ▼	› Samsung
					SS-ATL-9387295	DC97-18995C	ASSY DOOR-MODULE	11/07	1	1	0	1	37.5	--- Select --- ▼	☐	(Ship Method) ▼	› Samsung

1. Open Part > Confirm Part Request to see all "Need-PO" parts
2. All Encompass Ship Method is "Ground" and not editable. So check the checkbox to order the part
3. Click "Save & PO" button
4. Then system will order the parts that you changed of Auto P/O column.
5. The PO # is ScheduleDate + "-" + Ticket # (ex: 20221103-4168345678)

3. Part Order to Encompass (2. Samsung Ticket only)

1. At the Samsung Ticket Information page, you can order the part directly using "Submit P/O" button.
2. Then it'll show a popup window, confirm the information, and click "Create Encompass P/O".

3. Part Order to Encompass (3. Non-Samsung Ticket)

Parts PO & Management   🏠 > Part > Parts PO & Management

Location*	GA1	Repair Status		Part Status			
Ticket #		☐ Receive Date	12/18/2022 ~ 12/19/2022			**Refresh**	**Save**

5 records found 🖨 ⬇ [search in result ⊗]

Ticket #	Repair Status	Location	Schedule	Wty	P. ID	▼PO Vendor*	Part No*	Description	PO #	PO Date	Conf. #	Invoice #	▼Part Status	Note	Unit $*	Core $	Qty	Lot	Symptom	Actions
22618774DF	Need PO	GA1	12/20	XW	P1	Encompass	11001011000007	MAGNET SYNCHRONOUS PUMP	(PO #)	mm/dd/yyyy 🕐			Need PC		45.12	0	1		Cx says Washer will not spin and drain. Giving E2 error code.	❯ Part Order
400229196	Waiting for	GA1	12/27		P3	Encompass	129380000003	CLUTCH BODY SUBASSEMBLY	1-59231	11/28/2022 🕐			Need PC	midea	0	0	1		Tech support suggested to order 11301021000001 screw 12138000034763 agitator 12938000000354 clutch	❯ Part Order
400230243	Need PO	GA1	12/21		P1	Encompass	17438200000052	HEATER	(PO #)	mm/dd/yyyy 🕐			Need PC		59.55	0	1		Cx says Dryer is giving a burning smell.	❯ Part Order
					P1	Encompass	129380000036	SUSPEND SYSTEM	(PO #)	mm/dd/yyyy 🕐			Need PC		3	0	2			
6620													Need PC		3	0	2		WHEN SPINNING SHAKES VIOLENTLY NO PHYSICAL DAMAGE.	❯ Part Order

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Encompass Parts Order ✕

PO No*	12222022-662005595	Reference #	(ticket #)
Ship Method*	Ground	Ship To Name*	GA1
Ship To	2390 Satellite Blvd NE	Suite Q	Buford	GA	30518
Phone #	6788203661	Email Address	support@goldenihs.com

2 records found 🖨 ⬇ [search in result ⊗]

Ticket #	Select	Part No	Description	Price	Core Price	Order Qty
662005595	☑	12938000003641	SUSPEND SYSTEM	$3.00	$0.00	2
	☑	12938000003642	SUSPEND SYSTEM	$3.00	$0.00	2

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Parts Order (Encompass)

1. You can order Encompass parts at Part > Part PO & Management page.
2. When you find Encompass PO Vendor and the Part Status = 'Need PO', you can order the part by clicking "Part Order"

4. Update Encompass Invoice # of a part (Samsung BE Company)

Ticket Detail Information (SS) 🏠 › Ticket › Ticket List › Ticket Detail Information (SS)

*** ALERT FROM MANAGER *** [2022-11-02 Haley Kang] [PART] ENCOMPASS TEST ORDER - DO NOT ORDER FROM GSPN

▸ Ticket No `4168155720`   Refresh ▾ (IW) (Dryer) (2d) (Pending) (BFSC420) (Wty Error)   [Print] [Work Order] [Est

| General Information | Service Tracking | **Repair Parts** | SAW | Other Information | Billing |

▸ Repair Parts Information   Ver. `0000` ▾ ▸ Copy Parts ▸ **Part List** ▸ Repair Knowledge Contents ▸ Repair Assist

1 record found

#	PO Vendor	Status	Part No	Description	PO Status	Tracking #	Unique ID	Qty	Core Price	Markup (50%) Total	P/O No	P/O Da
2	Encompass-7295	▾ Pending	DC97-21429A ⟳	ASSY COVER PCB			`1-339420-1022E`	1		$132.28		

▸ Part No `Part # or Description` [Request Part]   ▸ Invoice + Item No `Invoice + Item #` [Reserve Part]

1. When you want to update the Encompass Invoice # to the part, use Unique-ID column.
2. You should add "E" after the Encompass Invoice # (ex: 1-339420-1022E) to bypass the Samsung internal logic
3. Click "Save" button

4. Update Encompass Invoice # of a part (Non-Samsung BE Company)

Part Transaction						Part List		☐ Part Not Needed	› Scan Unique ID Here	Invoice + (Item) #	**Add Part** **Update**

(TRIAGE NOTE HERE)

1 distinct record found 🖶 ⬇ [search in result ⊗]

ID	PO Vendor*		PO Date	PO No	Part No*	Part Description	Invoice No	Qty*	Part Price	Core Price	Markup	Job Code	Actions
	Confirm #		Part Status*	Repair ID*	Note	ETA	RA Date	RMA #	Credit #	Total (Markup)	Claim To		
	(Vendor) ▾	(Distributor) ▾	mm/dd/yyyy 🗓	[ ]	[ ]	[ ]	[ ]	1	$	$	▾		› Add
	[ ]	Need PO ▾	R1 R2	[ ]	mm/dd/yyyy 🗓	mm/dd/yyyy 🗓	[ ]				▾		
P1	Encompass 136486 ▾ (Distributor) ▾		12/13/2022 🗓	B7776186-00	W11176454	IGNTR-OVEN	1-513396-1222	1	$ 28.42	$	20%	▾	› Delete
		Used ▾	R1 R2		12/14/2022 🗓	mm/dd/yyyy 🗓				Markup: $ 34.10	SP-NAT00111-WARR ▾		

1. The PO Date, Invoice #, Invoice Date, ETA will be populated automatically, when it is shipped from Encompass.
2. If you want to update it manually, you can update it and click "Update" button.

4. Part Receive

| Location* | | Part From | Encompass | Date*[1] | 11/15/2022 ~ 11/30/2022 | ☑ Unreceived | ☐ Received | ☐ Print Label | Refresh | Save |

> Scan Unique ID / PO # / Part # / Ticket # Here [   ] **Add Part**

3 records found   🖨 ⬇ ⚙ (4168460856 ⊗)

G/R	☐	Unique ID*	Ship To*	PO Date	PO Number	Conf. No	Invoice #	Invoice Date	Part Number*	Part Desc*	Receive Date	Ticket No	Status	Tech	Schedule	Total Rcvd*	$ Part	$ Retail	$ Core	Lot #	Actions
	☑		mm/dd/yyyy				mm/dd/yyyy			11/30/2022						1		0		▾	› Add
✓	☑	4168460856-BN95-08405A		2022-11-21	20221123-4168460856		1-428399-1122	11/22/2022	BN95-08405A	PRODUCT LCD-CSOT		4168460856	Ready to Complete (p)		TODAY	1 /1	600	660	120	▾	
☐	☐	4168460856-BN96-54936A		2022-11-21	20221123-4168460856			mm/dd/yyyy	BN96-54936A	FFC		4168460856	Ready to Complete (p)		TODAY	0 /1	4.63	5.1	0	▾	
☐	☐	4168460856-BN96-54959A		2022-11-21	20221123-4168460856			mm/dd/yyyy	BN96-54959A	FFC		4168460856	Ready to Complete (p)		TODAY	0 /1	5.36	5.89	0	▾	

1. When you receive the part, open Part > Part Receive page to receive the part.
2. Check the part that you received and click "Save" button.
3. Note: ER system is using "Ticket # - Part #" as Unique ID for all non-Samsung purchased parts. So the unique ID is not Invoice # + Item #. All other page including Part Daily Pickup / Collect page are using same Unique ID, too.

5. Part Return

1. You can see Encompass parts and the aging at Part > Part Aging & Return
2. Change the Part Provider to "Encompass" and refresh it.
3. When you want to return a part, click "Return Encompass" link.

6. Encompass Claim Audit Report (Samsung Ticket only)

Encompass Claim Audit Report ⌂ > Claim > Encompass Claim Audit Report

| Location* | HQ ⌄ | Complete Date | 11/26/2022 📅 ~ 12/17/2022 📅 | Refresh | Save |

3 records found   🖨 ⬇   search in result ✕

Ticket No	Bill No	Status	Complete Date	Claimed Date	Part No	Description	Qty	Invoice No	Claimed from (SS)	Paid to (ENC)	Core to (ENC)	DIFFERENCE
4168460856	4168460856	20	11/30/2022	12/01/2022	BN95-08405A	PRODUCT LCD-CSOT;CY-QB055FHHV1H/V,QBLS03	1	1-428399-1122	$600.00	$541.78	$0.00	-58.22
4168543783	4168543783	20	11/30/2022	12/01/2022	BN95-08407A	PRODUCT LCD-CSOT;CY-QB065FHHV1H/V,QBLS03	1	1-450213-1122	$920.00	$802.14	$0.00	-117.86
4168547055	4168547055	20	12/01/2022	12/02/2022	BN44-00947G	DC VSS-PD BOARD;L43E7_RDY,AC/DC,126W,AC1	1	1-455409-1122	$70.65	$72.00	$48.00	49.35

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1. You can see the price difference between claimed price to Samsung and buying price from Encompass using this report.