	<p align="center">QMS Procedure MTS Systems Corporation – MTS Test</p>	<p>Document Number: FS-AD 3216</p>	<p>Rev.: E</p>
<p>Title: ZBMC Maintenance Contract Create</p>		<p>Page #: 1 of 14</p>	
<p>Procedure Owner(s) – list Functions: Contract Administration</p>		<p>Revision's Training Requirements – select one or both (per section #9): Awareness _ Formal <u>X</u></p>	

CONTENTS

1	Purpose.....	1
2	Scope – applies to where & when the work instruction is used.....	1
3	Definitions and Acronyms	1
4	Graphic (if needed)	2
5	Responsibilities	2
6	Procedure	2
7	Associated Quality Records – as stated in the Quality Records List	12
8	Reference Forms / Templates / Documents.....	12
9	Current Revision's Training Requirements.....	13
10	Revision History & Approval.....	14

1 PURPOSE


- 1.1 Provide instruction on how to properly create a Billable Maintenance Contract.

2 SCOPE – APPLIES TO WHERE & WHEN THE PROCEDURE IS USED

- 2.1 This procedure applies to all MTS Test Division Contract Administrator employees creating maintenance contract orders sold by Service Sales.

3 DEFINITIONS AND ACRONYMS

- 3.1 **Billable Maintenance Contract (ZBMC):** Pre-paid contract for the delivery of pre-defined services over a pre-defined period of time.
- 3.2 **Component:** The CRM assigned number that corresponds to the ECC equipment Number. A specific piece of MTS equipment within the installed base.
- 3.3 **Contact:** Customer representative to contact to schedule delivery of defined services.

	<p align="center">QMS Procedure MTS Systems Corporation – MTS Test</p>	<p>Document Number: FS-AD 3216</p>	<p>Rev.: E</p>
<p>Title: ZBMC Maintenance Contract Create</p>		<p>Page #: 2 of 14</p>	
<p>Procedure Owner(s) – list Functions: Contract Administration</p>		<p>Revision's Training Requirements – select one or both (per section #9): Awareness _ Formal <u>X</u></p>	

- 3.4 **Event Based:** Pre-defined service deliverables that are scheduled to be performed.
- 3.5 **Header Line Item:** The upper level service category of the deliverable services.
- 3.6 **Installed Base (IBase):** The CRM assigned number that corresponds to the ECC functional location.
- 3.7 **Product ID:** MTS assigned code identifying the service to be delivered.
- 3.8 **Sub-Line Item:** The service products (activities) to be delivered under the header line item. Each has its own component and price.
- 3.9 **Time Based:** Services sold as “coverage” over a period of time such as extended warranty or software coverage. Also applies to Site Plan coverage.

4 GRAPHIC (IF NEEDED)

5 RESPONSIBILITIES


- 5.1 Contract Administrator: creates Service Contracts in SAP CRM database.

6 PROCEDURE

- 6.1 In CRM, from the left navigation bar, choose “Service Contracts” to see the screen below. From here one may create a new contract or search for an existing one.



- 6.2 To create a Billable Maintenance Contract, select “Service Contract” from the Create list.
- 6.3 Select Transaction Type “ZBMC.”

	<p align="center">QMS Procedure MTS Systems Corporation – MTS Test</p>	<p>Document Number: FS-AD 3216</p>	<p>Rev.: E</p>
<p>Title: ZBMC Maintenance Contract Create</p>		<p>Page #: 3 of 14</p>	
<p>Procedure Owner(s) – list Functions: Contract Administration</p>		<p>Revision's Training Requirements – select one or both (per section #9): Awareness _ Formal <u>X</u></p>	


Transaction Type	Transaction Type Description
ZBMC	Bundled Contract
ZBMC	Maintenance Contract
ZPG	Pay Go Contract
ZVBC	Value Based Contract

Service Contract Details [?] [E] [D]

General Data	Processing Data
<p>ID: []</p> <p>Sold-To Party: []</p> <p>Contact: []</p> <p>Employee Responsible: Michelle H Bintliff</p> <p>Funding Source: []</p> <p>Govt Identifier: []</p> <p>Description: []</p>	<p>Status: In Process</p> <p>PO Number: []</p> <p>PO Date: 06/04/2015</p> <p>Net Value: 0.00</p> <p>Payment Terms: []</p> <p>Billing Block Status: Nothing Blocked</p> <p>Shipping Cond: []</p> <p>Dates</p> <p>Contract Start: 06/04/2015</p> <p>Contract End: 06/04/2016</p>

NOTE: Required fields on the order will be outlined in red.

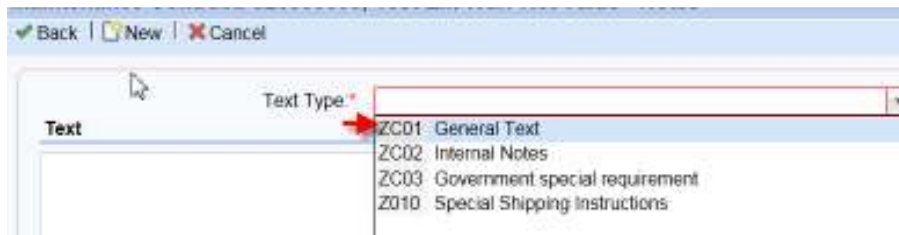
- 6.4 Enter the Sold-to Number in the appropriate field in the General Data section and click [Enter].
 - 6.4.1 Select the Bill-to Party, Payer, Site, and Contact Person as prompted. These can be modified in the Contract section “Parties Involved.”
- 6.5 **U.S. Only:** Select the “Funding Source” and “Govt. Identifier” from the drop down.
- 6.6 Enter order specific information in the “Description” field (Optional).
- 6.7 Enter the customer purchase order (PO) number and date.
- 6.8 Select appropriate payment terms from the list.
- 6.9 Select the shipping conditions based on customer PO.
- 6.10 Review the start and end dates and revise if necessary.
- 6.11 Confirm Sales and Service Organization assignment by opening the Organizational Data assignment block.
 - 6.11.1 If necessary, change data to reflect the appropriate sales/service organization data.

	<p align="center">QMS Procedure MTS Systems Corporation – MTS Test</p>	<p>Document Number: FS-AD 3216</p>	<p>Rev.: E</p>
<p>Title: ZBMC Maintenance Contract Create</p>		<p>Page #: 4 of 14</p>	
<p>Procedure Owner(s) – list Functions: Contract Administration</p>		<p>Revision's Training Requirements – select one or both (per section #9): Awareness _ Formal <u>X</u></p>	

<p>Organizational Data Edit Determination Log</p>					
Sales		Service			
Sales Org. Unit:	SORG 1100	MTS Systems Corporation	Service Org. Unit:	AMR_US_SRV	US Test Service
Sales Organization:	SORG 1100	MTS Systems Corporation	Service Organization:	AMR_US_SRV	US Test Service
Distribution Channel:	04	MT&S Order Services			
Division:	01	General			
Sales Office:					
Sales Group:					

6.12 To add special text to the contract, go to the Notes assignment block.

6.12.1 Select “New.”



6.12.2 Select “General Text” to enter text that will print on subsequent customer documentation.


6.12.3 Select “Government Special Requirements” to enter any U.S. government requirements that apply to the contract.

6.12.4 Select “Internal Notes” to enter any contract specific notes that should be viewed by MTS employees only.

6.13 Confirm that all “Parties Involved” are correct by opening the Parties Involved assignment block.

6.13.1 If the employee who sold the service is someone other than the assigned Service Sales Engineer on the site, update the Order Engineer partner.

6.14 Enter the header and sub-line items for the scope of work to be performed.

	<p align="center">QMS Procedure MTS Systems Corporation – MTS Test</p>	<p>Document Number: FS-AD 3216</p>	<p>Rev.: E</p>
<p>Title: ZBMC Maintenance Contract Create</p>		<p>Page #: 5 of 14</p>	
<p>Procedure Owner(s) – list Functions: Contract Administration</p>		<p>Revision's Training Requirements – select one or both (per section #9): Awareness _ Formal <u>X</u></p>	

NOTE:

- Do not manually enter numbers in the “item” column. They must be system assigned.
- Header Products represent both the category of the work to be delivered and whether or not the work in this category will be;
 - Optimized (sent to ClickSchedule- Example: CalibrationOP)
 - Non-optimized (not sent to ClickSchedule- Example: CalibrationNO)
 - Inter-Company (performed by an MTS service employee located in another sales organization)- Example: CalibrationC
- Generally at least one travel sub-line is assigned for each scheduled site visit.
 - Example: If there will be 2 event based visits that last 2 days each, you would create 2 separate zone sub-lines and 2 separate add-day sub-lines.
- Travel and time based sub-lines allow quantities >1.
- Event based sub-lines (requiring component level objects, are limited to a quantity of 1).

6.14.1 Update the Travel header line as appropriate based on the contract content;

6.14.1.1 **If** the contract contains *only* Time-Based items (MES, SitePlan, ExtWarranty), reject the travel line by choosing the appropriate rejection reason

6.14.1.2 **If** the contract contains *any* Event-Based content and there will be travel sub-lines entered for billing, go to Step 6.14.2


6.14.1.3 **If** the contract contains *any* Event-Based content and there will **not** be any Travel related sub-lines entered for billing; Change the item category of the Travel header (line 10) to **T&E No Billing** and go to step 6.14.3



Ref	Item	Product ID	Qty	Product	Net Value	C	Item Category	Sta
10	TRAVELXP		1	H-TRAVEL & ADM	0.00	E	T&E Site Visit Line	In I
							T&E No Billing	
							T&E No Billing	

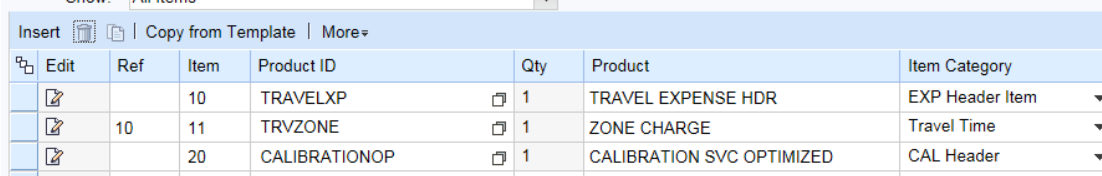
6.14.2 Enter applicable sub-line items for the Travel category.

6.14.2.1 Enter the header line item (10 in this case) in the “Ref” column field.

	<p align="center">QMS Procedure MTS Systems Corporation – MTS Test</p>	<p>Document Number: FS-AD 3216</p>	<p>Rev.: E</p>
<p>Title: ZBMC Maintenance Contract Create</p>		<p>Page #: 6 of 14</p>	
<p>Procedure Owner(s) – list Functions: Contract Administration</p>		<p>Revision's Training Requirements – select one or both (per section #9): Awareness _ Formal <u>X</u></p>	

6.14.2.2 Enter the Product ID code and quantity, and click [Enter].

6.14.2.3 Repeat for each travel related sub-line item.



Edit	Ref	Item	Product ID	Qty	Product	Item Category
		10	TRAVELXP	1	TRAVEL EXPENSE HDR	EXP Header Item
	10	11	TRVZONE	1	ZONE CHARGE	Travel Time
		20	CALIBRATIONOP	1	CALIBRATION SVC OPTIMIZED	CAL Header

6.14.3 Enter remaining header and sub-line items for the scope of work to be performed. (Repeat these steps for all header/sub-line items).

6.14.3.1 Header line items: Enter product ID only and click [Enter].


6.14.3.2 Sub-line items: Reference the appropriate header line item in the “Ref” column field, enter the Product ID and quantity, and click [Enter].

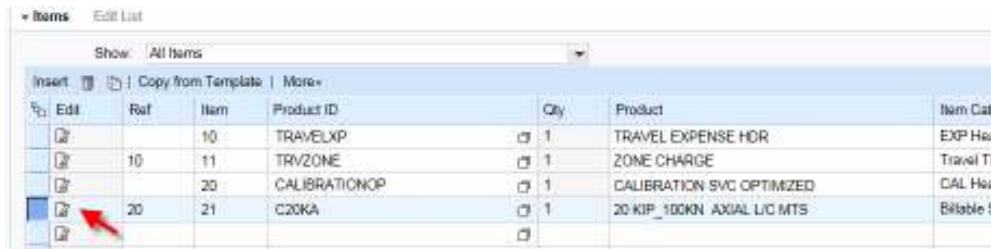
6.14.3.2.1 Enter Planned Date for each event-based item

NOTES:

- *Service Orders will be grouped and generated based on the “Ibase & Planned Dates” listed in the contract.*
- *Each applicable planned date created under an optimized header requires a valid activity (not just a part or fee item) or the auto-create program will not run successfully.*
- *Any/all factory services (FACTCALIBNO / FACTRPRNO) should be entered with the same planned date (regardless of actual planned delivery). This date should be different than all other items in the order so that a single, stand-alone order is created to manage all factory services.*

6.15 Enter header and sub-line Installed Base (IBase)/component data, confirm or update price, and update line item site data as required by clicking on the edit icon to the left of the item.

	<p align="center">QMS Procedure MTS Systems Corporation – MTS Test</p>	<p>Document Number: FS-AD 3216</p>	<p>Rev.: E</p>
<p>Title: ZBMC Maintenance Contract Create</p>		<p>Page #: 7 of 14</p>	
<p>Procedure Owner(s) – list Functions: Contract Administration</p>		<p>Revision's Training Requirements – select one or both (per section #9): Awareness _ Formal <u>X</u></p>	



Ref	Item	Product ID	Qty	Product	Item Category
10	10	TRAVELXP	1	TRAVEL EXPENSE HDR	EXP Has
10	11	TRVZONE	1	ZONE CHARGE	Travel TI
20	20	CALIBRATIONOP	1	CALIBRATION SVC OPTIMIZED	CAL Has
20	21	C20KA	1	20 KIP_100KN_AXIAL L/C MTS	Billable S

6.15.1 Go to the Reference Object assignment block and enter the “IBase” item for all header and time-based line items and the “Component ID” of the equipment this service will be performed on for each event-based sub-line item.

6.15.1.1 For header and time-based line items, select the input help button in the “IBase” field.

6.15.1.2 Enter the site number in the External ID field to search for the correct IBase number.

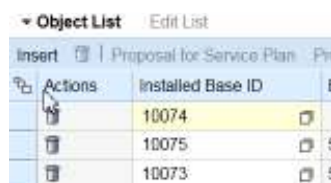
6.15.1.3 Select the IBase from the results.



Actions	Installed Base ID	External ID	Component ID	Object ID
	10073			
	0			


Search Criteria	Search For	Header Using Header Data
Base ID	IS	
External ID	IS	103408
Description	IS	
Base Category	IS	

NOTE: If the header has sub-lines that will be performed at multiple sites, you must add an IBase record for each of these sites to the header line reference object list.



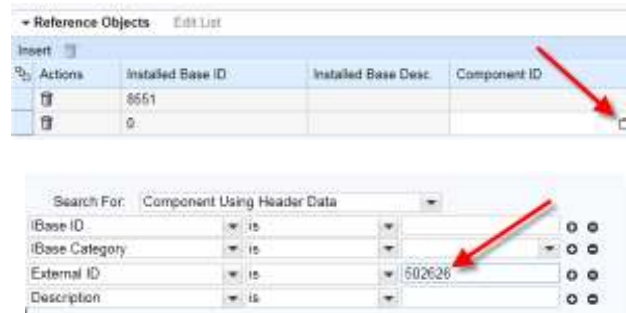
Actions	Installed Base ID	Qty
	10074	
	10075	5
	10073	5

6.15.1.4 For Event-Based activity line items, select the input help button in the “Component ID” field.

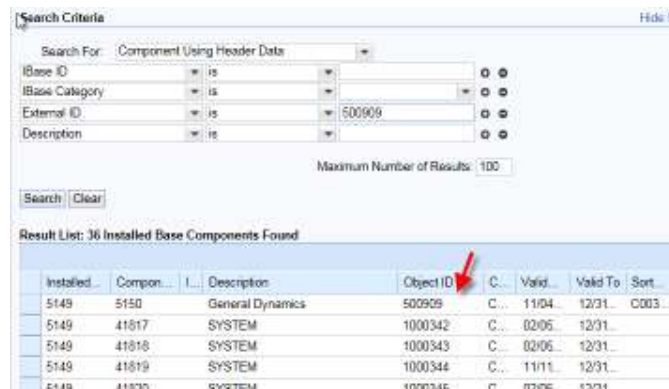
	<p align="center">QMS Procedure MTS Systems Corporation – MTS Test</p>	<p>Document Number: FS-AD 3216</p>	<p>Rev.: E</p>
<p>Title: ZBMC Maintenance Contract Create</p>		<p>Page #: 8 of 14</p>	
<p>Procedure Owner(s) – list Functions: Contract Administration</p>		<p>Revision's Training Requirements – select one or both (per section #9): Awareness _ Formal <u>X</u></p>	

6.15.1.5 Choose search for “Component using Header Data.”

6.15.1.6 Enter the site number in the “External ID” and click [Search].




6.15.1.7 Select the equipment the service will be performed on from the resulting list.



NOTE: If equipment record is unknown, you may select the record that references the site number in the Object ID column unless the Service Product being entered is for Extended Warranty which would require that you select the actual system/equipment being covered.

6.15.2 If this sub-line item will be performed on a site that is different from the site listed on the order header, go to the Parties Involved assignment block within the line item and update the site as appropriate.

NOTE: You may type the line item relevant site number directly in the Name field and click [Enter].

	QMS Procedure MTS Systems Corporation – MTS Test	Document Number: FS-AD 3216	Rev.: E
Title: ZBMC Maintenance Contract Create		Page #: 9 of 14	
Procedure Owner(s) – list Functions: Contract Administration		Revision's Training Requirements – select one or both (per section #9): Awareness _ Formal <u>X</u>	

Partner Function	Partner ID	Name	Address
Bill To Party	902834	SATURN FASTENERS, INC.	425 SOUTH VARNEY STRE
Contact Person	3022088	Chris Kitchen	425 S Varney St / Burbank C
Employee Responsible	E-00005996	Diana R Root	14000 Technology Drive / Es
Payee	902834	SATURN FASTENERS, INC.	425 SOUTH VARNEY STRE
Ship-To Party/Sonic/Recipient	903400	Saturn Fasteners Inc.	425 S Varney St / Burbank C
Site	903400	SATURN	425 S Varney St / Burbank C
Sold To Party	902834	SATURN FASTENERS, INC.	425 SOUTH VARNEY STRE

6.15.3 Go to the Price Detail assignment block to ensure the line item pricing is accurate. Make changes as necessary.

6.15.4 Repeat all 6.15 steps for each header/sub-line item entered on the order.

6.15.5 Click [Back] to return to the main order page.

6.16 If the billing plan on the order needs to be something other than “In Full” or the billing date should not be the date entered; maintain the billing plan at each header line item level by selecting the edit icon to the left of the item.

6.16.1 Go to the Billing Plan assignment block.

6.16.2 Enter the number of billings planned for the contract.


6.16.3 Enter the date(s) each billing should occur.

Actions	Billing Value	Currency	Billed	Billing Block Reas.	Bill Date	Billing Doc. Creati...	Biling
Details	10,000.00	USD	<input type="checkbox"/>		08/18/2015	08/18/2015	
Details	10,000.00	USD	<input type="checkbox"/>		12/18/2015	08/18/2015	
Details	10,000.00	USD	<input type="checkbox"/>		04/18/2016	08/18/2015	

6.16.4 Repeat steps 6.16 for each Header Line item in the order.

NOTE:

- Be sure to select the same plan for each to ensure consistent billing to the customer.

	<p align="center">QMS Procedure MTS Systems Corporation – MTS Test</p>	<p>Document Number: FS-AD 3216</p>	<p>Rev.: E</p>
<p>Title: ZBMC Maintenance Contract Create</p>		<p>Page #: 10 of 14</p>	
<p>Procedure Owner(s) – list Functions: Contract Administration</p>		<p>Revision's Training Requirements – select one or both (per section #9): Awareness _ Formal <u>X</u></p>	

- *For revenue accounting purposes, the pricing condition "PR00" defaults as the pricing condition in the header billing plan for event based sub-lines; Scheduled Calibrations, Routine Maintenance, etc. and "ZV00" for time based sub-lines; Software, Echo, Extended Warranty, Site Plans. This should not be changed.*

6.17 Enter the planned date of service for each event based sub-line.

NOTE:

- *Planned dates reflect the expected due date for delivery of the service.*
- *1 service order will be automatically created for all items with the same planned date and Site record.*
- *In the case of multiple planned site visits, at least one travel related sub-line and one other service sub-line must share the same planned date.*
- *Factory Service line items should NOT have the same planned date as any other field service item (separate order(s) need to be created for these).*

6.18 Review and resolve any errors.

6.19 Change the order status to "Released" in the General Data section of the order.

6.20 Click [Save] in the header section to save the Billable Maintenance Plan.


NOTE: *Scheduled ZOPT Service Orders will be created by the system automatically every 5 minutes and will then display in the contract transaction history.*

6.21 As appropriate, email the Contract Acknowledgement to the customer contact by scrolling down to the Scheduled Actions assignment block. (**Pending Functionality**)

6.21.1 Click on the arrow to open the block (if necessary).

6.21.2 Click [Execute] on the Action for the Acknowledgement Email.

6.21.3 Confirm that the status changes to green indicating that the email has been sent.


	<p align="center">QMS Procedure MTS Systems Corporation – MTS Test</p>	<p>Document Number: FS-AD 3216</p>	<p>Rev.: E</p>
<p>Title: ZBMC Maintenance Contract Create</p>		<p>Page #: 11 of 14</p>	
<p>Procedure Owner(s) – list Functions: Contract Administration</p>		<p>Revision's Training Requirements – select one or both (per section #9): Awareness _ Formal <u>X</u></p>	

- 6.22 **If** any physical parts were included on the contract, create a “Service Parts Task” as a Follow-up to the related auto-created service order(s) and assign to the appropriate local Internal Service Coordinator.
- 6.23 **If** the contract includes any Echo subscription or MES content, create a Follow-up MTS-Task to the contract and assign it to Olivia Root or Kyle Brager. This is required so that the customer can be correctly set up in the Echo system.
- 6.24 **If** the contract includes any Inter-Company headers, create a follow-up task to the to the related auto-created service order and assign to the appropriate local Internal Service Coordinator so that they can follow-up with creation of an inter-company (ZISV) Order.
- 6.25 **If** factory services were included on the contract, create a “MTS Task” as a Follow-up to the related auto-created service order and assign to the appropriate local Internal Service Coordinator.
- 6.26 **If** Factory Services were included in this contract,
 - 6.26.1 Create a “MTS Task” as a follow-up to the related auto-created service order and assign to the appropriate local Internal Service Coordinator.
 - 6.26.2 Create a “Service Request” as a follow-up to the related auto-created service order by following the “Create Service Request” process and assign the Service Request to the Order Services Team (see below).

3000253	AMR_US_TCSOS Order Services
---------	-----------------------------

- 6.27 **If** a Site-Plan was included in this contract, continue on to “Create ZINS Order” following the “ZINS Service Order Create” process.
 - 6.27.1 Enter the following header line items only;
 - TRAVELXP (will default)
 - REPAIRNO
 - CALIBRATIONNO
 - ROUTINENO
 - TRAININGNO

6.27.2 Create an “MTS Task” as a follow-up to the ZINS order and assign to the

	QMS Procedure MTS Systems Corporation – MTS Test	Document Number: FS-AD 3216	Rev.: E
Title: ZBMC Maintenance Contract Create		Page #: 12 of 14	
Procedure Owner(s) – list Functions: Contract Administration		Revision's Training Requirements – select one or both (per section #9): Awareness _ Formal <u>X</u>	


assigned site plan FSE.

7 ASSOCIATED QUALITY RECORDS – AS STATED IN THE QUALITY RECORDS LIST

Required Record

8 REFERENCE FORMS / TEMPLATES / DOCUMENTS

Form / Template / Document Title	Location

	<p align="center">QMS Procedure MTS Systems Corporation – MTS Test</p>	<p>Document Number: FS-AD 3216</p>	<p>Rev.: E</p>
<p>Title: ZBMC Maintenance Contract Create</p>		<p>Page #: 13 of 14</p>	
<p>Procedure Owner(s) – list Functions: Contract Administration</p>		<p>Revision's Training Requirements – select one or both (per section #9): Awareness _ Formal <u>X</u></p>	

9 CURRENT REVISION'S TRAINING REQUIREMENTS


Training requirements are determined by the document owner.

1. Select Awareness **and/or** Formal training requirements.
2. List (below) the functions or groups that require the training.

Select (mark X)	Training Type	Training Definition
	Awareness	Awareness training is conducted by communication, which is sent/delivered by the approver/author/owner of the document to the affected employees/groups.
X	Formal	Formal training requires the approver/author/owner to collect/store evidence that the affected employees/groups were trained.

Functions/Groups that require Awareness to this procedure:

- Awareness: List here the function(s) or group(s) that need to be aware of this procedure.
- Formal: List here the function(s) or group(s) that require Formal training.

	QMS Procedure MTS Systems Corporation – MTS Test	Document Number: FS-AD 3216	Rev.: E
	Title: ZBMC Maintenance Contract Create	Page #: 14 of 14	
Procedure Owner(s) – list Functions: Contract Administration		Revision's Training Requirements – select one or both (per section #9): Awareness _ Formal <u>X</u>	

10 REVISION HISTORY & APPROVAL

Revision History			
Rev	Description of Change	Author	Effective Date
A	Original Release	Michelle Bintliff	3/1/2016
B	Added note regarding header products and step 6.25 inter-company follow-up	Michelle Bintliff	6/6/2016
C	Corrected Travel header note	Michelle Bintliff	6/21/16
D	Clarified Travel header steps 6.14.1	Michelle Bintliff	9/20/16
E	Added notes related to Factory Services included on contract	Michelle Bintliff	5/2/2017

Approval of Current Revision		
Name / Function	Signature	Date
Michelle Bintliff/ Global Service Administration Manager	<i>Michelle Bintliff</i>	5/2/2017