Version 25

Trapeze Enterprise Asset Management

Shop Activity - Storekeeper

Administrator Guide

Trade Secret | February 2025

Technical Support

Trapeze provides several ways to connect with the Customer Care team. Please provide detailed information to the representative. If you are reporting an issue by e-mail, include any error messages, screen shots of your problem, and steps to replicate the issue.

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.

Shop Activity Storekeeper - Administrator Guide

Version 25.x

February 2025

Contents

1. Overview

The Shop Activity Storekeeper Portal is designed to provide your organization's storekeepers with a single, easy-to-use portal to all of the screens and functions required during their workday. Storekeepers can use the Shop Activity Storekeeper Portal to perform the following functions:

- Manage Part Requests
    - Review request line items across multiple requests
    - Act on (issue or order) multiple line items at one time
    - Flag request line items to notify the technician that parts are ready to pick up
- Manage Parts Requisitions
    - Review pending and open parts requisitions
    - Add new parts requisitions
    - Add new line items to parts requisitions
    - Act on requisitions (convert to purchase orders or requests for bid/quote/proposal (B/Q/P))
- Parts Ordering
    - Review pending and open purchase orders
    - Add new purchase orders
    - Add new line items to existing purchase orders
    - Receive line items
- Create New Parts
    - Add new part records to the system

The look and feel of the Shop Activity Storekeeper Portal was designed specifically to make data entry as easy as possible while maximizing its effect on the system.

Requirements

- Application 25.x
- Web Modules 25.x

Assumptions

This guide assumes familiarity with workflows and configuration of the application.

⚠ User defined required fields that do not appear in the Web Modules will return validation messages.

❗ Special characters cannot be placed into the Web Modules fields or unanticipated results may occur. This would include any character that cannot be typed with a standard keyboard.

❗ Do not use the browser’s **Back** button in the Web Modules as unanticipated results may occur.

❗ Do not open or use the same instance of the web portals in multiple browser windows or tabs. This can cause errors or unexpected performance issues.

2. Installation and Upgrade

Installation: Initial module installation on the single machine that houses the Web Modules engine and Web broadcasting elements.

Upgrade: Upgrading a previously installed instance of Shop Activity Module version 1.6.x or greater.

No installation is required for Shop Activity Storekeeper Portal end user workstations.

Install Module

Please refer to the *Administrator Guide, Install, and Configure Web Modules* section for instructions on installing Web Modules.

Add Shop Activity Storekeeper Portal Tab to Web Modules

To make the functions of the Shop Activity Storekeeper Portal available to Web Modules users, create the tab and assign rights for supervisors.

Please refer to the *Administrator Guide, Web Modules Configuration - Adding Modules and Tabs* section for detailed instructions on adding new tabs and configuring security access for those tabs.

Upgrade an Existing Web Modules Instance

Please refer to the *Administrator Guide, Install, and Configure Web Modules* section for instructions on installing and upgrading Web Modules.

Add a Shop Activity Storekeeper Portal Tab to Web Modules

If you have not previously added a tab to make the functions of the Shop Activity Storekeeper Portal available to Web Modules users, you need to create a tab and assign rights for supervisors.

Please refer to the *Administrator Guide, Web Modules Configuration - Adding Modules and Tabs* section for detailed instructions on adding new tabs and configuring security access for those tabs.

⚠ The Shop Activity Storekeeper Portal does not support anonymous access to “All Users.” A user must be logged into Web Modules for this module to function.

3. Configure the Storekeeper Portal

Once you have added the Storekeeper Portal tab to Web Modules, log in to Web Modules as Administrator and click on the Storekeeper Portal tab.

Configuration

Layout and Label Customization

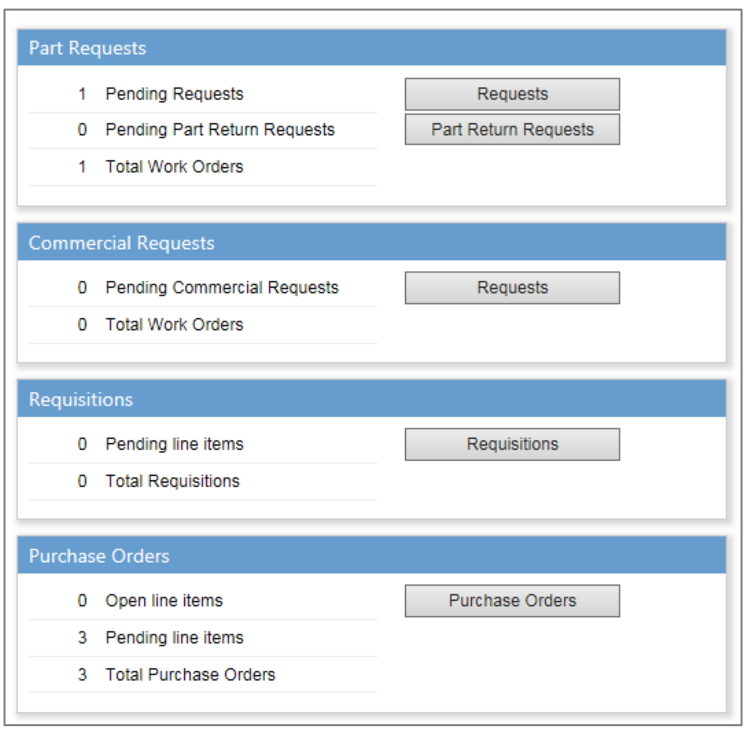
To learn more about customizing your gadget layout, refer to the *Custom Gadget Layout – Reference Guide*.

Available Gadgets

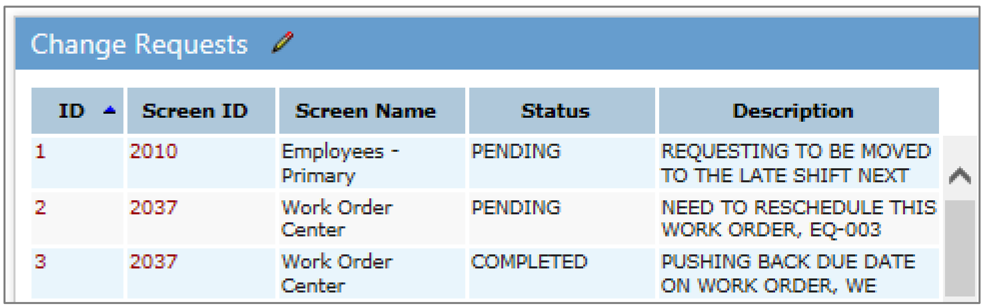
Standard Gadgets

- Ad hoc Query
- Metrics
- URL

Storekeeper Gadgets



- **Part Requests:** Shows a count of the pending part request count, how many are returns and how many work orders the pending part requests relate to, with buttons to see the lists and details
- **Commercial Requests:** Shows a count of the quantity of pending commercial requests on work orders with a button to go to see the list of requests.
- **Requisitions:** Shows a count of the quantity of pending line items on requisitions with a button to go to see the list of requisitions.
- **Purchase Orders:** Shows a count of the open line items and pending line items on Purchase Orders, with a button to open the list of purchase orders



Change Requests

ID	Screen ID	Screen Name	Status	Description
1	2010	Employees - Primary	PENDING	REQUESTING TO BE MOVED TO THE LATE SHIFT NEXT
2	2037	Work Order Center	PENDING	NEED TO RESCHEDULE THIS WORK ORDER, EQ-003
3	2037	Work Order Center	COMPLETED	PUSHING BACK DUE DATE ON WORK ORDER, WE

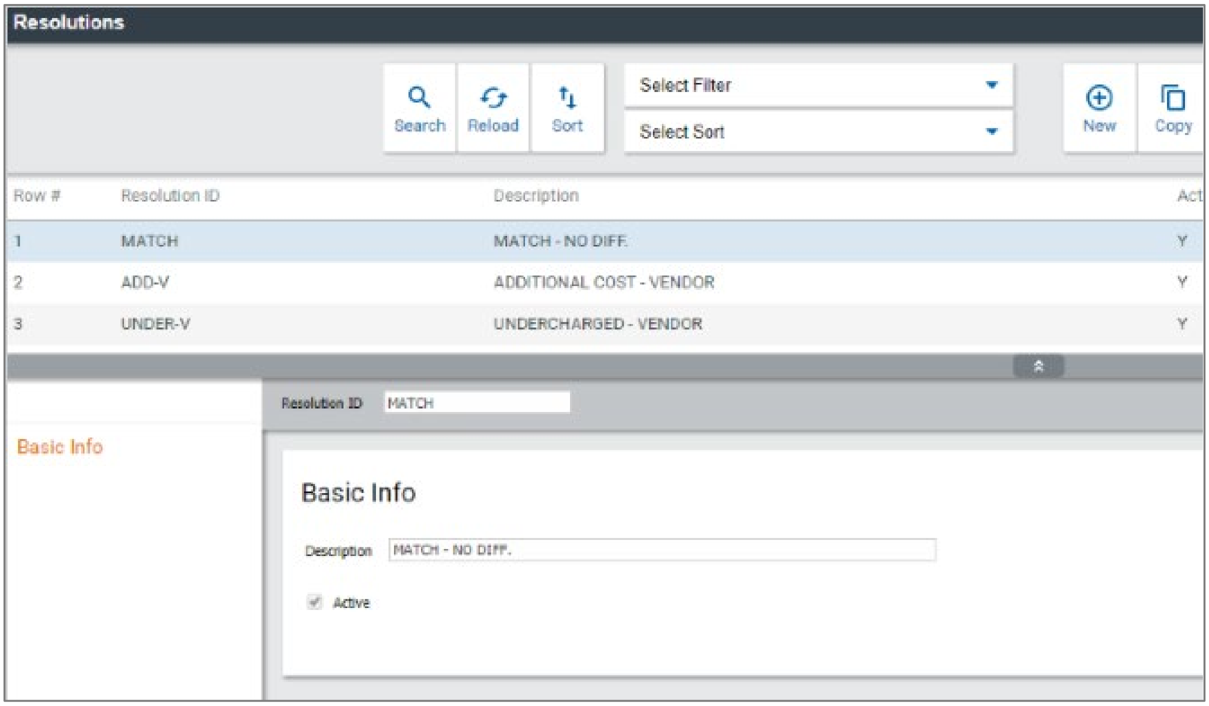
- **Change Requests**: The change request gadget can be used to respond to requests for changes submitted via the Change Request Screen.

  For more details on how this relates to Storekeeper Portal workflows, see the [New ID Request Settings] section below.

- **Pending Core Claims Gadget:** Storekeeper can view a list of Core Claims which do not have an associated stocking ticket. When a tech brings the related Core to the Storekeeper, they will be able to action the item to create an associated stocking ticket which is automatically associated with the selected Core Claim.
- **Edit or Crete New Part Gadget:** Use this gadget as a shortcut instead of navigating to the Part Definition pop-in. The workflow is the same as editing or creating a part through the pop-in.
- **Invoice Reconciliation:** Storekeeper can start a workflow that matches vendor invoices to receipts within the system
- **Invoices:** Storekeepers can review vendor invoices within the system.

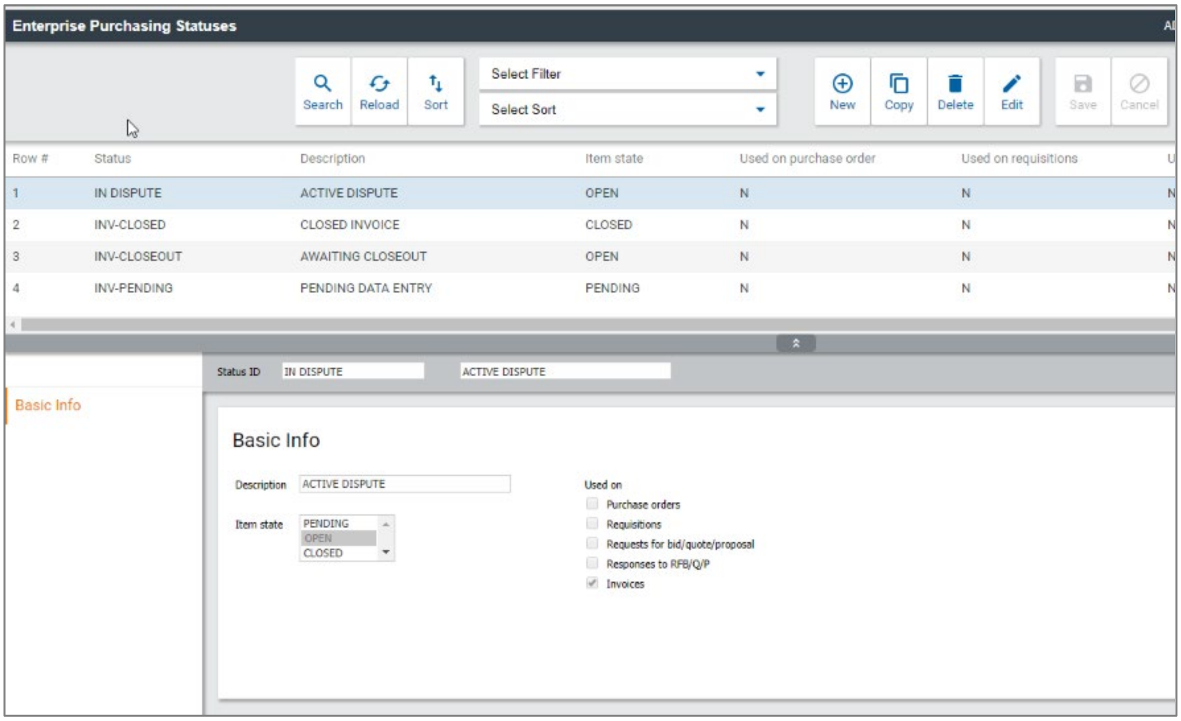
Invoice Reconciliation Setup

1. From the Enterprise Portal, create Resolution IDs on the Resolutions screen (Screen 2507). These IDs will be used on the invoice lines when a receipt is reconciled to indicate work performed and final resolution.



2. Create new Enterprise Purchasing Statuses on the Enterprise Purchasing Statuses screen (Screen ID 2335). With the addition of purchasing invoices, it is important to define statuses for the life cycle of the purchasing invoices and add to the existing purchase order status codes to reflect the new reconciliation workflow.

   Tip: Create statuses specific to purchasing invoices for the possible states: PENDING, OPEN, and CLOSED. In addition, creating a new status for purchase orders that are waiting on the reconciliation process is advised.



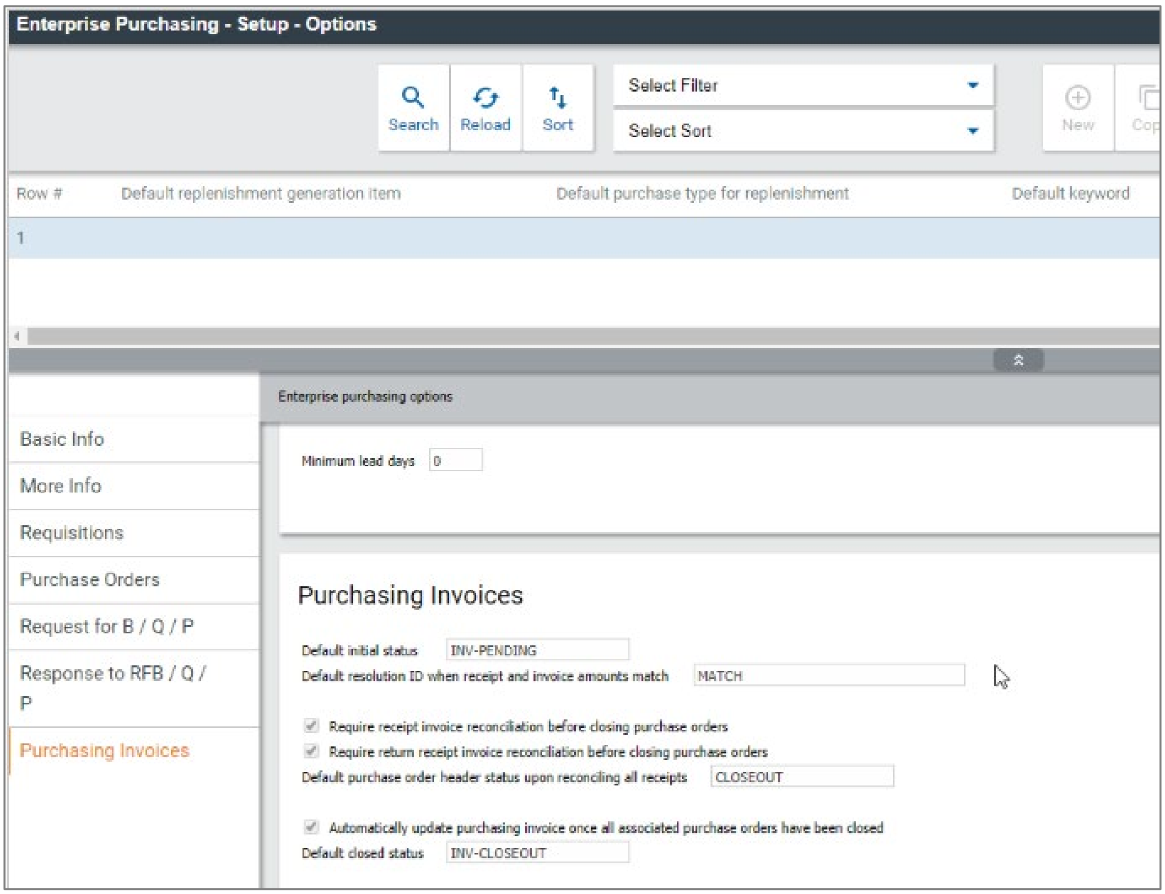
3. Set and review Options on the Enterprise Purchasing – Setup – Options screen (Screen ID 2328).

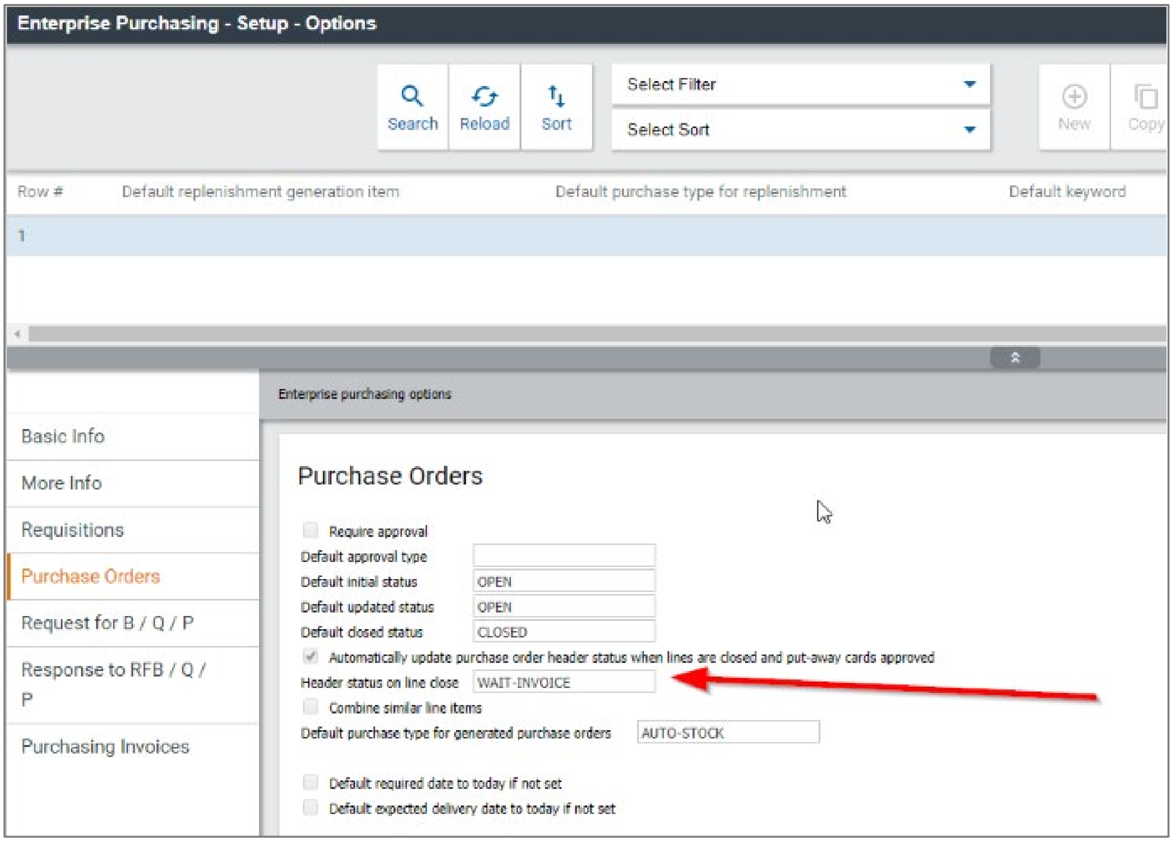
   - Purchasing Invoice tab has primary options you need for the workflow. The most critical ones to set are the following:

     - Default Initial Status - Defines the default status of created invoices.
     - Require receipt invoice reconciliation before closing purchase orders - This enables the new step into purchase order's life cycle.
     - Require return receipt invoice reconciliation before closing purchase orders – This allows you to have return receipts appear in invoice reconciliation workflows.
     - Default resolution ID when receipt and invoice amounts match – Allows for easier and faster matching.
     - Default purchase order header status upon reconciling all receipts - Allows automation of moving purchase orders into a status for end of period processing or closed state.
     - Automatically update purchasing invoice once all associated purchase orders have been closed - Allows automation of moving the purchasing invoices to a closed state once all invoice lines items have been reconciled to a receipt.

- Review the Purchase Orders tab so you can update purchase order life cycle for the new invoice reconciliation process:
  - Automatically update purchase order header status when lines are closed and put-away cards approved - This allows purchase orders to be put into a special OPEN state status to indicate it needs to be put through the invoice reconciliation process.

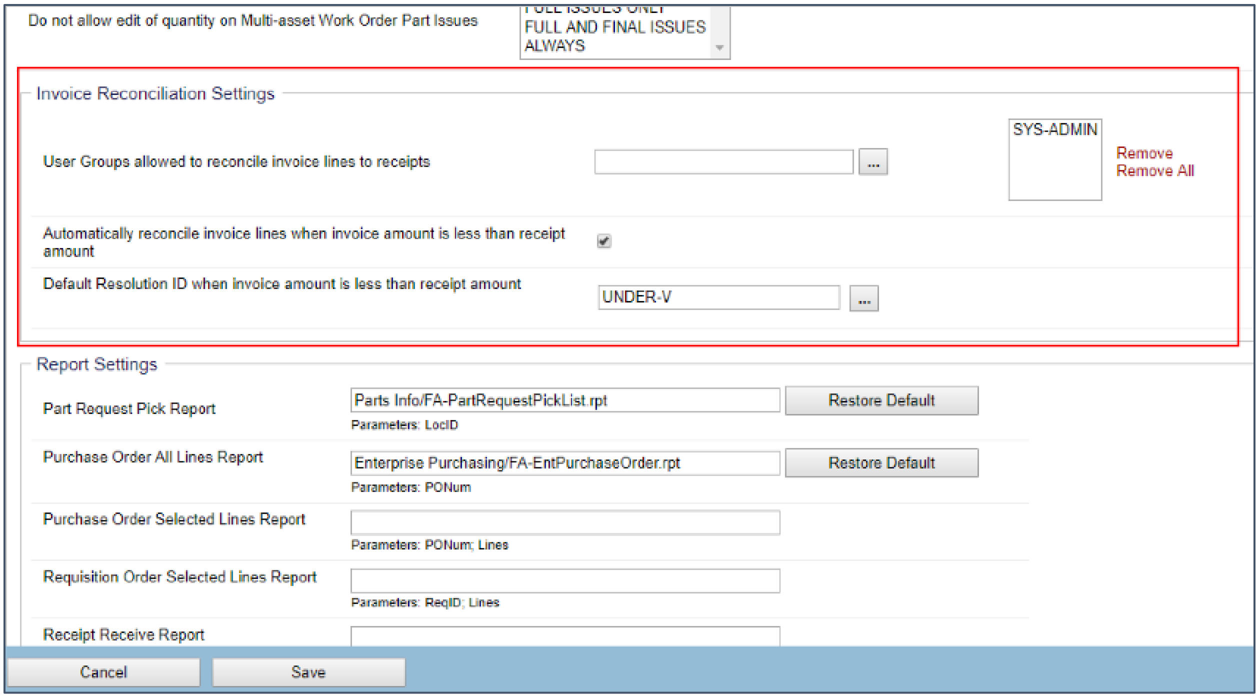
    Note: Enabling the “Require receipt invoice reconciliation before closing purchase order” setting makes the setting accept OPEN state statuses for this workflow.





4. Set up Storekeeper Portal Web Options. Review the following options. Although these are not required, this can greatly improve the workflow for some use cases.

    - User Groups allowed to reconcile invoice lines to receipt - This gives explicit authority to users using user groups to directly reconcile lines within Storekeeper Portal. Typically, a user outside these user groups is only able to reconcile by signing-off if an invoice line is a perfect match to the receipt or if the invoice amount is less than the receipt amount using the other portal settings. This gives them the authority to directly reconcile an invoice line regardless of any discrepancies. This should only be given to trained users.
    - Automatically reconcile invoice lines when invoice amount is less than receipt amount – This provides the option to automatically reconcile if the customer's business does not care about handling discrepancies when the vendor charged less than what was recorded on the receipt.
    - Default Resolution ID when invoice amount is less than receipt amount - Defines the default resolution ID to enter to help track these cases if desired.



Add gadgets to Storekeeper Portal. Depending on user roles, add the following gadgets to the portal:

- Invoice Reconciliation (Clerk, Storekeeper probably wouldn't mind this either)
- Invoices (Storekeeper)

Invoice Reconciliation workflows can now be started from the Invoice Reconciliation gadget in the Storekeeper Portal.

Please see the *Shop Activity Storekeeper User Guide – Storekeeper Gadget* section for information about using these workflows.

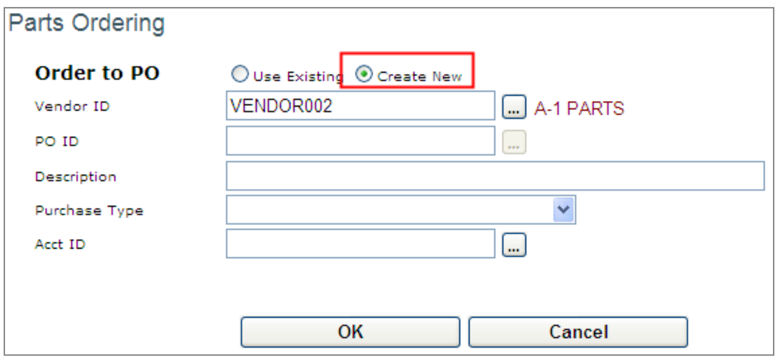
Module Settings Section

- **Date/Time Values in 24 hour or 12 hour format:** This section of the page is where you determine how to display date/time values, e.g., 24 hour (13:29) or 12 hour (1:29 PM) format.

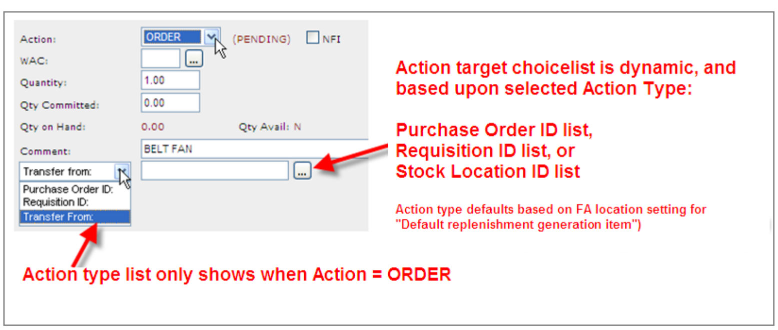
  Whether you keep the default values or change them, it is necessary to save your selection for the portal to function properly.

- **Approves/denies part return requests:** This default indicates the storekeeper approves/denies part return requests and determines if the Part Return Requests button shows on the Main Page.

- **Default ORDER choice-list status:** This section allows you to determine the default ORDER choice-list status when ordering parts and clicking the PO ID on a line item. The default is **Create New**.



- **Purchase Order Action Types:** This section allows you to determine the action type that may be selected when Action is ORDER: Purchase Order ID, Requisition ID and Transfer From



- **Enable parts workflow on creation of a purchase order or requisition:** Default is disabled. Enable this option to allow users to enter a line item when creating a new purchase order or requisition.

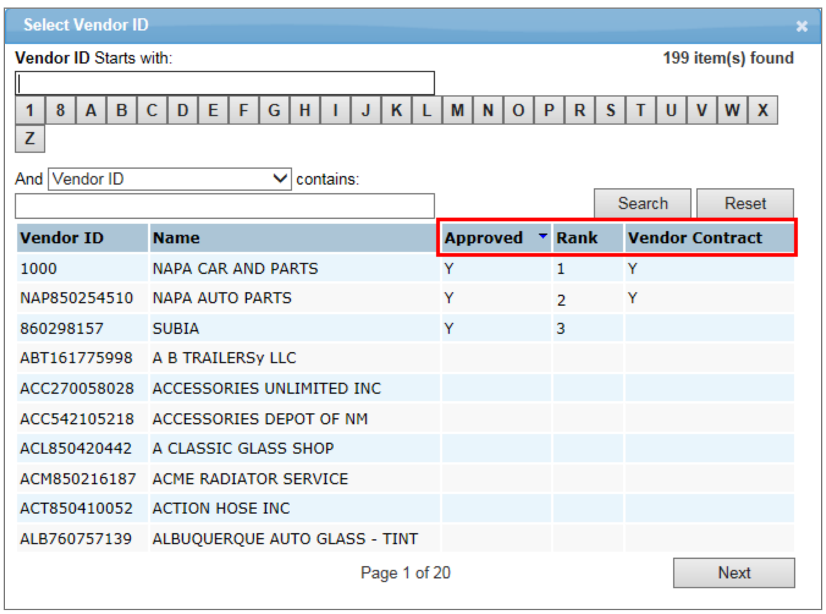
- **Search 'ALL PARTS' regardless of supported locations:** Checking this setting allows a user to see parts used at other locations outside of their current location context when doing a part lookup.

- **Vendor choice-list details to display for ORDER part actions:** This section allows you to determine the Vendor choice-list details (Approved Vendor, Rank, and/or Contract) for ORDER part actions on the Part Request Detail and Parts Ordering edit pop-in pages.

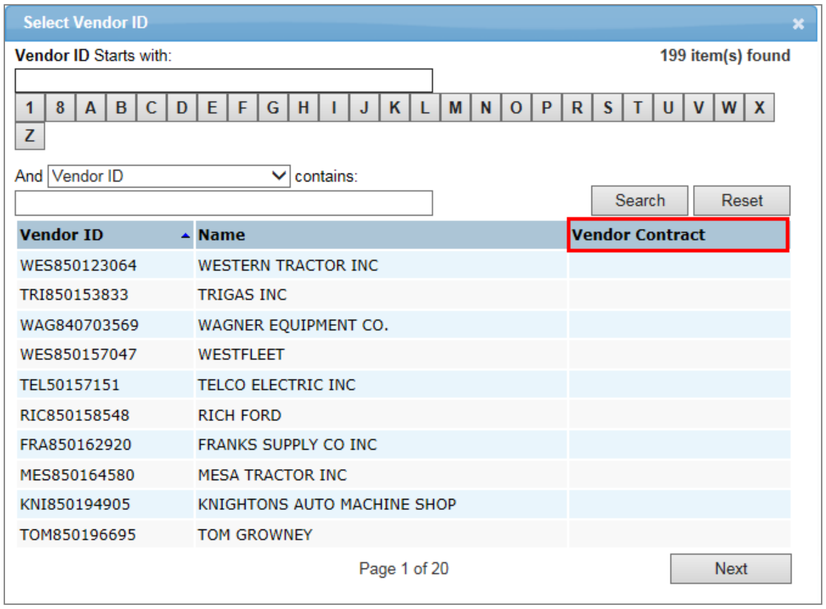
Approved Vendor and Rank may be set on the Vendor/Part Information screen.

> The choice-list only displays these new columns when the line item action type is "ORDER". If the all three settings are checked and the Part ID and Suffix are blank, only the Vendor Contract column will display. The Parts Ordering pop-in page also uses these same rules for the Vendor choice-list.

The Part ID drives the queries for looking up the Approved and Rank values and sorting is Approved Descending, Rank Ascending, and Vendor ID Ascending.

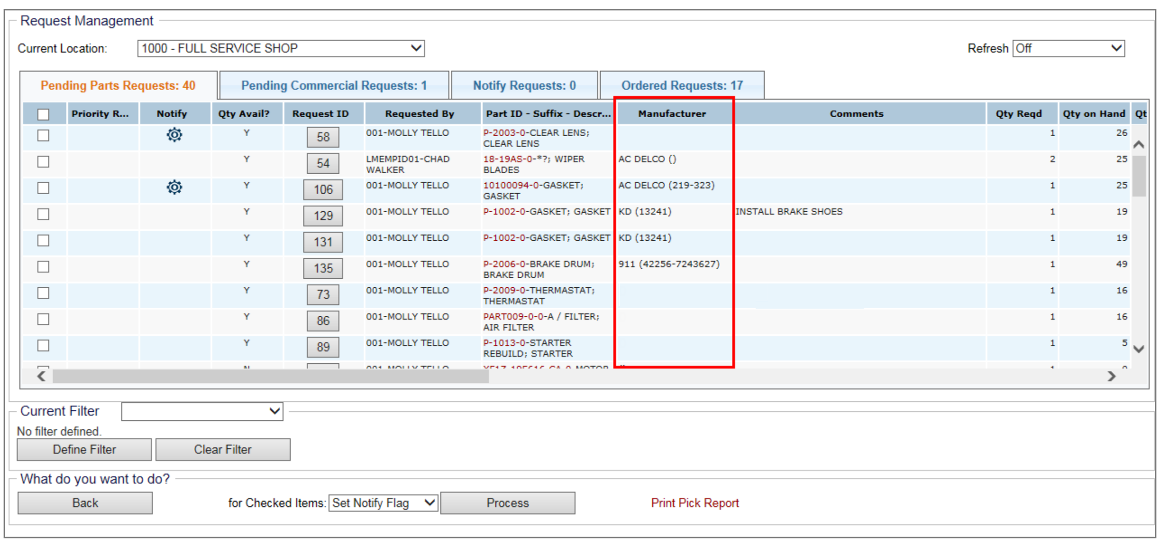


Choice-list display when setting is checked for Approved Vendor, Rank, and Contract

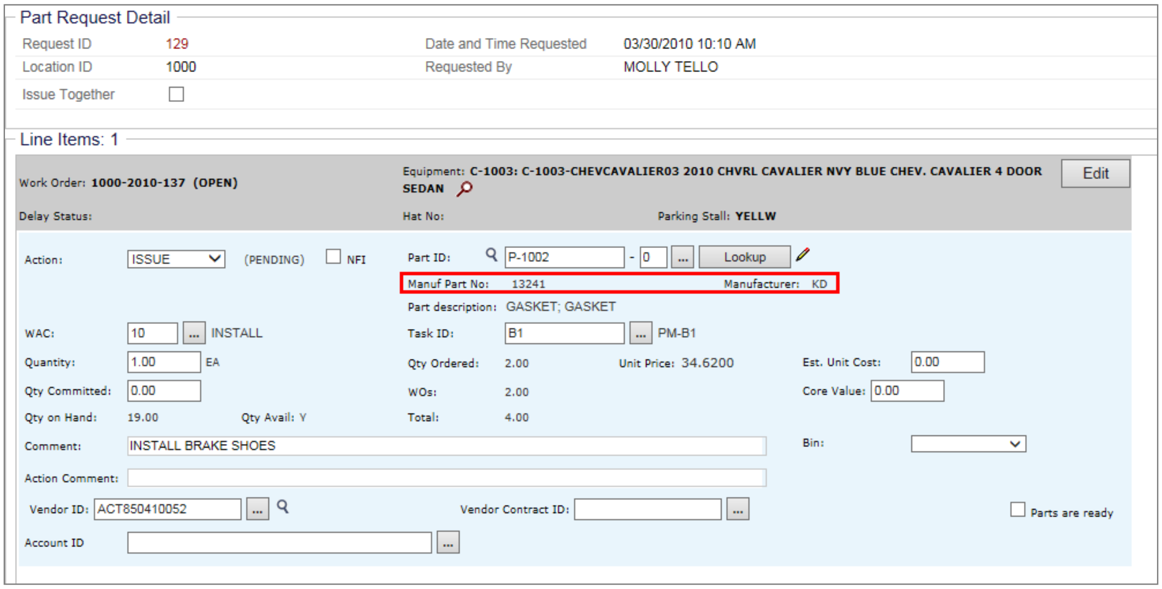


Only Vendor Contract displays when Approved Vendor, Rank, and Contract are checked but Part ID and Suffix are blank

- **Display Manufacturer Name and Manufacturer Part Number:** Checking this option adds the setting and the display to the Storekeeper Part Request List.

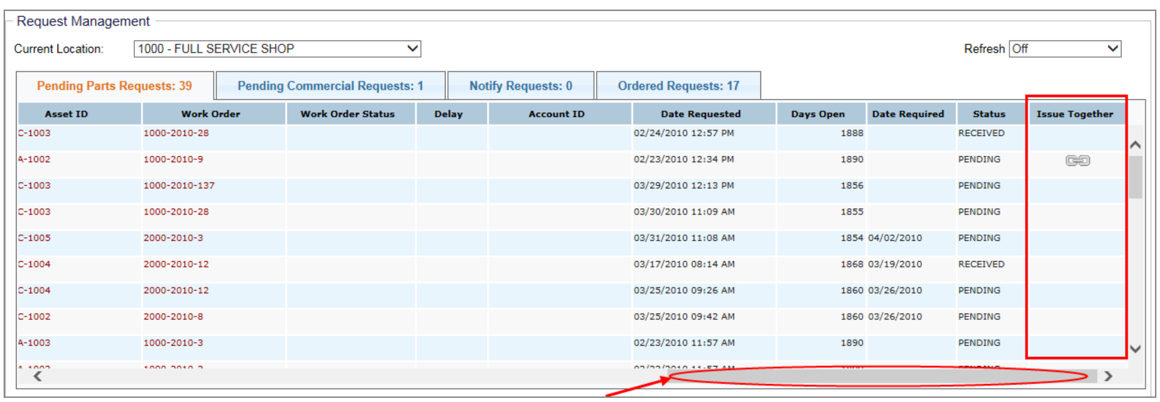


Column Displayed Based on Storekeeper Portal Setting (Manufacturer shown in parenthesis)

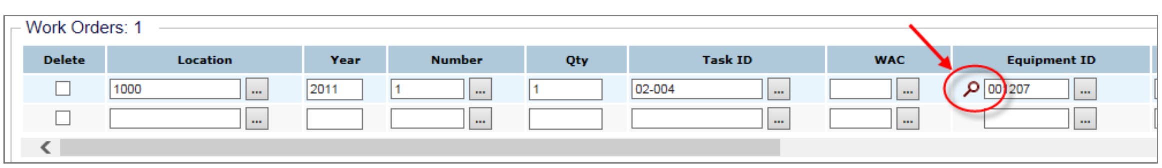


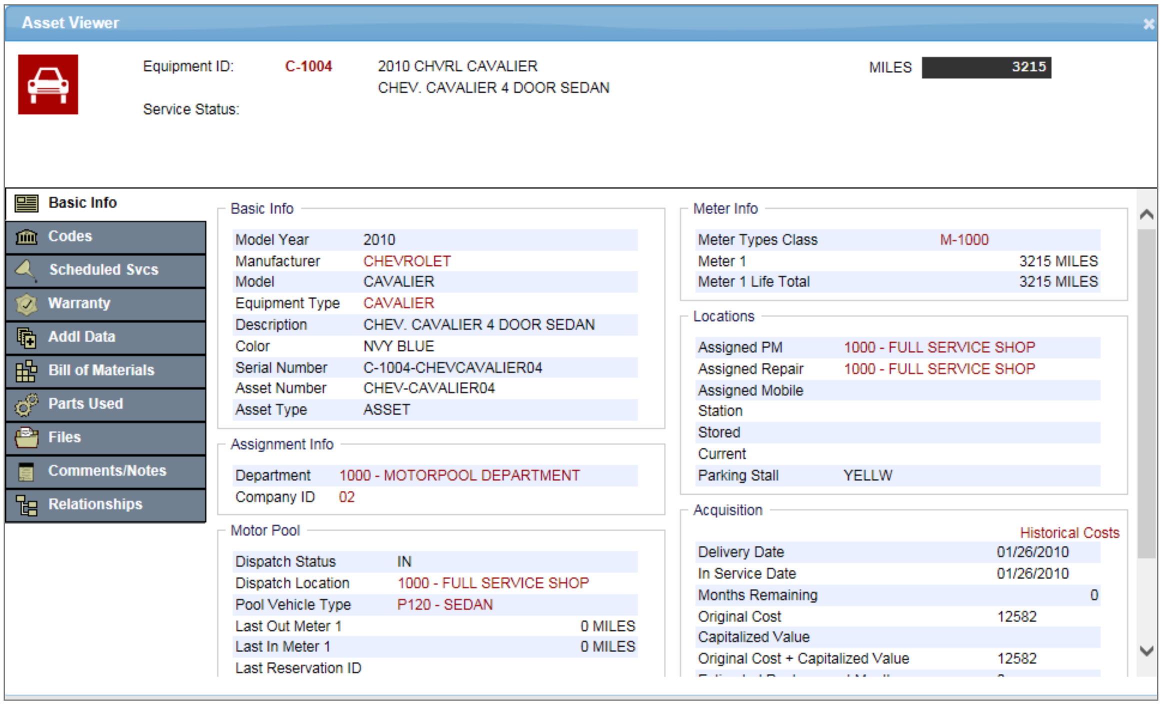
Manufacturer Part Info Displayed Based on Storekeeper Portal Setting

To accommodate additions to the Request Management page, some columns may now appear as you scroll to the right. For example, the Issue Together column is indicated in the screenshot below.



- **Display Asset Manufacturer and Model ID:** Checking this option adds the setting and the display to the Storekeeper Part Request List.
- **Enable Asset Viewer:** Checking this option provides access to the Asset Viewer via the View Asset zoom icon. The default is enabled/checked. The Asset Viewer displays in any location where there is an Asset Type Work Order and an Asset ID. Refer to the *Supervisor User Guide* or the *Technician User Guide* for additional information about the Asset Viewer.





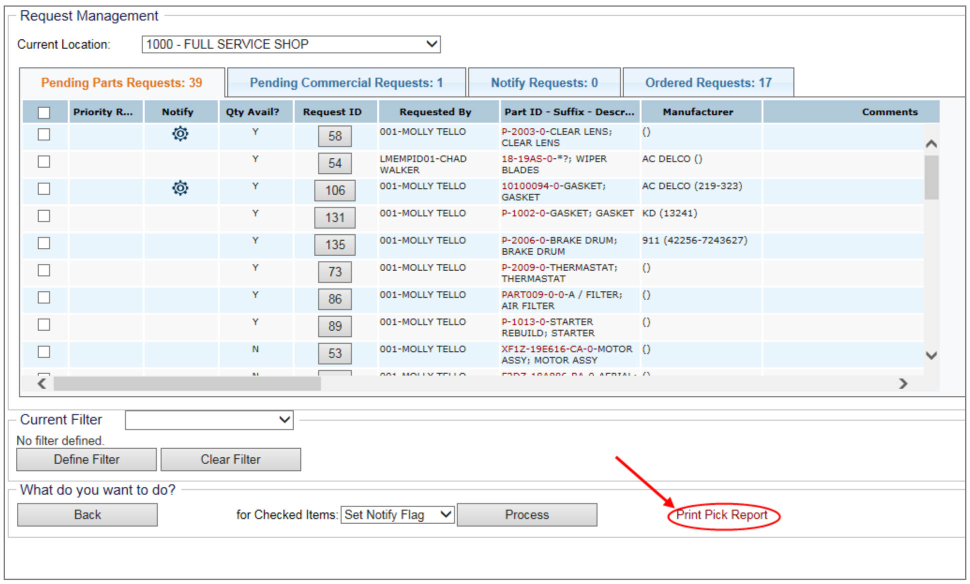
- **Enable Automatic Claim Settlement on Core Receipt**
- **Default Claim Status for Settlement**
- **Skill Types Allowed to Pick Parts**
- **Include Part Requests on Request Management page**
- **Include Transfer Requests on Request Management page**
- **Adjustment reason code for new stock locations:** When creating a stock location from the New/Edit Part dialog, this is the reason code that will be used when performing the initial part adjustment. Choice-list provides options for the reason codes.
- **Use Direct Issues portal popin instead of Enterprise Portal Direct Issues screen:** Check this box to use the Parts Direct Issue pop-in instead of opening the Enterprise Portal Direct Issues screen. This option is enabled by default.
- **Use Asset Chooser instead of Choice-list:** Check this box to enable use of the Asset Chooser instead of the choice-list.
- **Use Vendor Chooser instead of Choice-list:** Check this box to enable use of the Vendor Chooser instead of the choice-list.
- **Do not allow edit of quantity on Multi-asset Work Order Part Issues**
    - NEVER - Quantity textboxes never be disabled.
    - FULL ISSUES ONLY - Quantity textboxes only disabled for full issues with no previous issues on the request.

- FULL AND FINAL ISSUES - Quantity textboxes only disabled for full issues with no previous issues or full issue with previous issues on the request.
- ALWAYS - Quantity textboxes always be disabled.

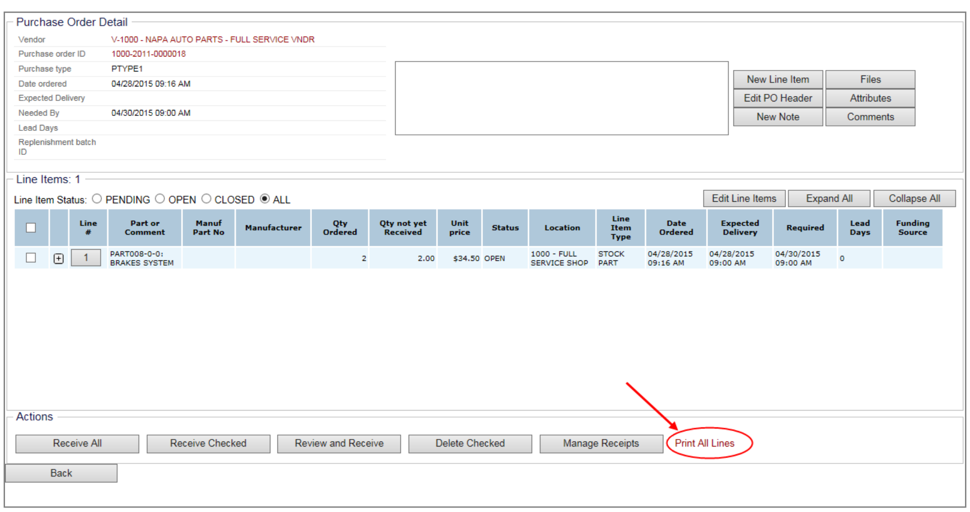
Report Settings Section

This section of the page is where you provide report information. Complete the following fields:

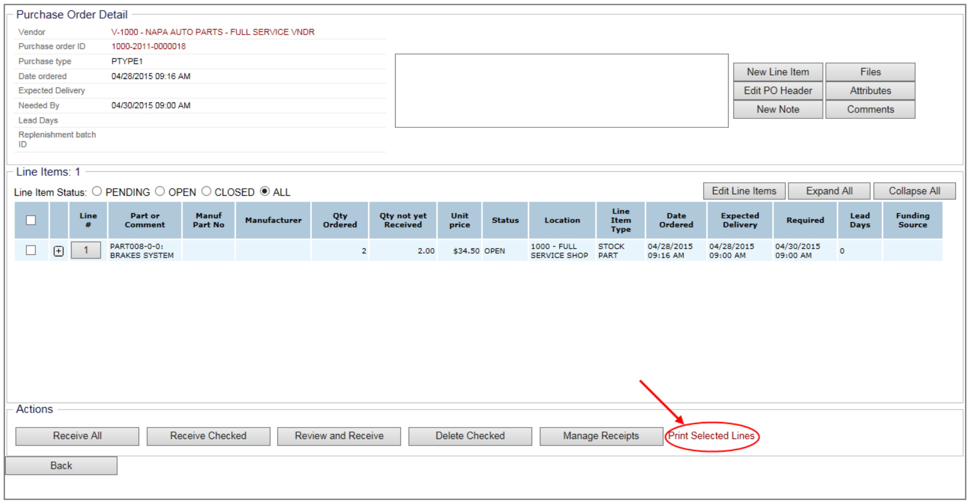
- **Part Request Pick Report:** This field specifies which report is printed when the Print Pick Report hyperlink is pressed. If you decide to change the default report, please be aware that it has one parameter: LocID.



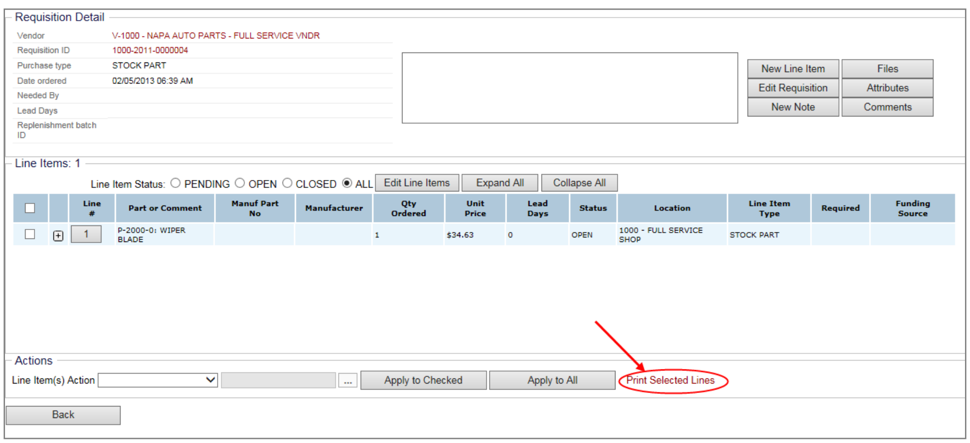
- **Purchase Order All Lines Report:** This field specifies which report is printed when the Print All Lines hyperlink is pressed. If you decide to change the default report, please be aware that it has one parameter: PONum.



- Purchase Order Selected Lines Report: This field specifies which report is printed when the Print Selected Lines hyperlink is pressed. If you decide to change the report, please be aware that it has two parameters: PONum and Lines.

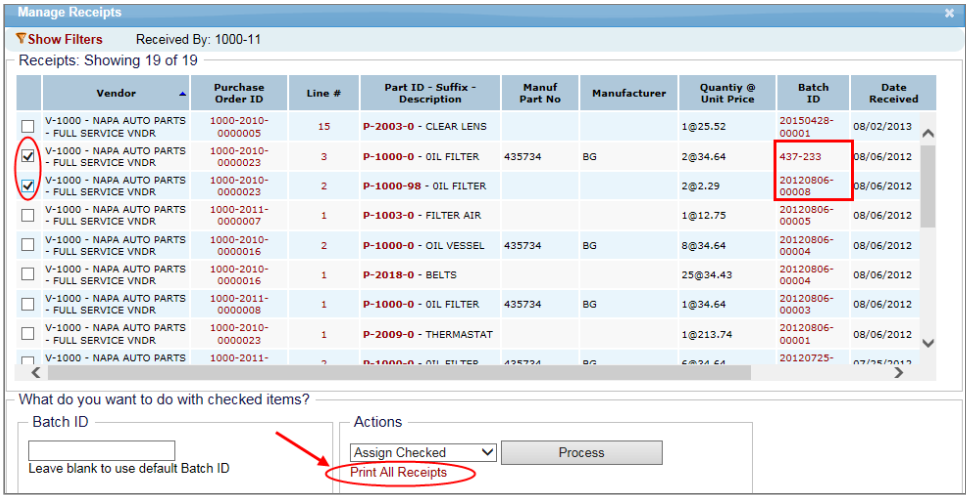


- Requisition Order Selected Lines Report: This field specifies which report is printed when the Print Selected Lines hyperlink is pressed. If you decide to change the report, please be aware that it has two parameters: ReqID and Lines.



For any of the report links to display there must be setting value. In other words, you may “hide” the link by not setting the setting value.

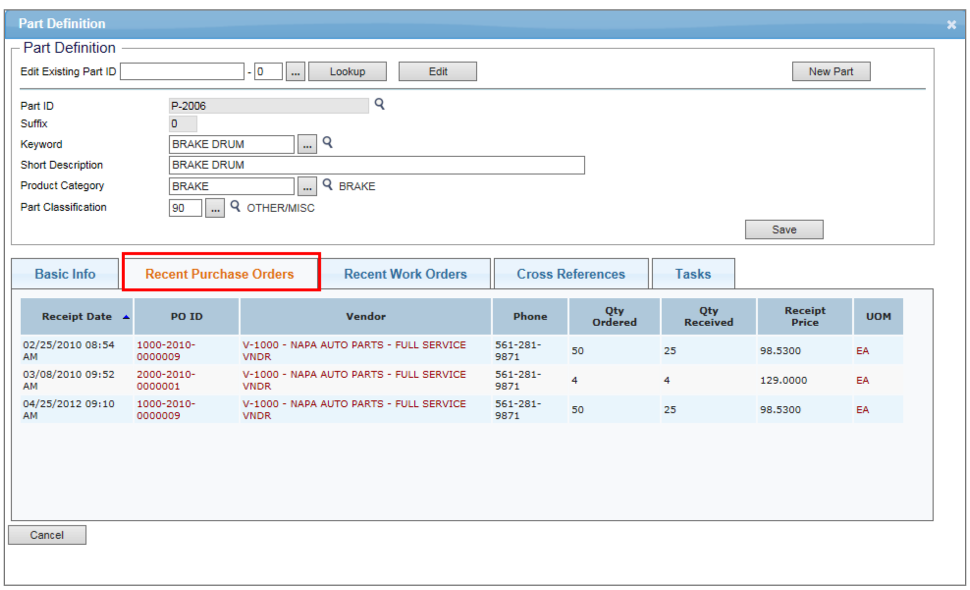
- Receipt Receive Report: This field specifies the report that is printed when the Batch ID hyperlink is pressed. A Print All Receipts hyperlink also displays upon selecting a receipt (or multiple receipts) with a batch ID and prints the report. If you decide to change the report, please be aware that it has one parameter: BatchID.



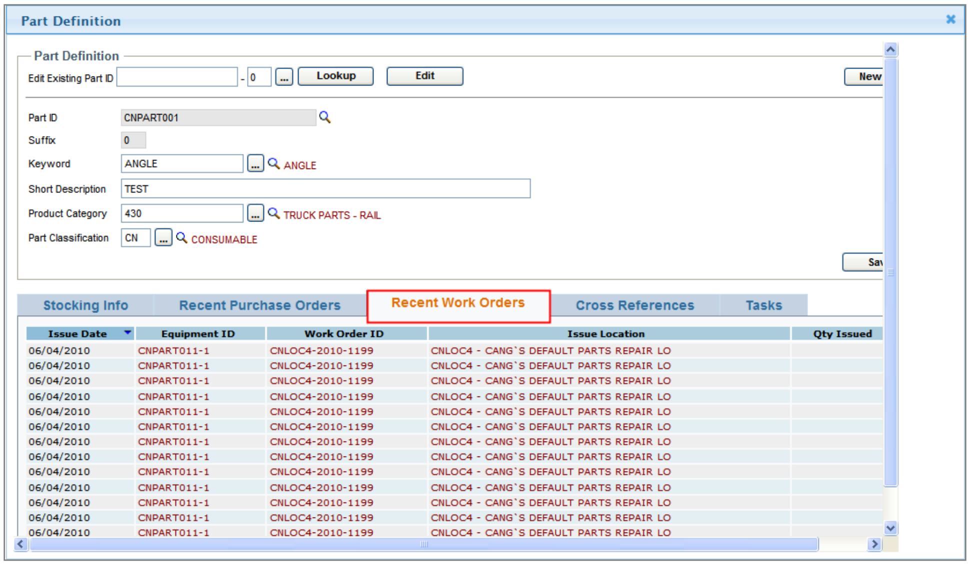
Part Wizard Settings Section

This section determines the maximum number of purchase orders and work orders to display on the Part Wizard. The default setting is 25. To change the amount, select a number from the drop-down box for each of the following:

- **Maximum Number of Recent Purchase Orders to Display:** This selection sets the maximum number of recent purchase orders to show in the Part Wizard. The out-of-the-box default is 25, Null = 25, and Blank = ALL.



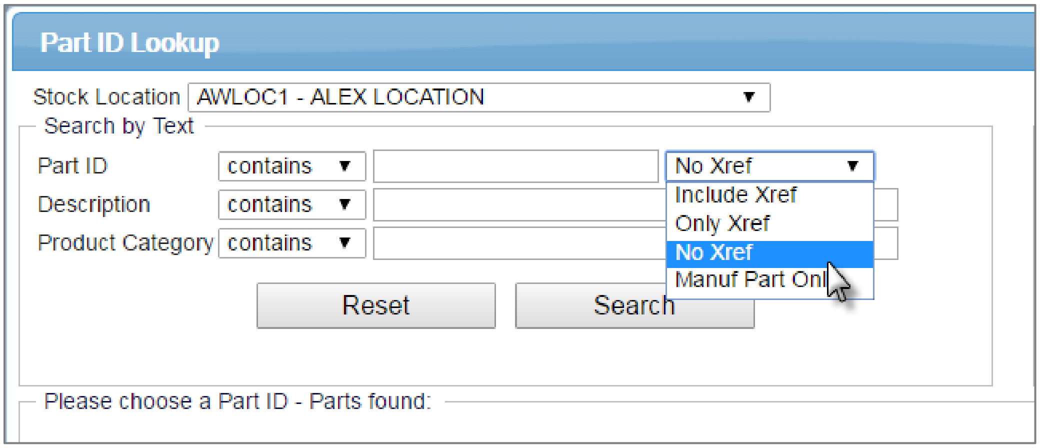
- **Maximum Number of Recent Work Orders to Display:** This selection sets the maximum number of recent work orders to show in the Part Wizard. The out-of-the-box default is 25. Null is equal to 25, and Blank is equal to ALL.



- **Apply Vendor location security via Employee Supported Locations:** This setting is unchecked by default. Enabling it allows location security support which will restrict the Vendors and Purchase Order Receipts section in the dialog to only those that support the same location as the current employee.

Part Search Settings

- Default Part Lookup Part ID search option: This drop-down sets the default for the Part ID search option on the Part ID Lookup page. The drop-down list has the following choices:
    - **Include Xref** allows the **Lookup** button (on pages with a Part ID field and choice-list that's linked to the Parts Lookup dialog) to look up parts through cross reference ID's. **Include Xref** (with the **...even if xref part ID exists as stock part option** checked (ON)): Searches the part IDs and the cross references and includes cross referenced parts that also are stocked as parts themselves. **Include Xref** (with the **...even if xref part ID exists as stock part** option unchecked (OFF)): Searches the part IDs and the cross references and does not include cross referenced parts that are themselves stocked part IDs.
    - **Only Xref:** Searches only the cross references
    - **No Xref:** Searches only the part IDs and not the cross references
    - **Manuf Part Only:** Searches only Manufacturer part IDs and not cross references or part IDs



- Always include cross references if Include XRef is selected even if xref parts exist as stock part ID: Checking this box ensures that cross references are always searched even if the cross referenced part also exists as a stock part ID. This setting applies to the part lookup search functionality and the setting default is not active.

When you are finished setting the default values and settings, click the **Save** button.

After you have finished configuring Shop Activity's Storekeeper Portal, log off, then exit your browser and open a new browser window prior to using the Storekeeper Portal tab to view or update data.

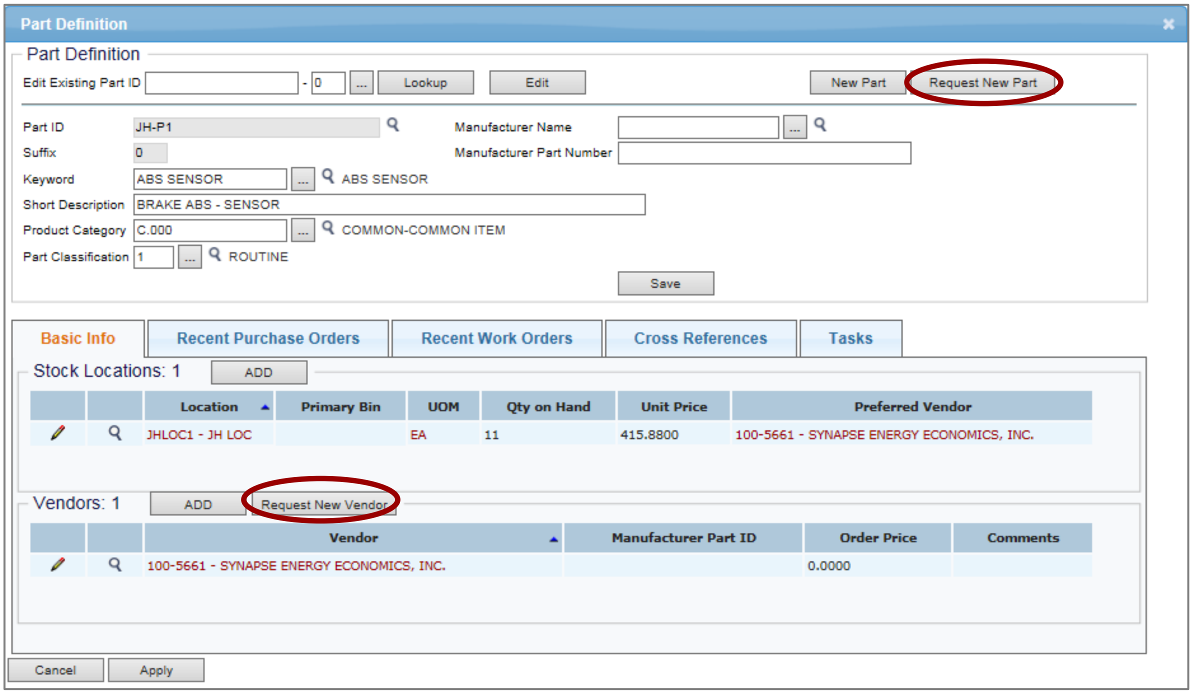
Please refer to the *Web Modules Shop Activity Storekeeper User Guide* for details about using the portal.

New ID Request Settings

The New Part ID Request and New Vendor ID Request functionality is set up through User Control Rights.

The User must have View and Change Request rights checked for the Parts Primary (2077) and Vendor Primary (2013) screens and the User Group must also have View and Insert rights checked for the Change Request screen (2439). These rights are set on the Rights Templates > Screen Rights screen.

The settings control the **Request New Part** and **Request New Vendor** buttons on the Part Definition Pop-in when responding to a Part Request.



Click the **Request New Part** or **Request New Vendor** button to open the Enterprise Portal window for adding a new part or vendor in the change request mode.