

Version 25



Trapeze

Enterprise Asset Management

NAPA Legacy

MAXQueue Module Guide

Trade Secret | February 2025

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Customer Care is available Monday through Friday, 8:00 a.m. to 8:00 p.m., Eastern Standard Time.

Toll-Free Telephone: 1-877-411-8727

E-mail: cc@trapezegroup.com

FTP Site: <https://ftps.trapezegroup.com/>

Web Site: <https://collaborate.trapezegroup.com>

The website provides access to Trapeze Collaborate which offers resources to implement and operate the software, search knowledge, participate in communities, log/track service requests, sign-up for release alerts, view product health recommendations, and download updates or documentation. For secure access to Collaborate, contact Customer Care through the website or by calling the number above.

Product Compatibility

Refer to the latest [Product Compatibility](#) information on Trapeze Collaborate for requirements including operating system information, databases, Crystal reports, network protocol, HTTP servers and browsers that are supported.

NAPA Legacy - MAXQueue Module Guide

Version 25.x

February 2025

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1. Summary

The NAPA integration provides an interface with NAPA's Total Automotive Management System (TAMS). For more information on TAMS, refer to the [TAMS Data Entry](#) section. This interface removes the need for double-entry for joint customers of our asset management system and NAPA's Integrated Business Service (IBS). The interface, if configured in whole, performs the following:

Inbound from NAPA

- Synchronizes internal part inventory with NAPA's TAMS part inventory.
- Synchronize internal part inventory with TAMS POS transactions.
- Downloads TAMS POS invoice data for reconciliation

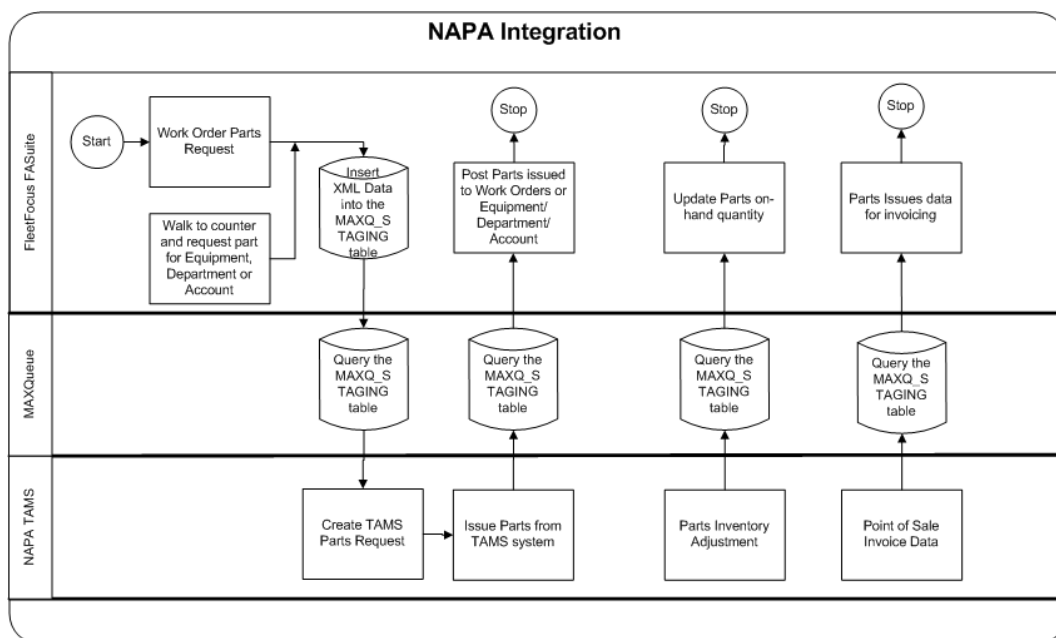
Outbound to NAPA

- Share part requests between the system and TAMS.
- Share part transfers between the system and TAMS.

Internal Service

- Update request notify flags when you update labor

The flow diagram below describes a high level summary of the services and how they transfer data between the software system and the NAPA TAMS.



About NAPA Integration

The integration between the asset management system and NAPA's IBS system allows for paperless workflow in your shop to increase efficiencies. When technicians place a work order parts request using the asset management system, the details of that order are passed through to the NAPA TAMS point-of-sale system in real-time. NAPA's staff will assist with the research for the proper part, fulfill the order, and have the part ready for the technician. If the part is not in the standing inventory, the NAPA staff member will place the order and update the inventory.

Additionally, all parts that are sold to your organization through NAPA's TAMS point-of-sale system (whether to work orders, or directly to departments or account codes) are immediately viewable in the system as valid parts issue transactions. This eliminates any incorrect coding of issue transactions as all your business rules defined in the system are still fully enforced in real-time.

The inventory is updated in real-time which gives fleet managers an accurate view of the parts that are on hand (including quantity and price) at any time. This can be critical information to help the manager assess whether or not a vehicle should be taken out of service for repair.

Furthermore, the integration supports multiple storerooms and maintenance facilities with its parts transfer functionality. Inventory can be transferred from the central NAPA IBS location to a satellite facility's on-hand inventory, where the built-in inventory tracking of the system takes over.

Finally, the asset management system also assists with reconciliation of invoices for NAPA parts orders. An independent process of the integration performs a cross-check of your NAPA

invoice against parts issue transactions, ensuring that everything you are being billed for has been properly accounted for in the system.

The NAPA integration is designed to facilitate the following items:

Paperless communication with the NAPA parts counter

- Parts requests are sent electronically to the NAPA counter
- Parts issues (sales) are automatically posted to the internal system

Visibility into NAPA parts catalog

The NAPA parts catalog gives you information you need without having to try and find the information online. You can easily obtain this information straight from the catalog.

- Part numbers and descriptions
- On-hand quantities available at NAPA
- Current price

There are also periodic validations of NAPA invoices to ensure valid audit of charges, eliminating the need to manually reconcile your NAPA invoices. More specifically, the automated reconciliation process involves the system accepting NAPA invoices in a predefined standard electronic format and verifying the costs against matching transactions within the application. Each invoice is linked to the corresponding parts issue record in the application, which can be a direct issue, work order issue, or request issue. Valid matches are marked as reconciled. Any cost variance will be marked as requiring attention.

2. Updating NAPA

When you upgrade, be sure to perform the upgrade during a time when no NAPA part requests are being created by the shop. These part requests are normally sent to NAPA, and if any are made during the time the upgrade is happening, they will get missed. No incoming data from NAPA (POS transactions, etc.) will be missed, since these will simply build up on NAPA's side until we request them.

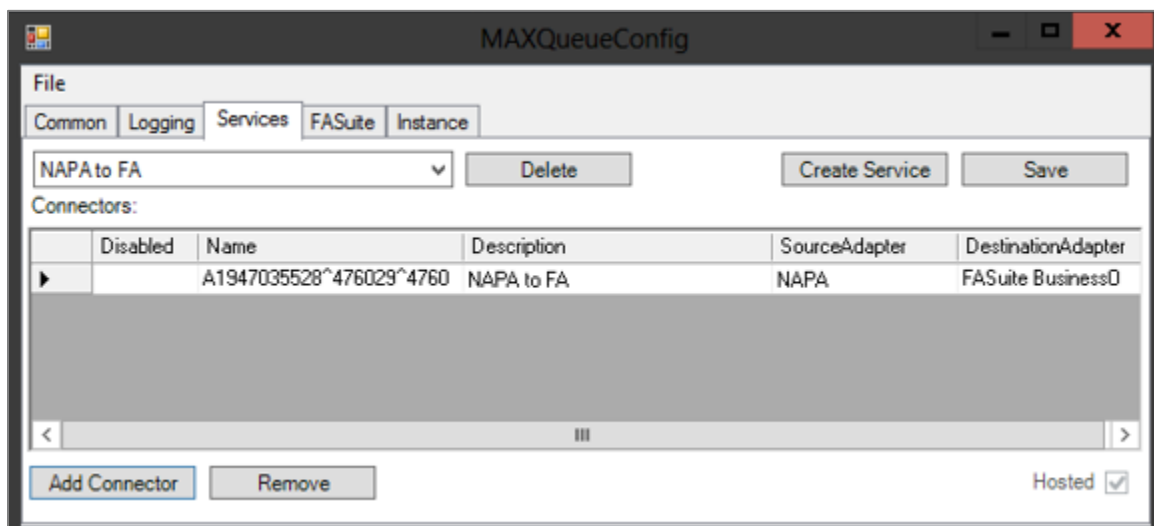
In general, it is best to perform an upgrade outside of regular business hours. Alternatively, take measures to ensure that no one can enter data (of the type that the integration manipulates) during that time.

 Important: When upgrading, make sure no items are left in the queue for processing. Be sure all items are done processing before upgrading, otherwise that data may be lost or corrupted. Allow MAXQueue to complete all work before shutting down the service to upgrade.

 When you upgrade to 16.0.3 and higher, you will need to disable the old NAPA interface services. Once these services are disabled, follow the necessary steps for configuration.

To disable the old NAPA services:

1. Open the MAXQueueConfig file.



2. Choose the service to disable from the drop-down menu.
3. Click **Delete**.
4. Continue deleting the old NAPA services until complete.

 Important: When you are upgrading to NAPA V2, run the following scripts to install necessary sequences that were not present in the older version of the integration:

- MAXQ_NAPA_INVSYNCH.sql
- MAXQ_NAPA_IVCRECON.sql
- MAXQ_NAPA_LASTREQUEST.sql

 Note: Running these scripts in Oracle will generate **ORA-00955: name is already used by an existing object** errors. These may be ignored as Oracle will still create the required sequences. Using MSSQL, these errors will not be generated at all.

3. NAPA Setup

With any new project, you must obtain the following items:

- NAPA store number (client's store number)
- Customer number (account the parts are billed to)
- TAMS login credentials
- Test and production web service URLs (used in MAXQueue configuration)
- Parts inventory (loaded to the internal system)

Email the following people to obtain this information:

- NAPA store manager at the client site
- The Product Specialist at NAPA Corporate in Atlanta

Parts Inventory

Parts inventory must be formatted correctly before being entered into the system.

Line Abbreviation	Part Number	Description	Unit Price	Qty On Hand
1BG	7011	BG AC OIL/DYE	1.53	128.00
1CH	11EJ51DW1AA	VISOR HOLDER	5.32	2.00
1CH	11RF14DX9AB	VISOR CLIP	2.94	7.00
1CH	5168389AB	lower arm	130.62	2.00
1CH	6506132AA	PUSH FASTENERS	3.71	7.00
1CH	68088485AA	P/S FLUID	13.09	3.00

1. Internal part ID: (Line abbreviation)–(part number). This must be concatenated.

For example: 1BG-7001

2. Internal part description: NAPA description
 - See the NAPA setup document for the remaining part configuration
 - Part Sync: MAXQueue configuration option to auto-update changes to the existing parts and auto-create new parts.

Testing

Like any interface, testing must be completed before going live.

NAPA corporate must be contacted to test the interface. They will give you a test store number to run requests through.

4. Configuration

⚠ Important: The internal system **must** be configured with Inventory Pricing Method of Average. If you are using LIFO/FIFO you will have to switch. Since this is not a trivial change, please consult your organization and customer support contact when considering this change.

Each location in the internal system that is associated with a NAPA IBS store must be configured as being managed by NAPA.

1. Configure the NAPA Vendor.
 - i. Navigate to Data – Setup – Organization Structure – Vendors – Primary Information
 - ii. Add NAPA Vendor if not present.
 - iii. On Vendors – Primary Information screen, Store Locations tab, add NAPA IBS Store IDs. The Store ID is supplied by NAPA.

The screenshot shows the 'Vendors - Primary Information' screen. At the top, there are tabs for 'ADMIN MODE' and 'CHANGE R'. Below the tabs are buttons for 'Search', 'Reload', 'Sort', 'Select Filter', 'Select Sort', 'New', 'Copy', 'Delete', and 'Edit'. The 'Vendor ID' field is set to 'NAPA VEND' and the 'Store ID' field is highlighted with a red circle. The 'Store Locations' table has one row with 'Store ID' highlighted.

Row #	Delete	Store ID	Description
1	☐		

2. Configure locations to be externally managed by NAPA stores.
 - i. Navigate to the Organization Structure Locations – Primary Information screen, Inventory tab.
 - ii. In the **Externally managed by vendor ID** field, select the NAPA vendor.
 - iii. Select the store ID that is associated with this location.

⚠ Only one Location per NAPA Store ID is allowed.

Only configure the NAPA store ID for the internal location that is externally managed by a NAPA vendor. Locations receiving issues (such as part request WO locations) are not

configured to be externally managed by a vendor and have no store ID. These internal locations do however have external accounts (NAPA customer IDs) configured (see below).

The screenshot shows the 'Locations' configuration interface. On the left is a sidebar with tabs: Basic Info, Functions, Work Orders - Options, Work Orders - Service Requests, Work Orders - More Info, Work Orders - Defaults, **Inventory**, Inventory - More Info, Inventory - Enterprise, and Motor Pool. The main area is titled 'Inventory' and contains several input fields and sections. A red circle highlights the 'Externally managed by vendor ID' field, which is currently empty. Other fields include 'Address ID for deliveries', 'Address ID for invoices', 'Criteria for conversion of parts from ON DEMAND - PROMOTABLE to STOCKED' (with sub-fields for 'Ordered more than' and 'Issued more than'), 'Maximum unit price for automatic conversion of consumable parts to STOCKED', 'Minimum age of part at a location for EOQ calculation (months)', 'Parts receipt processing time (hours)', 'Store ID', 'Direct issues', and 'Transfers'. At the bottom, there are 'ABC parameters for inventory counts' and 'Criteria for automatic calculation of ABC codes'.

3. Configure locations with NAPA customer IDs (account ID).

The NAPA customer IDs are provided by NAPA and allow NAPA to track pricing and purchase history. In the software, these customer IDs are typically defined as an account IDs and associated with a system location as an external account:

- Add external accounts for WO issues, direct issues, or transfers depending on how a location is used.
- Navigate to Data > Setup > Organization Structure > Locations – Primary Information > Inventory tab, for each of the locations being assigned a customer ID:
- If the location will be a WO location that will be receiving parts from the NAPA store location, then add the NAPA customer ID associated with WO issues to the **External accounts for: Work order Issues** field.



Note: If the customer ID has been previously added to the Accounts screen, you can select it from the drop-down list.

- If the internal location will be receiving parts via part transfers from the NAPA store location then add the NAPA customer ID (account ID) associated with transfers to the **External accounts for: Transfers** field.



Note: If the customer ID has been previously added as an internal account in the Account screen you can select it from the drop-down list.



Note: The customer ID is only used when sending POS requests (see exception below). Since direct issues do not originate in the system (no POS request) the external accounts (on Location – Inventory Tab) for Work order issues and transfers are the only fields that would ever be configured (external account for direct Issues is unused at this time). When NAPA issues the POS transactions the associated customer ID will be provided. MAXQueue does a simple validation check to ensure that the customer ID is one that is found in the internal system.

The customer ID provided in part update request is provided to TAMS only for validation (simple authentication that the request being made is using an active customer ID) – pricing etc. is based on store ID. Given that the customer ID has no business use, the assumption exists that all configured customer IDs are valid and any one of those can be used to submit the part update request.

5. Additional SQL

Execute the following SQL scripts against the MAXQueue schema (all versions). The scripts can be found in the following location: \MAXQueue\Server\DBinit\MSSQL or Oracle.

If MAXQueue was previously installed and your database type is MSSQL, you may already have the required database table objects. The staging tables were previously created dynamically as the services were running. If you did not run these services, the tables will not exist and dynamic table creation has been removed as of version 16.0.3. This will require that you either review your MAXQueue schema for the following tables or run the following scripts based off of your previous configuration. If your NAPA version is previous to version 16.0.3, you will need to run each of the scripts to create the required sequences and triggers. All new installations need to run each script based off what services will be running. Due to MSSQL 2008 being supported, the scripts account for sequence functionality to not exist and use an identity table instead. The application uses the database version to identify if a sequence or an identity table is used. If you are upgrading your MSSQL database version from 2008 to 2012 or higher, then you need to re-run these scripts to create the sequence objects used to generate batch IDs.

- NAPA last request staging table: MAXQ_NAPA_LASTREQUEST.sql
 - TABLE: MAXQ_NAPA_LASTREQUEST
 - INDEX: MAXQ_NAPA_LASTREQ_ROW, MAXQ_NAPA_LASTSTOREREQ
 - (Oracle only) SEQUENCE: MaxqNAPALastrequestRowID
 - (Oracle only) TRIGGER: MAXQNAPALASTREQUESTROWID
- NAPA inventory synchronization: MAXQ_NAPA_INVSYNCH.sql
 - TABLE: MAXQ_NAPA_IN_INVSYNCH
 - INDEX: MAXQ_NAPA_IN_INVSYNCH_1, MAXQ_NAPA_IN_INVSYNCH_2, MAXQ_NAPA_IN_INVSYNCH_3, MAXQ_NAPA_IN_INVSYNCH_4, MAXQ_NAPA_IN_INVSYNCH_5, MAXQ_NAPA_IN_INVSYNCH_6
 - SEQUENCE: MaxqNAPAINInvsynchRowID, MAXQNAPAININVSYNCHSEQ
 - (Oracle only) TRIGGER: MAXQNAPAININVSYNCHROWID
- NAPA invoice reconciliation: MAXQ_NAPA_IVCRECON.sql
 - TABLE: MAXQ_NAPA_IN_IVCRECON, MAXQ_NAPA_IVCRECON_B, MAXQ_NAPA_IVCRECON_H, MAXQ_NAPA_IVCRECON_D
 - INDEX: MAXQ_NAPA_IN_IVCRECON_1, MAXQ_NAPA_IN_IVCRECON_2, MAXQ_NAPA_IN_IVCRECON_3, MAXQ_NAPA_IN_IVCRECON_4, MAXQ_NAPA_IN_IVCRECON_5, MAXQ_NAPA_IN_IVCRECON_6, MAXQ_NAPA_IVCRECON_B_1, MAXQ_NAPA_IVCRECON_B_2, MAXQ_NAPA_IVCRECON_H_1, MAXQ_NAPA_IVCRECON_H_2, MAXQ_NAPA_IVCRECON_D_1, MAXQ_NAPA_IVCRECON_D_2, MAXQ_NAPA_IVCRECON_D_3, MAXQ_NAPA_IVCRECON_D_4

- SEQUENCE: MAXQNAPAIVCRECONSEQ
 - (Oracle only) SEQUENCE: MaxqNAPAIvcreconRowID, MaxqNAPAIvcreconBRowID, MaxqNAPAIvcreconHRowID, MaxqNAPAIvcreconDRowID
 - (Oracle only) TRIGGER: MAXQNAPAINIVCRECONROWID, MAXQNAPAIVCRECONBROWID, MAXQNAPAIVCRECONHROWID, MAXQNAPAIVCRECONDROWID
- NAPA part POS Transactions: MAXQ_NAPA_POS.sql
 - TABLE: MAXQ_NAPA_IN_POS
 - INDEX: MAXQ_NAPA_IN_POS_1, MAXQ_NAPA_IN_POS_2, MAXQ_NAPA_IN_POS_3, MAXQ_NAPA_IN_POS_4, MAXQ_NAPA_IN_POS_5, MAXQ_NAPA_IN_POS_6
 - SEQUENCE: MAXQNAPAPOSSEQ
 - (Oracle only) SEQUENCE: MaxqNAPAIPOSRowID
 - (Oracle only) TRIGGER: MAXQNAPAINPOSROWID
 - As of version 16.0.1 and forward, an issue where part synchronization was addressed where cross references of NAPA parts were linked to a part ID of “-“. In the case that you have these invalid entries, a script was created to address this. Please see the script notes to make sure this solution is viable for your organization.
 - Cross reference cleanup: NAPA_InvalidCrossReferenceCleanup.sql
 - Existing and new installations will need to run the following script as of version 16.0.3 and forward to add in a new staging table that will be required for part’s point of sale transactions.
 - NAPA part POS transactions: MAXQ_NAPA_POS.sql
 - TABLE: MAXQ_NAPA_POS
 - INDEX: MAXQ_NAPA_POS_1, MAXQ_NAPA_POS_2, MAXQ_NAPA_POS_3, MAXQ_NAPA_POS_4
 - (Oracle only) SEQUENCE: MaxqNAPAPosRowID
 - (Oracle only) TRIGGER: MAXQNAPAPOSROWID

6. Configuring MAXQueue Services

MAXQueue needs to have the following services configured based on the organization's requirements. See the sections below for configuration requirements.

Inbound from NAPA

- Part Inventory Sync Stage
- Part Inventory Sync Process
- Invoice reconciliation Stage
- Invoice reconciliation Process
- POS Transaction Stage
- POS Transaction Process

Outbound to NAPA

- Part Issue Request

Internal Service

- Part Issue Notify

Global Variables

Instance Configuration

☐ Requires Review

Description: A1286233444

Instance Variables:

Variable	Value	Encrypt
vars.CAFASuiteServer	http://10.1.105.199/SRVApp	
vars.CAFASuiteUser	sysadmin	
vars.CAFASuitePassword	sysadmin	
vars.NAPAUsername	[NAPA User Name]	
vars.NAPAPassword		✓
vars.HourOffsetFromWeb...	[Offset From Web Services]	
vars.FAUser	[FA User name]	
vars.FAPass	[FA Password]	
vars.ODBCName	[ODBC Name]	
vars.ODBCUser	[ODBC User]	
vars.ODBCPassword	[ODBC Password]	
vars.WebServiceTimeout...	900000	
vars.NewPartProductCate...	[Default Part Product Catego	
vars.NewPartLocPreferred...	[Default Part Preferred Vendi	
vars.NewPartClassificatio...	[Default Classification ID]	
vars.NewPartCoreSuffix	[Default Core Suffix]	
vars.NewPartCoreDescPr...	[Default Core Description Pre	

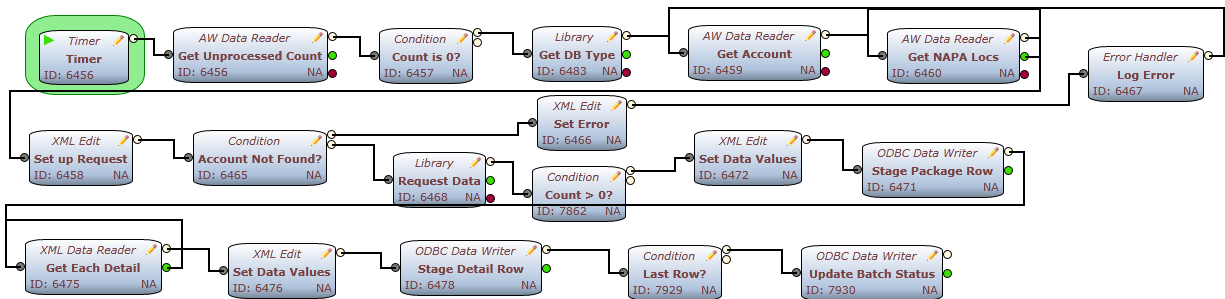
Within the MAXQueue designer the following global variables (shared between all services) will need to be configured:

- vars.NAPAUsername: [NAPA user name for web service login]
- vars.NAPAPassword: [NAPA password for web service login]
- vars.ODBCName: [Enter ODBC Name corresponding to Direct Issue staging table]
- vars.ODBCUser: [Enter ODBC User]
- vars.ODBCPassword: [Enter ODBC Password]
- vars.FAUser: [Enter User]
- vars.FAPass: [Enter User Password]
- vars.NewPartProductCategory: [Product Category to assign to new parts created by the interface]
- vars.NewPartClassificationID: [Part Classification ID to assign to new parts created by the interface]
- vars.NewPartLocPreferredVendorID: [Vendor ID to assign to new parts created by the interface]
- vars.NewPartCoreDescPrefix: [Prefix to add to Part Descriptions for new core parts created by the interface]

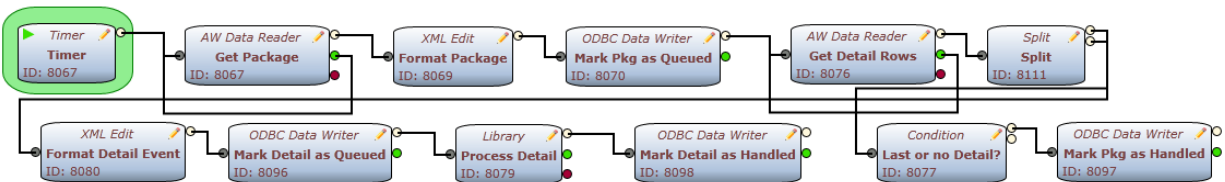
- vars.NewPartCoreSuffix: [Part Suffix to use for new core parts created by the interface (used generally as the suffix code for all core parts)]
- vars.WebServiceTimeoutMilliseconds: [Web service timeout, defaulted to 90000, be mindful of short timeout settings, recommended as defaulted]
- vars.HourOffsetFromWebServices: [Used for web server offset from web services]

Part Inventory Synchronization:

Stage



Process



Within the MAXQueue designer the following service level variables will need to be configured:

Part Inventory Sync Stage

vars.PartUpdateWebServiceURL: [(Defaulted to current NAPA URL)
<http://esb.genpt.com/PartUpdateRequest/PartUpdateRequestService.asmx>]

Timer Adapter

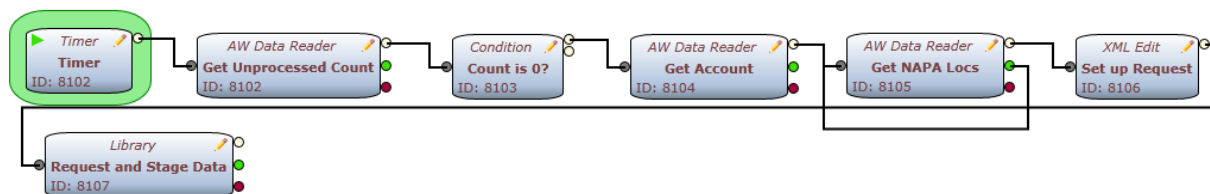
Set to run every 15 minutes.



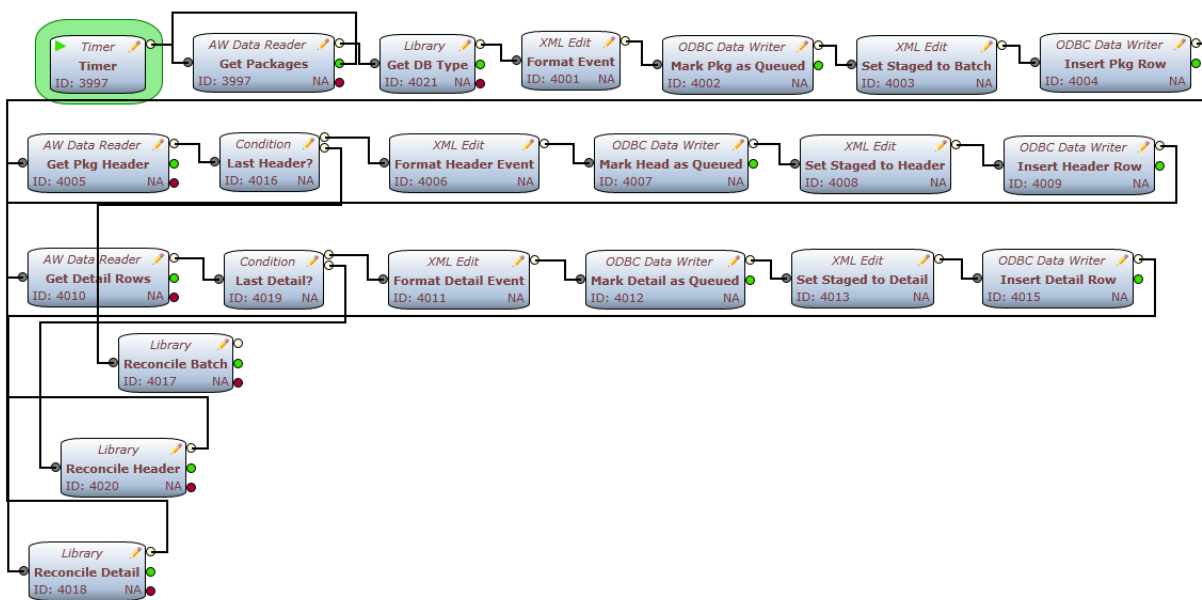
Note: The minimum setting allowed by NAPA is 15 minutes. Any setting less than 15 minutes could lock your NAPA account for excessive login or login attempts

Invoice reconciliation

Stage



Process



Within the MAXQueue designer the following service level variables will need to be configured:

Part Inventory Sync Stage

vars.PartInvoiceReconciliationServiceURL: [(Defaulted to current NAPA URL)
<http://esb.genpt.com/POSReconciliation/POSReconciliationService.asmx>]

Timer Adapter

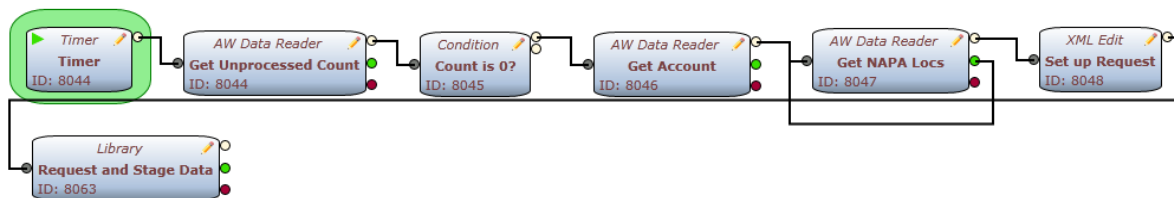
Set to run every 15 minutes.



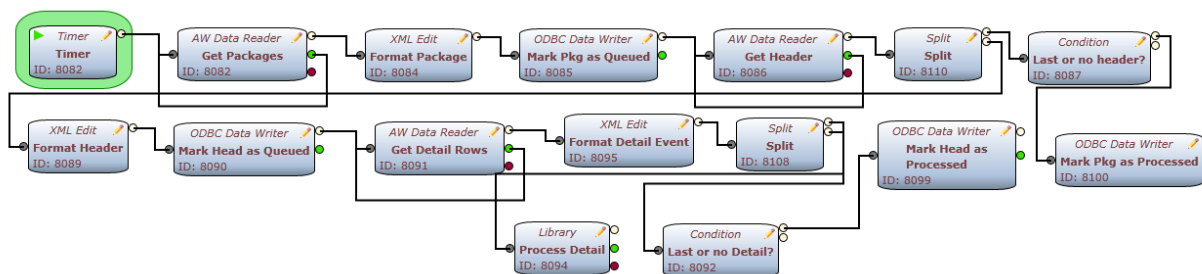
Note: The minimum setting allowed by NAPA is 15 minutes. Any setting less than 15 minutes could lock your NAPA account for excessive login or login attempts

POS Transactions

Stage



Process



Within the MAXQueue designer the following service level variables will need to be configured:

Part POS Transaction Stage

vars.PartPOSTransactionServiceURL: [(Defaulted to current NAPA URL)
<http://esb.genpt.com/POSTransaction/POSTransactionService.asmx>]

Part POS Transaction Process

vars.UseWorkOrderFinishDateTime [Y or N]

vars.DefaultWAC [Default WAC]

Timer Adapter

Set to run every 6 minutes.



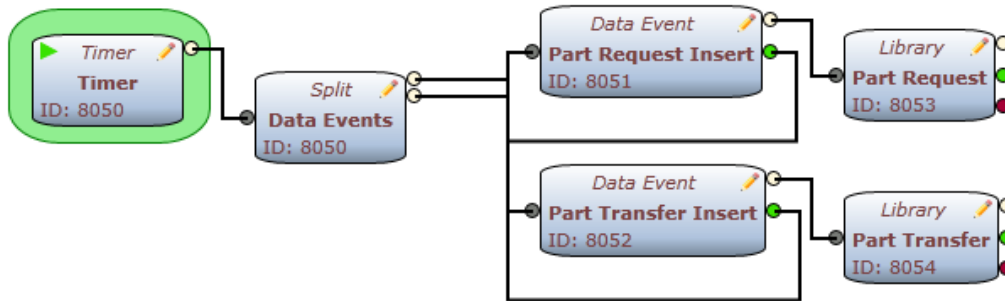
Note: The minimum setting allowed by NAPA is 6 minutes. Any setting less than 6 minutes could lock your NAPA account for excessive login or login attempts.

Partial Issues

If the part issue quantity from NAPA is less than the existing part request quantity, then the software creates a new request line item for the issue quantity. It then reduces the original

request line quantity to the remaining quantity amount, and completes the new line item leaving the original remaining quantity line.

Part Issue Request



Within the MAXQueue designer the following service level variables will need to be configured:

Part Issue Request

vars.defaultZeroQuantityToOne: [Y or N (will default zero quantity requests to one, a zero quantity request is invalid for NAPA valid within the Parts Requests screen)].

vars.PartIssueRequestServiceURL: [(Defaulted to current NAPA URL)
<http://esb.genpt.com/PartIssue/PartIssueService.asmx>].

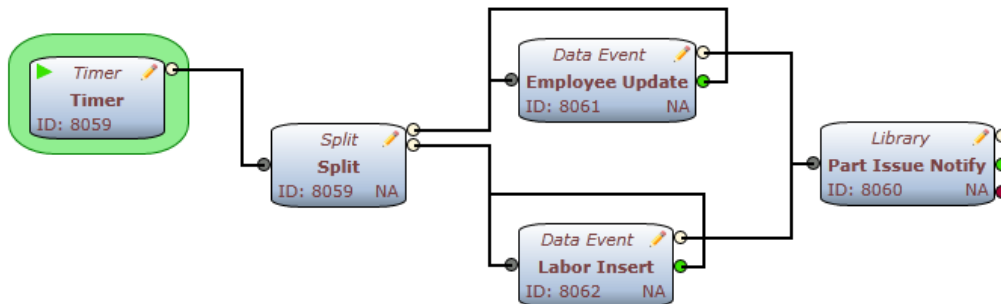
Timer Adapter

Set to Run every one minute. This is the recommended frequency, but can be adjusted as needed.

Data Event to enable

AWPartRequestInsert will need to be enabled to capture inserts into the PTS_REQUEST table.

Part Issue Notify



Within the MAXQueue designer the following service level variables will need to be configured:

Part Issue Notify

vars.RealTimeLabor [(Set to Y for real time labor) Y or N].

Timer Adapter

Set to run every 1 minute. This is the recommended frequency, but can be adjusted as needed.

7. Reporting Install

To run reports, you must have Web Modules installed and have the Reporting module installed. Be sure the Reporting module is installed and configured to allow viewing of the reconciliation reports.



For more information, refer to the *Reporting Administrator Guide*.

The interface also requires that the Web Reporting module be installed – this provides the ability to review the Reconciliation data via a Crystal Report.

Please ensure the Report Module is installed and configured to allow viewing of the Reconciliation reports (see the standard reporting documentation). After the Report Module has been successfully installed.

The following steps are required to install the Reconciliation Reports and supporting SQL scripts:

1. Navigate to IIS, locate the Web Directory for Web Modules, and stop it.
2. Navigate to the MAXQueue > Reporting > Views folder and copy the NAPA Integration folder to your installed Reporting > Reports folder.
3. Navigate to the Reporting > Views folder in your release media, open the appropriate (MSSQL or Oracle) directory, and copy all the files to your installed AppServer > dbobjects > Views folder.

MSSQL Databases

1. Execute the NAPAIntVRPTVIEWS.bat in the AppServer > DBobjects > Views folder with the following command parameters:

NAPAIntVRPTVIEWS emsdba/<emsdba>@<name of the ODBC Data Source>

Oracle Databases

1. Go to **Start > Run**.
2. Type in cmd and click **OK**.
3. This opens a command prompt window.
4. Type in cd<path to the Oracle views folder> and press the **Enter** key
 - Example C:/>cd C:\IC163\Web\Web\Reporting\Views\Oracle

5. Type `sqlplus maxqueue/<password>@<database odbc name>@NAPAGrantPermissionsInit.sql` and press the **Enter** key.
 - Example: `C:\IC163\Web\Reporting\Views\Oracle> sqlplus maxqueue/maxqueue@ugm03 @NAPAGrantPermissionsInit.sql`
6. Type `sqlplus emsdba/<the password>@<database name>@NAPIntVRPTVIEWS.sql` and press the **Enter** key.
 - Example: `C:\IC163\Web\Reporting\Views\Oracle> sqlplus emsdba/emsdba@ugm03 @NAPIntVRPTVIEWS.sql`
7. Navigate to the Web Directory in IIS and restart your web instance.

8. Other Information

- The user specified during configuration should not be used by anyone for login or activity, it should be dedicated to MAXQueue only.
- As noted above, assumes inventory pricing method of **Average**.
- Receiving locations must be setup such that the Location – Inventory > More Info Tab option **Automatically receive parts transferred to this location** is checked. This results in auto-receipt when posting the NAPA POS transaction relating to a previous part transfer.
- Requests for NAPA data are made at the user configurable scheduled time where one request is issued for each NAPA store.
- Values entered in TAMS as value related to a tag (ACCT, EQ, DEPT etc.) must not contain spaces.
- For internal originating part transfer request issues, the following types of transactions are not supported:
 - Core charges
 - Freight charges
 - Returns
- Freight charges applied in TAMS and pushed to internal results in an NFI Part Issue for part **FRT**. The **FRT** part needs to be manually created in the internal system.
- TAMS parts that have the **defectiveIndicator** flagged as **Y** result in returns. Additionally, if the part quantity sent to the internal system is negative, the transaction is treated as a return.
- Core charges from NAPA result in part issues of specially defined core parts. Cores are defined in the internal system using the standard NAPA part number along with a user defined core suffix and with a description that is prefaced by the core description prefix. Both of these are defined in the MAXQueue designer global variables. Core charge line items issued from NAPA result in these NAPA core parts being relieved from inventory (inventory count for these NAPA core parts will mimic the standard NAPA part inventory count).
- Items posted in the internal system make reference to the NAPA invoice number in the **Comment** field of the transaction.
- Assumes part issues from NAPA IBS to customer are tax exempt and include no adjustments.
- Assumes TAMS sales year/month is never more than one month behind calendar month and never ahead of calendar month.

- Assumes that the account ID are not required for a direct issue (for example, direct issue can be for **Equip** or **Dept** without specifying an account).
- Assumes internal system -> NAPA request updates are not supported (updates to part request are not pushed over to TAMS)
- Assumes internal system -> NAPA returns are not supported (ignored by interface).
- Assumes internal system -> NAPA requests of 0 quantity are automatically changed to a quantity of 1 before being sent to NAPA only if the **vars.defaultZeroQuantityToOne** is set to **Y**.
- Assumes WO ID and task codes cannot exceed 30.
- Assumes WO Loc cannot contain "-".
- Assumes fractional part quantities are not supported – the software should be configured such that parts being shared with NAPA are not fractional from the setup.
- If you need to remove a service, select the service from the **Service** drop-down and click **Remove**, and then click **Commit**.

Appendix A. TAMS Data Entry

For the following scenarios specific tags/values must be keyed in the TAMS system:

- TAMS originating Direct Issues
 - Direct Account Issue: “ACCT-[Account Id]” must be entered in TAMS PO # field.
 - Direct Account Issue: “EQ-[Equipment Id]” must be entered in TAMS PO # field.
 - Direct Account Issue: “DEPT-[Department]” must be entered in TAMS PO # field.
- TAMS originating WO Part Issues
 - “WO-[WO Loc]-[WO Yr]-[WO No]” must be entered in TAMS PO # field.
 - “WOTASK-[Task ID]” must be entered in a TAMS note field following the Issue.
 - Note: this type of transaction is used for Core Returns
- System originating WO Part Request Issues
 - If a Return is being entered in TAMS (or any TAMS transaction that does not automatically add the transaction ID from the original Part Issue Request to the corresponding Part Issue note), enter the following:
 - “REQ-[Request Id]-[Request Group Row]” must be entered in the TAMS note immediately following the Return line.
 - If the desire is to override the WO Task on the request with one from TAMS, provide “WOTASK-[Task ID]” in a TAMS note field following the Issue.



Note: Currently tag values containing spaces are not supported (for example: account codes and other entries must not contain spaces).