Data-Driven Approval Routing and Workflow Solutions for QAD

May 11, 2022

TrellisWare®
TECHNOLOGIES

iSS GROUP®

Strategic INFORMATION GROUP

WE ARE STRATEGIC

Panel

Product Manager, SIG IP and Partner Products

Walter Little

CEO

Andrew Weinstein

Business Process Analyst

Mike Gruber

VP Solutions

Frank Salesi

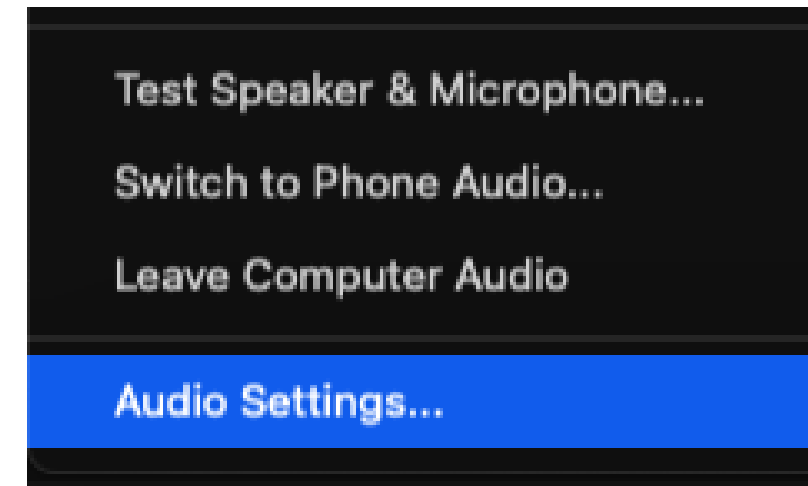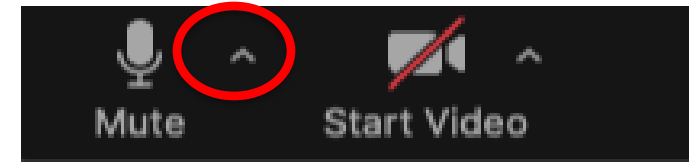Senior Director, Marketing

Barbara Ware

Channel Partner

Zoom Event: How to Participate

- Join or Change Audio:

  - Click arrow next to Mute button

- You have the options to set microphone and speakers, test them, adjust volume or switch to phone audio

- Full audio settings allows you to and change other settings

About us:

- Established: 1992

- Employees: 115+

- Locations: USA (5), Ireland, UK
  India, Thailand

- Customers: 1200+ Companies
  - 750+ full implementations
  - 400+ life science customers
  - 150+ reached exit strategy

- Products
  - QAD Adaptive ERP
  - Quality Management Systems
  - ERP Integration Adaptors & Extensions
  - FDA Validation Toolkits/Protocols

- Services
  - Implementations
  - Integrations
  - Upgrades
  - Managed Services (QAD and EDI)
  - QAD Help Desk (helpSERV)
  - Staff Augmentation

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Why does Strategic Recommend
ISSG Approval Routing Technology?

- We specialize in helping small companies grow exponentially, and large(r) companies gain efficiencies in their processes. **Tools that streamline processes and add process visibility/control are critical to achieve this objective.**

- **FDA Validated** for our Life Science Clients and **SOX Compliant** for our Public Clients.

- To satisfy more **complex routing requirements** not satisfied by QAD approval routing functionality and create **validated QAD transactions** upon approval of process requests.

- **Approval requests** can be created by a user completing a pre-defined web Process Request Form; also based on a *triggering event* **within QAD**.

  *such as a change in a Supplier Remit to Address or a Sales Order Price change

ISSG
Introduction

ISS Group Introduction

- Founded in 1986 (www.ISSGroup.com)

- 1986 – 2000 sold and implemented various ERP, CRM and eCommerce Solutions to SMB and Fortune 1000 Manufacturers
    - **1995 – 2000 QAD Reseller**
    - **1996 released 1st QAD add-on Solution:**
      MFG/PRO on the Web; Trading Partner Transactions

- 1995 – Today have provided add-value Solutions and Implementation Services to QAD User Organizations exclusively!

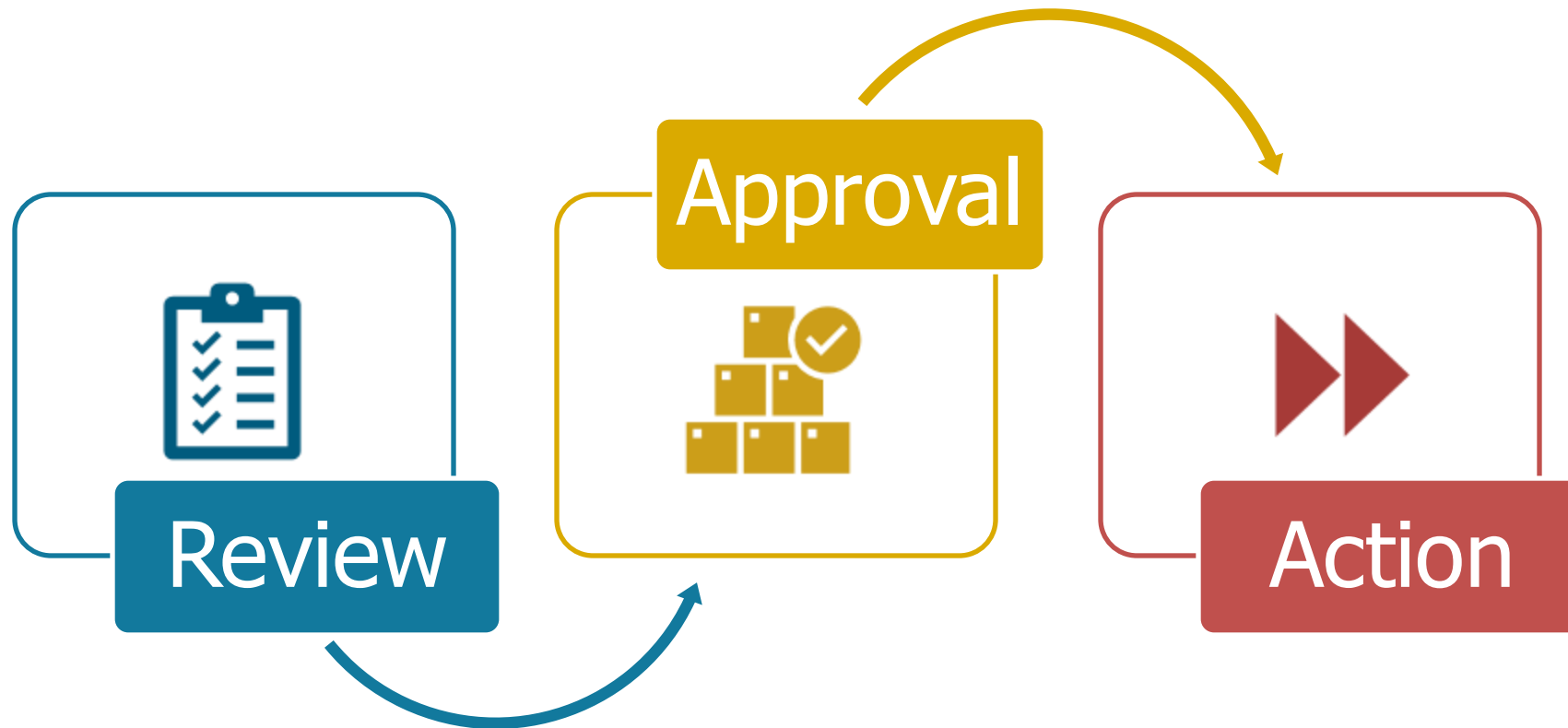- Provider of *Data-Driven* Approval Routing/Workflow Solutions for QAD

Primary Objective of ISS Group Solutions

To improve the flow and control of **QAD integrated Processes** requiring an Approval/Rejection prior to performing an Action

Review

Approval

Action

What are *QAD integrated Processes*?

Business Processes that use QAD Data Points

QAD Domain

Cost Center

GL Account

Customer

Supplier

Item

PO Requsition

Sales Order

Scrap Authorization

QAD DB
- Maintenance
- Sales
- Finance
- Inventory
- Production
- Purchasing
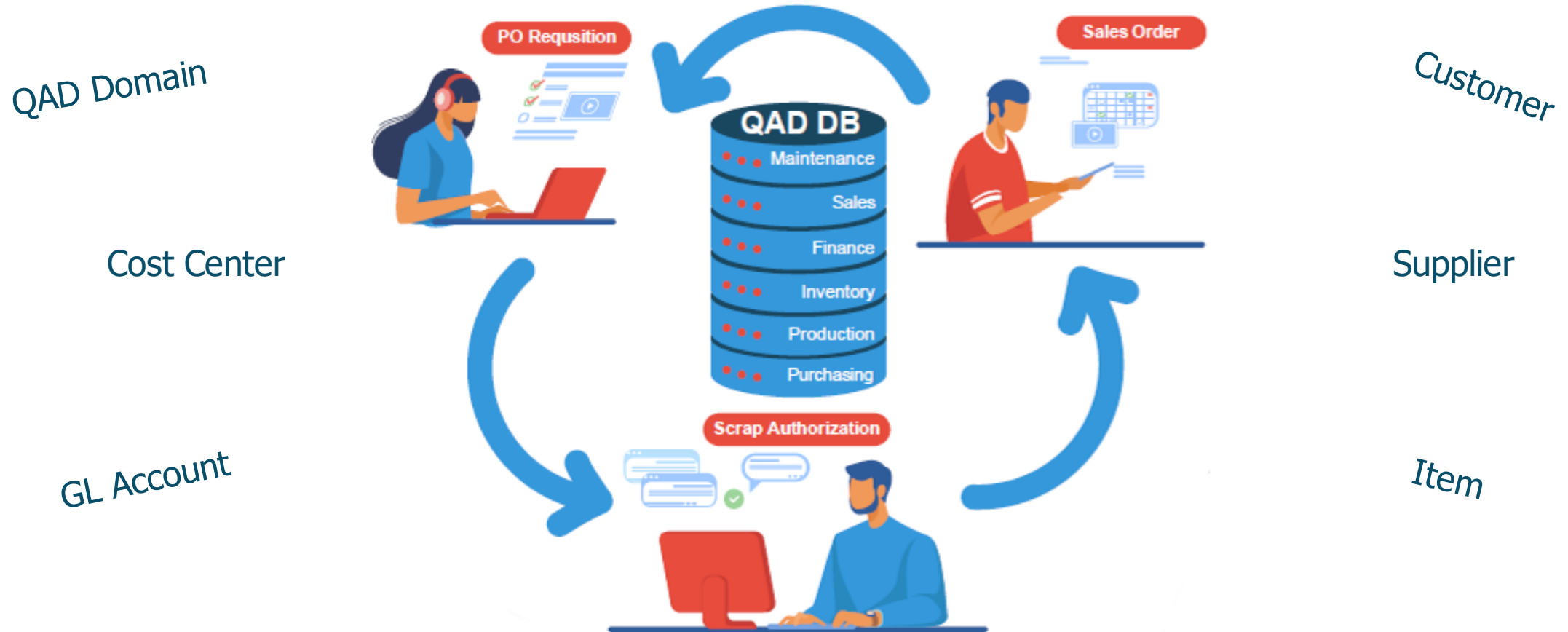
What is *Data-Driven* Approval Routing and Workflow?

Data-Driven **Approval Routing and Workflow** is functionality that creates and alerts a list of Approvers *based on the data* associated with **QAD Integrated Processes**, and then performs an **Action** upon final **approval or rejection** of that Request

Approval Routing
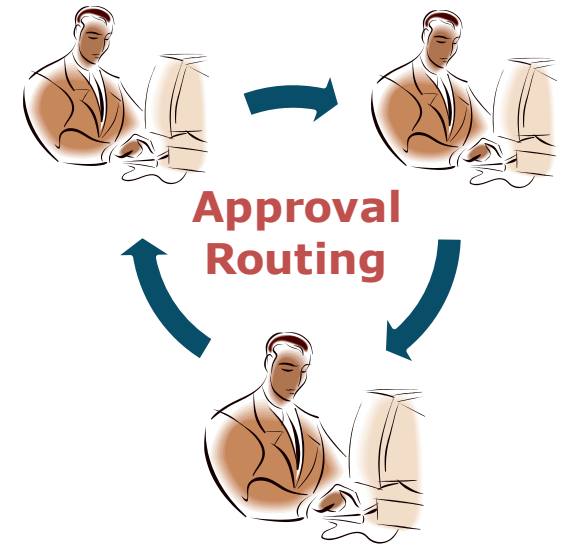
Examples of Process Requests

PROCESS

- **PO Requisition Approval**

- **Supplier Invoice Approval**

- **Customer Sales Quote Approval**

- **Financial Requests** (ie; Project Budgets, Expenses)

- **Inventory Requests** (ie; Unplanned Issues/Receipts)

- **Production Requests** (ie; Scrap Authorization, Assembly Rework)

- **Shipping Requests** (ie; Freight Authorizations)

- **Triggered QAD DB Changes** (ie; Vendor/Customer Maintenance)

Some new Process Requests!
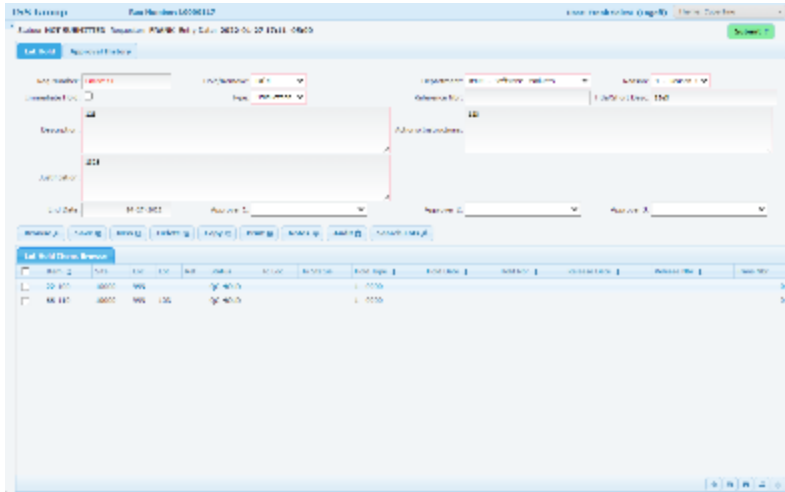
➢ **Inventory Lot Hold/Release**

Abbott
Point of Care
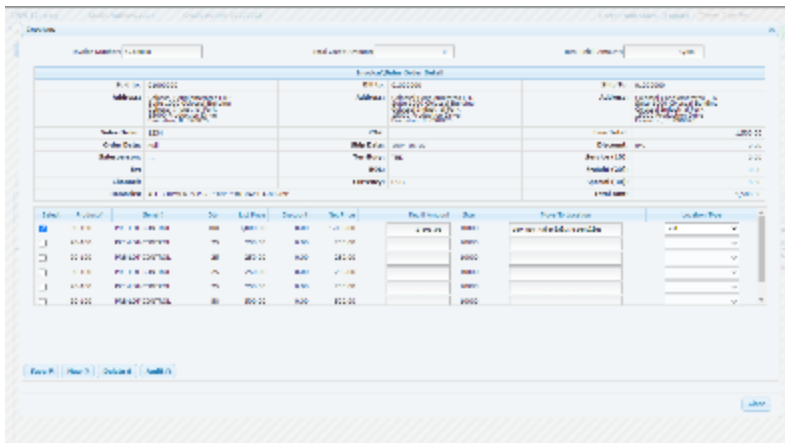
➢ **Customer Credit Authorization**

mtfbiologics

Process Request Data Flow

QAD Tables

QAD Data Points

eMail Notifications

eMail and Text Notifications

Create Process Request

Approval Routing

Retract

Process Request DB

Submitted For Approval

Upon Approval

ACTION

➢ Send an eMail with Attachments
➢ Create a QAD Validated Transaction (PO, SO, Inventory)
➢ Update a QAD DB Master File
➢ Maintain complete audit history

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Any data on the Request can be used for Routing!

PO Requisition Process Request Form

Req#: T0405004   Entry Date: 08/15/2019   Need Date: 08/22/2019   Perf Date: 08/22/2019   Type: Capex ▼

Header Information | Header Notes/Attachments | Master Comments | Approval History | Blanket Information   **Not Yet Submitted**

PO Number:

Supplier: CDW

Supplier Nbr: 5004000

Supplier Address: A Division of Hughes Intl.
Oxnard, CA 90293
Terms - 2/10-30

Supplier Phone: 805-923-1254

Supplier Fax:

Supplier Contact: Ms. Danielle Gregory

Supplier Email: fsalesi@gmail.com

Ship To: Textbook Dollars ▼
Bill To: Textbook Dollars ▼
Site: Textbook Dollars ▼
Currency: United States Dollar ▼
Who Pays Freight: ▼
Ship Via: United Parcel Service ▼
Project:

Taxable: ☐
Is a PO Required?: ☑
Are all Items Req'd?: ☐
PO Blanket?: ☐

Buyer: Tomoko Koyama (Buyer) ▼
Originator: Frank
On Behalf Of: Frank
Deliver To: Frank
Copied From:

Allow PO Consolidation?: ☐
High Priority?: ☐
Need a Quote?: ☐

Customer:
PEA ▼
Capital Equipment: ▼
CAL List: ▼
Chemical: ▼

[New Item] [Add from Catalog] [Add from Punchout] [View Deleted Items] [Batch Edit Items]

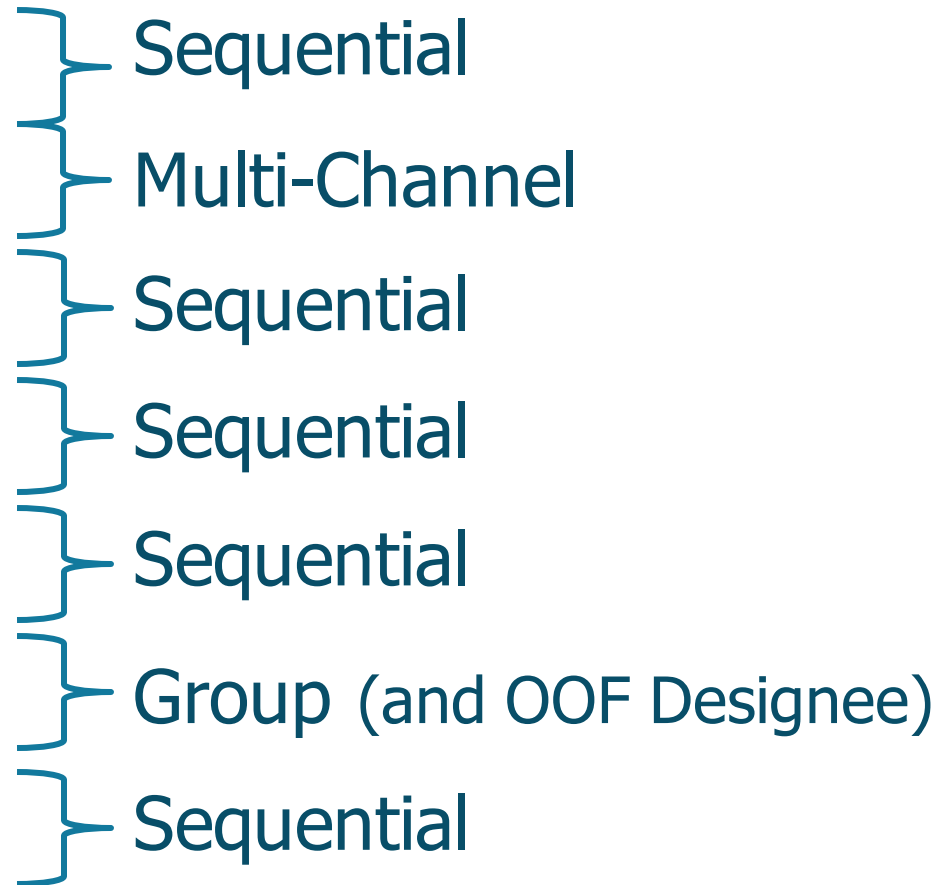| Line	LT	Item	Due	Acct-Sub-Dept	Project	Budget Code	Qty	Cost	Ext Cost
001	P	3679037 - Apple USB C Digital AV Multiport Adapter 43201401 - Graphics or video accelerator cards	08/22/19	8200-1000-0900			1.00	67.62	$ 67.62

Total $ 67.62

Example of Sequential, Multi-Channel, and Group Routing

Level	Approver	Approved By
	Approval Attempt: 1 Submitted On 09/11/19 5:37:47 pm	
50	✉ Vince (Director)	
100	✉ Demo Director (upto $25K)	
100	✉ Brian Caulfield (Director - upto $25K)	
175	✉ Vaseem Mahboob (CFO - upto $300K)	
200	✉ John McDermott (President - upto $1MM)	
600	Finance Group ✉ Glenn Weinstein - ⛵ ✉ Scott Carpenter ✉ Kelly Anderson	
900	✉ Tomoko Koyama (Buyer)	

Sequential

Multi-Channel

Sequential

Sequential

Sequential

Group (and OOF Designee)

Sequential

eMail Notification to Approvers

Inventory Transactions

Andrew Weinstein, Peter Galvin,

Your approval is required for the below request.

[View] [Approve] [Reject]

Number	Reason	Name
80	Return Inventory	Heather wants two phones

Description

Longer description

Total Issues	Total Receipts	Net Total
106.00	0.00	-106.00

Notes

Entered By	Date/Time	Comment	File
Frank Salesi	12/15/20 12:35 pm	123	Excel 60.serial.txt
Frank Salesi	12/15/20 12:35 pm	See retired settings file attached	retired settings.txt
Frank Salesi	12/15/20 12:34 pm	Note 2	
Frank Salesi	12/15/20 12:34 pm	Note 1	

Type	Part	Qty	Remarks	Site/Loc	Serial/Ref	Total	Trans Nbr
ISS-UNP	22-100 CORD,POWER USA,EUROPE 1	1		10000 100		105.00	0
ISS-UNP	22-110 CORD,POWER,EUROPE,WEST	1		10000 100		1.00	0

Requestor	Request Date	Status
Frank Salesi	12/15/20 12:32 pm	PENDING

Approve or Reject directly from eMail!

Technology wrapped inside GoTo Market Solutions

iPurchase™ - PO Requisition Management/Approval

iVoucher™ - Supplier Invoice Reconciliation/Approval

iQuote™ - Customer Sales Quote Management/Approval

iApprove™ - 'Other' Process Requests Approval Routing/Workflow

- Inventory Processes (ie; Unplanned Issues/Receipts, Lot Control)

- Financial Processes (ie; Budget Approvals, Credit Authorization)

- Production Processes (ie; Assembly Rework, Scrap Authorization)

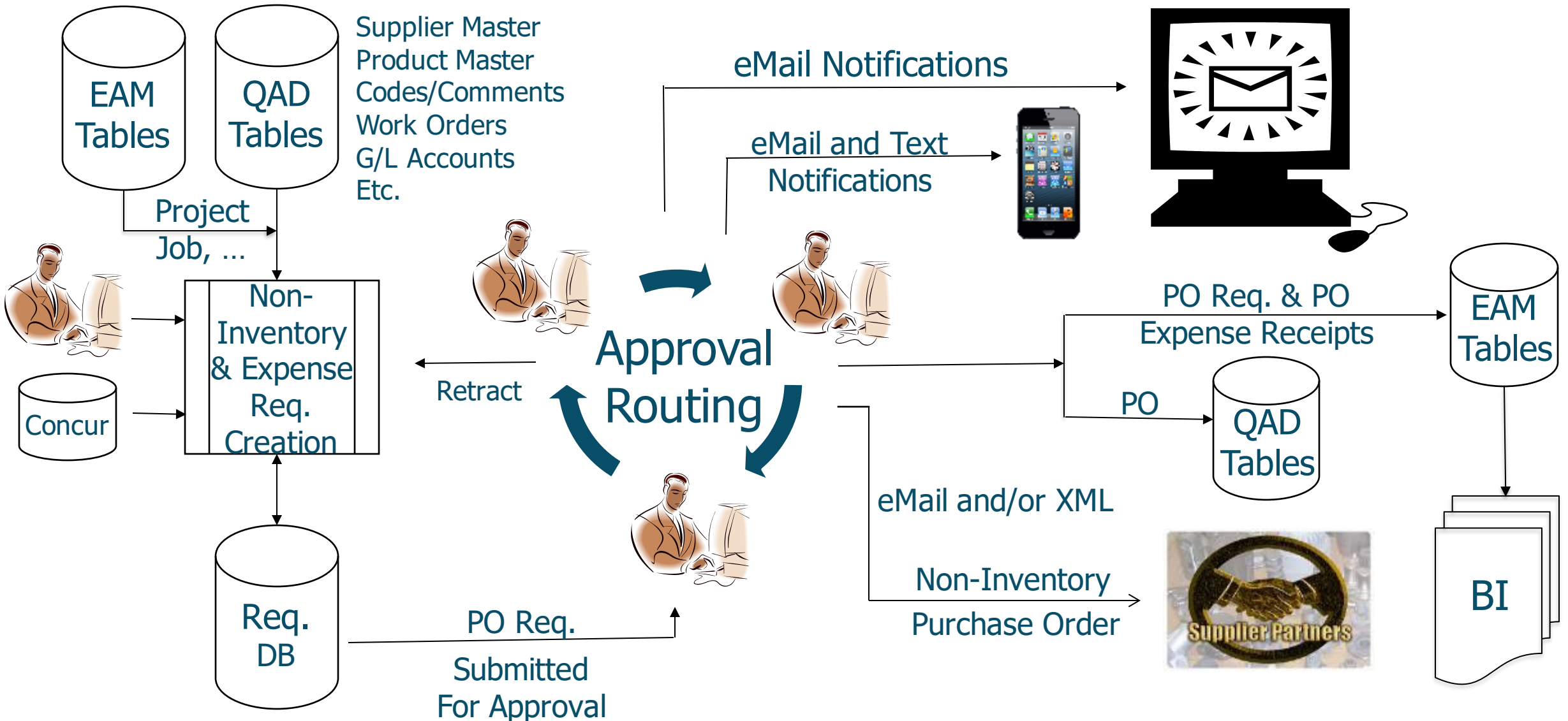- Triggered QAD DB Changes (Vendor/Customer Maintenance)

Results achieved by our Clients

✓ Reduced process cycle time/costs

✓ Improved approval visibility/tracking

✓ Elimination of redundant data entry

✓ Reduced auditing costs

✓ Improved process controls

✓ Elimination of paper forms

✓ Process standardization

ADDING VALUE

iPurchase™ Data Flow at TrellisWare

EAM Tables

QAD Tables

Supplier Master
Product Master
Codes/Comments
Work Orders
G/L Accounts
Etc.

Project
Job, …

eMail Notifications

eMail and Text
Notifications

Non-Inventory & Expense Req. Creation

Concur

Approval Routing

Retract

PO Req. & PO
Expense Receipts

EAM Tables

PO

QAD Tables

eMail and/or XML

Non-Inventory
Purchase Order

Supplier Partners

BI

Req. DB

PO Req.

Submitted
For Approval

History - Who is TrellisWare?

- Founded in 2000 in San Diego, CA
  - ~250 employees (very technical staff)
  - Advanced communication system design
  - Organized into 3 major focus areas
    - TSM Waveform and Product Business
    - Technology Development
    - Special Communications

- Trusted Technology Provider for US and Coalition Forces
  - US Army PEO3CT – TSM is threshold requirement for all tactical radios
  - USSOCOM STC Program
  - FVEYs SOF, USMC
  - Key Programs for advanced waveform development
    - WREN, FSO, Tropo

- Neutral 3rd Party Technology Integrator
  - L3Harris, Thales, Collins, Ultra Electronics, FLIR, Lockheed Martin…

Channel Partner

History

Workflow - How Were Non-Inventory Expense Requisitions Managed Prior to iPurchase™?

- Concur Travel – enter data in Concur (auto approves), expense data downloaded in Excel AND manually entered in EAM, PO processing – manual receipts

- Non-Travel Employee Reimbursement Expenses – expense data entered in Excel, manual approval routing, AP enters data into EAM, PO processing - manual receipts

- Non-Inventory Purchases - item data entered in Excel, manual approval routing, Buyers manually enter data into EAM, PO processing – manual receipts

- Difficult to manage process controls - keeping track of req status and manual approvals/emails

- Double data entry – manual approval routing – manual receipts for travel / reimbursements - unknown req status during process

Objectives of Implementing iPurchase

✓ Integrate with QAD EAM allowing for approval routing compliance

✓ Integration with Concur – Seamless process workflow from Concur to iPurchase to QAD EAM

✓ Eliminate double manual entry and manual approval process – auto receipt of Concur Travel and Non-Travel Employee Expense Requisitions – produce timely req status throughout process

✓ Improve productivity and accuracy - reduce cycle time from Requisition → PO creation

✓ SOX compliance

✓ Audit history for auditors

Implementation Overview

TrellisWare® TECHNOLOGIES

Functionality

- 223 Employee Reimbursement Expense Users of iPurchase™

- 70 Non-Inventory Users of iPurchase™

- Integration with QAD EAM

- Integration with SAP Concur

Team

- Finance

- Procurement

- Supply Chain

- IT

- Project Manager

Mentoring

- Help with Installation

- Assist with Operational Qualification Docs

- Trained Admins and Users in Single Sessions

Timeline

- Feb 2021 project kick-off, implement in phases starting in August 2021: procurement / expense reports / Concur

- Complete GO-LIVE – all phases December 2021

Volume Stats Since Aug 2021 –

of Purchase Order Requisitions – 1438

# of Req Lines created – 6084

# of Purchase Orders created – 1435

$ of total spend – $10,967,454

Return on Investment -

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Time Savings Over Previous

- Req/PO Approval/Placement process efficiency gains

> TrellisWare has seen a 35-40% improvement in PO placement process time thus allowing Procurement, Buyers, and AP to focus on other priorities

Additional Benefits

- Improved control over requisitions/PO's/workflow process/compliance

- Improved productivity managing expense reports, approvals and Non-Inventory process

- Improved accuracy for requisitions - eliminate double entry to reduce corrections

- Mutual client of ISSG/SIG - great partners - 5 Star Service Rating

QAD Channel Partner

ISS GROUP

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Frequently asked questions...

1. How is this Technology integrated with QAD?

2. Can a request for approval be automatically created by QAD upon a 'triggering event' instead of a User having to complete a Form?

3. Can Actions occur <u>during</u> the approval process in addition to the end of the approval process upon final approval/rejection?

4. How is this Technology priced?

Questions?

Channel Partner

To Learn More

Contact your Strategic or ISSG Account Executive

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