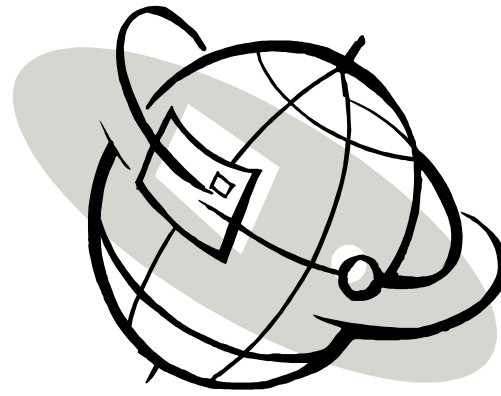


# Promotional Products Supplier Packet

*A  
Better  
Business  
Approach*



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**Revision: 1.0**

**Date: 11/26/12**



**Go Green.  
Go Paperless.**

## Promotional Products Supplier Packet

Included in this packet is:

**About Abbasoft – Company Profile – (Pages 1 & 2)**

**Overview of SAP Business One Add-ons – (Pages 1 & 2)**

**Solutions for Suppliers – (Pages 1 & 2)**

**Clothing Manufacturing**

**Credit Card Interface – (Pages 1 & 2)**

**Design Specification Manager**

**Location Movement**

**MIP**

**Pipeline – (Pages 1 & 2)**

**Pricer – (Pages 1 & 2)**

**Request For Quote (RFQ)**

**Return Material Authorization (RMA) – (Pages 1 & 2)**

**Warehouse Management**

**WorkFlow**



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## ABOUT ABBASOFT

### Company Profile

Abbasoft Technologies has been a provider of business solutions for small-to-medium businesses for over 24 years. Prior to their partnership with SAP, Abbasoft Technologies had an extensive inventory of their own business solutions. The company established itself early on as an innovator by building the PARTNER ERP product in EZ, a next generation suite of programming tools, making Abbasoft Technologies a leader in terms of system design and flexibility. Abbasoft was also the leader in using Micro computing technology to replace the more costly Mini computer technology. Using Micro computer technology allowed many of the smaller businesses to take advantage of a real ERP solution.

In 2004, Abbasoft Technologies became a partner of SAP and extended the Business One solution to the Promotional Products Industry. They chose this market because of their extensive experience in the industry.

Now focused on selling SAP Business One, Abbasoft Technologies has concentrated their efforts on building the largest inventory of extensions specifically designed for the Promotional Products Industry. By combining the intuitive and comprehensive Business One solution by SAP with the specialization and industry expertise provided by Abbasoft Technologies, Abbasoft Technologies has built a business solution that is ideal for growing companies that want to make every part of their business as efficient and effective as possible. Abbasoft Technologies offers a customized approach to their services that's based on a customer's specific needs – combining in-depth industry knowledge with a longstanding commitment to growing companies.

Abbasoft Technologies offers system consulting services, programming and development, specification design, and technical support through their offices located in California, Ohio, and Florida.



## Product Development

ABBASOFT Technologies revolutionized manufacturing and distribution software by releasing the only Internet Based system which included a fully integrated ERP & E-Commerce solution. Released in 1997 with modules including Order Entry, Order Configurator, Vendor Purchasing, Job Costing, Capacity Planning Work Flow and Marketing at a price affordable to small-to-medium size businesses. ABBASOFT Technologies has created an array of extension products that go beyond the Promotional Products Industry and take them back into the Job Shop Manufacturing world with the SAP Business One product.

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## Mission Statement

We constantly strive to satisfy our customers' needs by providing a complete solution that is supported by a highly-knowledgeable staff. The customer is our first priority at all times. We strive to meet these commitments by providing our staff with on-going education, training, and a strong emphasis on customer satisfaction. We will always endeavor to be at the forefront of new technology as an industry leader.

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## Quality Statement

Quality is never an accident; it is the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives.

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## Support

- System Consulting Services
- Programming and Development
- Specification Design
- Technical Support



# Overview

**Paper-based processing is a thing of the past** when using SAP Business One with Abbasoft Extensions. Put an end to losing orders and out of file conditions which interfere with getting the job done. Designed specifically for the Promotional Products Industry and built on SAP Business One, this integrated and affordable business management solution can help streamline your project workflow and improve productivity whether you are a Supplier or Distributor.

## Extensions for SAP Business One

Below are the available SAP and Abbasoft Software Extensions which can be purchased separately or bundled with SAP Business One. Unlike our competitors, our extensions seamlessly integrate with SAP Business One. Customize and tailor your SAP program by adding extensions that best fit your company's needs.

Extension	Overview
Advanced Inventory	Improves flexibility by allowing you to change a kit in order entry including substituting different parts. Component allocation is immediate.
Alert MRP	Allows for immediate messages when you need to make buys or production builds, reducing lead times and inventory errors.
Clothing Manufacturing	Allows clothing production by style and color, grouping all sizes into one production order.
Credit Card Interface	Allows you to authorize payment and hit credit card at invoicing.
Design Specification Manager	Maintains decoration information specific to the customer's decoration
Importer	Imports items into SAP Business One from multiple suppliers.
Intelliprint	Automatically makes decisions on what to do with the parts received into stock, reducing labor and increasing through put time.
Location Movement	Allows for the simple movement and management of an item and their location in the workflow by barcode scan.
MIP	Reduces labor by linking together multiple manual functions.
Pipeline	Connects SAP Business One to your website or any other external point which require real-time data communication.
PO Movement	Allows Suppliers to easily track materials in transit as well as in receiving inspection.
Pricer	Expands SAP by allowing you to customize pricing based on Order Type, Quantity Breaks, Customer Type, Part Type or Promo Special.
Project Profitability Recap	Allows companies to evaluate project profitability as a byproduct of day to day processing.

(continued on next page)



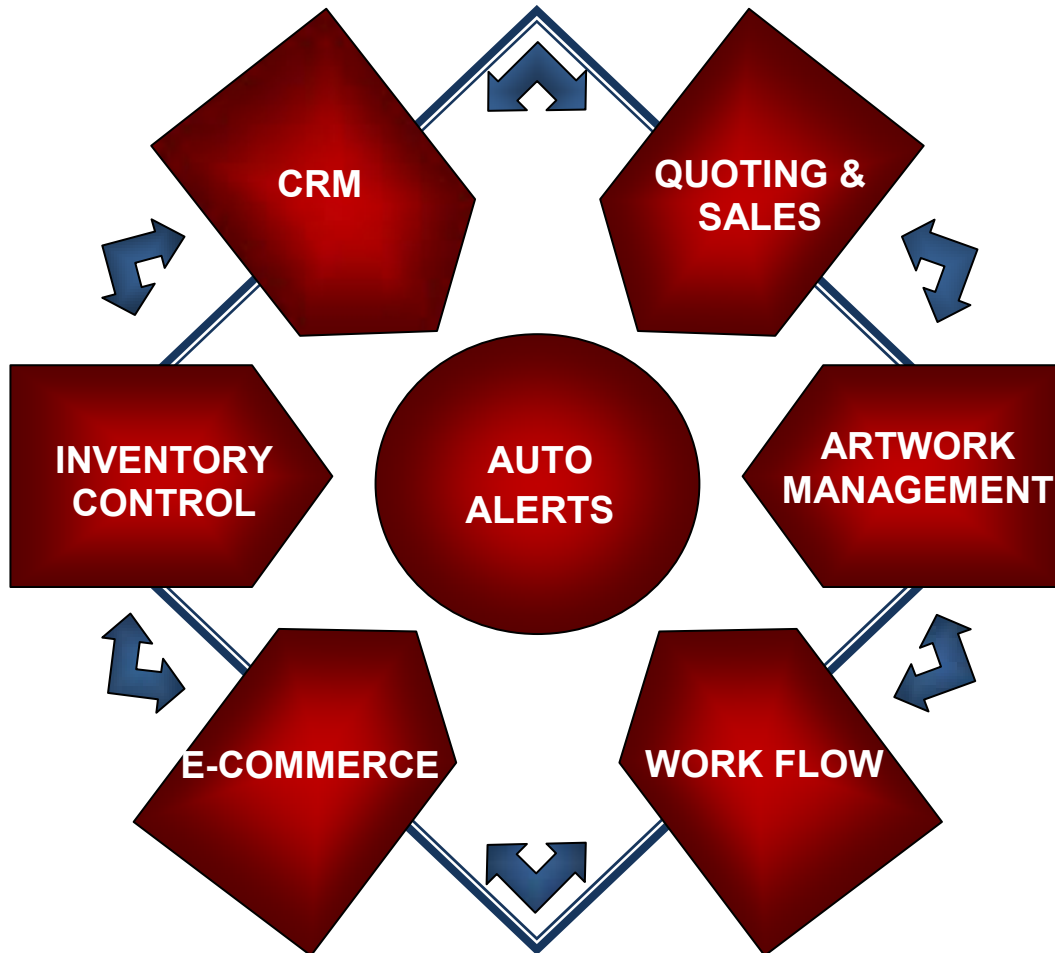
Extension	Overview
Quality	Allows for the input of quality control information for incoming shipments.
Request For Quote (RFQ)	Allows for the electronic interface to multiple Suppliers or factories for sending and receiving quote information.
Return Material Authorization (RMA)	Stores customer information and current status, improving visibility and efficiency for better management of returned orders.
Secure	Provides advanced security at the field level with detailed user tracking and performance monitoring.
Sourcing Processor	Allows for the organization and tracking of Supplier or factory information including multiple quantity breaks, pricing as well as flat charges.
Warehouse Management	Manage your warehouse movements, adjustments, and more using web enabled wireless guns. You can also do receipts, bin adjustment, picking and view your part bin inquiry.
Work Flow	Provides detailed tracking of sales orders. Can vary by order type and production location, and also allows for up-to-date order status on your website for your customers.
Zoom	Improves navigation and adds additional functionality to SAP's already powerful toolkit.

## Extensions for E-Commerce

Below are the available SAP E-Commerce Extensions. Enhance the capabilities of your online store by using the extension that best fit your needs.

Extension	Overview
Advanced Coupon Logic	Allows tracking of coupons by company based on 'Buy one, get discount on second product' as well as shipping discount percentage to include free shipping.
Advanced Image Display	Displays active color swatches and thumbnails with image rollovers.
Advanced Sales Logic	Improves sales processing to include tax codes, sales package labels, shipping charges, sales commission reports, and custom attachment inserts.
Advanced Sync	Allows you to upload and download User-Defined Fields and additional user tables between SAP Business One and E-Commerce.
Customer Specific Catalog	Under the same URL based on logon, you can assign a logon specific catalog which limits product availability by color and/or size.
E-Design Specification	Maintains decoration information specific to the customer's decoration.
E-Pricer	Customize pricing in SAP Business One based on Order Type, Quantity Breaks, Customer Type, Part Type and Promo Specials.
Gift Card Logic	Allows for the tracking of Gift Cards and Gift Certificates, handles bulk amount purchases, and limits to one-time use.
Work Flow Status	Allows customers to view their current order status online which also provides a link to view shipping information if the product has been shipped.





**ABBASOFT solutions for Suppliers, provide comprehensive systems for Promotional Products companies. Built on SAP Business One, ABBASOFT solutions are integrated, affordable business management solutions that can help streamline your project work flow and improve your productivity. ABBASOFT solutions support all of your critical business functions in a near-paperless environment allowing you to stay on top of your business while growing your profitability.**

The Work Flow extension can provide detailed tracking of sales orders every step of the way. Work Flow can vary by order type and production location and allows for up-to-date order status on your website for your Distributors.

Work Flows can vary by order type

Track date in and out of departments

Update location with current comments

#	Line #	Part Nbr	QORD	QSHR	Work Center Desc.	Date In	Date Out	Time Out	Closed	Curr	Emply	Comments	Add Alerts
1	1	A00001	1000	0	Order Entry	01/03/08	01/03/08	925	Y	N	Doris		
2	1	A00001	1000	0	CS/Order Completion	01/03/08	01/03/08	1025	Y	N	Fred	Order has been verified and ready	
3	1	A00001	1000	0	Artwork received	01/03/08	01/04/08	1340	Y	N	George		Doris
4	1	A00001	1000	0	Artwork OK	01/03/08	01/03/08	1350	Y	N	Michael	Artwork needed some changes	
5	1	A00001	1000	0	Layout Completed	01/03/08	01/03/08	1650	Y	N	Bill	Layout is completed	
6	1	A00001	1000	0	Copy Checked	01/03/08	01/03/08	828	Y	N	Michael	Artwork checked	Bill
7	1	A00001	1000	0	Credit Approval	01/03/08	01/03/08	1420	Y	N	George	Credit approved	
8	1	A00001	1000	0	Schedule Completed	01/04/08	01/04/08	1612	N	Y	Fred		
9	1	A00001	1000	0	Pick Started	01/04/08	01/04/08	1730	N		Fred		
10	1	A00001	1000	0	Unpack Started	01/04/08	01/05/08	1120	N		Doris		
11	1	A00001	1000	0	Production Completed	01/04/08	01/05/08	1120	N		George		
12	1	A00001	1000	0	Pack Completed	01/04/08	01/06/08	900	N		Michael		
13	1	A00001	1000	0	Order being Shipped	01/04/08	01/06/08	915	N		Fred		

- Insert and track re-work steps.
- Provide automatic alerts for jobs that stay too long in a department.
- Report work load by department by employee.
- Credit logic can stop Work Flow at critical departments, but allows pre-production work to continue.



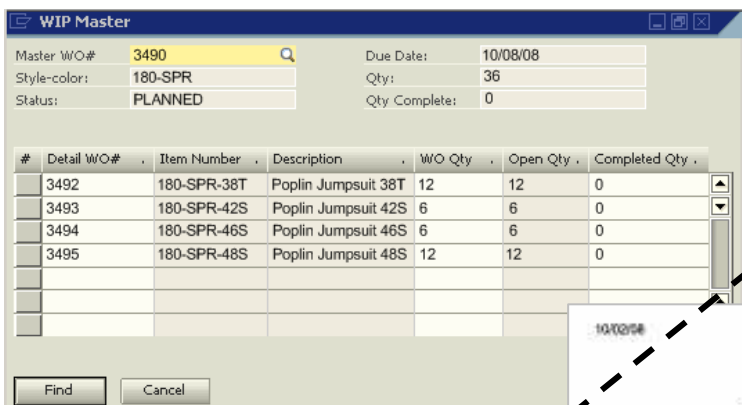


# Clothing Manufacturing

Most clothing manufacturers create part numbers for their products that represent style, color and size. For example, if a product has the following part number 3410-BRN-SML, '3410' represents its Style Number, 'BRN' represents its color (Brown), and 'SML' represents its size (Small).

The Clothing Manufacturing extension streamlines your production process by allowing you to group production based on style and color. SAP's Material Requirements Planning (MRP) creates work orders for each style, color, and size. The Clothing Manufacturing extension enhances this function by creating a master work order which combines all style and color production work orders into one.

The illustrations below describe how the Clothing Manufacturing extension can improve your production efficiency.

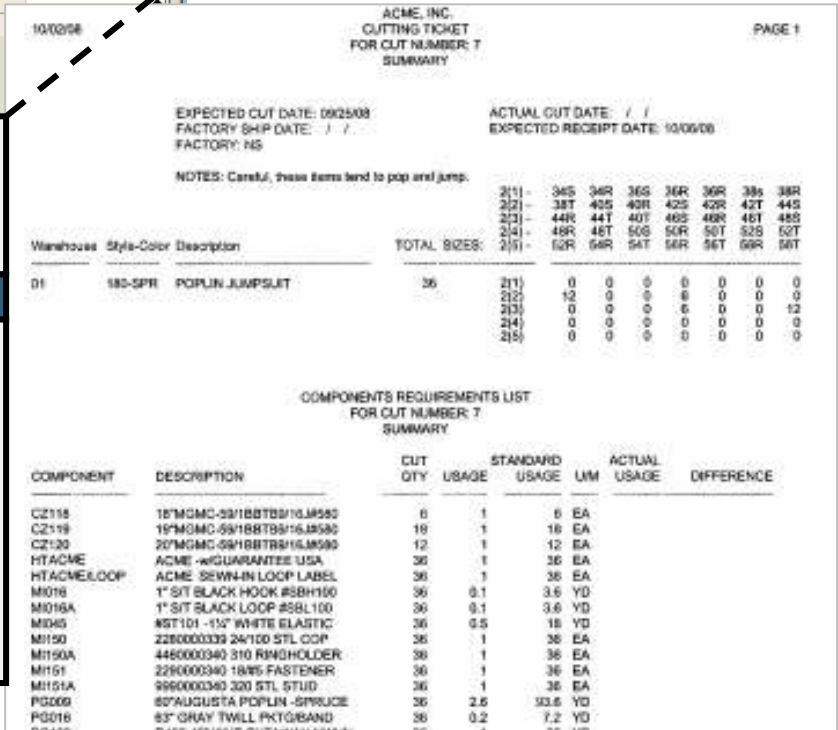


When planning for production, you can use a Master Work Order to combine individual work orders for items with similar styles and colors.

A Cutting Ticket is then issued to estimate the amount of materials needed when creating production work orders.

The Clothing Manufacturing extension can improve your production efficiency by allowing you to:

- Consolidate production runs
- Schedule and manage items for creation or purchase
- Easily manage materials and work



## Clothing Manufacturing

# Credit Card Interface

The Credit Card Interface extension allows you to authorize payments, process credit cards at invoicing, and track completed transactions.

The illustration below highlights some of the key features that can be used when processing a credit card transaction in SAP.

The screenshot shows the SAP Credit Card Interface with several callouts highlighting key features:

- Easily modify existing credit cards, and create as many credit card types as you need:** Points to the 'Define New' button in the credit card selection list.
- Match credit cards to corresponding general ledger accounts:** Points to the 'Define New' button in the credit card selection list.
- Confirm the correct charge amount before processing each payment:** Points to a 'System Message' dialog box asking 'Would you like to charge this Invoice in the amount of \$11,676.96?' with 'Yes' and 'Cancel' buttons.
- Once orders are processed, you have visibility to all processed transactions and incoming payments:** Points to the 'Incoming Payments' window showing a table of transactions.

The 'Incoming Payments' window displays the following data:

Selected	Documen...	Installment	Document Type	Date	*	Total	Balance Due	Discount %
<input checked="" type="checkbox"/>	34	1 of 1	IN	06/20/08		\$ 11,676.96		0.000



## Credit Card Interface

## Credit Card Features

- **During Sales Order Entry, you can get authorization or charge the credit card**
- **On invoicing, you can charge the card without authorization or you can use the existing authorization to charge**
- **Can use up to three credit cards for one invoice**
- **Can refund credit card charges during credit memos**
- **If you have the proper credit card data stored in the Business Partner, the data will default into all appropriate spaces during credit card process**
- **You can get authorization without the credit card bill to address**
- **Interfaced to both PayPal and Authorize.net**
- **You can have multiple authorizations per order**

# Design Specification Manager

The Design Specification Manager extension improves the efficiency of SAP by maintaining decoration information specific to a customer's decoration. It focuses on fields that are tied to the design specification as opposed to standard field for every day parts and items.


The illustration below highlights some of the key features that can be used in handling various designs.

Calculates price and maintains upcharge information

Organizes color and thread information

Maintains details for Embroidery, Screen Printing, and Imprinting

Design Specs

	Break	Thread/Ink	Mesh
Design Number:	6635	Color 1: ABBAS FT	RA Red
Design Type:	E	Color 2: Sphere	RA Imperial Blue
Base Design Number:	6635	Color 3: Center of Sphere	RA Snow White
Design Placement(s):	Left Chest	Color 4: Technologies	RA Imperial Blue
For Item/Fabric Types:	All	Color 5: Vertical Line	RA Black
For Product Colors:	Light Blue	Color 6: Fill	RA Light Navy
Business Partner Name:	Abbasoft Technologies	Color 7: SAP	RA Snow White
Active Design (Y/N):	Yes	Color 8: CHANNEL Partner	RA Silvery Grey
Royalty Category:		Color 9:	
Royalty Percentage:	0.00	Color 10:	
Royalty Flat Amount:	0.00	Color 11:	
Price:	6.00	Color 12:	
Price Table ID:	emb1	Color 13:	
Stitch Upcharge:	0.25	Color 14:	
Color Upcharge:	0.10	Color 15:	
Website Enabled (Y/N):	Yes	Color 16:	
Web Large Image:	6635.jpg	Color 17:	
Web Category:	Embroidered Logos	Color 18:	
Thumbnail:	(Please use images 270 X 182 Pixels)		
			
Internal Notes on Design:	Use Topping on Fleece		
Notes to Production:	Use Topping on Fleece		

Design Height: 1.40"

Design Width: 5.00"

Embroidery Only:

Number of Stitches: 7629

Number of Trims: 8

Number of Color Changes: 8

Hoop Size: 15 CM

Backing Type: 740 Cutaway

# Pieces Backing: 2

Disk Number: 641

Topping (Y/N): Yes

Satin Setting: .01

Screen Printing Only:

Separation Type:

Screen Size:

Number of Screens: 0

Number of Flashes: 0

Ad Specialty Only:

Imprint Method:

Vendor:

Related Designs:

Artist / Digitizer: John Clark

Setup Time: 1.25

Date Created: 11/12/08

Design File 1: Graphics/EmbDesigns/6635.dst

Design File 2: Graphics/EmbDesigns/6635.pdf

Design File 3: Graphics/EmbDesigns/6635.jpg

Design File 4:

Original Art 1: Grpahics/OriginalArt/6635.jpg

Original Art 2:

Original Art 3:

Thumbnail provides visibility for each specified design

Stores additional notes on production or design

The Design Specification Manager gives you complete oversight of your design, keeping all decoration information ready when you need it.



## Location Movement

# Location Movement

The Location Movement extension allows you to remotely update the status on your sales orders. You can easily process movements in your work flow and automatically update your sales order without having to be in front of your computer.

Below is an illustration of how the Work Flow Movement extension works.

**Your mugs have completed production and have been received in your warehouse.**

**From your warehouse, scan the barcode on your product to update the workflow on your sales order.**

**Your sales order will automatically update and an alert will be sent to the appropriate department to ship out the product.**

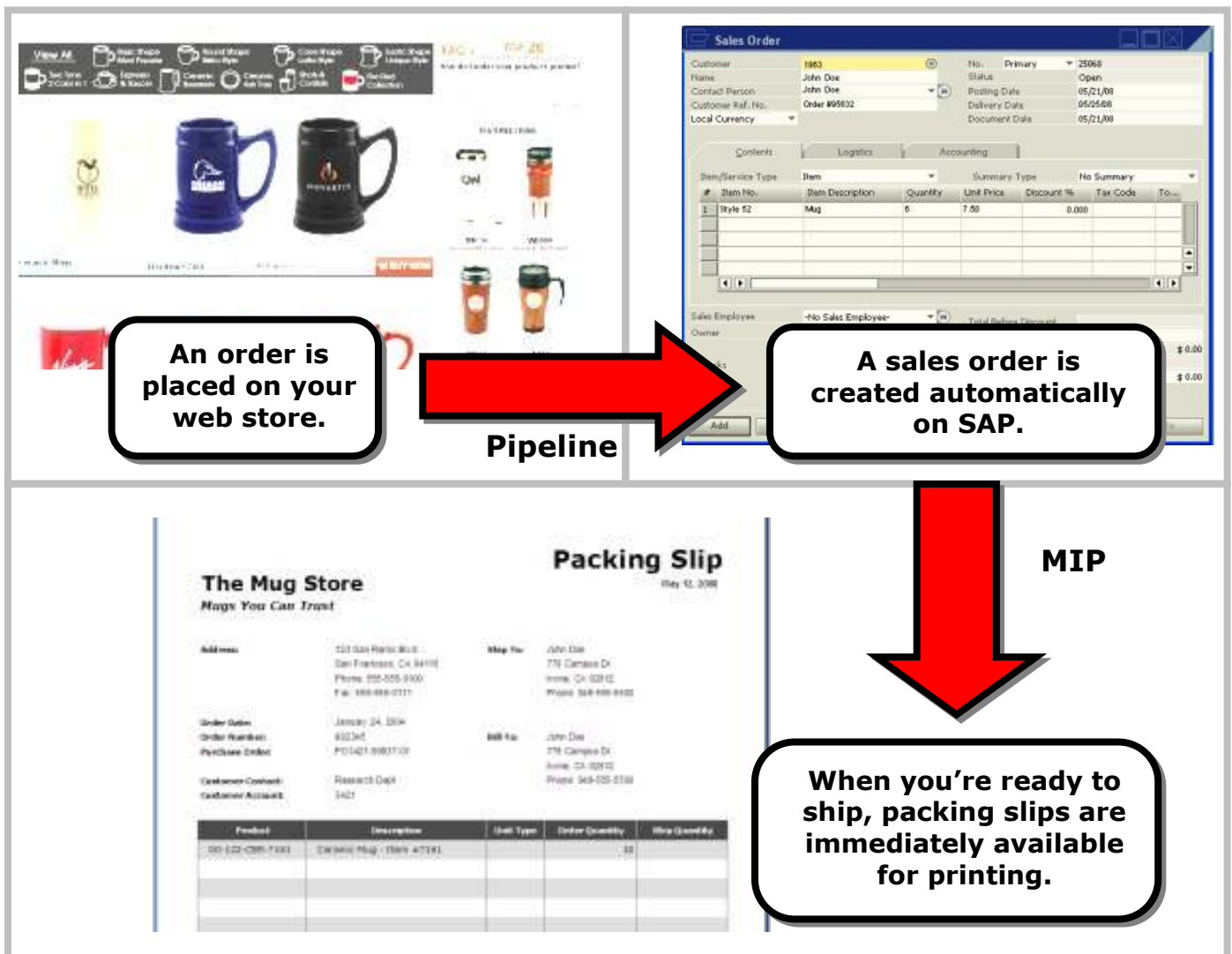


## Location Movement

# MIP

MIP stands for Multi-Input Processor. The Multi-Input Processor (MIP) extension simplifies sales order management through the automation and integration of multiple sales functions.

The illustration below is just one example of how the MIP extension can be used.



# Pipeline

The Pipeline extension connects SAP Business One to your website or any other external point which requires real-time data communication.

The illustration below is just one example of how the Pipeline extension can be used.

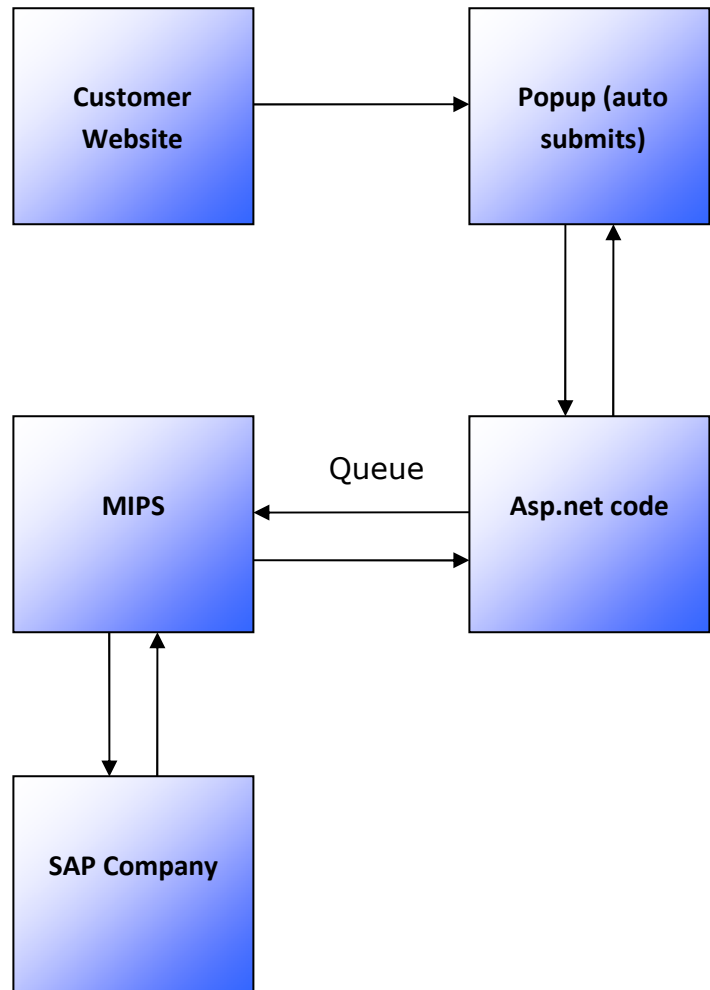


Although Pipeline can be used for different connectivity issues, the most common is connecting SAP Business One to customer's existing websites. Pipeline eliminates having to re-do your website and allows you to:

- Accept sales orders
- Handle quotes
- Provide order status
- Display available inventory
- Provide invoice information

# Pipeline Flow – Web Integration

1. **Customer website** calls popup and displays 'processing' message to user.
2. **Popup auto-submits** to asp.net code
3. **Asp.net code** sends message using queue
4. **MIPS** receives message from queue
5. MIPS is **connected to SAP database** and queries to get answer
6. **MIPS sends results** back over queue
7. **Asp.net code receives answer** from queue



**System Notes:**

- \* MIPS requires one basic CRM user
- \* Popup and asp.net code must run on IIS (Microsoft Internet Information Server)
- \* Customer website can run on any OS or webserver (ex: Linux, Windows, etc)





# Pricer

The Pricer extension expands SAP's functionality by allowing you to customize pricing based on Order Type, Quantity Breaks, Customer Type, and Part Type.

Featured below are different ways the Pricer extension can help you organize and easily modify pricing.

Multiple pricing scenarios are available to choose from

#	Code	Name	Flag Value	Flag Desc.
186	11330	Apparel Pricing	N	Apparel Pricing for Stonebrook
187	11340	Garment Pricing	Y	Garment Pricing for Pella

Price and quantity breaks are a commonly used feature

#	Level	To Quantity	Percent	Amount
1	1	25		2.75
2	2	50		2.50
3	3	100		2.40
4	4	250		2.30
5	5	500		2.25
6	6	10000		2.20

You may also design your own pricing logic.

#	C...	N...	Order Type	Pricing Formula	Start Date	End Date	Allo...	Check for Allowance
1	100	100	1	SEQP,S0.6,S*			N	Y
2	101	101	2	EQP				
3	102	102	3	SQBP,S.6,S*,SPDP,S*				

# ABBA Pricer

Following are three independent methods how the Abbasoft Pricer Extension can be set up. At the bottom of the screen are two additional features that can be turned on with any of the Methods.

## Method 1

A. Prices are calculated based on the order type and quantity breaks

For each order type you can assign a price table matrix which the price can be a fixed dollar amount of a percentage off of the base price.

B. Special customer pricing up to 2 levels.

On this option you can setup a Customer to get a better quantity price break. If you have price matrix of 6 different quantity breaks you can setup the Customer to get the price level 3 and price level 6 based on the order quantity.

## Method 2

A. Based on order division code you can setup price matrix per division.

B. Calculate prices based on total order quantity by item group. On this option the system will total up the quantities for all the like item groups and will check the price matrix for quantity discount and will use that quantity break price level for all line items.

## Method 3

A. Price Level Calculation.

Calculating the prices based on item cost. This option system will calculate the sell price based on the pre-define mark up table and total line item quantity.

## Additional Features (may be turned on with any Method chosen)

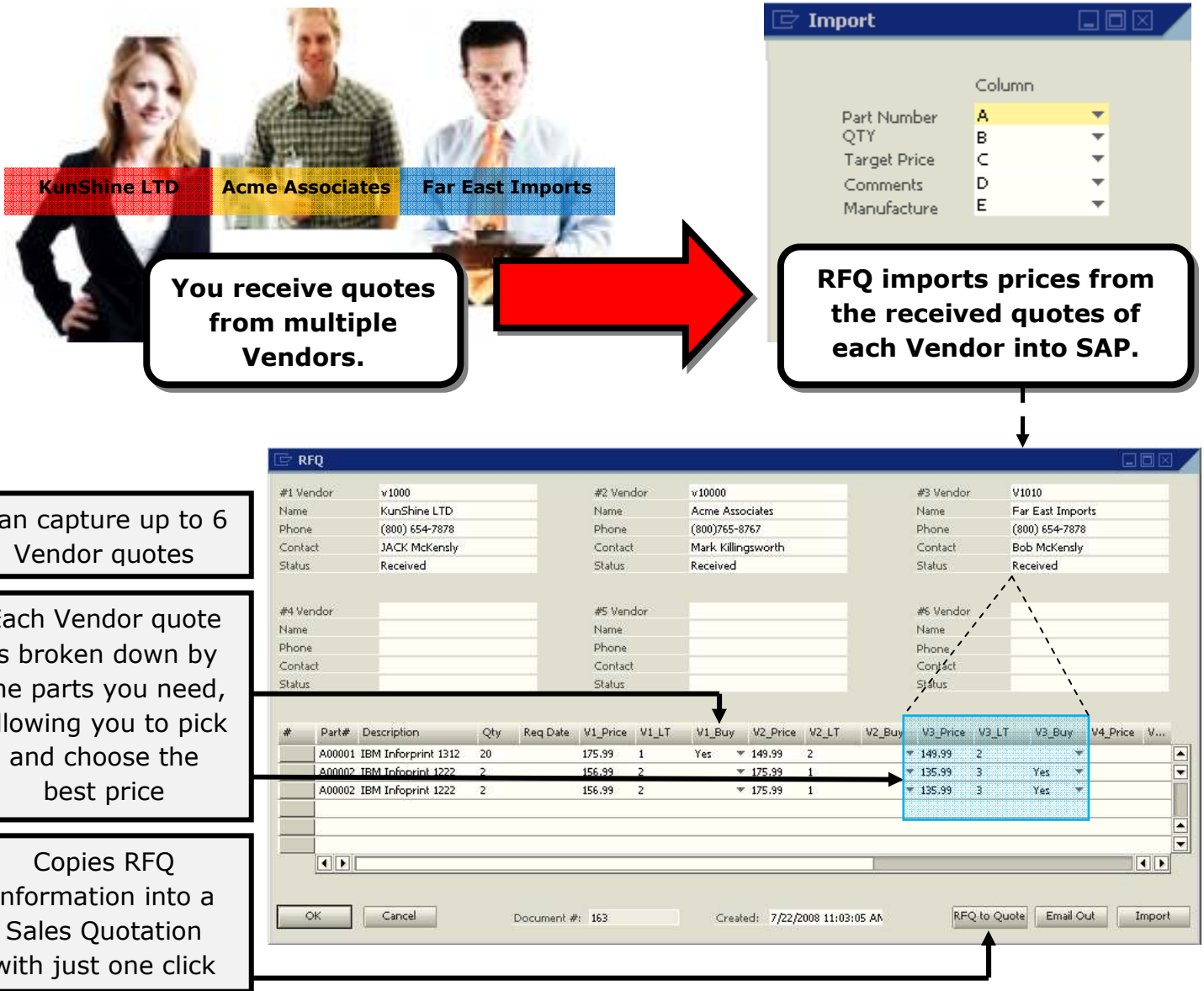
For any of these options you can have seasonal specials prices by customer or by item which overrides the price calculation methods.

Also you will be able to have special prices by promotional codes. Part of the Price includes the Promotional Code set up screen.

# Request For Quote (RFQ)

The Request For Quote (RFQ) extension allows for the electronic interface of multiple Suppliers or factories for sending and receiving quote information.

The illustrations below describe how the Request For Quote extension can be used.

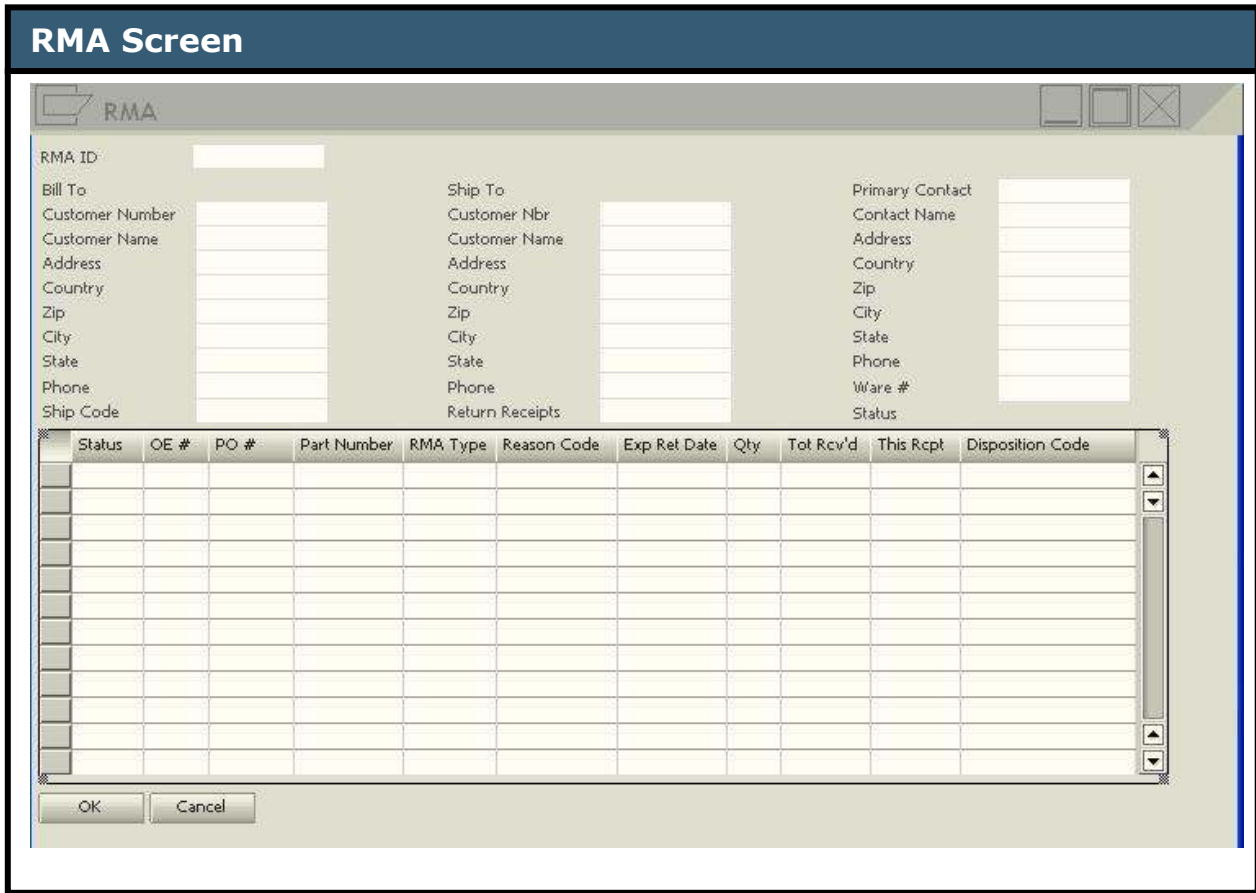


## Request For Quote

# Return Material Authorization (RMA)

The Return Material Authorization (RMA) extension stores customer information and current status, improving visibility and efficiency for better management of returned orders.

The RMA Screen lists a customer’s needed information and the current status of their return order. It is based off of the Customer Number and provides a mechanism to track the return before they hit the back dock.



**RMA Screen**

RMA ID:

Bill To		Ship To		Primary Contact	
Customer Number	<input type="text"/>	Customer Nbr	<input type="text"/>	Contact Name	<input type="text"/>
Customer Name	<input type="text"/>	Customer Name	<input type="text"/>	Address	<input type="text"/>
Address	<input type="text"/>	Address	<input type="text"/>	Country	<input type="text"/>
Country	<input type="text"/>	Country	<input type="text"/>	Zip	<input type="text"/>
Zip	<input type="text"/>	Zip	<input type="text"/>	City	<input type="text"/>
City	<input type="text"/>	City	<input type="text"/>	State	<input type="text"/>
State	<input type="text"/>	State	<input type="text"/>	Phone	<input type="text"/>
Phone	<input type="text"/>	Phone	<input type="text"/>	Ware #	<input type="text"/>
Ship Code	<input type="text"/>	Return Receipts	<input type="text"/>	Status	<input type="text"/>

Status	OE #	PO #	Part Number	RMA Type	Reason Code	Exp Ret Date	Qty	Tot Rcv'd	This Rcpt	Disposition Code

OK Cancel

Once the material is received, the RMA can be updated with the appropriate material disposition.



## Return Material Authorization

## RMA FEATURES

- Tracks RMA Types, Return Reason Codes & Disposition Codes
- Handle Ship To, Return From and Return To Address
- Supports multiple line items with multiple receipts per line item
- Links to the original Sales Order, which prevents excessive returns
- Can automatically create a service Credit Memo if parts are not stocked
- Can automatically create a regular Credit Memo if parts are stocked
- Open and close RMA reports available



### Return Material Authorization

# Warehouse Management

The Warehouse Management extension allows you to control your warehouse movements, adjustments and more using web-enabled wireless guns. You can also do receipts, bin adjustments, picking and view you part bin inquiry.

Below is a brief description of how the Warehouse Management extension works.

Once logged in through the browser interface, select your option from the customizable menu. Let's take a look at the Movement selection and see what detailed steps are involved to process a movement.

## Inventory Movement - From

The cursor starts on the 'From' bin field. Either scan or type in the source bin. Next either scan or type in the part number. After this, the quantity will default in which you may override. Click 'Enter Another' to enter more records or click 'To' when finished and display the 'To' screen.

### Menu

User: manager

Enter Movement, Receipts, Inventory Adjustment, Bin Adjustment, Picking, or Part Bin Inquiry:

Save

Logoff

### Inventory Movement - From

User: manager

'From' Bin:

Part #:

Qty:

Enter Another

To

Cancel

### Inventory Movement - To

User: manager

Part #:

Avl Bins: 

A-01-1	F-02-1	
--------	--------	--

Qtys: 

4840	12	
------	----	--

'To' Bin:

Qty:

Add

Cancel

Save

## Inventory Movement - To

The Part Number, Available Bins, Quantities and Default Quantity Value all default in. All you need to do is scan or type in the destination 'To' bin. This screen will loop through all the parts you have entered on the 'From' screen.

When complete, you will be returned to the 'Inventory Movement - From' screen. The user is also allowed split movements into multiple bins. To end out of the application, you can just close the browser session.



# Work Flow

The Work Flow extension provides detailed tracking of sales orders. Work Flow can vary by order production location and also allows for up-to-date order status on your website for your customers.

Below is an illustration highlighting key features of the Work Flow extension.

The screenshot shows the SAP Location Inquiry interface for Sales Order Number 2401. The interface includes a header with filters and a main table with columns for Line #, Part Nbr, QORD, QSHP, Work Center Desc., Date In, Date Out, Time Out, Closed, Curr, Empl, Comments, and Add Alerts. Callouts point to various features: 'Work Flows can vary by order type' points to the Sales Order Number field; 'Track date in and out of departments' points to the Date In and Date Out columns; 'Update location with current comments' points to the Comments column; 'Displays detailed project movement' points to the Work Center Desc. column; 'Shows current location' points to the Empl column; and 'Alerts to multiple people' points to the Add Alerts column.

#	Line #	Part Nbr	QORD	QSHP	Work Center Desc.	Date In	Date Out	Time Out	Closed	Curr	Empl	Comments	Add Alerts
1	1	A00001	1000	0	Order Entry	01/03/08	01/03/08	925	Y	N	Doris		
2	1	A00001	1000	0	CS/Order Completion	01/03/08	01/03/08	1025	Y	N	Fred	Order has been verified and ready	
3	1	A00001	1000	0	Artwork received	01/03/08	01/04/08	1340	Y	N	George		Doris
4	1	A00001	1000	0	Artwork OK	01/03/08	01/03/08	1350	Y	N	Michael	Artwork needed some changes	
5	1	A00001	1000	0	Layout Completed	01/03/08	01/03/08	1650	Y	N	Bill	Layout is completed	
6	1	A00001	1000	0	Copy Checked	01/03/08	01/03/08	828	Y	N	Michael	Artwork checked	Bill
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9	1	A00001	1000	0	Pick Started	01/04/08	01/04/08	1730	N		Fred		
10	1	A00001	1000	0	Unpack Started	01/04/08	01/05/08	1120	N		Doris		
11	1	A00001	1000	0	Production Completed	01/04/08	01/05/08	1120	N		George		
12	1	A00001	1000	0	Pack Completed	01/04/08	01/06/08	900	N		Michael		
13	1	A00001	1000	0	Order being Shipped	01/04/08	01/06/08	915	N		Fred		

- Insert and track re-work steps.
- Provide automatic alerts for jobs that stay too long in a department.
- Report work load by department by employee.
- Credit logic can stop Work Flow at critical departments, but allows pre-production work to continue.