Warehouse Management for Open Systems

Warehouse Management for Open Systems is one of a comprehensive series of hands-on training courses offered through Manhattan Customer Training. The combination of certified Training Consultants and activities-based courseware will provide the shortest distance between solution and adoption to deliver a fast return on your investment.

Level 1
• Introduction to Warehouse Management
• Inbound
• Outbound

Level 2
• Configuration

Level 3
• System Management & Troubleshooting

Manhattan Associates®

Warehouse Management for Open Systems

Level 1 INTRODUCTION TO WAREHOUSE MANAGEMENT

Make informed design decisions on your Manhattan solution with an integrated, foundational knowledge of the functionality of the system.

PREREQUISITES:

There are no prerequisites for this course

AUDIENCE:

- Operations Personnel involved in the design process
- Project Leaders
- WM Champions
- Project Managers
- New WM Users
- 1st Level Support Staff

COURSE LOCATIONS:

- Atlanta, GA Learning Center
- Berkshire, UK Learning Center
- On-site at your facility

INBOUND

- **Receiving and Quality**
  Learn what type of information is necessary in order to receive inventory into WMOS. Discover ways to capture additional item and shipment attribute information. See Manhattan's basic receiving flow, as well as how to configure a more robust receiving operation. Learn when and why Perpetual Inventory Transactions (PIX) are generated and the impact they have on the Host/ERP system.

- **Quality Processing**
  Learn how quality control can occur within WMOS, including Locks, Rules, Vendor Performance, and more. Both vendors and carriers can be graded on the quality and condition of the inbound inventory.

- **Tasking,** or System-Generated Work, helps get the right worker to the right warehouse location with the right equipment, in the most efficient way possible. Task management and high level configuration is discussed and reinforced with hands-on activities.

- **System-Directed Putaway**
  Take Putaway process control out of the hands of your warehouse workers and let WMOS determine the right location for your inventory. Learn the five Putaway methods and how to configure each one, as well as the rules that can act as a method override.

- **Cycle Counting**
  WMOS uses Cycle Counting to make sure that the Host/ERP, physical counts, and WMOS inventory counts are all in line. Learn how to utilize Cycle Counting in your warehouse, whether user- or system-initiated.

OUTBOUND

- **Waves**
  Review the templates, parameters, and rules that drive Waves.

- **Replenishment and Allocation**
  Examine options for completing Replenishment including manual, lean time, and with a wave. Allocation logic explains why a particular case of inventory is chosen to fulfill an order or replenishment need. Activities allow you to run a wave and see the replenishment and allocation that is driven from it.

- **Cubing and Picking and Packing**
  Learn the four operational ways WMOS can manage picking and packing with ahnds-on activities. Experience ways to approach Optional Cubing, configuration settings.

- **Order Consolidation**
  When a truck is not available, where does your picked and packed inventory go? How can you bring together inventory that is bound for the same customer but picked in different parts of the warehouse? Order Consolidation provides flexibility in staging outbound inventory.

- **Shipping methods are reviewed and broken out** into Parcel and Freight (TL/LTL) shipping. Learn how running a routing wave can offer an immediate ROI in your facility.

Level 2 OVERVIEW

Build your system with expertise in configuration and apply system funcationality to your business challenges.

CORE SYSTEM SETUP

- **Company Structure**
  Create the new warehouse you will configure throughout the week. Permissions and privileges are explained within the context of menu and transaction access.

- **Configuration Elements**
  Lay thebuilding blocks of system configuration-Warehouse Details, System Codes, and Transaction Parameters.

- **Base Data**
  Determine the masking used for your items. Discuss the need for custom Units of Measure, Next Up Numbers, Barcode Types and more.

- **Transactional Data**
  Review the importance and use of ASNs, iLPNs, POs, and DOs. Using Manhattan's data import process, with an understanding of how data is interfaced from an outside system, load data into WMOS.

- **Location Creation Using the Location**
  Wizard, locations in the new warehouse are named and created.

- **Printers**
  Set-up document and label printers in your facility, add printers and print users to your system.

INBOUND

- **Receiving**
  Create your warehouse's receiving process through configuration of Transaction Parameters and Warehouse details. Additional receiving options are discussed, as well as LPN disposition.

- **Inbound Quality Processing.**
  Initiate and complete Quality analysis.

- **Tasking**
  Understand the complex configuration necessary for Tasking, including the optional functionality that will give you even more control of the tasks you create for your facility.

- **System-Directed Putaway**
  Take Putaway process control out of the hands of your warehouse workers and let WMOS determine the right location for your inventory. Learn the five Putaway methods and how to configure each one, as well as the rules that can act as a method override. Learn about the ability to make sure the right size LPNs are being Putaway to the right size location.

- **Cycle Counting**
  Apply the various ways Cycle Counting can be used in your warehouse, whether user- or system-initiated. Learn about Cycle Count configuration, how Transaction Parameter settings affect the process, and define the triggers that can initiate Cycle Counting tasks. Activities ensure a full understanding of Cycle Count processes, including the creation of rules to ensure you are counting your warehouse in a timely manner.

OUTBOUND

- **Wave Management**
  Configure Waves to provide operational efficiencies and create manageable workloads. Participants will learn how Waves generate other outbound processes.

- **Allocation**
  Triggered by a wave, Allocation is defined and configured so participants can see how specific inventory is used to fulfill needs in their facility.

- **Replenishment,** whether manually or automatically generated, replaces inventory consumed out of Active locations. Reinforces concepts of Waves, Allocation, Tasking and Replenishment.

- **Cubing**
  Configure cubing functionality in their warehouse, predetermine how the system will cube, and demonstrate the resulting outcome within their own warehouse.

- **Order Consolidation**
  The Order Consolidation module looks in detail at how cartons packed in various areas of the warehouse may be consolidated based on similar characteristics. Locations are configured and cartons are assigned to specific outbound staging locations based on the criteria configured in the new warehouse.

- **Picking and Outbound Quality Audit**
  Use to fulfill orders. Upon the completion of picking and packing, Outbound Quality Audits can be completed based on configured rules.

- **Transportation**
  Configure parcel and LTL carriers within the warehouse. Users will create both a parcel and LTL carrier to rate.

- **Menu Setup**
  Modify WMOS menu structures, both UI and RF to suit your business needs.

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Level 3   OVERVIEW

How do you prepare for the challenging task for supporting a complex WM environment? Take Manhattan's WMOS Level 3 course. This hands-on, interactive course design is the creation of Manhattan's own Professional Services group and Customer Support team members. Over three days, students:

- Review real-world examples and common Distribution Management tasks
- Practice in a simulated environment to troubleshoot common issues and complete administrative tasks
- Prepare for the everyday responsibilities and challenges of WMOS administration

Practice takes place in a simulated environment and students partner to troubleshoot and complete over 20 technical challenges and administrative tasks. WMOS L3 introduces key concepts and processes associated with system maintenance and troubleshooting Manhattan WMOS systems. Includes: WMOS architecture, database administration, issue identification and resolution techniques, system logging, and data integration.

This course is not a comprehensive overview of WM Open Systems. It is a survival guide with the purpose of preparing you to tackle the most common technical issues and adminster the most critical maintenace tasks of WMOS. Students learn how "to fish," developing the WM mindset and critical problem-solving skills that enable an efficient and timely approach to maintaining WM systems operation with minimal downtime.

Performance Objectives

Upon completing this course, you will be able to:

- Identify the SCPP Architecture and Components
- Define SCOPE and the WMOS architecture
- Perform essential WMOS system maintenance
- Troubleshoot common WMOS interface and application issues
- Use WMOS tools for code management, client, and server maintenance

PREREQUISITES:
- Level 1 training or equivalent experience
- Introduction to WM
- Inbound
- Outbound

AUDIENCE:
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- WM Champions
- Project Managers
- Business Analysts
- Technical Analysts
- 1st Level Support Staff

COURSE LOCATIONS:
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