Eclipse Unquality Event Tracking

Release 8.6.2 (Eterm)

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Unquality Event Tracking Overview

The Unquality Event Tracking (UET) system is your solution for detecting, identifying, tracking, and recording all of the faulty processes and tasks within the system caused by human or computer error. Faulty processes and tasks must be identified in order for a quality improvement process to succeed.

Purpose

An unquality event in the system is any event that causes a loss of service to your customers or a loss of profit to your distribution business. Unquality events encompass human and computer problems, defective techniques, and faulty processes. Analysis of these events can assist in detecting improper processes and procedures occurring between your employees, your vendors, and your customers.

Use the UET system to collect unquality data, not to determine fault or place blame. Use the data collected by the system to correct the faulty processes being used in your business. Once the process is corrected, the UET can monitor the process for any recurrences of the original issue.

Tracking

The system stores unquality events in a file, which is available for immediate review, analysis, and reporting throughout your company. The UET system includes the ability to download unquality events to an ASCII file on your computer. You can then export the UET data to spreadsheet or other analysis programs.

Structure

Unquality event codes create the foundation of the UET system and are stored in the UET Code Table. The UET Code Table is installed with over 400 codes, each of which identifies a specific unquality event.

All unquality events occur in one of three business segments or categories: Customer, Internal, or Vendor. Every event code is comprised of a prefix (C for customer, I for internal, or V for vendor) and four digits, such as C1234. In addition, each event code is assigned a 2-character user-defined type that identifies groups of related events. Using the type code you can group events for each department or for each area.

For more information, see Maintaining UET Codes or Maintaining UET Types.

See Also:

Entering UET Log Entries Manually

Setup Requirements for Unquality Event Tracking

Viewing and Downloading UET Data

Setup Requirements for Unquality Event Tracking

The following control maintenance records and authorization keys are used for UET tracking.

Control Maintenance Records

The following control maintenance records affect the UET program:

- Auto Log JQ Deletes User ID List
- Auto Log JQ Add User ID List
- Auto UET Enabled
- Auto UET Message Display
- Log UET On New Order Line Deletions
- UET Log View: Display Even If Ship-To # No Longer Matches Ledger

Authorization Keys

Assign the following authorization keys to users working with UET:

- UET.DOWNLOAD
- UET.EDIT
- UET.MAINT
- UET.MANUAL

See Also:

Unquality Event Tracking Overview

Maintaining UET Codes

Unquality event codes are the foundation of the UET system and are stored in the UET Code Table. The UET Code Table is initialized with over 400 codes, each of which identifies an unquality event. The information stored in the table for each unquality event code indicates the associated category, type, automatic group code, and cost.

The last column of the table displays the event correction costs (in dollars) for each unquality event code. You can use the default costs or modify them to reflect the actual operating expenses you encounter to correct the faulty processes detected by the denoted UET codes. Use this feature to determine the actual cost to correct an unquality event in the business process and its effect on the bottom-line profit.

All unquality events occur in one of three business segments or categories: Customer, Internal, or Vendor. Every event code is comprised of a prefix (C, I, or V) and four digits. Each event code also has a description attached to it.

For example:

Code	Description
C2510	Under Shipped to Customer
C3115	Customer Ordered Wrong Item
I6725	Item Stocked in Wrong Bin Location
V0315	Over Received from Vendor

Automatic Group Codes

The Eclipse system is programmed to test, detect, and record over 20 types of unquality situations as they occur. For example, when a vendor over or under ships material to your warehouse, the system will recognize this as an unquality event.

If automatic event tracking is enabled, the Eclipse system automatic group codes are assigned to unquality event codes in the UET Code Table, and you enter a transaction that generates an unquality event, the system automatically creates an unquality event log entry.

To implement the automatic feature of UET, do the following:

- Enable automatic event tracking by setting the Auto UET Enabled control maintenance record to **Y**.

- Ensure that each automatic group code you want to use is assigned to one or more unquality event codes in the UET Code Table. The table contains default assignments for each automatic group code, but you can modify the default assignments to better suit your company's needs.

When you enter a transaction that generates an unquality event, the system automatically creates an unquality event log entry in one of the following ways:

If you assign an automatic group code to...	Then the program...
just one event code	creates a unquality event log entry using that unquality event code.
more than one event code	displays a screen listing all the event codes assigned to that automatic group, so the user can select the code from the list.

Maintaining UET Codes

Use the UET Code Maintenance screen to create or edit event codes.

▶**To maintain UET codes:**

1. From the **Events > Unquality Event Tracking** menu, select **UET Code Maintenance** to display the UET Code Maintenance screen.

   To sort the list of codes in a different way, use the **Sort By** hot key.

2. Place the cursor on the event code before which you want to insert a new code and use **Alt-Insert** to insert a blank line.

3. In the **Code** field, enter a free-form event code.

4. In the **Type** field, press **F10** and select from a list of type codes.

5. In the **Description** field, enter a description of the event code.

6. To assign this event code to an automatic group code, press **F10** at the **Auto Grp** field and select from a list of group codes.

7. In the **PC** field, indicate whether to allow unquality records with the denoted event code to be downloaded to a PC.

8. To assign an event correction cost, in dollars, to this unquality event code, enter the amount in the **Cost** field.

   The UET Code Table also contains the event correction costs, in dollars, for each unquality event code. Use these costs to reflect your actual operating expenses encountered to correct the faulty processes detected by the specific UET codes. You can use this feature to determine the actual cost to correct an unquality event in the business process and its effect on the bottom-line profit.

9. In the **A** field, indicate whether to enable automatic logging for the denoted event code.

   - **Y** – Enables automatic logging for this code.

   - **N** – Disables automatic logging for this code.

   An asterisk (*) in the **R** field indicates that the RF system automatically logs this UET event code.

10. To make one or more reference information fields on the UET Log Entry screen required for an event code, use the **Required Entry** hot key.

11. Press **Esc** to save your changes.

See Also:

Requiring Data for Manual Log Entries

UET Automatic Group Codes

Unquality Event Tracking Overview

Requiring Data for Manual Log Entries

If you want to make one or more fields on the UET Log Entry screen required for an event code, use the UET Required Entry screen to identify those fields. When manually entering UET events, users must complete the required fields before the system will save the entry.

A UET code with one or more required fields displays an asterisk (*) in the **R** column of the UET Code Maintenance screen.

▶**To require data for manual log entries:**

1. From the **Events > Unquality Event Tracking**, select **UET Code Maintenance** to display the UET Code Maintenance screen.

2. Position the cursor on an event code.

   Note: UET codes that contain required information fields are marked with an asterisk (*) in the **R** column.

3. Use the **Required Entry** hot key to display the UET Required Entry screen.

4. Enter the field name or press **F10** and select a field from the list.

   When more than one code appears on the UET Required Entry screen, position the cursor on a new line before entering a code. Use **Alt-Delete** to remove a required field from the list.

5. Press **Esc** to save the information and return to the previous screen.

See Also:

Maintaining UET Codes

UET Automatic Group Codes

Unquality Event Tracking Overview

UET Automatic Group Codes

The following table lists the UET automatic group codes and the event codes assigned to each:

Auto Code	Auto Code Description	Event Type	Event Code	Description
ACC	Whenever an Inventory Adjustment transaction is "X" Canceled	I5480	IA	Inventory Adjustment Canceled
AMCPO	Whenever the cost is manually overridden in the Inventory Adjustment screen	I5440	IA	Inv Adj; Manual Cost Override
ARCRPP	Whenever a partial payment is made in Cash Receipts or the customer has a partial payment plan	C3200 C3205	AR AR	Cash Receipts Partial Payment Approved Partial Payment Plan
ARCRUAC	Whenever there is unapplied cash left over in Cash Receipts or there is no payment advice	C3230 C3235	AR AR	Cash Receipts Unapplied Cash Waiting to Apply
ARCRUCD	Whenever a customer takes an unauthorized Cash Discount	C3220 C3240 C3245	AR AR AR	Cust Didn't Take Cash Discount Cust Took Unauth Cash Discount Discount Overridden
ARCRDI	Whenever an invoice is disputed by the customer or the disputed status changes	C3210 C3215	AR AR	Cash Receipts Disputed Invoice Disputed Invoice Status Change

Auto Code	Auto Code Description	Event Type	Event Code	Description
IARC	Whenever an Inventory Adjustment transaction is entered, a screen pops up containing a list of all the possible Inventory Adjustment reason codes. When a code is selected, it is applied to all of the line items that were entered on that transaction. If the transaction is called up again, and additional line items are added, then the screen pops up for the Inventory Adjustment reason code selection. That selected code event is applied to all new line items added to that recalled transaction. The previously recorded transactions retain their original codes.	I6600 I6610 I6620 I6630 I6640 I6650 I6660 I6670 I6680 I6690 I6700 I6710 I6720 I6730 I6740 I6750 I6760 I6770 I6780 I6790 I6800 I6810 I6820 I6830 I6840	IA IA IA IA IA IA IA IA IA IA IA IA IA IA IA IA IA IA IA IA IA IA IA IA IA	Manual; Computer Qty Decrease Manual; Computer Qty Increase Manual; Wrong Unit Of Measure Neg On-Hand Not Corrected RGA; Returned To Stock RGA; Non-Stock; Ret'd To Whse RGA; Returned To Vendor Damaged; Returned To Vendor Damaged; Inventory Write-Off Obsolete; Returned To Vendor Obsolete; Inventory Write-Off Wrong Count On Package Salesperson's Sample Receiving Error Product Mismarked Or Unmarked Product Marked Unclear Purchased For Promo; Returned New Product Trial; Returned Customer Item Exchange Damaged By Customer Internal Use; Write-Off Returned From Demo Create Kit; Reduce Inventory Create Kit; Increase Kit Inv Vendor's Promotion
INCCCPI	Cycle Count, Phys Inventory, item count did not change	I5420	IA	No Change Cycle Count/Phy Inv
INICD	Negative item count detected	I5460	IA	Negative Item Count Detected
INIOCD	Item Over committed, negative condition	I5470	IA	Neg Item Overcommit Detected
IQDCCPI	Decreased Count at Cycle Count/Physical Inventory	I5400	IA	Qty Decrease Cyc Count/Phy Inv
IQICCPI	Increased Count at Cycle Count/Physical Inventory	I5410	IA	Qty Increase Cyc Count/Phy Inv
PCC	Whenever a closed P/O is canceled	I5640	PU	Closed Purchase Order Canceled
PCKE	Item received before P/O required date	V0240	JT	Early Recv'd; Before Req'd Date
PCKED	Direct item received before P/O required date	V0260	JT	Early Dir Recv'd; Before Req'd Date

Auto Code	Auto Code Description	Event Type	Event Code	Description
PCKERQD	P/O required date changed to earlier date	V0265	JT	Early; Required Date Changed
PCKL	Item received after P/O required date	V0200	JT	Late Recv'd; After Req'd Date
PCKLD	Dir item received after P/O required date	V0220	JT	Late Dir Recv'd; After Req'd Date
PCKQO	On P/O quantity received is greater than quantity ordered	V0130	RE	Item Over Received From Vendor
PCKQOD	Direct item received is greater than quantity ordered	V0150	RE	Direct Over Received From Vendor
PCKQU	On P/O quantity received is less than quantity ordered	V0100	RE	Item Under Received From Vendor
PCKQUD	Direct item received is less than quantity ordered	V1020	RE	Direct Under Received From Vendor
PCMPO	Manual cost override on closed P/O	I5605	PU	Closed Man Cost Override on P/O
PCRMPO	Manual cost override on closed P/O rec'g	I5615	PU	Closed Man Override P/O Recv'g
PEMDS	Exceed Maximum Days Supply	I5650	PU	Exceed Maximum Days Supply

Auto Code	Auto Code Description	Event Type	Event Code	Description
PMRC	Whenever a negative number is detected in the quantity field of a purchase order, the return to vendor reason code screen appears listing the available reason codes. Select the appropriate code and it will be applied to all of the items on the purchase order that have negative quantities.	V0300	AP	Vendor's Invoice Priced Too High
		V0305	AP	
		V0310	AP	Vendor's Item Priced Too High
		V0315	AP	Vendor's Invoice Priced Too Low
		V0320	AP	
		V0330	AP	Vendor's Item Priced Too Low
		V0340	AP	No Discount On Invoice
		V0350	AP	Incorrect Discount On Invoice
		V0360	AP	
		V0370	AP	Freight Charge On Inv Wrong
		V0380	AP	No Freight Charge On Invoice
		V1500	AP	Invoice Recv'd After Disc Date
		V1510	AP	Item On Invoice; Not On P/O Rec
		V1520	AP	
		V1530	AP	Item On P/O Recv'g; Not On Inv
		V1540	AP	
		V1550	AP	Quantity Pricing Mistake
		V1560	AP	Volume Pricing Mistake
		V1570	AP	Combined Items Price Not Given
		V1580	AP	
		V1590	AP	Old Prices On New Orders
		V1600	AP	New Prices On Old Orders
		V1610	AP	Incorrect Discount Invoiced
		V1620	AP	
		V1630	AP	Freight Charged By Mistake
		V1640	AP	Freight Billed After Invoiced
		V1650	AP	Tax Charged On Resale Item
		V1660	AP	Wrong Ext Total On Invoice
		V1670	AP	
		V1680	AP	Invoiced For Incorrect Item
		V1690	AP	Invoiced For Incorrect Qty
		V1700	AP	Partial Invoice From Vendor
		V1710	AP	
		V1720	AP	Multiple P/O's On One Invoice
		V1800	PR	Late Invoice
		V1810	PR	
		V1820	PR	Credit Not Issued (30) Days
		V1830	PR	Invoiced At Wrong Price
		V1840	PR	
		V1850	PR	Warranty Repair; Invoice Wrong
		V1860	PR	Incorrect P/O Terms
		V1870	PR	Incorrect P/O Dating
		V9998	NC	Credit Not Referenced
				Invoiced By Vendor Of Vendor
				Invoice Items Out Of P/O Order
				Unauthorized Item Substitution
				Recommended Item Not Accepted

Auto Code	Auto Code Description	Event Type	Event Code	Description
POC	Canceled Purchase Order	I5635	PU	Purchase Order Canceled
POMPO	Manual cost override on open P/O	I5600	PU	Open Man Cost Override on P/O
PORMPO	Manual cost override on open P/O Recv'g	I5610	PU	Open Man Override P/O Recv'g
POUVM	Whenever P/O does not meet vendor's minimum	I5620	PU	P/O Under Vendor's Minimum
PRNQ	Whenever a negative quantity is entered on a P/O Recv'g	I5625	PU	Recv'd Negative (-) Qty On P/O
PZCPOR	Whenever an item on a P/O has zero (0) cost	I5630	PU	Zero (0) Cost On P/O Recv'g
SACNBO	Item automatically canceled, no backorders allowed. Select the reason for the canceled item from the event reason selection screen.	C3300	CC	Automatic Cancel; No B/O's
		C4700	LS	Out of Stock
		C4710	LS	Out Of Stock; Related Product
		C4720	LS	Not Enough Stock On Hand
		C4730	LS	Non-Stock Product; Can't Wait
		C4740	LS	Not An Authorized Distributor
		C4750	LS	Our Price Was Too High
		C4760	LS	Vendor's Cost Was Too High
		C4770	LS	Component(s) Missing
		C4780	LS	Specific Salesperson Not Here
		C4790	LS	Couldn't Meet Cust's Req'd Date
		C4800	LS	Vendor Couldn't Meet Cust's Date
		C4810	LS	Didn't Return Call In Time
		C4820	LS	Didn't Return Cust's Call
		C4830	LS	Bid/Quote Arrived Too Late
		C4840	LS	Competitor's Price Was Lower
		C4850	LS	Cust Didn't Take Substitutes
		C4860	LS	Didn't Stock Product
		C4870	LS	Customer Changed His/Her Mind
		C4880	LS	Customer Wouldn't Accept B/O's
		C4890	LS	Customer Put On Hold Too Long

Auto Code	Auto Code Description	Event Type	Event Code	Description
SCC	Customer canceled an item or an order generation that was closed	C3330 C3335 C3340	CC CC CC	Cust Canceled Closed Gen No Data Cust Canceled Closed Gen Detail Cust Canceled Closed Line Item
SCKAQ	Quantity is not available for customer	C3060	SH	Qty Not Available For Customer
SCKAQD	Quantity is not available for customer on a direct order	C3070	SH	Direct Qty Not Avail For Customer
SCKAQN	Quantity is not available for customer on a nonstock order	C3080	SH	Nonstock Qty Not Avail for Cust
SCKE	Item or Order shipped before required date	C3140 C3170	JT JT	Early Ship; After Req'd Date Early Ship; 1st Order To Cust
SCKERQD	Item or Order required date changed to earlier date	C3175	JT	Early; Required Date Changed
SCKL	Item or Order shipped after required date	C3100 C3130	JT JT	Late Ship; After Req'd Date Late Ship; 1st Order to Cust
SCKLRQD	Item or Order required date changed to later date	C3135	JT	Late; Required Date Changed
SCKQO	Item over shipped to customer	C3030	SH	Item Overship to Customer
SCKQOD	Direct item over shipped to customer	C3050	SH	Direct Overship to Customer
SCKQU	Item under shipped to customer	C3010	SH	Item Undership to Customer
SCKQUD	Direct under shipped to customer	C3020	SH	Direct Undership to Customer
SCMCO	Manual cost override on closed order sale	I5825	CI	Closed Order Man Cost Override **Note:** Cost in this code refers to COGS-COST, not COMM-COST.
SCMCOD	Manual cost override on closed direct sales order	I5835	CI	Closed Direct Man Cost Override **Note:** Cost in this code refers to COGS-COST, not COMM-COST.
SCMPO	Manual price override on closed sales order	I5805	CI	Closed Order Man Price Override
SCMPOD	Manual price override on closed direct sales order	I5815	CI	Closed Direct Man Price Override

Auto Code	Auto Code Description	Event Type	Event Code	Description
SDPTP	Duplicate picking ticket printed	I5850	CI	Duplicate Pick Ticket Printed

Auto Code	Auto Code Description	Event Type	Event Code	Description
SMRC	Whenever a negative number is detected in the quantity field of a sales order, the credit memo reason code screen appears listing the available reason codes. Select the appropriate code and it will be applied to all of the items on the sales order that have negative quantities.	C3800	CE	Cust Ordered Wrong Qty
		C3810	CE	Cust Ordered Wrong Size; Etc.
		C3820	CE	Cust Ordered Wrong Vendor
		C3830	CE	Cust Ordered Wrong Product
		C3840	CE	Cust Unauthorized P/O#
		C3850	CE	Cust Returned Surplus From Job
		C3860	CE	Cust Canceled Project/Job
		C3870	CE	Cust Changed Requirements
		C3880	CE	Customer Overpaid Invoice
		C3890	CE	Cust Didn't Pay Svc Charge
		C3900	CE	Cust Confirmation Not Marked
		C3910	CE	Cust Spoke To Wrong Salesman
		C3920	CE	Cust Gave Wrong Ship Date
		C3930	CE	Driver Waited Too Long
		C3940	CE	Cust Gave Wrong Job Site
		C3950	CE	Cust Didn't Order Box Qty
		C3960	CE	Job Site Closed Too Early
		C3970	CE	Incorrect Info From Customer
		C3980	CE	Unauth Person Sent For Pick Up
		C4300	CI	Price Misquoted By Salesperson
		C4310	CI	Price Book; Catalog Misprint
		C4320	CI	Didn't Return Cust's Mail
		C4330	CI	Missing Or Wrong Cust P/O#
		C4340	CI	Ship To Wrong Location/Job
		C4350	CI	Credit Memo Not Referenced
		C4360	CI	Entered Wrong Item On Invoice
		C4370	CI	Canceled Received From Cust
		C4380	CI	Rush Delivery Held Up
		C4390	CI	Canceled Customer's P/O
		C4400	CI	Direct P/O Ship To Whse
		C4410	CI	Quoted Price Not Honored
		C4420	CI	Price Entered Wrong On Order
		C4430	CI	Wrong Quantity Price Entered
		C4440	CI	Override Price Not Used
		C4450	CI	Special Price Not Used
		C4460	CI	Promotion Price Not Used
		C4470	CI	Added To Order; Didn't Reprint
		C4480	CI	Incorrect Delivery Instructions
		C4490	CI	Order Not Marked "Ship Complete"
		C4500	CI	
		C9998	NC	

Auto Code	Auto Code Description	Event Type	Event Code	Description
SOC	Customer canceled an item or an order generation that was still open	C3310 C3315 C3320	CC CC CC	Cust Canceled Open Gen No Detail Cust Canceled Open Gen Detail Cust Canceled Open Line Item
SOMCO	Manual COGS cost override on open sales order	I5820	CI	Open Order Manual Cost Override. **Note:** Cost in this code refers to COGS-COST, not COMM-COST.
SOMCOD	Manual COGS cost override on open direct sales order	I5830	CI	Open Direct Manual Cost Override **Note:** Cost in this code refers to COGS-COST, not COMM-COST.
SOMPO	Manual price override on open sales order	I5800	CI	Open Order Man Price Override
SOMPOD	Manual price override on open direct sales order	I5810	CI	Open Direct Man Price Override
T1CKE	Shipped early before required date at shipping branch	I5200	JT	Early Ship Before Req'd At Ship Br
T1CKL	Shipped late after required date at shipping branch	I5210	JT	Late Ship After Req'd At Ship Br
T1CKQO	Transfer over shipped at shipping branch	I5005	BT	Transfer Overship At Ship Br
T1CKQU	Transfer under shipped at shipping branch	I5000	BT	Transfer Undership At Ship Br
T1CMCO	Manual cost override on closed transfer at shipping branch	I5040	BT	Close Man Cost Override; Ship Br
T1CMPO	Manual price override on closed transfer at shipping branch	I5030	BT	Close Man Price Override; Ship Br
T1OMCO	Manual cost override on open transfer at shipping branch	I5035	BT	Open Man Cost Override; Ship Br
T1OMPO	Manual price override on open transfer at shipping branch	I5025	BT	Open Man Price Override; Ship Br
T2CKE	Received early before required date at receiving branch	I5220	JT	Early Rec Before Req'd At Rec Br

Auto Code	Auto Code Description	Event Type	Event Code	Description
T2CKL	Received late after required date at receiving branch	I5240	JT	Late Rec After Req'd At Rec Br
T2CKQO	Transfer over received at receiving branch	I5015	BT	Transfer Over-Recv'd At Rec Br
T2CKQU	Transfer under received at receiving branch	I5010	BT	Transfer Under-Recv'd At Rec Br
T2CMCO	Manual cost override on closed transfer at receiving branch	I5050	BT	Close Man Cost Override; Rec Br
T2CMPO	Manual price override on closed transfer at receiving branch	I5060	BT	Close Man Price Override; Rec Br
T2OMCO	Manual cost override on open transfer at receiving branch	I5045	BT	Open Man Cost Override; Rec Br
T2OMPO	Manual price override on open transfer at receiving branch	I5055	BT	Open Man Price Override; Rec Br
TCC	Canceled closed branch transfer	I6210	BT	Closed Br Transfer Canceled
TMRC	Whenever a negative number is detected in the quantity field of a branch transfer, the transfer memo reason screen appears listing the available reason codes. Select the appropriate code and it will be applied to all of the items on the branch transfer that have negative quantities.	I5020 I5080 I6000 I6020 I6060 I6120 I6130 I6140 I9998	BT BT BT BT BT BT BT BT NC	Item Received; Not On Transfer Item Returned; Surplus This Br Wrong Quantity On Transfer Qty Ship Wrong; Transfer Correc Duplicate Warehouse Transfer Item Mispackaged Unsuitable Packing For Ship Warehouse Overstock Transfer Transfer Credit; Comment REQUIRED
TOC	Canceled open branch transfer	I6200	BT	Branch Transfer Canceled

Maintaining UET Types

Each event code is assigned a 2-character type that identifies groups of related unquality events. Using the type code, you can group events for each department or for each area, such as SH-Shipping, RE-Receiving, AC-Accounting, or CS-Customer Service.

You can use types as selection criteria when creating reports or downloading event records to a PC. They can assist you in selecting the correct event code to use when manually logging an unquality event. For example, if you enter a type, the system displays a list of the entire event codes assigned to that type. You can select the correct event code from the list.

Use UET Type Maintenance screen to define types and the Event Codes screen to view the codes assigned to denoted types. An unlimited number of types can exist within each category and an unlimited number of codes can exist within each type. You can add or delete any type in the UET Type Maintenance screen.

▶**To maintain UET types:**

1. From the **Events > Unquality Event Tracking** menu, select **UET Type Maintenance** to display the UET Type Maintenance screen.

2. To add a new type, do the following:

   - Position the cursor on a blank line or on the code above which you want to insert a line for the new type. Press **Alt-Insert**.

   - At the prompt, enter the new 2-character type at the prompt and press **Enter**. The system displays the new type code on the UET Type Maintenance screen.

   - In the **Description** field, type a description and press **Enter**.

3. To view the UET codes assigned to a type, select the type and use the **Event Codes** hot key.

4. To delete a type, select the type you want to delete and press **Alt-Delete**. The system prompts you to confirm the deletion.

   Note: If you attempt to delete a type that is still assigned to an event code in the UET Code Table, the system displays the message: **Code Assigned. Cannot Delete!** You must locate and change the type assignments for these codes on the UET Code Maintenance screen before you can delete them.

5. Press **Esc** to save your changes to the table and return to the UET menu.

See Also:

UET Types

Unquality Event Tracking Overview

Viewing UET Codes Assigned to a UET Type

Viewing UET Codes Assigned to a UET Type

While maintaining UET types, you can display a list of all the UET codes assigned to a type.

▶**To view UET codes assigned to a UET type:**

1. From the **Events > Unquality Event Tracking** menu, select **UET Type Maintenance** to display the UET Type Maintenance screen.

2. Position the cursor on a UET type description.

3. Use the **Event Codes** hot key to display the Event Codes screen, which lists the codes to which the selected type is assigned.

4. Press **Esc** to return to the previous screen.

See Also:

Maintaining UET Types

UET Types

Unquality Event Tracking Overview

UET Types

The UET system ships with the following types defined:

Type	Description
AP	Accounts Payable
AR	Accounts Receivable
BT	Branch Transfer
CC	Customer Cancelled
CE	Customer Events
CI	Customer Invoice
CP	Cost & Pricing
CS	Customer Service
DS	Delivery Status
ES	Eclipse Support
IA	Inventory Adjustment
IP	Internal Procedures
JT	Just-In-Time
LS	Lost Sales
NC	No Code Assigned
PR	Product Related
PU	Purchasing
RE	Receiving
SH	Shipping
VS	Vendor Service
WC	Warehouse Condition

See Also:

Maintaining UET Types

Viewing UET Codes Assigned to a UET Type

UET Event Codes

The UET Code Table is initialized with over 400 codes, each of which identifies an unquality event. The information stored in the table for each unquality event code indicates the associated category, type, automatic group code, and cost.

The tables listed below describe the codes for the following business segments:

- Customer
- Internal
- Vendor

The following table lists the customer UET event codes:

Cat	Code	Code Description	Type	Type Description	Auto Grp
C	C3010	Item Undership To Customer	SH	Shipping	SCKQU
C	C3020	Direct Undership To Customer	SH	Shipping	SCKQUD
C	C3030	Item Overship To Customer	SH	Shipping	SCKQO
C	C3050	Direct Overship To Customer	SH	Shipping	SCKQOD
C	C3060	Qty Not Available For Customer	SH	Shipping	SCKAQ
C	C3070	Direct Qty Not Avail For Cust	SH	Shipping	SCKAQD
C	C3080	Nonstock Qty Not Avail For Cust	SH	Shipping	SCKAQN
C	C3100	Late Ship; After Req'd Date	JT	Just-In-Time	SCKL
C	C3120	Late Dir Ship; After Req'd Date	JT	Just-In-Time	SCKLD
C	C3130	Late Ship; 1st Order To Cust	JT	Just-In-Time	
C	C3135	Late; Required Date Changed	JT	Just-In-Time	SCKLRQD
C	C3140	Early Ship; Before Req'd Date	JT	Just-In-Time	SCKE
C	C3160	Early Dir Ship; Before Req'd Date	JT	Just-In-Time	SCKED
C	C3170	Early Ship; 1st Order To Cust	JT	Just-In-Time	
C	C3175	Early; Required Date Changed	JT	Just-In-Time	SCKERQD
C	C3200	Cash Receipts Partial Payment	AR	Accounts Receivable	ARCRPP
C	C3205	Approved Partial Payment Plan	AR	Accounts Receivable	ARCRPP
C	C3210	Cash Receipts Disputed Invoice	AR	Accounts Receivable	ARCRDI
C	C3215	Disputed Invoice Status Change	AR	Accounts Receivable	ARCRDI
C	C3220	Cust Didn't Take Cash Discount	AR	Accounts Receivable	ARCRUCD

Cat	Code	Code Description	Type	Type Description	Auto Grp
C	C3230	Cash Receipts Unapplied Cash	AR	Accounts Receivable	ARCRUAC
C	C3235	Waiting to Apply	AR	Accounts Receivable	ARCRUAC
C	C3240	Customer Took Unauth Cash Discount	AR	Accounts Receivable	ARCRUCD
C	C3245	Discount Overridden	AR	Accounts Receivable	ARCRUCD
C	C3300	Automatic Cancel; No B/O's	CC	Customer Cancelled	SACNBO
C	C3310	Cust Canceled Open Gen No Detail	CC	Customer Cancelled	SOC
C	C3315	Cust Canceled Open Gen Detail	CC	Customer Cancelled	SOC
C	C3320	Cust Canceled Open Line Item	CC	Customer Cancelled	SOC
C	C3330	Cust Canceled Closed Gen No Detail	CC	Customer Cancelled	SCC
C	C3335	Cust Canceled Closed Gen Detail	CC	Customer Cancelled	SCC
C	C3340	Cust Canceled Closed Line Item	CC	Customer Cancelled	SCC
C	C3400	Wrong Quantity On Pack List	SH	Shipping	
C	C3410	Item Not On Pack List	SH	Shipping	
C	C3420	Cust's Part# Not On Pack List	SH	Shipping	
C	C3430	Picked Wrong Item	SH	Shipping	
C	C3440	Qty Ship Wrong; Pack List Right	SH	Shipping	
C	C3450	Shipped Wrong Unit Of Measure	SH	Shipping	
C	C3460	Qty On Pack List Not Filled In	SH	Shipping	
C	C3470	Shipment Lost In Transit	SH	Shipping	
C	C3480	Shipped To Wrong Customer	SH	Shipping	
C	C3490	Shipped To Wrong Job Site	SH	Shipping	
C	C3500	Duplicate Shipment	SH	Shipping	
C	C3510	Shipping Insts Not Followed	SH	Shipping	
C	C3520	Missing Shipping List	SH	Shipping	
C	C3530	Item Mismarked Or Unmarked	SH	Shipping	
C	C3540	Item Marked Unclear	SH	Shipping	
C	C3550	Item Marked Unclear	SH	Shipping	
C	C3560	Unsuitable Packing For Ship	SH	Shipping	
C	C3570	Freight Shortage	SH	Shipping	
C	C3580	Freight Damaged	SH	Shipping	
C	C3590	Freight Claim Filed	SH	Shipping	

Cat	Code	Code Description	Type	Type Description	Auto Grp
C	C3600	Truck Breakdown	SH	Shipping	
C	C3610	Didn't Deliver By Schedule	SH	Shipping	
C	C3620	Delivery Too Late In The Day	SH	Shipping	
C	C3630	Ship UPS Instead Of Our Truck	SH	Shipping	
C	C3640	B/O Qty Not Filled On Pack List	SH	Shipping	
C	C3650	Customer Didn't Want B/O's	SH	Shipping	
C	C3660	B/O Not Delivered On Next Run	SH	Shipping	
C	C3670	Cust Claims Item(s) Not Ship	SH	Shipping	
C	C3700	Late Ship; Avail Misquoted	JT	Just-In-Time	
C	C3710	Early Ship; Multi-Rel Together	JT	Just-In-Time	
C	C3720	Early Ship; Ship Before Comp	JT	Just-In-Time	
C	C3730	Late Ship; Cust On Credit Hold	JT	Just-In-Time	
C	C3740	Late Ship; Not Auth For Pick Up	JT	Just-In-Time	
C	C3750	Late Will Call; Lost Ticket	JT	Just-In-Time	
C	C3760	Late Will Call; Ticket Missing	JT	Just-In-Time	
C	C3770	Late Will Call/Pick Up	JT	Just-In-Time	
C	C3800	Cust Ordered Wrong Qty	CE	Customer Events	SMRC
C	C3810	Cust Ordered Wrong Size; Etc.	CE	Customer Events	SMRC
C	C3820	Cust Ordered Wrong Vendor	CE	Customer Events	SMRC
C	C3830	Cust Ordered Wrong Product	CE	Customer Events	SMRC
C	C3840	Cust Unauthorized P/O#	CE	Customer Events	SMRC
C	C3850	Cust Returned Surplus From Job	CE	Customer Events	SMRC
C	C3860	Cust Canceled Project/Job	CE	Customer Events	SMRC
C	C3870	Cust Changed Requirements	CE	Customer Events	SMRC
C	C3880	Customer Overpaid Invoice	CE	Customer Events	SMRC
C	C3890	Cust Didn't Pay Svc Charge	CE	Customer Events	SMRC
C	C3900	Cust Confirmation Not Marked	CE	Customer Events	SMRC
C	C3910	Cust Spoke To Wrong Salesperson	CE	Customer Events	SMRC
C	C3920	Customer Gave Wrong Ship Date	CE	Customer Events	SMRC
C	C3930	Driver Waited Too Long	CE	Customer Events	SMRC
C	C3940	Cust Gave Wrong Job Site	CE	Customer Events	SMRC
C	C3950	Cust Didn't Order Box Qty	CE	Customer Events	SMRC
C	C3960	Job Site Closed Too Early	CE	Customer Events	SMRC
C	C3970	Incorrect Info From Customer	CE	Customer Events	SMRC
C	C3980	Unauth Person Sent For Pick Up	CE	Customer Events	SMRC

Cat	Code	Code Description	Type	Type Description	Auto Grp
C	C4100	Unauthorized Item Subs	PR	Product Related	
C	C4110	Recommended Item Not Accepted	PR	Product Related	
C	C4120	Item Change No Notice To Cust	PR	Product Related	
C	C4130	Defective Item Sent To Cust	PR	Product Related	
C	C4140	Damaged Item Sent To Cust	PR	Product Related	
C	C4150	Used Item Sent To Customer	PR	Product Related	
C	C4160	Assembly Shipped Incomplete	PR	Product Related	
C	C4170	Assembly Shipped; No Ref	PR	Product Related	
C	C4180	Item Not Acceptable to Cust	PR	Product Related	
C	C4190	Vendor Ship Wrong Item To Cust	PR	Product Related	
C	C4200	Purchased Wrong Item For Cust	PR	Product Related	
C	C4300	Price Misquoted By Salesperson	CI	Customer Invoice	SMRC
C	C4310	Price Book; Catalog Misprint	CI	Customer Invoice	SMRC
C	C4320	Didn't Return Cust's Mail	CI	Customer Invoice	SMRC
C	C4330	Missing Or Wrong Cust P/O#	CI	Customer Invoice	SMRC
C	C4340	Ship To Wrong Location/Job	CI	Customer Invoice	SMRC
C	C4350	Credit Memo Not Referenced	CI	Customer Invoice	SMRC
C	C4360	Entered Wrong Item On Invoice	CI	Customer Invoice	SMRC
C	C4370	Canceled Received From Cust	CI	Customer Invoice	SMRC
C	C4380	Rush Delivery Held Up	CI	Customer Invoice	SMRC
C	C4390	Canceled Customer's P/O	CI	Customer Invoice	SMRC
C	C4400	Direct P/O Ship To Whse	CI	Customer Invoice	SMRC
C	C4410	Quoted Price Not Honored	CI	Customer Invoice	SMRC
C	C4420	Price Entered Wrong On Order	CI	Customer Invoice	SMRC
C	C4430	Wrong Quantity Price Entered	CI	Customer Invoice	SMRC
C	C4440	Override Price Not Used	CI	Customer Invoice	SMRC
C	C4450	Special Price Not Used	CI	Customer Invoice	SMRC
C	C4460	Promotion Price Not Used	CI	Customer Invoice	SMRC
C	C4470	Added To Order; Didn't Reprint	CI	Customer Invoice	SMRC
C	C4480	Incorrect Delivery Instructions	CI	Customer Invoice	SMRC
C	C4490	Order Not Marked "Ship Complete"	CI	Customer Invoice	SMRC
C	C4500	Non-Stock Insts Not On Order	CI	Customer Invoice	
C	C4600	Price Change; No Notice	CS	Customer Service	
C	C4610	Current Price List Not Given	CS	Customer Service	
C	C4620	Incomplete; Wrong Price Sheet	CS	Customer Service	

Cat	Code	Code Description	Type	Type Description	Auto Grp
C	C4630	UPC/EDP Code Change; No Notice	CS	Customer Service	
C	C4640	Paym't Terms Change; No Notice	CS	Customer Service	
C	C4650	Quoted Price Not Honored	CS	Customer Service	
C	C4660	Handling Added; No Notice	CS	Customer Service	
C	C4670	Backorder Canceled; No Notice	CS	Customer Service	
C	C4680	Customer's Job Rebate Credit	CS	Customer Service	
C	C4690	New Cust Incent Rebate Credit	CS	Customer Service	
C	C4700	Out Of Stock	LS	Lost Sales	
C	C4710	Out Of Stock; Related Product	LS	Lost Sales	
C	C4720	Not Enough Stock On Hand	LS	Lost Sales	
C	C4730	Non-Stock Product; Cant Wait	LS	Lost Sales	
C	C4740	Not An Authorized Distributor	LS	Lost Sales	
C	C4750	Our Price Was Too High	LS	Lost Sales	
C	C4760	Vendor's Cost Was Too High	LS	Lost Sales	
C	C4770	Component(s) Missing	LS	Lost Sales	
C	C4780	Specific Salesperson Not Here	LS	Lost Sales	
C	C4790	Couldn't Meet Cust's Req'd Date	LS	Lost Sales	
C	C4800	Vendor Couldn't Meet Cust's Date	LS	Lost Sales	
C	C4810	Didn't Return Call In Time	LS	Lost Sales	
C	C4820	Didn't Return Cust's Call	LS	Lost Sales	
C	C4830	Bid/Quote Arrived Too Late	LS	Lost Sales	
C	C4840	Competitor's Price Was Lower	LS	Lost Sales	
C	C4850	Cust Didn't Take Substitutes	LS	Lost Sales	
C	C4860	Didn't Stock Product	LS	Lost Sales	
C	C4870	Customer Changed His/Her Mind	LS	Lost Sales	
C	C4880	Customer Wouldn't Accept B/O's	LS	Lost Sales	
C	C4890	Customer Put On Hold Too Long	LS	Lost Sales	
C	C9998	Credit Memo; Comment REQUIRED	NC	No Code Assigned	SMRC
C	C9999	Comment REQUIRED; No Cust Code	NC	No Code Assigned	

The following table lists the internal UET event codes:

Cat	Code	Code Description	Type	Type Description	Auto Grp
I	I5000	Transfer Undership At Ship Br	BT	Branch Transfer	T1CKQU
I	I5005	Transfer Overship At Ship Br	BT	Branch Transfer	T1CKQO
I	I5010	Transfer Under-Recv'd At Rec Br	BT	Branch Transfer	T2CKQU
I	I5015	Transfer Over-Recv'd At Rec Br	BT	Branch Transfer	T2CKQO
I	I5020	Item Received; Not On Transfer	BT	Branch Transfer	TMRC
I	I5025	Open Man Price Override; Ship Br	BT	Branch Transfer	T1OMPO
I	I5030	Close Man Price Override; Ship Br	BT	Branch Transfer	T1CMPO
I	I5035	Open Man Cost Override; Ship Br	BT	Branch Transfer	T1OMPO
I	I5040	Close Man Cost Override; Ship Br	BT	Branch Transfer	T1CMCO
I	I5045	Open Man Cost Override; Rec Br	BT	Branch Transfer	T2OMCO
I	I5050	Close Man Cost Override; Rec Br	BT	Branch Transfer	T2CMCO
I	I5055	Open Man Price Override; Rec Br	BT	Branch Transfer	T2OMPO
I	I5060	Close Man Price Override; Rec B	BT	Branch Transfer	T2CMPO
I	I5080	Item Returned; Surplus This Br	BT	Branch Transfer	TMRC
I	I5090	Undership't Auto Replenish Whs	BT	Branch Transfer	
I	I5200	Early Ship Bef Req'd At Ship Br	JT	Just-In-Time	T1CKE
I	I5210	Late Ship After Req'd At Ship Br	JT	Just-In-Time	T1CKL
I	I5220	Early Rec Before Req'd At Rec Br	JT	Just-In-Time	T2CKE
I	I5240	Late Rec After Req'd At Rec Br	JT	Just-In-Time	T2CKL
I	I5400	Qty Decrease Cyc Count/Phy Inv	IA	Inventory Adjustment	IQDCCPI
I	I5410	Qty Increase Cyc Count/Phy Inv	IA	Inventory Adjustment	IQICCPI
I	I5420	No Change Cycle Count/Phy Inv	IA	Inventory Adjustment	INCCCPI
I	I5440	Inv Adj; Manual Cost Override	IA	Inventory Adjustment	ACMPO
I	I5460	Negative Item Count Detected	IA	Inventory Adjustment	INICD
I	I5470	Neg Item Overcommit Detected	IA	Inventory Adjustment	INIOCD
I	I5480	Inventory Adjust Canceled	IA	Inventory Adjustment	ACC
I	I5600	Open Man Cost Override On P/O	PU	Purchasing	POMPO
I	I5605	Closed Man Cost Override On P/O	PU	Purchasing	PCMPO
I	I5610	Open Man Override P/O Recv'g	PU	Purchasing	PORMPO
I	I5615	Closed Man Override P/O Recv'g	PU	Purchasing	PCRMPO

Cat	Code	Code Description	Type	Type Description	Auto Grp
I	I5620	P/O Under Vendor's Minimum	PU	Purchasing	POUVM
I	I5625	Recv'd Negative (-) Qty On P/O	PU	Purchasing	PRNQ
I	I5630	Zero (0) Cost On P/O Recv'g	PU	Purchasing	PZCPOR
I	I5635	Purchase Order Canceled	PU	Purchasing	POC
I	I5640	Closed Purchase Order Canceled	PU	Purchasing	PCC
I	I5650	Exceed Maximum Days Supply	PU	Purchasing	PEMDS
I	I5700	Vend Cash Discount Not Taken	AP	Accounts Payable	
I	I5710	Vend Payment Made Past Due Date	AP	Accounts Payable	
I	I5720	Incorrect Cost On P/O	AP	Accounts Payable	
I	I5730	Incorrect Disc On P/O	AP	Accounts Payable	
I	I5800	Open Order Man Price Override	CI	Customer Invoice	SOMPO
I	I5805	Closed Order Man Price Override	CI	Customer Invoice	SCMPO
I	I5810	Open Direct Man Price Override	CI	Customer Invoice	SOMPOD
I	I5815	Closed Direct Man Price Override	CI	Customer Invoice	SCMPOD
I	I5820	Open Order Manual Cost Override	CI	Customer Invoice	SOMCO
I	I5825	Closed Order Man Cost Override	CI	Customer Invoice	SCMCO
I	I5830	Open Direct Manual Cost Override	CI	Customer Invoice	SOMCOD
I	I5835	Closed Direct Man Cost Override	CI	Customer Invoice	SCMCOD
I	I5840	Inbound Freight Not Charged	CI	Customer Invoice	
I	I5845	Outbound Freight Not Charged	CI	Customer Invoice	
I	I5850	Duplicate Pick Ticket Printed	CI	Customer Invoice	SDPTP
I	I5900	Cash Receipts Adjustment	AR	Accounts Receivable	
I	I6000	Wrong Quantity On Transfer	BT	Branch Transfer	TMRC
I	I6010	Item Not On Transfer	BT	Branch Transfer	
I	I6020	Qty Ship Wrong; Transfer Correct	BT	Branch Transfer	TMRC
I	I6030	Shipped Wrong Unit Of Measure	BT	Branch Transfer	
I	I6040	Qty On Transfer Not Filled In	BT	Branch Transfer	
I	I6050	Transfer Lost In Transit	BT	Branch Transfer	
I	I6060	Duplicate Warehouse Transfer	BT	Branch Transfer	TMRC
I	I6070	Cost Wrong On Transfer	BT	Branch Transfer	
I	I6080	Routing Insts Not Followed	BT	Branch Transfer	
I	I6090	Missing Transfer Form	BT	Branch Transfer	
I	I6100	Item Mismarked Or Unmarked	BT	Branch Transfer	
I	I6110	Item Marked Unclear	BT	Branch Transfer	
I	I6120	Item Mispackaged	BT	Branch Transfer	TMRC

Cat	Code	Code Description	Type	Type Description	Auto Grp
I	I6130	Unsuitable Packing For Ship	BT	Branch Transfer	TMRC
I	I6140	Warehouse Overstock Transfer	BT	Branch Transfer	TMRC
I	I6200	Branch Transfer Canceled	BT	Branch Transfer	TOC
I	I6210	Closed Br Transfer Canceled	BT	Branch Transfer	TCC
I	I6300	Incorrect Replacement Cost	CP	Cost & Pricing	
I	I6310	Incorrect Average Cost	CP	Cost & Pricing	
I	I6320	Incorrect Standard Cost	CP	Cost & Pricing	
I	I6330	Incorrect Disc Mult For Cost	CP	Cost & Pricing	
I	I6340	Incorrect Customer Override	CP	Cost & Pricing	
I	I6350	Incorrect Matrix Multiplier	CP	Cost & Pricing	
I	I6360	Incorrect List; Trade; Etc.	CP	Cost & Pricing	
I	I6370	Kit/Comp't Cost/Price Wrong	CP	Cost & Pricing	
I	I6380	Price Change In Effect Too Early	CP	Cost & Pricing	
I	I6390	Price Change In Effect Too Late	CP	Cost & Pricing	
I	I6400	Average Cost Calculation Error	CP	Cost & Pricing	
I	I6600	Manual; Computer Qty Decrease	IA	Inventory Adjustment	IARC
I	I6610	Manual; Computer Qty Increase	IA	Inventory Adjustment	IARC
I	I6620	Manual; Wrong Unit Of Measure	IA	Inventory Adjustment	IARC
I	I6630	Neg On-Hand Not Corrected	IA	Inventory Adjustment	IARC
I	I6640	RGA; Returned To Stock	IA	Inventory Adjustment	IARC
I	I6650	RGA; Non-Stock; Ret'd To Whse	IA	Inventory Adjustment	IARC
I	I6660	RGA; Returned To Vendor	IA	Inventory Adjustment	IARC
I	I6670	Damaged; Returned To Vendor	IA	Inventory Adjustment	IARC
I	I6680	Damaged; Inventory Write-Off	IA	Inventory Adjustment	IARC
I	I6690	Obsolete; Returned To Vendor	IA	Inventory Adjustment	IARC
I	I6700	Obsolete; Inventory Write-Off	IA	Inventory Adjustment	IARC
I	I6710	Wrong Count On Package	IA	Inventory Adjustment	IARC

Cat	Code	Code Description	Type	Type Description	Auto Grp
I	I6720	Salesperson's Sample	IA	Inventory Adjustment	IARC
I	I6730	Receiving Error	IA	Inventory Adjustment	IARC
I	I6740	Product Mismarked Or Unmarked	IA	Inventory Adjustment	IARC
I	I6750	Product Marked Unclear	IA	Inventory Adjustment	IARC
I	I6760	Purchased For Promo; Returned	IA	Inventory Adjustment	IARC
I	I6770	New Product Trial; Returned	IA	Inventory Adjustment	IARC
I	I6780	Customer Item Exchange	IA	Inventory Adjustment	IARC
I	I6790	Damaged By Customer	IA	Inventory Adjustment	IARC
I	I6800	Internal Use; Write-Off	IA	Inventory Adjustment	IARC
I	I6810	Returned From Demo	IA	Inventory Adjustment	IARC
I	I6820	Create Kit; Reduce Inventory	IA	Inventory Adjustment	IARC
I	I6830	Create Kit; Increase Kit Inv	IA	Inventory Adjustment	IARC
I	I6840	Vendor's Promotion	IA	Inventory Adjustment	IARC
I	I7000	Terminal Input Error	IP	Inventory Procedures	
I	I7010	Missing Picking Ticket	IP	Inventory Procedures	
I	I7020	P/O Not Put In System	IP	Inventory Procedures	
I	I7030	P/O Not In Standard Packages	IP	Inventory Procedures	
I	I7040	P/O Does Not Meet Minimums	IP	Inventory Procedures	
I	I7050	Wrong Non-Stock Item On P/O	IP	Inventory Procedures	
I	I7060	P/O Didn't Meet Pre-Pd Freight	IP	Inventory Procedures	
I	I7070	Delay; Computer Down; Software	IP	Inventory Procedures	

Cat	Code	Code Description	Type	Type Description	Auto Grp
I	I7080	Delay; Computer Down; Hardware	IP	Inventory Procedures	
I	I7090	Delay; End Of Month Process	IP	Inventory Procedures	
I	I7100	Recv'g Procedure Incomplete	IP	Inventory Procedures	
I	I7110	Item Sold Before Received	IP	Inventory Procedures	
I	I7120	Item Lost Before Received	IP	Inventory Procedures	
I	I7130	Item Taken Before Received	IP	Inventory Procedures	
I	I7140	Received On Wrong P/O	IP	Inventory Procedures	
I	I7150	Inbound FAX # Not Put On Quote	IP	Inventory Procedures	
I	I7160	Ship-Via Not On P/O	IP	Inventory Procedures	
I	I7170	No Req'd Date On P/O	IP	Inventory Procedures	
I	I7180	Cust Item# On P/O; S/B Our Item	IP	Inventory Procedures	
I	I7190	No Bin# On Pack List	IP	Inventory Procedures	
I	I7200	Driver Not Informed Of COD	IP	Inventory Procedures	
I	I7400	Empty Box In Aisle	WC	Warehouse Condition	
I	I7410	Partially Filled Box In Aisle	WC	Warehouse Condition	
I	I7420	Overstock Not Put Away	WC	Warehouse Condition	
I	I7430	Received Items Not Put Away	WC	Warehouse Condition	
I	I7440	Recv'd Items Not In Computer	WC	Warehouse Condition	
I	I7450	Ship Orders Not In Staging Area	WC	Warehouse Condition	
I	I7460	Trash In Warehouse; See Comment	WC	Warehouse Condition	
I	I7470	Items In Wrong Loc; Bin; Etc.	WC	Warehouse Condition	

Cat	Code	Code Description	Type	Type Description	Auto Grp
I	I7480	Bad Lights; Couldn't Read Labels	WC	Warehouse Condition	
I	I7490	Primary Location Empty	WC	Warehouse Condition	
I	I7500	Secured Area Open	WC	Warehouse Condition	
I	I7510	Labels Missing; Dirty; Etc.	WC	Warehouse Condition	
I	I7520	Non-Stock Items Not Tagged	WC	Warehouse Condition	
I	I7530	Non-Stock Items Not In Hold Are	WC	Warehouse Condition	
I	I7540	Returned Goods Not Identified	WC	Warehouse Condition	
I	I7550	Returned Goods Not In RGA Area	WC	Warehouse Condition	
I	I7560	Returned To Vend Items Not Marked	WC	Warehouse Condition	
I	I7570	Special Order Items Not Picked Up	WC	Warehouse Condition	
I	I7580	Will Call Tickets Not Printed	WC	Warehouse Condition	
I	I7590	Will Call Items Not Picked Up	WC	Warehouse Condition	
I	I7600	Couldn't Find Will Call Items	WC	Warehouse Condition	
I	I7610	Ship-Complete Items Missing	WC	Warehouse Condition	
I	I7620	Item Shipped Before Received	WC	Warehouse Condition	
I	I7700	Will Call Not Proc on Ship Date	DS	Delivery Status	
I	I7710	Future Del-Date Not Changed-Wrong Date	DS	Delivery Status	
I	I7720	Failed Del-Date Not Changed-On Manifest	DS	Delivery Status	
I	I7730	Completed Del-Driver Didn't Ret'n Ticket	DS	Delivery Status	
I	I7740	Sales Has Ticket-WC/Del Complete	DS	Delivery Status	
I	I7750	Sales Has Ticket-WC/Del Not Complete	DS	Delivery Status	

Cat	Code	Code Description	Type	Type Description	Auto Grp
I	I7760	Processed-Ticket Not Printed-Print Error	DS	Delivery Status	
I	I7770	Processed By Office-Order Entry Error	DS	Delivery Status	
I	I7780	Ticket Canceled; Ticket Destroyed	DS	Delivery Status	
I	I7790	Ticket Lost	DS	Delivery Status	
I	I9998	Transfer Credit; Comment REQUIR	NC	No Code Assigned	TMRC
I	I9999	Comment REQUIRED; No Inter Code	NC	No Code Assigned	

The following table lists the vendor UET event codes:

Cat	Code	Code Description	Type	Type Description	Auto Grp
V	V0100	Item Under Received From Vendor	RE	Receiving	PCKQU
V	V0120	Direct Under Received From Vendor	RE	Receiving	PCKQUD
V	V0130	Item Over Received From Vendor	RE	Receiving	PCKQO
V	V0150	Direct Over Received From Vendor	RE	Receiving	PCKQOD
V	V0160	Item On Pack List; Not On P/O	RE	Receiving	
V	V0170	Item Received; No P/O Issued	RE	Receiving	
V	V0200	Late Recv'd After Req'd Date	JT	Just-In-Time	PCKL
V	V0220	Late Dir Rec After Req'd Date	JT	Just-In-Time	PCKLD
V	V0230	Late Receiving; 1st P/O Recv'g	JT	Just-In-Time	PCKERQD
V	V0240	Early Recv'd; Before Req'd Date	JT	Just-In-Time	PCKE
V	V0260	Early Dir Rec; Before Req'd Date	JT	Just-In-Time	PCKED
V	V0265	Early; Required Date Changed	JT	Just-In-Time	
V	V0270	Early Shipment; 1st P/O Recv'g	JT	Just-In-Time	
V	V0300	Vendor's Invoice Priced Too High	AP	Accounts Payable	PMRC
V	V0305	Vendor's Item Priced Too High	AP	Accounts Payable	PMRC
V	V0310	Vendor's Invoice Priced Too Low	AP	Accounts Payable	PMRC
V	V0315	Vendor's Item Priced Too Low	AP	Accounts Payable	PMRC
V	V0320	No Discount On Invoice	AP	Accounts Payable	PMRC
V	V0330	Incorrect Discount On Invoice	AP	Accounts Payable	PMRC
V	V0340	Freight Charge On Inv Wrong	AP	Accounts Payable	PMRC
V	V0350	No Freight Charge On Invoice	AP	Accounts Payable	PMRC

Cat	Code	Code Description	Type	Type Description	Auto Grp
V	V0360	Invoice Recv'd After Disc Date	AP	Accounts Payable	PMRC
V	V0370	Item On Invoice; Not On P/O Rec	AP	Accounts Payable	PMRC
V	V0380	Item On P/O Recv'g; Not On Inv	AP	Accounts Payable	PMRC
V	V1100	Wrong Quantity On Pack List	RE	Receiving	
V	V1110	Item Not On Pack List; On P/O	RE	Receiving	
V	V1120	Item Not On Pack List Or P/O	RE	Receiving	
V	V1130	Qty Ship Wrong; Pack List OK	RE	Receiving	
V	V1140	Shipped Wrong Unit Of Measure	RE	Receiving	
V	V1150	Wrong P/O# On Pack List	RE	Receiving	
V	V1160	Qty On Pack List Not Filled In	RE	Receiving	
V	V1170	Shipment Lost In Transit	RE	Receiving	
V	V1180	Duplicate Shipment	RE	Receiving	
V	V1190	Replacement Not Referenced	RE	Receiving	
V	V1200	Correction Not Referenced	RE	Receiving	
V	V1210	Routing Inst Not Followed	RE	Receiving	
V	V1220	Missing Packing List	RE	Receiving	
V	V1230	Item Mismarked Or Unmarked	RE	Receiving	
V	V1240	Item Marked Unclear	RE	Receiving	
V	V1250	Item Mispackaged	RE	Receiving	
V	V1260	Unsuitable Packing For Shipment	RE	Receiving	
V	V1270	Shipped Pkgs Instead Of Each	RE	Receiving	
V	V1280	Shipped Each Instead Of Pkgs	RE	Receiving	
V	V1290	Freight Shortage	RE	Receiving	
V	V1300	Freight Damaged	RE	Receiving	
V	V1310	Freight Claim Filed	RE	Receiving	
V	V1320	Broken Carton/Box On Truck	RE	Receiving	
V	V1330	Shipped To Wrong Br By Vendor	RE	Receiving	
V	V1340	Dir Item On Vend Inv Not On P/O	RE	Receiving	
V	V1350	Wrong Desc Of Non-Stock Item	RE	Receiving	
V	V1400	Late Ship; Avail Misquoted	JT	Just-In-Time	
V	V1410	Late Ship; Failed Inspection	JT	Just-In-Time	
V	V1420	Early Ship; Multi-Rel Together	JT	Just-In-Time	
V	V1430	Late Ship; Wrong Promised Date	JT	Just-In-Time	
V	V1440	Late Ship; Didn't Leave On Time	JT	Just-In-Time	
V	V1500	Quantity Pricing Mistake	AP	Accounts Payable	PMRC

Cat	Code	Code Description	Type	Type Description	Auto Grp
V	V1510	Volume Pricing Mistake	AP	Accounts Payable	PMRC
V	V1520	Combined Items Price Not Given	AP	Accounts Payable	PMRC
V	V1530	Old Prices On New Orders	AP	Accounts Payable	PMRC
V	V1540	New Prices On Old Orders	AP	Accounts Payable	PMRC
V	V1550	Incorrect Discount Invoiced	AP	Accounts Payable	PMRC
V	V1560	Freight Charged By Mistake	AP	Accounts Payable	PMRC
V	V1570	Freight Billed After Invoiced	AP	Accounts Payable	PMRC
V	V1580	Tax Charged On Resale Item	AP	Accounts Payable	PMRC
V	V1590	Wrong Ext Total On Invoice	AP	Accounts Payable	PMRC
V	V1600	Invoiced For Incorrect Item	AP	Accounts Payable	PMRC
V	V1610	Invoiced For Incorrect Qty	AP	Accounts Payable	PMRC
V	V1620	Partial Invoice From Vendor	AP	Accounts Payable	PMRC
V	V1630	Multiple P/O's On One Invoice	AP	Accounts Payable	PMRC
V	V1640	Late Invoice	AP	Accounts Payable	PMRC
V	V1650	Credit Not Issued (30) Days	AP	Accounts Payable	PMRC
V	V1660	Invoiced At Wrong Price	AP	Accounts Payable	PMRC
V	V1670	Warranty Repair; Invoice Wrong	AP	Accounts Payable	PMRC
V	V1680	Incorrect P/O Terms	AP	Accounts Payable	PMRC
V	V1690	Incorrect P/O Dating	AP	Accounts Payable	PMRC
V	V1700	Credit Not Referenced	AP	Accounts Payable	PMRC
V	V1710	Invoiced By Vendor Of Vendor	AP	Accounts Payable	PMRC
V	V1720	Invoice Items Out Of P/O Order	AP	Accounts Payable	PMRC
V	V1800	Unauthorized Item Substitution	PR	Product Related	PMRC
V	V1810	Recommended Item Not Accepted	PR	Product Related	PMRC
V	V1820	Item Changed No Notice	PR	Product Related	PMRC
V	V1830	Defective Item	PR	Product Related	PMRC
V	V1840	Damaged Item	PR	Product Related	PMRC
V	V1850	Used Item	PR	Product Related	PMRC
V	V1860	Ship'd Incomp; Part Missing	PR	Product Related	PMRC
V	V1870	Assembly Shipped; No Reference	PR	Product Related	PMRC
V	V1900	Price Misquoted By Mfg Or Rep	VS	Vendor Service	
V	V1910	Misprint In Vendor Catalog	VS	Vendor Service	
V	V1920	Did Not Return Phone Call	VS	Vendor Service	
V	V1930	Rebate Required For Quoted Pric	VS	Vendor Service	
V	V1940	Papers Sent To Wrong Co Or Br	VS	Vendor Service	

Cat	Code	Code Description	Type	Type Description	Auto Grp
V	V1950	Mult P/O's On Pack List Or Inv	VS	Vendor Service	
V	V1960	Credits Not Referenced	VS	Vendor Service	
V	V1970	P/O On Hold; No Notice	VS	Vendor Service	
V	V1980	P/O Held; Under Min; No Notice	VS	Vendor Service	
V	V1990	P/O Held; Disc Item; No Notice	VS	Vendor Service	
V	V2000	P/O Held; Bad Part #; No Notice	VS	Vendor Service	
V	V2010	P/O Held; Broken Carton Qty	VS	Vendor Service	
V	V2020	Vendor Used Wrong Item #	VS	Vendor Service	
V	V2030	P/O Lost By Vendor; Not Entered	VS	Vendor Service	
V	V2040	P/O ACK Not Received	VS	Vendor Service	
V	V2050	Rush Air Shipment Held	VS	Vendor Service	
V	V2060	Canceled P/O Shipped	VS	Vendor Service	
V	V2070	Direct P/O Ship To Whse	VS	Vendor Service	
V	V2080	Partial Shipment On 1st Recv'g	VS	Vendor Service	
V	V2090	Price Change; No Notice	VS	Vendor Service	
V	V2100	Current Price List Not Provided	VS	Vendor Service	
V	V2110	Incomplete Price Sheet	VS	Vendor Service	
V	V2120	Vendor Quoted Customer Directly	VS	Vendor Service	
V	V2130	Cost Raised And Trade Lowered	VS	Vendor Service	
V	V2140	UPC/EDP Change; No Notice	VS	Vendor Service	
V	V2150	Payment Terms Change; No Notice	VS	Vendor Service	
V	V2160	Quoted Price Not Honored	VS	Vendor Service	
V	V2170	Surcharge/Handling; No Notice	VS	Vendor Service	
V	V2180	Backorder Cancel; No Notice	VS	Vendor Service	
V	V2190	Missing Or Wrong Vendor Invoice	VS	Vendor Service	
V	V2200	Missing; Wrong P/O Or Pack List	ES	Eclipse Support	
V	V2400	Emergency; Sys Down; 1st Call	ES	Eclipse Support	
V	V2410	Emergency; Sys Down; Repeat Cal	ES	Eclipse Support	
V	V2420	Hardware Problem; 1st Call	ES	Eclipse Support	
V	V2430	Hardware Problem; Repeat Call	ES	Eclipse Support	
V	V2440	Software Problem; 1st Call	ES	Eclipse Support	
V	V2450	Software Problem; Repeat Call	ES	Eclipse Support	
V	V2460	Comm Problem; 1st Call	ES	Eclipse Support	
V	V2470	Comm Problem; Repeat Call	ES	Eclipse Support	
V	V2480	Procedural Problem; 1st Call	ES	Eclipse Support	

Cat	Code	Code Description	Type	Type Description	Auto Grp
V	V2490	Procedural Problem; Repeat Call	ES	Eclipse Support	
V	V9998	Debit Memo; Comment REQUIRED	NC	No Code Assigned	PMRC
V	V9999	Comment REQUIRED; No VEND Code	NC	No Code Assigned	

See Also:

Maintaining UET Codes

Requiring Data for Manual Log Entries

Setting UET Parameters

The unquality event tracking program uses parameters to detect events that cause a loss of service to your customer or a loss of profit to your distribution business. Use the UET Parameter Maintenance screen to set different levels of unquality event detection for sales, purchasing, and branch transfers. The following table describes the parameters you can set:

Parameter	Description
Early/Late Days Allowed	Use to determine when the system record a UET event for early or late shipments.
Under/Over Quantities	Use to determine when the system records a UET event for shipped or received quantities that are over or under the ordered quantities.
Under/Over Percentages	Use to determine when the system records a UET event for shipped or received percentages that are over or under the ordered percentages.

You can set default parameters for the system and override parameters for buy lines, products, customers, and vendors.

- System level default parameters have the lowest priority.

- Customer or vendor parameters override system parameters.

- Buy line parameters override system and customer or vendor parameters.

- Product parameters override system, buy line, and customer or vendor parameters.

In Customer and Vendor Maintenance, you can only set **Early Days Allowed** and **Late Days Allowed** parameters.

Set the system default, buy line, and product parameters on the UET Parameter Maintenance screen, as described in the following procedure.

▶**To set UET parameters:**

1. Display the UET Parameter Maintenance screen in one of the following ways:

    - To set default parameters for the system, select **UET Parameter Maintenance** on the **Events / Unquality Event Tracking** menu.

    - To set override parameters for a buy line use the **UET** hot key on the Buy Line Maintenance screen.

    - To set override parameters for a product use the **UET** hot key on the Product File Maintenance screen.

    By default, the UET Parameter Maintenance screen displays the Sales view. The view displays in the screen title, such as UET Parameter Maintenance: Sales.

2. Use the **View** hot key to set different levels of unquality event detection for sales, purchasing, and branch transfers.

3. Complete the following fields as needed:

Field	Description
Br/Terr	The branch or territory for which you want to enter parameters. Use the **Hierarchy** and **Find** hot keys to locate the branch or territory.
Early Days	Enter the number of days, as a negative number, to apply to the shipped or received date before comparing them to the required or promised date to determine if an early "Just-In-Time" unquality event has occurred.
Late Days	The number of days (use a positive number) to apply to the shipped or received date before comparing them to the required or promised date to determine if a late "Just-In-Time" unquality event has occurred.
Under Qtys	The number of units allowed (use a positive number) to apply to the shipped or received quantities before comparing them to the ordered quantities to determine if an over "Shipping or Receiving" unquality event has occurred.
Over Qtys	The number of units allowed (use a positive number) to apply to the shipped or received quantities before comparing them to the ordered quantities to determine if an over "shipping or Receiving" unquality event has occurred.
Under Perc	The percentage of units allowed (use a positive number) to apply to the shipped or received quantities before comparing them to the ordered quantities to determine if an under "Shipping or Receiving" unquality event has occurred.
Over Perc	The percentage of units (use a positive number) to apply to the shipped or received quantities before comparing them to the ordered quantities to determine if an over "Shipping or Receiving" unquality event has occurred.

4. Press **Esc** to save the parameters and exit the screen.

See Also:

Unquality Event Tracking Overview

Entering UET Parameters for a Buy Line

The unquality event tracking (UET) program uses parameters to find events that cause a loss of service to your customer or a loss of profit to your distribution business.

You can set default parameters for the system, and override parameters for buy lines, products, customers and vendors. Use the UET Parameter Maintenance screen to set levels of unquality event detection for sales, purchasing, and branch transfers.

▶**To enter UET parameters for a buy line:**

1. From the **Purch > Maintenance** menu, select enter **Buy Line Maintenance** to display the Buy Line Maintenance screen.

2. Select the buy line.

3. Use the enter **UET Params** hot key to display the UET Parameter Maintenance screen.

   By default, the UET Parameter Maintenance screen displays the Sales view.

4. Use the enter **View** hot key to set levels of unquality event detection for sales, purchasing, and branch transfers for the buy line. The view displays in the screen title, such as enter **UET Parameter Maintenance: Sales**.

5. Fill in the following fields as needed:

Field	Description
Br/Terr	The branch or territory you want to focus on. Use the **Hierarchy** and **Find** hot keys to locate the branch or territory.
Early Days	The number of days (use a negative number) to apply to the shipped or received date before comparing them to the require or promised date to determine if an early "Just-In-Time" unquality event has occurred.
Late Days	The number of days (use a positive number) to apply to the shipped or received date before comparing them to the required or promised date to determine if a late "Just-In-Time" unquality event has occurred.
Under Qtys	The number of units allowed (use a positive number) to apply to the shipped or received quantities before comparing them to the ordered quantities to determine if an over "Shipping or Receiving" unquality event has occurred.
Over Qtys	The number of units allowed (use a positive number) to apply to the shipped or received quantities before comparing them to the ordered quantities to determine if an over "shipping or Receiving" unquality event has occurred.
Under Perc	The percentage of units allowed (use a positive number) to apply to the shipped or received quantities before comparing them to the ordered quantities to determine if an under "Shipping or Receiving" unquality event has occurred.
Over Perc	The percentage of units (use a positive number) to apply to the shipped or received quantities before comparing them to the ordered quantities to determine if an over "Shipping or Receiving" unquality event has occurred.

6. Press enter **Esc** to complete the changes.

Viewing and Downloading UET Data

Use the UET Log Viewing/Download screen to view, edit or download unquality event log entries recorded in the QUAL.LOG file, to a PC for further analysis using a variety of PC spreadsheets, databases, statistical analysis programs, and data warehousing systems.

From the UET Log Viewing/Download screen, you can also drill down to the system records and transactions associated with any unquality event log entry.

▶**To view and download UET data:**

1. From the **Events > Unquality Event Tracking** menu, select **UET Log Viewing/Download** to display the UET Log Viewing/Download screen.

    You can also display this screen by pressing the **Shift-F5** universal hot key from any Eclipse screen.

2. Complete the following fields, as needed, to enter criteria for selecting the events to view or download:

Field	Description
Trk#	To select entries associated with a tracker, enter the tracker ID.
Entity	To select entries associated with a customer, vendor, or branch, enter the entity name.
Order#	To select entries associated with an order, enter the order ID.
Start	Enter the beginning date for which to download events.
End	Enter the end date for which to download events.
Product	To select entries associated with a particular product, enter the product description or number.
Branch	Enter the branch for which to select entries. To select all entries that match the other criteria, regardless of the branch, type **All**. This field is required.
PC	To select log entries that have been previously downloaded, enter **Y**. To select all entries that match the other selection criteria, regardless of whether they have been previously downloaded, type **All** in this field. The default entry is **N**, because the main purpose of the viewing program is to prepare a list of events that have not been downloaded to your PC for analysis.
UET Code	To select entries for a denoted UET code, enter the UET code.
Order Type	To select entries for one type of orders, press **F10** and select **Sales**, **Purchase**, **Transfer**. To select all entries that match the other selection criteria, regardless of the order type, use the default option **All**.
Category	To limit the selected log entries to a business category, press **F10** and select **Customer**, **Vendor**, or **Internal**. If you leave this field blank, the system will populate the field when you enter the Unquality Event Code is selected.

3. Press **Enter** to display the results.

    The system displays the following information for each selected entry:

Field	Description
User ID	The ID of the user who entered the unquality event.
Date	The date when the unquality event was entered.
Time	The time when the unquality event was entered.
Description	Data describing the log entry, including the event code, the entity name, the order number, the product, the quantity off, the days off.

4. Use the following hot keys, as necessary, to view or edit the entries:

To...	Use this hot key...
change or update the entry on UET Log Entry screen	**Edit Item**
change the view to a summary description	**Synop**
change the view to an expanded description	**Expand**

5. To download the selected entries to your PC, use the **Download to PC** hot key.

    The system displays the default DOS Path name.

6. Press **Enter** to accept the default DOS Path name or type a new path and press **Enter**.

    Note: Before you can use the system default, you must create a directory on your
    C drive named "ascii."

    The system prompts for the download file format. Select the format that is best for the program you are using for analysis.

Prompt	Definition
ASCII - No Conversion	Text in Unix format. Data is read as ASCII. Each line is terminated with a line feed.
ASCII - LF = CR/LF	Text in Windows format. Data is read as ASCII. Each line is terminated with a carriage return/line feed.
ASCII,LF=CR/LF,Tab col	An ASCII file where all line feed characters are combined with carriage returns and data is delimited into columns with Tab characters.
ASCII,LF=CR/LF,Tab col&pad	An ASCII file where all line feed characters are combined with carriage returns and data is delimited into columns with Tab characters and blank spaces.
Spreadsheet Reformat	A file optimized for importing into common spreadsheet programs.
Fix Block - Remove LF	A file optimized for common spreadsheet programs in fixed block format without line feeds.
Binary	A simple binary file.

7. Press **Esc** to exit the screen and return to the main menu.

Downloading Customer and Vendor UET Data to a PC

Use the UET C/V Activity Download to PC program to transfer customer and vendor monthly activity data to a PC for further analysis. The system downloads data only for customers who are listed in the UET/PC Customer Report Table and vendors listed in the UET/PC Vendor Report Table.

▶**To download customer and vendor UET data to a PC:**

1. From the **Events > Unquality Event Tracking** menu, select **UET C/V Activity Download to PC** to display the UET C/V Activity Download to PC screen.

2. In the **Branch** field, enter a branch or territory for the customer or vendor.

3. In the **Start Date** and **End Date** fields, enter the date range for the download.

   The system populates the **DOS Path** field with the file name and location on the PC of the ASCII file to be created. The default is **C:/ASCII/UETEOM.ASC**. You can edit this field, if necessary.

   Note: Before you can use the system default, you must create a directory on your C drive named "ascii."

4. Use the **Download to PC** hot key to begin the download.

   The system prompts for the download file format.

5. Select the format that is best for the program you are using for analysis.

Prompt	Definition
ASCII - No Conversion	Text in Unix format. Data is read as ASCII. Each line is terminated with a line feed.
ASCII - LF = CR/LF	Text in Windows format. Data is read as ASCII. Each line is terminated with a carriage return/line feed.
ASCII,LF=CR/LF,Tab col	An ASCII file where all line feed characters are combined with carriage returns and data is delimited into columns with Tab characters.
ASCII,LF=CR/LF,Tab col&pad	An ASCII file where all line feed characters are combined with carriage returns and data is delimited into columns with Tab characters and blank spaces.
Spreadsheet Reformat	A file optimized for importing into common spreadsheet programs.
Fix Block - Remove LF	A file optimized for common spreadsheet programs in fixed block format without line feeds.
Binary	A simple binary file.

When complete, the system displays the file size and destination. Press **Enter** to clear the prompt.

> **Note:** If you receive system message **DOWNLOAD IMPOSSIBLE**, check that the download path is correct and that the necessary folders exist on your hard drive.

6. Press **Esc** to exit the UET C/V Activity Download to PC screen.

See Also:

Editing the UET/PC Customer Report Table

Editing the UET/PC Vendor Report Table

Unquality Event Tracking Overview

Editing the UET/PC Customer Report Table

Use the UET/PC Customer Report Table to identify customers whose sales activity and unquality event data you want to download to a workstation for analysis. After adding customers to this table, use the UET C/V Activity Download to PC screen to download the data to a workstation.

▶**To edit the UET/PC Customer Report Table:**

1. From the **Events > Unquality Event Tracking** menu, select **UET/PC Customer Report Table** to display the UET/PC Customer Report Table screen.

2. Add or remove customers as follows:

To:	Position the cursor...
Add a customer to the table	at the end of the table and enter the customer name or Customer ID. The next time you display the table, all customer name are sorted alphabetically.
Remove a customer from the table	on a customer name and use **Alt-Delete**.

3. Press **Esc** to save changes and exit the table.

See Also:

Editing the UET/PC Vendor Report Table

Downloading Customer and Vendor UET Data to a PC

Unquality Event Tracking Overview

Editing the UET/PC Vendor Report Table

Use the UET/PC Vendor Report Table to identify vendors that have their own purchasing activity so you can download unquality event data for analysis. After adding vendors to this table, use the UET C/V Activity Download to PC screen to download the data to a workstation.

▶**To edit the UET/PC Vendor Report Table:**

1. From the **Events > Unquality Event Tracking** menu, select **UET/PC Vendor Report Table** to display the UET/PC Vendor Report Table screen.

2. Add or remove a vendor as follows:

To:	Position the cursor...
Add a vendor to the table	at the end of the table and enter the vendor name or Vendor ID. Use the **Sort** hot key to sort the names alphabetically.
Remove a vendor from the table	on a vendor name and use **Alt-Delete**.

3. Press **Esc** to save changes and exit the table.

See Also:

Downloading Customer and Vendor UET Data to a PC

Editing the UET/PC Customer Report Table

Unquality Event Tracking Overview

Entering UET Log Entries Manually

When auto-logging is enabled, the system automatically generates log entries for many unquality events. Users can also manually create unquality event log entries connected with a sales order, purchase order, branch transfer, or an internal event. For example, if an employee goes to pick the 10 items and only finds five on the shelf, the employee can create a UET log entry for *stock-unavailable* or *stock miscount*. Users should be trained prior to being authorized to make a manual UET log entry.

▶**To enter an unquality event manually:**

1. From the **Events / Unquality Event Tracking** menu, select **UET Log Entry** to display the UET Log Entry screen.

   You can also display this screen by pressing the universal hot key **Shift-F6** from any screen.

2. In the **Category** field, indicate the category to assign to the event: **Customer**, **Internal**, or **Vendor**.

   If you are unsure of the Category type, move to the next step. The system populates the **Category** field when you select the UET Code.

3. In the **UET Code** field, enter the UET event code or select from a list.

   The system populates the following fields:

Field	Description
Category	The event code category for this log entry.
UET Code	The UET code assigned to this log entry. Type the code or search for the code by typing part of the code (you must include the C, V or I prefix), part of the code description (complete words are not required), the two-letter code type, or part of the type description.
UET Type	The two-letter UET Type and the type description. This field is view-only.
Entry Date	The date this log entry was created. The system populates the date, but you can change it, if necessary.
Time	The time this log entry was created. The system populates the time, but you can change it, if necessary.
User	The ID of the person who created this log entry or was logged on when the automatic code was detected. When you create a log entry, the system populates the field with your user ID, but you can change it to another user ID, if necessary.
Downloaded to PC	Indication whether this log entry has ever been downloaded to a PC for further analysis. This field is view-only. By default, this option is not selected.
Branch	The branch where the unquality event occurred, which is always the shipping branch. The only other branch used in the UET system is the receiving branch in a branch transfer, and that branch number is entered in the **Cus/Ven/Br** field.

4. Describe the unquality event using the following fields, as needed:

Field	Description
Tracker #	The tracker from which you accessed this screen using **Shift-F6**.
Cus/Ven/Br	The customer, vendor, or branch associated with the event.
Order/Inv#	The order or invoice number associated with the event.
Product	The product associated with the event.

If you display the UET Log Entry screen by pressing **Shift-F6** from a transaction screen, the system might also populate the **Tracker #**, **Branch**, **Cus/Ven/Br**, **Ordr/Inv#**, and **Product** fields with information from the transaction and the line on which the cursor was positioned in that transaction.

Note: If a field has been denoted as required for log entries using the selected event code, the system will not let you **Esc** from this screen until you populate the required field.

5. Enter any user-defined fields, as needed:

Field	Description
Qty Off	The number the quantity was off from the ordered amount. Enter quantities less than the amount ordered as a negative number and quantities greater than the amount ordered as a positive number. For example, if the amount ordered was 25 units and only 15 arrived, enter **-10**. If the amount ordered was 25 and 50 arrived, enter **25**.
Days Off	The number of days the delivery was off. Enter days before the promised date as a negative number and days after the promised date as a positive number. For example, if the shipment was to arrive on Monday and did not arrive until Thursday, enter **3**.
User ID	ID of the user logging the event.
Type	Select whether the event was initiated by a Callback or Question.
Orig ALog	Original activity log entry (tracker) to which this event applies.
Revision	A revision number assigned by the system.
Phase	When logging a programming unquality event, select the programming phase to which the event applies.
Location	When logging a programming unquality event, select the programming account to which the event applies.
Comment	Enter a comment associated with the event. The system adds these comments to the change log of the associated order.

6. Complete the following additional tasks, as necessary:

To...	Select...
delete the current log entry.	**File > Delete** The system prompts you to confirm the deletion. If the log entry has been downloaded to a PC, the system displays a warning message prior to deleting the entry. You must have UET.EDIT (Level 3) authorization to delete a log entry.
display inquiry options for the selected field in view-only mode.	**File > View**
display inquiry options for the selected field in edit mode.	**File > Edit**
display the UET Log Viewing/Download screen.	**File > View UET Log**
create a tracker assigned to the activity log of the customer, vendor or branch entered in the **Cus/Ven/Br** field.	**File > Create Job Queue** The system copies information from the UET Log Entry window, including UET Comments, into the **Comments** field of the tracker.

7. Press **Esc** to save the log entry.

See Also:

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