

Sterling Selling and Fulfillment Suite



# Glossary

*Version 9.1*





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*Version 9.1*

**Note**

Before using this information and the product it supports, read the information in "Notices" on page 101.

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## Chapter 1. A

### ABC

See activity-based costing (ABC).

### ABC classification

Items classified by value usually use an Activity Based Costing classification, which is the unit value multiplied by annual usage. Classified in descending value order, "A" items would represent the top 5% to 15% of all items by value, "B" items would represent the next 35% to 45% of all items, and "C" items would typically represent the bottom 50% of all items by value. This classification facilitates focus on higher impact items. For example, in cycle count auditing, "A" items might be counted 12 times each year, "B" items 4 times each year, and "C" items once a year.

In the Sterling Warehouse Management System, the count by item method uses cycle count codes based on ABC classification, Product line, or other item attribute.

### accessories

Supplemental components that are used to enhance product functionality or enable multiple products to function together.

### accounting bin location

A "virtual" location, and not a physical location, is set up in the Sterling Warehouse Management System to temporarily "hold" the discrepant quantities discovered through the counting process. The accounting location holds the quantity until the discrepancy is resolved and the quantity is removed from the accounting bin location.

### accumulation conveyor

Conveyor system designed to permit the accumulation of cartons on the conveyor without causing undue stress to the cartons.

### accuracy audit

The process of inspecting a carton to verify the accuracy of the picking, packing, and documentation associated with that carton. In the Sterling Warehouse Management System, an audit record is written for every transaction that changes inventory in the warehouse.

### acknowledgement (ACK)

A positive response returned from a receiver to the sender indicating success.

### action

A process or program that is triggered by an event. These processes and programs send alert notifications and automatically resolve issues.

### active pick location

The primary pick location for single or loose items. For quantities less than a pallet or case load, the active pick locations are assigned if a SKU exists in the active locations. To assign the active pick locations it is necessary to set up the active location selection rules.

**active stock**

The collection of items stored in the Active Pick Location.

**activity-based costing (ABC)**

The cost incurred for performing the activity at the warehouse.

**activity-based reporting engine (ARE)**

Records billing activities performed within the fulfillment process.

The activity-based reporting engine can be integrated with an external system such as an accounts receivable system. This engine provides the external system with a list of all billing activities, along with the associated code, references, and the units of work.

**activity group id**

Physical activities performed to fulfill an order are categorized into Activity Groups. An Activity Group Id identifies an activity group.

**activity sets**

A method of categorizing physical activities performed to fulfill an order.

See also: activity group id.

**actual weight**

The measured weight of an item, carton, or shipment.

**adapter**

Pre-built components that pass data between the Service Definition Framework and third-party applications, and then convert that data into formats readable by each system.

**ADC**

See automatic data collection (ADC).

**ad hoc move**

An unplanned move of inventory in the warehouse.

**advance shipment notice (ASN)**

The notification to the receiving warehouse of a shipment in transit to the warehouse. It also details what the shipment contains and expected time of arrival. This gives warehouse management the opportunity to plan resources prior to its arrival.

**advanced planning system (APS)**

A system that plans ahead. (Note: Advanced as in before something happens, that word is not used in a 'superlative' fashion)

**advanced transit time**

The maximum amount of days a carrier service allows for delivery. For example, 1 Day Air would have a transit day of 1, whereas Ground may have a maximum transit days of 5.

**age1, age2, age3**

Every monitoring rule has three ages that we can configure. For example, if a shipment is delayed for 2 hours (Age1 = 2 Hours) then an alert can be sent to Shipping Supervisor, if it is delayed by 6 hour (Age2 = 6 Hours),



then an alert can be sent to Warehouse manager, and if it is delayed by 12 hours (Age3 = 12 Hours), then an alert can be sent to a Chief Executive Officer.

**agent**

A small, well-defined sub program that gathers or prepares information, using defined parameters, and not requiring any immediate input from the user. Also called time-triggered transactions in the Sterling Selling and Fulfillment Foundation.

**AGV**

See automatic guided vehicle (AGV).

**alias** An alias is an alternative identifier for an entity. For example, Stock Keeping Unit (SKU) can act as an alias for an item.

**allocate**

Inventory set apart for a specific order.

**allocatable**

The quantity of products (SKUs) that can be distributed from inventory for orders from the host system. Use the "Location Inventory" console at the warehouse level to view allocated and non-allocatable SKUs. SKU quantity can also be non-allocatable, which means that they cannot be designated for orders due to a specific quality status or because they are stored in a non-allocatable (inaccessible) location.

When a shipment or wave is tasked, inventory in the warehouse is allocated to the shipment(s) and pick locations are assigned to the shipment.

**alternate item id**

The term given to an inventory item's additional item identifications. Sometimes inventory items may be given different identifications for different catalogs.

**alternative association**

An alternative association provides the ability to select an alternative item that is very similar to the original item.

**alternative item**

An item suggested for purchase when inventory is not available for the original item.

**alternative quotes**

Quotes that are independent of each other, but are associated with a single opportunity.

**anonymous user**

A user who can add items to a cart without logging in to the Web channel application.

**ANSI**

Short for the American National Standards Institute.

**API**

Short for application programming interface, is the set of routines, protocols, and tools through which an application accesses other applications or services.

**appointment**

Some carriers require prior notification of an outgoing shipment to schedule their trucks and drivers more efficiently. This prior notification is known as setting up an appointment for shipment pickup.

**application programming interface**

See API.

**approval**

A formal permission or sanction that is required to be granted by a user (called an approver) for a quote to be processed. For example, if the discount offered for a line item in a quote exceeds the maximum discount that can be offered for that item, the quote may require one or more approvals depending on the approval rules.

**APS**

See advanced planning system (APS).

**ARE**

See activity-based reporting engine (ARE).

**ARS**

See authorized repair service center (ARS).

**Assembly Items**

Assembly Items are the inventory items that are created by combining other inventory items. A group of items that are sold at the same time, but listed individually in the transaction, and creating a Bill Of Material list of items.

**asset**

An asset is an electronic media file that can be associated with a business object. Typically, they are digitally-based objects that reside in the system. Assets can be URLs, datasheets, image files, sound files, and text files. Assets can be assigned to items, catalogs, categories, attributes, and allowed attribute values.

**ASN**

See advance shipment notice (ASN).

**ASRS**

See automatic storage and retrieval system (ASRS).

**asynchronous service**

This is a Service Definition Framework service that provides neither output nor response to the caller application. For its part, the caller application does not wait for a response from this service.

**attribute**

An attribute is a characteristic or specification that is used to define an item.

**attribute domain**

An attribute domain is a hierarchy of attribute groups that contain similar types of attributes.

**attribute group**

An attribute group is a set of related attributes that share a common purpose.

**audit trail**

Method of reconstructing the sequence of transactions with respect to an entity's history; generally obtained from a log. An audit trail is a chronological or historical record of how the entity migrated from a known state to its current state.

**authorized repair service center (ARS)**

A center that undertakes repair and servicing of products for a manufacturer.

**automatic data collection (ADC)**

The process of capturing or collecting data without the usage of a keyboard. It encompasses methods such as barcodes, RFID, or smart cards and storing the data in a computer.

**automatic discharge lane**

An accumulating conveyor lane from which packages are released, one at a time, under computer control. The lane uses a blade stop or gate mechanism.

**automatic guided vehicle (AGV)**

A general term that encompasses all transport systems capable of functioning without driver operation.

**automatic storage and retrieval system (ASRS)**

Material handling system that automatically moves, stores, and retrieves material. With an ASRS, the operator is stationary. The handling mechanism receives material from the operator, moves and stores it into locations, and retrieves and delivers material back to the operator when picking.

**availability inquiry**

An inquiry about the availability of products and services.

**availability monitor**

The process that monitors inventory availability levels.

**available**

The sum of allocatable and non-allocatable inventory of the SKU in the warehouse.

**available to deliver**

The amount of on-hand inventory available for immediate delivery.

**available to promise**

The amount of inventory that can be expected to ensure delivery by a certain date.

**available to promise (ATP) rules**

Business rules that enable you to determine the availability of an item for current and future demand. This determination makes the most efficient use of inventory so that items are not set aside for future orders when they could be used to fulfill more immediate demands. The availability of an item is based on current and future supply, lead time, and processing time.

**available to promise (ATP) monitoring rules**

Business rules that set up a monitoring system for tracking inventory item availability and raising specific actions when the inventory falls below a specified minimum level. The availability of an item can be tracked on the current day, subsequent days within the ATP timeframe, and subsequent days outside the ATP timeframe. This enables you to more accurately order supplies to meet current and future demand.

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## Chapter 2. B

### **back ordered**

The status given to an order line that could not be scheduled for delivery because of lack of inventory.

### **backroom pick**

The act of pulling inventory from the backroom of a store to fill an order.

### **barcode**

Graphic representation of data that can be read by a scanning device and interpreted into a numeric or alphanumeric identification code.

### **barcode aspect ratio**

The ratio of barcode height to overall symbol length. The aspect ratio determines the maximum label SKUs allowed for fixed linear scanners and is important for omni-directional scanners.

### **barcode format and symbology**

The particular structure or protocol that defines the method of decoding a type or class of barcodes. For example, the standard for arranging bars and spaces.

Common formats are:

- Code 2 of 5 (several types including interleaved 2 of 5)
- UCC Code 128- Uniform Code Council Code 128 (format)
- Code 39 (3 of 9)
- UPC (Universal Product Code)

### **barcode label**

A label that has a special imprinted barcode, generally both human and machine readable, which is detected by an automatic scanning device. It is used to identify package, carton or pallet contents.

### **barcode scanner**

A device that reads bar-coded labels and communicates that data to a computer system.

### **base language**

The language to display the factory setup data in the Applications Manager. The Applications Manager supports only one base language for localization.

### **base unit of measure (UOM)**

The standard way a product is measured.

### **batch picking**

The method of grouping a set of tasks that a picker can complete in one pass of the warehouse. The tasks which can be put together in a batch are based on the batch rule setup for the task.

### **batch wave**

Grouping of all tasks in a wave into meaningful batches where each batch can be executed by one operator.

**batching**

Tasks to be performed are grouped into meaningful sizes called batches. For example, a Pick batch represents pick tasks that a user would perform at one time.

**bay**

A stack of locations that represent the width of one shelf (or one pallet rack) and the height of the entire shelving or pallet rack.

**best fit**

A putaway location selection method that assigns a putaway location based on how well the volume of the receipt fills that location.

**bill of lading (BOL)**

A document issued by a carrier (railroad, steamship or trucking company) which serves as a receipt for the goods to be delivered to a designated person for a shipment. The bill of lading describes the conditions under which the goods are accepted by the carrier and details that nature and quantity of the goods, name of vessel (if shipped by sea), identifying marks and numbers, destination, and so forth. The person sending the goods is the "shipper" or "consignor," the company or agent transporting the goods is the "carrier", and the person for whom the goods are destined is the "consignee". Bills of lading may be negotiable or non-negotiable. If negotiable, for example, payable to the shipper's order and properly endorsed, title to the goods passes upon delivery of the bill of lading.

This document may also be used to serve as a contract for the transport of cargo.

**bill of materials (BOM)**

Used in manufacturing and assembly, the BOM is a listing of the component materials required to build and assemble the product.

**bin**

A single storage location.

**blind receiving**

The receipt of inventory when a BOL or order number does not exist in the system for that specific inventory.

**blind return**

A return of items without obtaining a return authorization.

**BOL**

See bill of lading (BOL).

**BOM**

See bill of materials (BOM).

**break bulk node**

A node within a distribution network used during zone skipping. For example, you may transport a full container load economically by a single

carrier to a break bulk node, where the contents of the container is then split into a few small loads for local dispatch to individual customers, or to other subsidiary distribution depots.

See also: zone skipping.

#### **break quantity high**

Pricing can be arranged for specific quantity ranges. For example, for quantities of 1 to 10, the price is \$20 per unit, for quantities of 11 to 50, the price is \$15 per unit, for quantities of 51 and above, the price is \$10 per unit. In this example, the Break Quantity High is the upper quantity range for a given price. For example, 10 is the high quantity for the \$20 per unit quantities.

#### **break quantity low**

Pricing can be arranged for specific quantity ranges. For example, for quantities of 1 to 10, the price is \$20 per unit, for quantities of 11 to 50, the price is \$15 per unit, for quantities of 51 and above, the price is \$10 per unit. In this example, the Break Quantity Low is the lower quantity range for a given price. For example, 1 is the low quantity for the \$20 per unit quantities.

#### **broken case**

A quantity that is less than the standard case quantity for a SKU.

#### **bulk area**

The storage of high volumes of SKUs that represent a specific space on the floor of the warehouse. Typically SKUs stored in this area would be sturdy enough to stack multiple pallets high, permitting better utilization of warehouse space.

#### **bulk rack storage**

The storage of cartons or pallets on shelves or racks.

#### **bundle item**

An item that is a part of a bundle.

#### **bundle fulfillment mode**

Three fulfillment modes exist for bundles:

- Deliver together - the expected delivery date drives the ship schedule. Shipment dates for the bundle components are pushed out to meet the same delivery date in ratio.
- Ship together - bundle components ship together from the same node. However, they can be procured from different nodes and merged at the shipping node to be shipped as a single shipment.
- Ship individually - bundle components are handled and shipped as independent lines.

#### **business customer**

An organization that purchases products or services from an enterprise in a B2B scenario.

#### **business customer contact**

A business customer contact is an individual with whom you do business in a B2B scenario. In the Sterling Selling and Fulfillment Suite, you create and store detailed information about the contacts of a B2B customer. This

allows you to access details you need when processing orders and shipments within the Sterling Selling and Fulfillment Suite.

**business group**

The highest level in the organization hierarchy which has no accounting impact. It can consist of a single company or multiple companies.

**business process model**

Paradigm that controls the business workflow and provides you the flexibility to thread together business transactions in a sequence that best represents your business environment.

**business rules**

Mechanism within Participant Modeling used to create, inherit, or override rules or codes pertaining to Hub or Enterprise business practices.

**buyer**

The organization that purchases product from an Enterprise or other seller organizations.

**buyer administrator**

A buyer user with administrative privileges.

See also: buyer user.

**buyer user**

A user who belongs to a Buyer organization, and purchases products from a storefront on behalf of that Buyer organization.



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## Chapter 3. C

### **cached inventory**

All the products are stored in a cache, and are available for further action.

### **CAL**

See customer acceptance laboratory (CAL).

### **cancel wave**

The process of cancelling a unit of work with a clearly defined start and stop point. For example, cancelling a shipping wave cancels the set of orders to fill the shipping dock space available for cases.

### **call center**

A center that handles a large number of calls to either take orders or provide customer service.

### **CALLBACK**

A voice user who is requesting for a Sterling Warehouse Management System API is authenticated by the Sterling Warehouse Management System by placing a call back request to VoiceLogistics Pro (VLP) to verify if the user is logged in to VLP.

### **capable to promise (CTP)**

The ability to fill and deliver an order in a specific time frame.

### **capacity**

See service capacity.

### **capacity organization**

An organization definition for which all resource capacity information is consolidated.

### **capacity organization code**

The organization code for the organization that maintains capacity.

### **capacity override**

Exceptions where excess capacity is required for specific date/time slot combinations to handle planned spikes in demand or shortfalls in resources. For example, Christmas Eve or a flu epidemic.

### **capacity requirements planning (CRP)**

The process of specifying the level of resources (facilities, equipment, and labor force size) that best supports the competitive strategy for production of the Enterprise.

### **card verification value authorization code (CVV auth code)**

When financial institutions approve a credit card transaction, a CVV authorization code may be returned as a separate authorization code other than the credit card authorization code.

### **carousel**

A revolving type of contained storage system that brings locations to the operator.

**carrier**

A transportation service provider, that contracts movement of freight from one location to another. Carriers can be independent (UPS, FedEx) or a private, company-owned fleet. In the Sterling Selling and Fulfillment Foundation, this is the organization that provides delivery and shipping services between buyers, sellers, and customers.

**carrier service capacity**

The unit of measure maintained for a carrier service item. For example, the unit of measure could be defined as truck space for delivery items.

**cart barcode**

A number or barcode stuck on a cart that is used to identify a specific cart.

**cart id**

A number or barcode stuck on a cart that is used to identify that specific cart.

**cart manifest**

Picking being performed using a cart and a manifest. The cart usually has slots and cartons and supports the 'sort while pick" method. The manifest shows the items from to be picked into each slot of the cart.

**carton**

A standard container with specific dimensions used in both storage (Factory Carton) and shipping (Shipping Carton) of loose items.

**carton flow rack**

Storage rack consisting of multiple lanes of gravity fed carton flow conveyors. The lanes are replenished from the rear. The material flows through the rack and is picked from the front.

**carton manifest**

The list of cartons in a parcel carrier shipment. You can print carton labels, add cartons to existing manifests, and create new manifests using the Sterling Warehouse Management System Manifesting Console.

**carton on hangar (COH)**

One of the ways in which garments are shipped, received in warehouses. The garments are put on hangars and not folded and boxed.

**cartonization**

The process by which loose items from a common order or common customer are placed in standard cartons in preparation for shipment.

**case**

A container that holds a specified quantity of identical items (SKU) as packaged by a vendor. Cases are identified by LPN (see License Plate Number) and are generally putaway into storage, in their original condition until picked.

**case id**

A unique identifier for a case or carton stored in the warehouse.

**case pick**

The process of picking unbroken cases from bulk case storage for shipment.

**catalog**

The highest level of the category hierarchy. All of the groupings that exist below the catalog are referred to as Categories.

**catalog index**

A catalog index is used to perform item searches in a business' Web site.

**catalog organization**

An organization definition for which an item master is defined.

**catalog rules**

Business rules that pertain to catalog management.

**category**

In the Applications Manager, a means to describe a set of catalog items in a number of different hierarchical and searchable groupings. Each category can contain items from multiple Master Catalogs, providing a single face to the audience for all Master Catalogs.

**cathode ray tube (CRT)**

Used to describe a terminal screen or Personal Computer (PC) monitor. CRT is commonly used to distinguish between data entry on a computer screen and scanning barcodes with a Radio Frequency (RF) terminal or barcode scanner.

**channel application**

An application that is used to place an order. For example, Sterling Web, Sterling Store, and Sterling Call Center are channel applications.

**chart of accounts (COA)**

A detailed listing of all the accounts used by a company.

**chained order**

An order that is created as a result of a parent order's necessity to communicate some portion of the order fulfillment execution to a third party. The chained (subordinate or child) order must finish its fulfillment process before its parent order can be considered fulfilled.

**check digit**

Usually, in a warehouse, the identifiers used to identify a zone, location, or an equipment are long, and contain alphanumeric strings. It is recommended that such identifiers are not used in voice-based systems because the chance of encountering errors is high. In order to avoid errors, a shorter version of the identifier, known as a check digit, is used to identify a zone, location, or an equipment. Check digits are usually 2-5 digits long.

**child item**

An item that is a part of an item with variations and has the same set of attributes as the item with variations, with minor distinct differences. Child items are also referred to as stylized items.

**child organization**

Organizations can be defined in a hierarchy where one higher level organization acts as a parent to another lower-level organization. The second organization is referred as the child organization.

**chute dedication**

In warehouses that use conveyors to move packed cartons, a chute refers to the branch of the conveyor that comes down to the dock door. Often, each dock door and chute can be dedicated to a particular carrier, which is chute dedication.

**classification purpose**

The determination of how you want to use a specific item classification in the Sterling Selling and Fulfillment Foundation. For example, one classification may be used for receiving preference and another may be used for procurement purposes.

**client (application)**

The Client application, or computer, in a client/server relationship provides the user interface (if there is one) and usually off-loads some processing from the Server, which is the main repository of data.

**close receipt**

A receipt is created to receive shipping products at the warehouse. Once the products have all been received at the warehouse, the receipt is closed.

**CLP**

See container load plan (CLP).

**COA**

See chart of accounts (COA).

**COH**

See carton on hangar (COH).

**collaborative planning, forecasting, and replenishment (CPFR)**

A concept that allows working together across the supply chain, using a set of process and technology models that are:

- Open, yet allow secure communications
- Flexible across the industry
- Extensible to all supply chain processes
- Supportive of a broad set of requirements (new data types, interoperability with different DBMSs, and so on)

The mission of the CPFR initiative is closely tied with similar efforts that have preceded it - such as ECR, Quick Response, and VMI.

**collation**

The separation of storage types into general categories (i.e. pallet, case, and single unit) that require very different means of handling.

**colony**

A set of database schemas required to provide complete multischema functionality.

**Colony ID**

The name of a colony. It can be up to 40 characters in length.

**Colony Prefix**

See Primary Key Prefix.

**commercial address**

The street address as defined by the freight carrier for commercial sites. Typically these addresses are zoned as commercial real estate. Most commercial sites have tractor-trailer access and a loading dock.

**commercial invoice**

A list of the pertinent information about a shipment, such as shipper, consignee, third party (if present), the goods being shipped, their cost and value for customs (and for the transaction), and so forth. This document is required for international freight, in triplicate, and is usually used for international shipping.

**common codes**

A term used to describe generic codes and descriptions that are used throughout the application. Usually, these codes can be created in the Applications Manager and used in various places in the user interface.

**communication groups**

A grouping of systems associated with a given transport mechanism.

**competitive association**

A competitive association involves associating similar items from different manufacturers.

**competitor**

A retailer who is identified when price matching an item, and who may be offering the item at a lower price than that offered by the corresponding enterprise.

**compliance**

The confirmation of buyer preferences or rules

**complimentary item**

A complimentary item complements the item that a user buys. Such items are configured as associated items of the original item. If an item has complimentary items associated with it, these items are added as associated items when the original item is added to a cart.

**condition**

A situation that matches document attributes against decision points and routes the documents to different paths based on the specified attribute and value combinations.

**condition sets**

Many activities in a warehouse are conditionally performed for an order based on item attributes, buyer attributes, or other order attributes. When planning resources for activities, a warehouse manager defines a set of independent conditions where each condition describes all activities to be performed in the warehouse.

**config data**

The config data refers to a specific list of the default factory setup data in the Applications Manager that can be localized. For example, Status description is one of the database fields that can be localized.

**config data on console**

This is the display of the Applications Manager data in the Application Console user interface screens. For example, the Created status is a config data that appears on the console.

**config literals**

These are the labels on the Applications Manager screen. Status field in the status detail screen is an example of the configuration literals.

**configurable item**

A product or item that offers different options from which a customer can select before purchasing that item. The choice of options or available combinations of options may be constrained so that customers can only choose certain combinations of options for their purchase.

**configuration schema**

A database that contains Configuration data. It is shared by all the colonies that exist for a particular version of the application. It stores business rules such as sourcing rules, routing guide, and shipping preferences.

**consigned inventory**

Consigned Inventory is a concept in which vendors own inventory for enterprises. The basic premise of consigned inventory is to delay the transfer of ownership and other transactions until the last point in the Sterling Selling and Fulfillment Foundation.

**console literals**

These are the labels on the Application Console screen. Order # in the Order list screen is an example of the console literals.

**consolidation**

Process of combining order lines from multiple customer order releases into a shipment for maximum picking efficiency. Consolidation is controlled through the setup of consolidation rules in the IBM® Sterling Logistics Management.

**consumer**

An individual who purchases products or services from an enterprise.

**consumer packaged goods (CPG)**

Consumable goods such as food and beverages, apparel and footwear, cleaning products, and tobacco related products. It refers to products that are used regularly and need to be replaced frequently.

**consumable inventory organization**

The vendor's inventory organization participating in the consigned inventory program is considered as the consumable inventory organization.

**consuming inventory organization**

An enterprise's inventory organization participating in the consigned inventory program is considered as a consuming inventory organization.

**container**

A worldwide dimensional standard for a reusable transportation vessel that can be hauled like a trailer, loaded onto a container ship, or loaded onto a freight train for transportation. The container can be loaded with cartons and sealed at the shipping dock for protection during transport. At the customer's receiving dock, the seal is broken and the container unloaded.

**container load plan (CLP)**

A container can have different meanings depending upon context. A container could be an 18 wheel truck, a pallet, or a case (a box). The container load plan for a truck would specify how pallets or cases should be loaded in the truck. This plan is typically created keeping in mind the space optimization as well as the order in which the pallets or cases need to be unloaded from the truck. The container load plan for a case (box) would specify how different items should be placed in the box. That plan is created keeping in mind the space optimization for the box.

**container number**

A unique identifier for a shipping container.

**containerization**

The consolidation of less-than-truckload (LTL) shipments into containers for a shipment.

**continuous replenishment**

A strategy of replenishment that monitors the physical inventory in the reserved location, and based on the minimum and maximum configuration, releases replenishment tasks for execution when inventory falls below the minimum (trigger) level.

**conveyor**

A mechanism used to transport products by means of a flat belt that moves over two end pulleys that are powered.

**COO**

See country of origin (COO).

**cost factor**

A parameter used to calculate the cost of inventory. Cost factors represent value modifiers that are an additional function or component from a base cost to give a new unit cost. Examples of cost factors include insurance, freight, material handling, and packaging.

**count**

An inventory control activity done to physically count and compare the physical quantity of an item in a warehouse location to the system quantity.

**count request**

A request is placed for count in the Sterling Warehouse Management System. The request results in tasks created through Task Management.

**count sheet**

A data entry form used in batched counting tasks. It is used to enter the counts and later reconciled on the system.

**count zone**

A specific area set up to help manage cycle counting activities. Generally, cycle counters are assigned all of the counting responsibilities of a zone.

**country of origin (COO)**

Country in which an item is manufactured.

**coupon**

A ticket or document that can be exchanged for a financial discount on a product.

**CPG**

See consumer packaged goods (CPG).

**create variance tasks**

Variance tasks are the second step count tasks that were created for a specific warehouse location for items that had a mismatch in the first count.

**credit card**

A method of payment for goods or services where the buyer pays a lender incremental payments until the debt is paid in full.

**cross-docking**

Process of moving items directly from the receiving dock to the shipping dock to fill outgoing orders, and eliminating the storage process.

The word cross-dock is also used for movement of items directly to the forward pick areas

**cross-reference organization**

The organization responsible for defining or maintaining items in multiple catalogs that are supported (referenced) through a single mechanism, such as a Global Trade Item Number (GTIN).

**cross-sell**

The promotion of an add-on or accessory item that, when combined with the primary item, makes a "better" package.

**CRT**

See cathode ray tube (CRT).

**CSR**

See customer service representative (CSR).

**cubic measurement**

The volume calculation used to determine the amount of space required to store or ship material as well as the amount of space that can be accommodated by storage units or shipping modes. Used in capacity planning.

**currency conversion**



Mechanism used to set up exchange rates from one currency to another.

**currency definition**

Mechanism used to define a monetary symbol and indicate Euro currency membership and expiration date, if applicable. You can also set rules for an order's currency conversion and Euro conversion.

**current inventory**

Items currently available for shipment from a node.

**customer acceptance laboratory (CAL)**

An environment set up to run with a perspective purchaser's sample data to ensure favorable performance.

**customer account**

Credit that is assigned to a customer by the corresponding enterprise.

**customer appeasement**

The process of satisfying customers when they have had a bad experience with any service provided.

**customer assignment**

Pricing entities such as price lists, pricing rules, and coupons must be assigned to customers so that the prices of items and pricing adjustments are applicable to those customers.

**customer compliance**

General term given to the tasks performed to comply with a specific customer's special needs (for example, placing special labels on cartons that are shipped to a certain customer).

**customer entitlement**

A customer entitlement is an entitlement that allows enterprises to define the items their customers can buy.

**customer grade**

A grade that is assigned to a customer, based on the customer's rating within the organization. For example, a customer may be assigned a grade of A, indicating that the customer is an excellent customer, or B, indicating that the customer is an average customer. Approval rules for quotes can be configured to include customer grades, enabling Field Sales Representatives to offer, for example, a higher discount to customers with an excellent rating and a lesser discount to customers with an average rating.

**customer order**

A list of items being purchased by a customer. The customer's purchase order. Contains customer data, ship-to information, bill-to information, delivery dates, and line items listing SKUs being purchased.

**customer pick**

The process where a customer visits a store to pickup a product that has been previously ordered.

**customer service representative (CSR)**

The customer service representative captures and maintains an order. The CSR deals directly with the customer and takes action on an order in response to a telephone call or an e-mail message.

**cycle count**

The process of counting items in storage and reconciling the actual count (resolving count variances) to system inventory records. Cycle count is performed on a continuous basis, scheduling a calculated number of counts each day to ensure that all items in storage are audited at least once each year. May be used in place of periodic physical count of inventory.

See also: physical count.

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## Chapter 4. D

### **data type definition (DTD)**

Short for document type definition, it is a specification that defines the legal building blocks of an XML document by listing the legal elements, following the rules of the Standard Generalized Markup Language. A Document Type Definition can be declared inline in your XML document or as an external reference.

### **DATE-TIME**

Any field displayed or attribute of an XML element that contain both Date and time components. A Date-Time represents a specific instant of time.

### **date**

Any field displayed or attribute of an XML element that contains only a date component.

### **DC**

See distribution center (DC).

### **DCS**

See Sterling Warehouse Management System.

### **de-kitting**

The act of breaking kits into individual components. Dekitting is performed on kits in inventory that are no longer required. For example, inventory left over from a seasonal promotion may be dekitting and the components can be used in other kits or sold individually.

### **dedicated location**

An area in a warehouse that is reserved for specific items.

### **delayed reauthorization**

Payment configuration options that control the number of authorizations that can occur within the order cycle.

### **delivery code**

A unique identifier for the entity that pays for the transportation costs.

### **delivery code setup**

Mechanism used to indicate the delivery code when creating or modifying a carrier.

### **delivery item**

A service item typically provided by selling organizations for products that are heavy, oversized or fragile and cannot be transported by common carriers. These products may also require special handling which requires special equipment or personnel. Delivery services are modeled in the Sterling Selling and Fulfillment Foundation within the Product Management module.

### **delivery node**

A delivery node is the location where a product is being delivered using last mile service.

**delivery node determination**

The process used to determine the location from which a delivery is made.

**delivery plan**

A complete sequence of movements needed to deliver one or more orders from one or multiple origins to one or multiple destinations.

**delivery service**

A service typically provided by selling organizations for products that are heavy, oversized or fragile and cannot be transported by common carriers. These products may also require special handling which requires special equipment or personnel. Delivery services are modeled in the Sterling Selling and Fulfillment Foundation within the Product Management module.

**delivery service calendar**

A business calendar that specifically defines the working hours, called shifts, for any given day in which delivery services can be completed.

**derived order**

An order that is created as a result of a parent order's necessity to communicate some portion of the order fulfillment execution to a third party. Once created, the derived order no longer maintains a reference to the parent order. Its lifecycle is independent. The derived (subordinate or child) order does not have to finish its fulfillment process before its parent order is considered fulfilled.

**derived return order**

A return order that is optionally derived from the corresponding sales order that is being returned fully or in part.

**distribution center (DC)**

Physical locations where goods are stored for distribution to buyers.

**distribution group**

A set of nodes or organizations defined for distributing products or services.

**distribution resource planning (DRP)**

A framework to plan and manage finished goods inventory in a distribution network comprising of multiple stocking locations for hundreds of SKUs.

**distribution rules**

Business rules established for the shipping or receiving node determination process. Distribution rules enable you to associate inventory items with a specific shipping or receiving node.

**diversion**

The process of re-directing items from the normal flow of work to perform special operations such as quality inspection or pre-packaging prior to putaway. Can be automated through the use of automated Material

Handling Equipment (MHE) which uses conveyors and barcode scanners to determine the destination of each carton.

**dock**

A receiving location in the warehouse. Typically an elevated location where a trailer or truck backs up to unload inventory.

**dock door**

Overhead door with access to the exterior of the building and equipment for loading/unloading trucks, trailers, and containers. A dock door can be designated receiving, shipping, or both.

**dock to stock cycle time**

The period of time between the receipt of a shipment at the dock door and the time at which the items in the shipment are placed in the storage location.

**document**

A Sterling Selling and Fulfillment Foundation system entity, that is guided through a defined process, such as an order.

**document type**

A kind of document defined by a specific XML template that has been designed to support a specific transaction set or business process. The document type defines possible processes and system behaviors that occur as the document goes through its life cycle.

**document format code setup**

Mechanism used to set up identifiers for the different document formats organizations use to communicate with each other.

**DOW**

Short for "day of week".

**download**

Process electronically moving data from one computer to another.

**draft order**

An order that is still being created, and is not yet confirmed.

**drive through pallet rack**

A pallet rack typically one pallet wide by two pallets deep by four pallets high, designed to allow a forklift truck to drive into the rack to store and retrieve two pallets deep from the same side of the rack.

**drop-off location**

Used in two-step movements where the movement from one location to another requires a stop in. A staging area generally due to the need to change material moving equipment. For example, a pallet jack may transport a pallet to a floor location at the end of an aisle, but to put the pallet in a location above the floor, a fork lift truck must be used.

**drop-ship order**

A type of chained order where instead of replenishing the inventory at the shipping location, the product is procured and shipped directly to the customer.

**drop status**

The state into which a document is moved when the events and conditions of a transaction have been completed.

**DRP**

See distribution resource planning (DRP).

**DTD**

See data type definition (DTD).

**dynamic physical kit**

A Physical kit that is made to order. For example, customers can order a customized configuration for a computer.

**dynamic slotting**

A method of dedicating locations to SKUs where the system automatically determines an available active area location and slots the location to a SKU.

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## Chapter 5. E

### **ECCN**

See export commodity control number (ECCN).

### **economic shipping parameters (ESP)**

In order to optimize shipping costs, warehouses might want to hold a shipment from a customer in anticipation of more shipments that can be shipped together.

### **EDI**

See electronic data interchange (EDI).

### **electronic data interchange (EDI)**

The technology which allows computers in different locations to share data with little or no human effort. Generally used for exchanging business transactions such as purchase orders from customers, invoices to customers, requirements to suppliers, and so on.

### **ELPN**

See expected license plate number (ELPN).

### **encrypter**

The engine that encodes sensitive data so that it cannot be easily read by others.

### **encryption**

The process of encoding sensitive data so that it cannot be easily read by others.

**Note:** Encryption and tokenization are different methods of securing sensitive data. See also: tokenization.

### **enterprise**

The organization that brokers business. Each Enterprise can consist of multiple organizations that are assigned various roles.

### **enterprise resource planning (ERP)**

An industry term for the broad set of activities supported by multi-module application software that help a manufacturer or other business manage the important parts of its business, including product planning, parts purchasing, maintaining inventories, interacting with suppliers, providing customer service, and tracking orders.

### **entity relationship diagram (ERD)**

Graphic representation of the data flow and relationships between data tables in a relational database.

### **ERD**

See entity relationship diagram (ERD).

### **ERP**

See enterprise resource planning (ERP).

**ESP**

See economic shipping parameters (ESP).

**ETA**

See expected time of arrival (ETA).

**EURO member**

The Euro is the currency used by member nations of the European union. When a country fixes its exchange rate against the Euro, it is considered to be a Euro member currency.

**event**

A specific occurrence in the business process, often a status change or generated exception. Releasing an order and cancelling an order are both examples of events. When an event occurs in a transaction an action is triggered.

**exception**

A Sterling Selling and Fulfillment Foundation exception is a message directed to a user or alert queue about a transaction that needs manual intervention.

In Java, an exception is a condition, often an error, that causes the program to branch to a different routine.

**exchange**

In a retail scenario, exchange is shipping a replacement item to a customer who has returned items.

**exchange order**

An exchange order is an order used to ship replacement items to a customer who has returned items. Generally, the items that are being shipped back to the customer are of comparable value to the ones the customer returned.

**exchange type**

Identifies the type of exchange order. The payment processing logic is dependent on this attribute.

**exclusion code**

An exclusion code is assigned to an item to exclude it from being shipped to certain countries. For example, an exclusion code can be assigned to a hazardous item.

**execution date**

The date on which something such as a work order is executed.

**expected license plate number (ELPN)**

The license plate number sent by the supplier in the advance shipment notice (ASN).

**expected time of arrival (ETA)**

The date and time a shipment is expected to arrive at a receiving dock from the supplier who shipped it.

**expected weight**



Anticipated weight of a shipment calculated from standards.

**expiration date**

The date associated with a specific lot of material which designates when the shelf life of the product is terminated. Generally used with products that can spoil, oxidize, or breakdown over time.

**export commodity control number (ECCN)**

A classification number given to all goods that are manufactured. Similar goods might have the same ECCN. This classification number is used by the Customs authorities to control or monitor exports of some of these items. Export documents refer to the ECCN of the goods being exported.

**extensible markup language**

See XML.

**extensible stylesheet language**

See XSL.

**externally-triggered transaction**

A transaction that is external to the Sterling Selling and Fulfillment Foundation. This transaction calls a corresponding API within the Sterling Selling and Fulfillment Foundation for execution. Externally-triggered transactions are performed through the Service Definition Framework.

**extraneous items**

Items that have been wrongly shipped to customers.



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## Chapter 6. F

### **Fact**

An attribute in the input XML file of an API or in the Agent Criteria that determines the colony on which the API or agent is run.

### **factory carton or case codes**

Factory carton codes identify the carton in which the SKU is received and stored in bulk storage.

### **Federal Trade Commission (FTC)**

The Federal Trade Commission is an independent agency of the United States federal government that maintains fair and free competition. Its principal mission is the promotion of "consumer protection" and the elimination and prevention of "anti-competitive" business practices.

### **FEDEX**

Short for Federal Express<sup>®</sup> Company.

### **FedEx Ship Manager Server**

A software provided by FedEx to warehouses to manage shipping activities.

### **FEFO**

Short for "first expired first out". Items with the earliest expiration date are picked and shipped first.

### **FIFO**

Short for "first in first out". Items with the earliest receipt date are picked and shipped first.

### **file I/O component**

This is a Service Definition Framework component that can be used to exchange messages between two systems, with the help of XML files. The files can be either created or processed using this component.

### **financial rules**

Business rules that pertain to payments and charges on the system. You can set up payment collection rules, charge definitions, payment terms, and tax names.

### **fixed bundle**

A package comprising products, services, and/or other bundles. A fixed bundle comprises a bundle parent item and one or more component items.

### **floor-loaded**

Method of loading trailers and containers without pallets. Loading is by case directly on the floor of the trailer or container.

### **flow**

An executable service or API.

### **flow rack**

A slanted storage rack in which cartons or pallets are loaded from the back, gravity fed to the front on rollers, from which single units may be picked from the front carton.

**fluid loading**

Method of floor loading trailers and containers in which a conveyor system is extended directly into the trailer or container.

**FOB**

See freight on board (FOB).

**follow-up date**

The date on which the user needs to follow up on an alert that has been raised.

**follower store**

A store that follows the operational processes of a designated model store.

**foreign trade zone (FTZ)**

A designated warehouse or area used for storing goods to be exported to other countries. Duty does not have to be paid on imports to an FTZ warehouse. If a company does sell any of the products within the US, duty must be paid. Also known as a Free Trade Zone.

**fork lift truck (FLT)**

A type of material movement equipment used for moving pallets and capable of lifting pallets overhead.

**freight on board (FOB)**

A term used in international trade. This refers to the seller requiring to deliver goods on board a vessel designated by the buyer. The seller fulfills its obligations to deliver when the goods have passed over the ship's rail.

**freight terms**

The terms and conditions of calculated transportation costs.

**freight terms setup**

Mechanism used to set up common codes used when associating freight terms to a Carrier.

**FSMS**

See FedEx Ship Manager Server.

**FTC**

See Federal Trade Commission (FTC).

**FTE**

See full time equivalent (FTE).

**FTL**

See full truckload (FTL).

**FTZ**

See foreign trade zone (FTZ).

**full case**

Unbroken case that is received, stored, and shipped in the original carton from the supplier in the standard quantity, always received from that supplier.

**full truckload (FTL)**

The quantity of freight required to fill a truck.

**full time equivalent (FTE)**

A method of measuring a worker's productivity or involvement in a project.

**future inventory**

Items you expect to arrive on a specific date.



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## Chapter 7. G

### **garment on hanger (GOH)**

One of the ways in which garments are shipped, received in warehouses. The garments are put on hangars and not folded and boxed.

### **GDX**

Short for Generic Data Extractor.

### **gift**

An item, or set of items, that a buyer purchases for someone else. The customer is billed for it, and the item is shipped to the gift recipient.

### **global availability**

The total number of items of a specific type that are available for shipment from all nodes.

### **Global Inventory Visibility**

The Sterling Selling and Fulfillment Foundation software application module that is used to ease the configuration of the inventory-related business rules. You can also use Global Inventory Visibility to configure distribution rules.

### **global trade item number (GTIN)**

A mechanism to cross-reference product identifiers. The GTIN is the system for uniquely identifying trade items (products and services) sold, delivered, warehoused, and billed throughout the retail and commercial distribution channels.

### **GOH**

See garment on hanger (GOH).

### **GPS**

Short for Generic Program Submitter.

### **graphical user interface (GUI)**

Short for graphical user interface. A Windows-like interface that uses graphical drop-down menus and "point and click" navigation with a mouse.

### **ground**

The method of shipping products by means of ground transportation such as truck or train.

### **guided configuration**

When the Sterling Selling and Fulfillment Foundation system guides you through a sequence of steps to complete your configuration.





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## Chapter 8. H

### **handling charges**

An amount of funds charged to a buyer to cover the cost of shipping a product.

### **hazardous-materials (HAZMAT)**

Short for "hazardous materials". Standard term used to designate materials that are flammable or caustic, among others, and have the potential to pose a hazard. This designation requires special handling and labeling as dictated through Federal laws and regulations.

### **header data**

Information related to a document and common to all details in the document. For example, on a customer order, the ship-to address in the header is common to all of the individual line items of that order and, therefore, not repeated for each individual line item.

### **high speed data entry (HSDE)**

In the Sterling Warehouse Management System, "high speed data entry" (HSDE) screens enable operators to perform a task by scanning the data from a barcode instead of typing it. In HSDE screens, the cursor automatically moves to the next field where the next barcode needs to be scanned, thus eliminating the need for a keystroke by the operator.

### **history load**

collection of line items from orders organized in a way to maximize shipping efficiency.

### **hold**

Placing an order or order line on hold prevents certain modification types and transactions from processing the order or order line until the hold is released.

### **host**

A computer system, such as an Enterprise Resource Planning (ERP) system, that interfaces with a Warehouse Management System. The host system serves as the central repository of data received from all applications, such as Warehouse Management, Demand Management, and Financial Management.

### **HSDE**

See high speed data entry (HSDE) .

### **hub**

The primary organization that determines the business model. For example, multi-divisional corporation, third-party logistics (3PL), or marketplace.



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## Chapter 9. I

### **inbound**

The total process of controlling and managing incoming materials from receipt through inspection to putaway.

### **inbox**

An alert or exception that is raised by the system for an end user to resolve.

### **in-motion scale**

A scale that is part of a conveyor system allowing the weighing of items as they travel on the conveyor.

### **in-motion scanner**

A permanently fixed barcode scanner that is part of a conveyor system allowing the reading of barcodes on cartons as they pass by scanner on the conveyor.

### **inspection**

A process where the quality of received products is checked.

### **<INSTALL\_DIR>**

A reference to the directory where the Sterling Selling and Fulfillment Foundation is installed. For example, C:\Supply\_Chain. This is normally referred as <INSTALL\_DIR> in the Sterling Selling and Fulfillment Foundation documentation, implying that it is a user-defined term. For example, you can define INSTALL\_DIR=C:\Supply\_Chain as an environment variable.

### **instruction types**

The common codes used when adding special instructions to an order in the Application Console.

### **insurance value**

The recoverable monetary value of a shipment as established by an insurance company.

### **intentional backorder**

The dropping of an order into backordered status instead of created status at order creation time.

### **interface system**

A grouping of one or more APIs.

### **internationalization rules**

Business rules and common codes associated with the making of the Sterling Selling and Fulfillment Foundation functionalities for international use.

### **inventory**

Products stored and available for further action. May be reported as the quantity of a specific SKU in one location, the total quantity of a specific

SKU in all locations containing that SKU, or a grand total of all material in storage (the latter generally reported as a dollar figure).

**inventory availability safety factor**

A quantity or percentage amount that is set to be excluded from inventory availability for various purposes. Can be defined at the item level or inventory type level, for onhand or future inventory availability.

**inventory item**

A single article or unit of goods and materials on hand; stock. An inventory item can be comprised of several attributes such as Inventory Org, Item ID, and Product Class.

- Inventory Org - The organization that owns the inventory.
- Item ID - The identifier of the item.
- UOM - The unit of measure for the item
- Product Class - The inventory categorization of the item such as IRREGULAR, Factory Defects (FD), and so forth. Typically, orders are placed for an item and its product class.

**inventory monitor**

The process that monitors inventory levels.

**inventory organization**

An organization definition for which all inventory information is consolidated.

**inventory-related rules**

Business rules and common codes associated with inventory handling in the Sterling Selling and Fulfillment Foundation.

**inventory reservations**

See reservation.

**inventory segmentation**

See segmentation.

**inventory tag key**

See inventory tag number.

**inventory tag number**

A unique item identifier that represents one of the real life manufacturing or customization numbers such as lot number, batch number, or revision number based on the product. With small product extensions, the inventory tag number can also represent a combination of identification numbers for cases where two inventory identification numbers together uniquely identify the product.

**inventory unit of measure**

The way inventory products are measured for stocking purposes.

**invoice**

The bill for services or products provided to a customer. The invoice includes all agreed to charges associated with the services or products provided.

**invoice cycle time**

The period of time between order creation and the time at which the order is invoiced.

**item**

A product that has at least one characteristic that is different from all other products and which requires a unique identifier such as a Stock Keeping Unit (SKU) or part number.

The basic product of the Catalog that can be used in categorization and product associations. An item is the most basic part of the Catalog hierarchy.

**item association**

Items may be related to other items in the Sterling Selling and Fulfillment Foundation for various purposes such as cross sell, up sell or for product substitution.

**item classification**

The quality category in which an item is placed. For example, first quality, second quality, or finished good.

**item cross referencing**

The process of defining items in multiple catalogs that are supported (referenced) through a single mechanism, such as a Global Trade Item Number (GTIN).

**item entitlement**

A validation that is performed to verify if the items that have been ordered are applicable to the customer.

**item instructions**

Special notations associated with an item. For example, a "Handle With Care" item instruction may be associated with all of your fragile items.

**item master**

See master catalog.

**item with variations**

An item with variations is a grouping of items that have similar characteristics and are displayed as a single item in product search results.



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## Chapter 10. J

### **jackpot lane**

A sort lane on conveyor systems to which all cartons that have problems are diverted.

### **JBOSS\_HOME**

The directory where the JBoss application server is installed.

### **JIT**

See just in time (JIT).

### **JMS queue**

Java Messaging Service Queues used to send and receive messages.

### **just in time (JIT)**

A production or inventory philosophy or strategy which tries to eliminate the need to have inventory of raw material or finished goods. It works on the principle of manufacturing a product only when there is a demand for that product.





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## Chapter 11. K

### **keyword**

A keyword is an alternative identifier for an entity. Keywords are a list of strings that can be used by a customer using a business' Web site when searching for an entity. For example, TV can be the keyword for the category Televisions.

### **kit**

Materials assembled to form an item or a higher level assembly.

### **kit line**

A kit is an item made of several components. In the Sterling Selling and Fulfillment Foundation , an order can include such an item and all its components are called kit lines.

### **kitting**

The process of picking components from a parts list or bill of materials (BOM) and assembling them into a new item or a higher level assembly. Used in Value-added Services (VAS).



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## Chapter 12. L

### LAN

See local area network (LAN).

### lane

A floor location used as a temporary staging area usually for outgoing pallets staged at or near a shipping dock door.

### lead time

The amount of time it takes a supplier (distribution center or drop-ship supplier) to acquire an item for shipping.

### least traveled path

A putaway and picking strategy that selects putaway or pick locations by calculating the shortest distance to travel through the warehouse to putaway or pick all of the items required for that assignment.

### legal entity

A name that represents an organization unit identified by local governments as operating units that are typically instituted for every country a business operates in.

### LES

Short for Logistics Execution Systems.

### less than truckload (LTL)

A shipment mode where pallets to be shipped do not completely fill a truck or container. Also describes a common carrier that ships in this way by combining shipments from multiple distributors to fill the truck for more efficient transport.

### Level of Service

A feature that allows you to have different notification times based on a different level of service. For example, you can set up two levels of service at your node - notification schedules for regular orders, in which the minimum notification time is set to 10 hours, and notification schedules for rush orders, in which the minimum notification time is set to 5 hours. The Level of Service parameter is configured at the enterprise level.

### LH

See load and hold (LH).

### license plate number (LPN)

A barcode identifier of a specific pallet, carton or case and its contents. This code is printed on a label attached to the pallet, carton, or case, and tracked by the Sterling Warehouse Management System until the pallet or case is broken. At that point, the items from the pallet, carton, or case must be tracked as individual SKUs.

### license plate quantity (LPQ)

The number of LPNs required to fulfill an order.

### LIFO

Short for "last in, first out". Storage and picking strategy in which the last items received of a particular SKU are picked and shipped first. More commonly, a method of financial accounting used to calculate the value of the inventory by relieving inventory value in reverse order of receipt. The generally higher cost last receipt reduces total inventory value more than the earliest lower cost receipt.

**line item**

A line of data, generally on an order, that lists specific SKU, quantity, description, and location, among others, for the item ordered. An order may have multiple line items.

**linear programming (LP)**

A mathematical procedure for minimizing or maximizing a linear function of several variables, subject to a finite number of linear restrictions on these variables.

**list**

In Visual Modeler, an object may allow the IBM Sterling Configurator to validate a selected item. This validation is done by comparing a property value to a value in a list using a rule.

**load**

A collection of line items from orders organized in a way to maximize picking efficiency. If a load contains line items from different customers or ship-to locations, the picked items must be segregated later to their respective shippers.

**load and hold (LH)**

See pack and hold (PH).

**load container**

To reduce shipping cost, often a load is created for a set of shipments going to the same destination. Multiple shipment packages are then over packed to form a load container.

**load planning module**

A Sterling Selling and Fulfillment Foundation software application module used to plan the loading of a full truck or trailer (see truck load (TL)) in a way that maximizes the utilization of the space on the truck or trailer.

**load state**

The current state of a load and the holds applied on the load.

**local area network (LAN)**

A group of computers connected to a server through data lines in order to share information. Due to data line limitations, a local area network is usually located on the same floor, in the same building, or between closely situated buildings.

**locale**

A geographic area that has a distinct set of traits such as time zone, language, date/time format, currency, and units of measurement. It is important to have locales established in the Sterling Selling and Fulfillment

Foundation so that when different locales interact, unit of measure, currency conversions, and time zones are taken into consideration during a transaction.

**locale setup**

Mechanism used to establish locales that are associated with different organizations within the Hub.

**location ID**

A unique identifier for every location in the warehouse that can hold inventory.

**logistic rules**

Business rules and common codes associated with shipping an order.

**lookup window**

Some fields have the capability of displaying a list of valid data choices for that field. This capability is distinguished by a look-up icon located adjacent to the field. The lookup window containing the list is displayed by double clicking on the lookup icon.

**lot number**

A inventory attribute used to group items manufactured in the same lot.

**LP**

See linear programming (LP).

**LPN**

See license plate number (LPN).

**LPQ**

See license plate quantity (LPQ).

**LTL**

See less than truckload (LTL).



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## Chapter 13. M

### **made-to-customer (MTC)**

A made-to-customer order is created based on the requirements of the buyer. It assumes that the buyer places multiple orders for this particular item. There is no existing inventory for the item, and there is no expectation that another item exactly like this one might be ordered. It is also referred as buyer compliance.

### **made-to-order (MTO)**

A made-to-order order has items which are produced uniquely for this order. The item is made from unfinished materials specifically for this order. This is primarily used for buyer organizations that make repeated purchases for an item that has been configured to its requirements.

### **manifest**

A list of packages, cartons, cases, or pallets on a transportation vehicle.

### **manual discount percentage**

The discount percentage that is calculated when a manual price adjustment is applied to the line items in an order or an order total.

### **manufacturing execution system (MES)**

A system that provides an intelligent process control through an electronic system designed to execute instructions to control manufacturing operations

### **marketplace**

An online intermediary that connects buyers and sellers. Marketplaces eliminate inefficiencies by aggregating offerings from many sellers or by matching buyers and sellers in an exchange or auction.

### **master carton**

Standard shipping carton of a size to hold smaller cartons being collected for shipment to a common customer or order. The master carton allows consolidation of a group of smaller cartons into one, reducing transportation cost.

### **master catalog**

A master catalog is a hierarchy of items that is organized into groups for easy maintenance of items. It is created by default for each catalog organization when that catalog organization is defined. Only one master catalog exists for a catalog organization. Typically, the hierarchical structure of the master catalog is flat or has little depth. This structure facilitates item maintenance. The master catalog and the items within it are usually maintained by the corresponding catalog organization. However, in some cases, a subcatalog organization may be authorized to manage parts of the master catalog.

### **master catalog ID**

The unique identifier for a master catalog (a defined set of items).

### **master data**

A database that contains Master Data. One Master Data schema exists per colony, and is shared by all the enterprises in that colony. Currently, Master Data resides on the same database schema as Transaction data.

**master distribution schedule (MDS)**

The primary plan that a company follows to distribute products to buyers.

**master license plate (MLP)**

A barcoded identifier that identifies a specific pallet and the contents of that pallet. A License Plate Number (LPN) identifies a collection of SKUs on a pallet or case. A Master License Plate (MLP) identifies a collection of LPNs on a pallet.

**master order**

A type of order that enables users to specify a series of orders and the time intervals at which these orders will be shipped and charged to customers.

**master production schedule (MPS)**

A plan for manufacturing that a company follows which takes various demands into account.

**master shipper**

A group of shippers that have inventory allocated to them for picking.

**material handling equipment (MHE)**

Generally refers to automated equipment, usually conveyor, used for moving material from one point to another. It can have the capability for moving, scanning, weighing, putaway, retrieving, and sorting.

**material requirements planning (MRP)**

A method of ensuring that materials and products are available to customers while maintaining the lowest possible inventory to keep costs down.

**MBOL**

Short for master bill of lading.

See also: bill of lading (BOL).

**MDS**

See master distribution schedule (MDS).

**media type**

The user-defined code used throughout the Sterling Warehouse Management System that defines which media is required. Media are defined as physical spaces with specified dimensions. Media can be shelves, racks, boxes, cartons, and so on. Media Type Setup in the Sterling Warehouse Management System is where the physical dimensions of media are defined to the system.

**merge node**

Node used for zone skipping in order to minimize shipping costs.

**MES**

See manufacturing execution system (MES).

**metadata**



A database that contains information about colonies and their connection pools. It is shared by all versions of the application that are running.

**MHE**

See material handling equipment (MHE).

**Microsoft Terminal Services**

Software provided by Microsoft to enable a centralized, terminal-based, multiuser environment for Windows servers.

**min-max (Minimum/Maximum)**

A strategy of replenishment that monitors the inventory level of a location and triggers a replenishment task when that level goes below the minimum quantity defined. The replenishment moves a quantity of the item to satisfy existing customer demand plus enough to bring the location's inventory level up to the maximum quantity defined.

**minimum notification time**

The minimum number of business hours it takes to ship an order once it has been scheduled to the node.

**minimum ship by date**

This date takes into consideration the preferred remaining life span of a time-sensitive item at the time of its shipment. Calculated as the preferred number of days remaining in product life span beyond the requested ship by date.

**mixed case**

A case containing a mix of different SKUs.

**mixed pallet**

A pallet containing a mix of different SKUs.

**MLP**

See master license plate (MLP).

**model**

A model represents the product options of a configurable product. Models are maintained in Visual Modeler.

**model group**

In Visual Modeler, this refers to a collection of models, option class groups, option item groups, or even other model groups.

**model store**

A store that has a set of operational processes that are also followed by many other stores.

**modification reasons**

Type of reason codes that define why a modification was made by a user.

**monitor**

A product feature that monitors a changing quantity and sends notification when the quantity reaches a specific level. For example, the availability monitor raises a global alert when inventory falls below a configured level.

**MPS**

See master production schedule (MPS).

**MRP**

See material requirements planning (MRP).

**MTC**

See made-to-customer (MTC).

**MTO**

See made-to-order (MTO).

**multi-divisional corporation**

A corporation or business whose primary focus is managing purchasing and sales activities. It typically is a buyer, a seller, or both. However, it could also be a retailer, a manufacturer, or both. Whatever form the multi-divisional corporation takes, it normally involves multiple channels with different types of customers, such as, consumers, retailers, dealers, and Original Equipment Manufacturer (OEM) partners.

**multischema deployment**

A type of multitenant deployment in which multiple Transaction database schemas exist. Each colony has one Transaction database schema.

**multitenant deployment**

A deployment that consists of multiple enterprises having unique business requirements, such as different process flows, enterprise specific extensions, and rules.

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## Chapter 14. N

### **narrow aisle reach truck**

A lift truck designed to operate in narrow aisles.

### **negotiation pipeline**

An established process workflow that allows participants to negotiate details of a transaction. This pipeline can be configured to occur anywhere within an existing pipeline. The result from the negotiation is either in the form of acceptance with the potential to update some of the negotiated values or in rejection of the terms of the transaction by one or both of the participants.

### **negotiation monitor**

A time-triggered transaction that alerts the enterprise when a negotiation remains in a particular status for specified amount of time.

### **negotiation rules**

Business rules and common codes that pertain to the negotiation process. You can set up rules for response actions, rejection reasons, and the negotiation monitor.

### **net available**

The quantity of the SKU available for new orders after taking into account the stock reservations and allocation constraints. The net available quantity is calculated as:  $\text{OnHand} - \text{Pending Out}$ .

### **net inventory**

The quantity of the SKU at a location. The net inventory is calculated as:  $\text{OnHand} + \text{Pending In} - \text{Pending Out}$ .

### **NMFC**

Short for National Motor Freight Code.

### **node**

An organization that represents a physical location whether it is a manufacturing plant, small stock room, or warehouse.

### **node type**

Node types such as "Distribution Center" or "Store" can be assigned to nodes. Node types allow you to define relationships between nodes for sourcing purposes, and define rules that are maintained at the node type level.

### **non-allocatable**

The quantity of the SKU that cannot be allocated to orders. This stock may be in a specified quality status or in a non-allocatable (inaccessible) location.

### **non-pickable**

SKUs that are not available for picking, packing, and shipping.

### **notification**

The process of notifying the shipping node, vendor, or service provider when fulfilling an order request.

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## Chapter 15. O

### **OEM**

See original equipment manufacturer (OEM).

### **off-boarding**

Off-boarding refers to removing a node or enterprise from the participant model.

### **onboard**

The process of enabling a store to process transactions in an active or live Sterling Store system.

### **on freeze**

Implies that a location is on hold. If a location is on freeze, users cannot place items in the location (Freeze In), remove items from the location (Freeze Out), or both (Freeze for Variance).

### **open box item**

A product that is obsolete, a display model, or has been returned by a customer after the box had been opened. Such products are inspected and sold as a high-quality product at a significant discount.

### **operational unit of measure**

The way products are measured for operational uses at the warehouse.

### **opportunity**

The potential to sell products or services to a customer. A quote or several related quotes are associated with a single sales opportunity.

See also: quote.

### **option class**

In Visual Modeler, this refers to a collection of option items, option class groups, option item groups, or other option classes that have a common purpose. An option class is a configurable part of an item model. For example, an engine is a configurable part of a car. The option items in the engine option class are 4-cylinder, 6-cylinder, and 8-cylinder.

### **option class group**

In Visual Modeler, this refers to a collection of option classes or nested option class groups that represent entities that can be reused without change in any number of item models and option classes.

### **option item**

In Visual Modeler, this refers to an orderable part or service pertaining to an item model. Option items are members of either an option class or an option item group. Option items are usually associated with properties.

### **option item group**

In Visual Modeler, this refers to a collection of option items that can be reused in any number of option classes or option class groups in any number of item models.

**order**

A stated intention, either verbal or in writing, to engage in a commercial transaction. From a buyer's point of view it expresses the intention to buy and is called a purchase order. From a seller's point of view it expresses the intention to sell and is referred to as a sales order.

**order cycle time**

The period of time between order creation and the time at which the order is shipped from the warehouse.

**order fulfillment rules**

Business rules and common codes associated with an order and its flow through the order fulfillment pipeline.

**order history**

Notes<sup>®</sup>, which are automatically logged on event, and help a CSR track order history.

**order lines**

Displays load/shipment line level details. A load/shipment is a collection of order lines that can be picked and shipped together. Load creation is the step that translates host orders into loads/shipment. The Sterling Warehouse Management System operates only on loads/shipments; orders are used as a reference. A load can be part of an order or multiple orders based on the consolidation rule setup. The consolidation rule is used to determine which order lines can be put together to form a load.

**order-ship-bill system (OSB)**

A system that enables manufacturers to accept requests for products, ship the products to the customer, and send an invoice for the goods received.

**order tag**

Order tags enable the system to coordinate which order features are available across multiple versions of PCAs when they are installed on the Sterling Selling and Fulfillment Foundation. If some features are not available across PCA versions, a message can be displayed to a user indicating this, when required.

**ordering unit of measure**

The way products are measured for ordering purposes.

**organization**

A business entity with a specific role or roles that interacts with other organizations in a supply chain to conduct business. An organization represents any unit of a business whether it is a company, legal entity, a business group, sales organization, purchasing organization or warehouse.

**origin**

The source of a shipment or load.

**original equipment manufacturer (OEM)**

A company that acquires and re-brands equipment from another supplier for use in a different product.

**OSB**

See order-ship-bill system (OSB).

**outbound**

The total process of controlling and managing the outgoing materials from receipt of customer order, to consolidating picking tasks, to picking, packing, and finally shipment to the customer.

**outbound sorting**

Outbound sorting warehouses sort outbound shipment containers into a single location. Once a shipment container is sorted at a particular location, the system suggests the same location to sort other containers of the shipment until the user manually overrides the location.

**override price**

The action taken by a Customer Service Representative when it is necessary to modify the price of an item.





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## Chapter 16. P

### **P&D**

Short for "pick up and drop off".

### **pack and hold (PH)**

A strategy that attempts to level load picking/packing workload by picking/packing orders early. The items are prepared for shipment and held in a staging area up to the customer order ship dates, at which time they may be shipped.

### **packing**

The process of collecting picked items into shipping cartons for transportation to the customer.

### **packing list**

A hard copy listing the contents of a shipment to a customer.

### **pagination**

Retrieval of a large number of records from the database, one page at a time.

### **pallet**

An industry standard sized wooden, plastic, or metal platform to facilitate the movement of materials. Cartons are stacked on the pallet allowing movement via pallet jacks or forklift trucks.

### **pallet ID**

Unique identifier for a pallet.

### **pallet jack**

A manually controlled MHE (material handling equipment) used to move pallets along the floor. Pallet jacks can lift a pallet only a few inches off the floor in contrast to a forklift that may lift a pallet overhead.

### **pallet scm**

The Shipment Container Marking for a pallet, usually a barcode.

### **parcel**

A carton or package that can be tracked with a waybill number.

### **participants**

Organizations that are involved in a supply chain who facilitate commerce. Each Participant is considered an organization with a defined role.

### **participant management**

Mechanism used to establish Hub or Enterprise workflow processes and business rules.

### **parts distribution center (PDC)**

A location or warehouse from which items used in manufacturing of products are promoted, sold, and shipped or delivered to individual customers, usually in a specified region or area.

**Payment Application Data Security Standard (PA-DSS)**

A Council-managed program that helps software vendors and others develop secure payment applications that do not store prohibited data, ensuring that their payment applications support compliance with the PCI DSS.

**Payment Card Industry Data Security Standard (PCI DSS)**

A worldwide information security standard assembled by the Payment Card Industry Security Standards Council (PCI SSC). The standard was created to help organizations that process card payments to prevent credit card fraud through increased controls around data and its exposure to compromise. The standard applies to all organizations which hold, process, or pass cardholder information from any card branded with the logo of one of the card brands.

**payment method**

The manner in which goods on an order are to be paid for. For example, if a customer is paying by credit card, the actual credit card information is a payment method. So you can have more than one payment methods and one payment type.

**payment status**

The current standing of the payment process. For example, the values could be "Awaiting Authorization", "Authorized", "Paid", and so forth.

**payment terms**

Pre-defined methods of payment.

**payment type**

The various types of payments that a customer uses to pay for an order. For example, check, credit card, store value card, and so forth.

**PC**

See product class.

**PDC**

See parts distribution center (PDC).

**pending pick**

The quantity of the SKU reserved for orders, but not yet picked.

**pending ship**

The quantity of the SKU reserved and picked for orders, but not yet shipped.

**perpetual inventory**

Refers to continuous updating of inventory quantity data on every item, real-time, as each transaction that reduces or increases the inventory level is executed (as opposed to collecting all of the transactions at the end of a shift and updating the inventory data on all items once).

**PH**

See pack and hold (PH).

**physical count**

The task of counting all items in storage at one time to verify the accuracy of system inventory records. Physical count is usually performed once or twice a year. All warehouse operations are shut down until the process is complete.

See also: count.

**physical kit item**

A physical kit item is considered a single item and is not divided into components. It is considered a finished product at a node or at the time of dispatch.

**pick**

The action of picking an item from a location in a warehouse and setting it aside to be packaged for shipping.

**pick list**

A listing of line items to be picked to satisfy a customer order. This printable list is used to locate and select the necessary items to fulfill an order.

**pick location**

Location from where inventory is gathered in preparation for shipping.

**pick location assignment (PLA)**

Pick Location Assignment (PLA) assigns the warehouse location(s) to the demand placed. PLA is defined at a shipment group level and can be shared across multiple shipment groups.

**pick/pack**

A picking method which combines the picking and packing tasks through picking an item from a location and placing it directly into the shipping container for the customer of that order.

**pick ticket**

A sheet containing the list of items that need to be pulled from inventory to fill an order.

**pick-to-clean**

A picking strategy that assigns picking locations for an order in a way to empty as many locations as possible.

**pick-to-light**

A method of picking that is sequenced by a system of controlled lights that guide the warehouse operator through the pick sequence. Each pick location contains a light. The operator goes to the first location that is lit and reads the display indicating the quantity to be picked. When all items from that location are picked, the operator presses a button that deactivates the light and notifies the system the task is complete. The system then activates the light in the next location in the pick sequence. The process continues until all of the pick tasks are complete.

**pickable**

SKUs available for picking, packing, and shipping.

**picked containers**

Containers filled with products that are gathered in preparation for shipping.

**picking**

The act of retrieving an item from its storage location, generally to satisfy a customer order.

**pickup status**

Mechanism used to move a document from the drop status through the next transaction.

**pipeline**

A series of transactions and statuses that guide document types, such as Sales Order and Purchase Order, through a related process. A pipeline consists of the different statuses a document goes through during fulfillment.

**pipeline determination**

Pipeline Determination is used to set up conditions that affect which

**PLA**

See pick location assignment (PLA).

**plants and warehouses**

Physical locations where goods are manufactured or stored for distribution.

**PO**

See purchase order (PO).

**pooled distribution**

A shipment consolidation strategy where smaller shipments destined for the same geographic region are pooled together to form a single Truckload (TL) or less than truckload (LTL) shipment to a pool point. From the pool point, individual shipments are made to their respective destinations. This strategy results in reduced overall transportation costs. Other shipment consolidation strategies include stop in-transit and merge in-transit. Consolidation is part of load planning in the Sterling Warehouse Management System Outbound process. Consolidated orders optimize the utilization of trailer space.

**portable data terminal (PDT)**

A small system data terminal that can travel with the warehouse operator throughout the warehouse. The operator can access the system, update records, and so on, from anywhere in the warehouse without the need to continuously return to a terminal station.

**postal code**

A postal code (known in various countries as a post code, postcode, or ZIP code) is a series of letters and/or digits appended to a postal address for the purpose of sorting mail.

**postponement**

The strategy of waiting as long as feasible before executing tasks that change standard product into a customer specific product (i.e. applying special tickets or labels). Postponing this product change reduces the risks associated from changes in customer demand or requirements.

**pre-assigned orders**

The act of assigning expected merchandise to an order placed by a customer prior to having received the inventory. When an inbound order is received, it can either be pre-assigned to an outbound order, or it can be designated for stocking.

**preconfigured bundle**

A bundle of configurable items. These items are configured based on a predefined configuration. A preconfigured bundle is represented through an Item ID with a specific configuration.

**preferred substitution association**

An association of items that provides the ability to recognize that an ordered item is to be substituted by a preferred item prior to fulfilling the order for the original item. The Preferred Substitute is almost identical to the original item.

**price list**

A list of prices defined for a set of items. Each price list is applicable to a particular customer or a group of customers for a particular duration.

**price match**

The action taken by a Customer Service Representative when a customer claims that an ordered item is available at a lesser price from a different retailer.

**pricing organization**

An organization that stores and maintains pricing data. The master price list and pricing rules are defined and maintained by a pricing organization.

**pricing rule**

Used to perform pricing adjustments to an order. A pricing rule is characterized by conditions and effects. When a condition pertaining to a pricing rule is satisfied, the corresponding effect is applied to the order price in the form of a discount or surcharge.

**pricing unit of measure**

The way products are measured for pricing purposes.

**Primary Account Number (PAN)**

The primary identifier for a payment method, according to the payment type group it belongs to. For example, the primary account number of a credit card is the credit card number.

**Primary Key Prefix**

A two-digit prefix for a colony. It can be any number from 10–99 (except 19 and 20). The first two digits of the Primary Key are used to identify a colony through the Colony Prefix. When a new order is created, all the Primary Keys of that order will be generated with the prefix of that colony.

**primary location**

The storage location designated as the dedicated location for an SKU, usually in the active pick area.

**Pro Forma invoice**

A 'draft' invoice created upon shipment creation that charges and taxes can be persisted against.

**PRO number**

A tracking number assigned by a carrier used to track a shipment (usually for Less than Truckload (LTL) shipments) through the carrier's transportation process.

See also: tracking number.

**proposal**

A document generated from a quote that is typically presented to a customer. A proposal contains the details of a quote such as the line items, quote total, adjustments, and so on.

**process modeling**

Mechanism within Scenario Management used to establish Hub or Enterprise workflow processes.

**process type pipeline**

A workflow process that consists of a series of transactions and statuses that guide documents, such as orders and purchase orders, through the fulfillment process. In Scenario Management you can create pipelines for sell-side order process types, buy-side order process types, negotiation process types, and planned order process types.

**processing time**

The time it takes for an item to be received by a warehouse and made ready for shipment (inbound processing) as well as shipping it from the warehouse (outbound processing).

**procurement order**

A type of chained order derived for the purpose of inventory replenishment at the shipping location.

**procurement purchase order**

A type of procurement order for which a purchase order is derived for the purpose of replenishing inventory by purchasing it from a node or supplier that is not owned by the seller organization.

**procurement transfer order**

A type of procurement order for which a transfer order is derived for the purpose of replenishing inventory by moving it from another node owned by the seller organization to the shipping node location.

**product class**

An item's classification, such as first quality, second quality, or finished good. In the Sterling Selling and Fulfillment Foundation, this is a two-character, user-defined code used to differentiate the types of products that require different methods of handling and storage.

**product class setup**

Mechanism used to set up common codes to indicate a product class in the Inventory component of the Application Console.

**product item**

A physical item defined in the master catalog that can be ordered and shipped or delivered to a customer.

**product management**

Mechanism used to create items in a Master Product Catalog. These items can then be grouped into categories according to your business practices.

**product sourcing**

The process of determining the location from which a product is shipped. Also, this process is used to determine the locations from which product can be replenished to a particular delivery node from which the final delivery can be made.

**profit margin**

The ratio of profitability. It indicates how much a company actually gets to keep in terms of earnings from every dollar it earns through sales. Profit margin is displayed as a percentage, for example, a 20% profit margin means the company has a net income of \$0.20 for each dollar it earns through sales.

**promotions**

A marketing communication activity to make a product, service, or both known to and purchased by customers and clients.

**property**

In Visual Modeler, this refers to a descriptive element used as the basic entity for rule creations. Properties are associated with models, option classes, and option items.

**protocol code setup**

Mechanism used to set up codes that identify the different protocols organizations used to communicate with each other.

**provided service**

Services offered in addition to the delivery of a purchased product, such as installation or disposal of old equipment.

**provided service calendar**

A business calendar that specifically defines the working hours, called shifts, for any given day in which provided services can be completed.

**provided service delivery method**

The manner in which a provided service is completed for a customer.

**provider organization**

Also known as a services organization. An organization that is responsible for fulfilling provided services requests.

**provider organization code**

An identifier for an organization that is responsible for fulfilling provided services requests.

**PTC**

See pick-to-clean.

**purchasing cycle time**

The period of time between order creation and the time at which the order is received in the warehouse.

**purchase order (PO)**

The customer order received by the sales department that lists the items, quantities, ship dates, and so on, required by the customer to be shipped from the shipping dock.

The order that the purchasing department sent to the suppliers requesting the items, quantities, ship dates, and so on, that are required for receipt at the receiving dock.

**purchasing organization**

Also known as a buyer organization. An organization that is responsible for placing purchase orders to vendors to replenish raw materials and products in a company's locations.

**purge**

The process by which old data is removed from the system database. Purges minimize the number of unused database records to increase search efficiency and reduce the size of the required physical disk.

**purge criteria rules**

Set of qualifications pertaining to each type of purge.

**pushback flow rack**

A flow rack in which picking and replenishment are both done from the front of the rack.

**putaway**

The task of putting an item (pallet, case, single) into storage. The putaway task may be system directed in which the system selects the putaway location, or random in which an operator finds space for the item and updates the system as to which location was chosen.



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## Chapter 17. Q

### QC

See quality control (QC).

### QC profile

The quality control configuration of SKU or ASN that pro-actively sets up the Sterling Warehouse Management System to divert a specific quantity or percentage of every receipt of an SKU or one particular receipt identified by ASN.

### QS

See quality status (QS).

### quality control (QC)

The process of inspecting incoming materials to verify correct SKUs, quantities, packaging requirements, and so on, as well as the quality of the material. Generally accomplished on a sampling basis in which a specified percentage of a receipt is inspected.

### quality status (QS)

A user-defined code that identifies the condition of a SKU or group of SKUs; for example, "new product", "factory defects", or "seconds."

### quantity tier

Defines the price of an item for a quantity range. If the quantity ordered for that item falls within this range, the price defined by the quantity tier applies to the item in the order.

### queue

Queues are set up to distribute exceptions to users. You determine which users and user groups receive different exception types by assigning them. You can also set up exception priority and actions performed by circumstance as they affect each queue.

### queue management

Mechanism used to set up user alert queues for specific users or types of exceptions and to determine the type of user notification.

### quick access

The method to obtain information about an order, item, or customer using the shortest process.

### quote

A quote represents a legally binding agreement between a seller and a buyer for the purchase of a predetermined set of items and the quantities of these items at a predetermined price, with delivery on a specified date. A quote may either result in a single order, or it may expire on a specified date if an order is not placed.

See also: opportunity.



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## Chapter 18. R

### **RA**

See return authorization (RA).

### **radio data terminal (RDT)**

A hand held or truck mounted radio unit or PDA that provides operators permanent contact with a host system through radio. Data is entered by a barcode scanner and keypad and sent to the host computer to process.

### **radio frequency (RF)**

Wireless portable data terminals (PDT) send/receive data to/from the warehouse management system through transmitting/receiving radio waves. Antennae located throughout a warehouse act as the Sterling Warehouse Management System receiver/transmitters.

### **radio frequency terminal (RFT)**

A device that is portable for the operator to communicate with the system while working throughout a warehouse. It is a radio frequency receiver/transmitter.

### **RDBMS**

Short for Relational Database Management System.

### **RDT**

See radio data terminal (RDT).

### **real time availability monitor**

E-commerce businesses often need real-time inventory availability indicators so that they can provide to their customers snapshots of the inventory picture without constantly making calls to the Sterling Selling and Fulfillment Foundation. This can be very helpful on web sites where orders are placed, and the inventory is being viewed and modified all the time. Examples of inventory availability indicators are In Stock, Low, Limited, and Backorder/Pre-order, and Out of Stock.

### **real-time authorization**

The process of validating that a payment method is valid and can be used to pay for an amount of money when a payment method is added in the user interface.

### **reason code**

The code used to identify the reason for performing a specific transaction.

When performing certain transactions, such as adjusting inventory, modifying orders, and so forth, the system asks the user to enter a code that represents the reason for performing these transactions. The reason codes entered are generally used for auditing.

### **receipt**

Orders received at the warehouse. The vendor, warehouse or manufacturing unit that is shipping products may send the Receiving warehouse an advance shipment notice (ASN) that contains details of the

products shipped and the expected date of shipment arrival. The warehouse can record and verify receipts against this ASN.

The 'Receipts Management' function enables you to display the details of expected and arrived receipts against ASNs. These details are useful for scheduling docks, users, and containers for receiving, and for planning storage space and other inbound planning operations. You can record receipts against receiving orders if ASNs are not available on the Sterling Warehouse Management System. You can also receive products without receiving orders or ASNs. Create ASNs on the Sterling Warehouse Management System only if it is mandatory to record receipts against ASNs in your warehouse.

**receipt status**

The stage of the receipt process at a given point in time.

**received license plate number (RLPN)**

A bar code identifier of a specific pallet, carton or case and its contents that have been received at its destination.

**receiving**

The process of unloading and verifying a shipment from a vendor, including the notification to the Sterling Warehouse Management System that items shipped from the vendor have arrived.

**receiving node**

The warehouse or distribution center that is receiving the shipment of products.

**receiving work sheet**

A data entry form used to enter the items received in a store.

**receiver # or receiving #**

The number assigned to track the receipt of goods through the warehouse. A receiver number can be assigned to all receipts in the warehouse. The Sterling Warehouse Management System can track inventory by receiver number.

See also: advance shipment notice (ASN).

**recommended line**

A line item that is recommended to a customer in addition to the items that the customer has shown interest in buying.

**refund**

The act of paying a customer back for returned items.

**region**

Regions and region schemas are the building blocks for defining geography in the Sterling Selling and Fulfillment Foundation. A region is a defined geographic territory. A region could be a specific postal code area, a town, a city, a state, a group of states, or even a group of countries. Each region can itself be a set of other regions or a set of postal codes that form the region. Regions are defined by an Organization.

**region level**

A region level classifies regions into distinct categories to facilitate easier searches. Region levels such as Country, State, City, County, etcetera are created based on the level at which an organization wants to aggregate its regions. A region level also allows the creation of a hierarchy of regions and parent-child relationships.

**region schema**

A region schema represents the complete set of regions that define a given geography. A region schema consists of a group of hierarchical regions. Regions schemas are defined by an Organization. Region Schemas are used in the definition of Resource Pools and in Distribution Setup.

**rejection reason**

The code that identifies the specific reason an offer in the negotiation process is not accepted.

**related items**

An item that is associated with another item as an accessory or required part, but is sold separately. For example, if a customer buys a camera, the store may offer the option to buy a carrying case or batteries. The carrying case and the batteries are related items for the camera.

**relationship type**

A type used to define a relationship and its direction between nodes. For example, "Replenishment" with a From Location "DC" and To Location "Store".

**release date**

When there is enough inventory to schedule an order for fulfillment, the release date is when notice is sent to the warehouse to start the shipping process for the order.

**release wave**

A transaction that opens picking tasks for a wave

**Remote Desktop Protocol (RDP)**

Multichannel protocol that allows a user to connect to a computer that supports Microsoft Terminal Services.

**repack item**

An item received from a vendor that requires repacking for shipment.

**replenishment**

The process of refilling an active pick location based on deliberate, controlled calculation and task assignment.

**request for information (RFI)**

A formal inquiry for the communication of knowledge about a specific subject matter.

**request for proposal (RFP)**

A formal inquiry for the communication of the recommendation for the completion of a project.

**repository**

A repository is a collection of resources that can be accessed to retrieve information about the resources.

**reservation**

Inventory items that have been put on hold for a specific order.

**reserve location**

Storage locations for material used to replenish picking locations. The material stored in these locations is not intended for picking, but as reserve stock.

**reserve stock**

Materials stored in the reserve area generally intended for replenishment of the active area.

**reship**

A customer may sometimes report that the ordered item is not received although it is shipped. In such situations, the item is shipped again.

**residential address**

Any home, apartment, or other dwelling where people reside. A business can also be operated from a residence. In most cases, the freight carrier contacts the customer to make an appointment before delivery is attempted to a residential address.

**restocking**

The process a company takes to take back an item that has been returned by a customer and place it back in their inventory.

**resource**

All of the functions and transactions that are both valid and available for an organization's role.

**response action**

The code that identifies specific actions taken when responses to negotiation are made between two organizations.

**resource pool**

A resource pool is a logical collection of resources identified to complete delivery or provided services.

**return**

Product that has been shipped to a customer and shipped back by the customer for various reasons (damaged goods, incorrect items).

**return authorization (RA)**

The return number applied to returned products. When products are returned to the warehouse, the warehouse executes receiving, Quality Control (QC) inspection, and other operations for the disposition of these products. The operations involved in receiving returned products are part of the Sterling Warehouse Management System within the Reverse Logistics module.

**return avoidance**

The act of avoiding a return, by either price matching an item or appeasing the customer.

**return disposition**

The disposition code that determines the product classification and inventory status of the returned items.

**return material authorization (RMA)**

The identifying control number assigned to a return order from a customer.

**return method**

The method that a customer uses to return items to the corresponding enterprise.

**return on investment (ROI)**

The perceived amount of profit gained from a product or service when compared to the cost of that product or service.

**return pickup service**

A return pickup service is used to define a pickup service from a customer if the customer wants to return an item.

**return policy**

The policies defined by an enterprise to return items, for example, "Returns are accepted for this item" or "Returns are not accepted for this item".

**return reason**

The code that identifies why items are returned.

**return type**

The code that identifies the type of return that is being performed.

**reverse logistics**

The strategy of managing and controlling orders returned from customers to refurbish, if needed, and be placed back into the status of a saleable product.

In the Sterling Selling and Fulfillment Foundation, the application component used to ease the configuration of the return process. You can use IBM Sterling Reverse Logistics to access the returns business rules.

**reverse logistics pipeline**

The flow of transactions required to manage and control orders returned from customers to refurbish, if needed, and be placed back into the status of a saleable product.

**rework**

Repairing items that do not meet customer specifications due to damage or incorrect packing.

**RF**

See radio frequency (RF).

**RFI**

See request for information (RFI).

**RFP**

See request for proposal (RFP).

**RF system**

A radio frequency system that transmits and receives data from the Sterling Warehouse Management System through radio signals.

**RLPN**

See received license plate number (RLPN).

**RMA**

See return material authorization (RMA).

**ROI**

Short for Return on Investment.

**role**

The part played by an organization that is understood by all of the other organizations associated with that particular Hub. The Sterling Selling and Fulfillment Foundation supports Hub, Enterprise, Buyer, Seller, and Carrier roles.

**RPS**

Short for Roadway Parcel Service.

**routing**

The determination as to how to deliver a shipment. A result of the routing process is that a shipment is assigned to an existing load, or a new load is created for that shipment.

**routing guide**

Routing Guides are a list of conditions which determine how a shipment should be routed, and what carrier and service should be used. A routing guide has a time period for which is effective, and conditions for when it should be applied. These conditions are based on Freight Terms and Department.

**routing guide line**

Each routing guide contains a list of routing guide lines, each of which describe detailed conditions for selecting a carrier, service and shipment mode. The conditions include:

- the origin and destination of the shipment
- any carrier service requests
- characteristics of the shipment itself, such as weight and volume

**rule**

A user-defined, unique identifier code used in the Sterling Warehouse Management System to define a specific setup. In Visual Modeler, a rule refers to a constraint that is attached to some part of a model hierarchy to enforce a technical requirement or business rule. A rule can be added to models to restrict the choice of combinations.



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## Chapter 19. S

### **safety factor**

At times certain things cannot be computed by humans or by computers exactly. At such times, we add a value to account for unforeseen circumstances. For example if someone wants a shipment to be delivered by June 15. We estimate that the transportation would take 3 days, and we can ship it by June 12. But inclement weather is in the forecast we may add one day as a 'safety factor' and ship it on June 11.

### **sales organization**

An organization that is responsible for sales and distribution of products and services.

### **SAM**

See standard allowable minutes (SAM).

### **Same Origin Policy**

Under this policy, HTML documents or scripts originating from one domain will not be allowed to change a document from another domain. This prevents malicious content from one domain or site from loading into another domain's HTMLs in order to steal data or issue unwelcome transactions. Page requests comply with the Same Origin Policy if their protocol, hostname, and port are the same.

### **saved search**

A search that has been saved along with the corresponding search criteria and search results. Saved searches enable you to save time by not having to enter the same criteria each time you want to search for a particular entity or set of entities.

### **SCAC**

See standard carrier alpha (or Accounting) code (SCAC).

### **scheduling**

The process that determines if a node or nodes have sufficient inventory or capacity to fulfill an order or service request.

### **scheduling rules**

Business rules that schedule shipping, inventory distribution, and node preferences.

### **SCM**

See shipment container marking (SCM).

Can also be used in short for Supply Chain Management.

### **security group**

See team.

### **security management**

Mechanism used to provide access permissions for resources to users and user groups.

**SED**

See shipper export declaration (SED).

**segment type**

An inventory segment is a certain amount of inventory set aside to cater to the demand from a group of privileged customers. These segments are classified by types.

**segmentation**

The process of setting aside a specific quantity of an inventory item(s) for a specific type or group of customers.

**seller**

The organization that supplies products to the Enterprise or other Buyer organizations.

**seller entitlement**

Enterprises define seller entitlements, which grant and restrict other organizations' access to the categories in a catalog. Only enterprises that are catalog organizations can define seller entitlements. Moreover, they can define seller entitlements only for enterprises and sellers who have specified the corresponding catalog organization as their catalog organization.

**selling catalog**

A selling catalog is a hierarchy of item groups that are organized to facilitate item sales. Typically, a selling catalog is displayed to customers as a Web channel catalog. Therefore, the structure of the selling catalog is usually deep, with multiple layers.

An organization can define any number of selling catalogs. However, only one selling catalog can be active at a given time for an organization.

**serial number (SN)**

A unique identifier of each single unit of a SKU attached to the item if serial number tracking is required.

**services**

Services define the business process flow between the Sterling Selling and Fulfillment Foundation and external systems.

**service capacity**

The resource potential for fulfilling service requests.

**service definition framework**

Construct of logic that transports data between the Sterling Selling and Fulfillment Foundation and third-party applications, and then converts that data into formats readable by each system. It also handles logging and exceptions.

**service instruction**

A service instruction is a special notation associated with a service.

**service item**

Delivery and provided services defined as items by a Catalog Organization. These service items are available to all organizations that share the Catalog Organization.

**service level**

An identifier assigned to each service type to indicate the complexity of a given service type.

**service option**

A service option is associated to a delivery service or provided service in order to add additional capacity requirements and cost to the corresponding service.

**service provider determination**

The process used to find a service provider and check for resource capacity for scheduling the service delivery.

**service skill**

A service skill is a skill that is required for a service. For example, electrical work is a skill required for an installation service.

**service slot**

The time range during which a delivery or provided service is to be completed. A service slot is identified by a start time and an end time.

**service slot group**

A collection of multiple service slots.

**service slot preference type**

Customers can specify a preference for the time slot in which they want to have their service completed. For each customer, the kind of preference must also be specified. The preference type can be either hard (when the customer absolutely must have the service performed within the specified time slot) or soft (when the customer can be a little flexible and doesn't have to have the service performed during this timeframe, but would rather have it completed then).

**service slot spanning**

The process of determining service resource availability by considering adjacent slots and shifts.

**service type**

An identifier used to group similar delivery services or provided services. Can be used for capacity computation for delivery services.

**settled quantity**

The quantity on an order for which the payment is received.

**shift end time**

A shift is a working period of a group of workers in day. Shift end time represents the time at which the shift ends.

**shift start time**

A shift is a working period of a group of workers in day. Shift start time represents the time at which the shift begins.

**ship advice**

Notification that specifies when the order is sent to the ship node.

**ship node**

The warehouse or distribution center that is shipping the shipment or products.

**shipment**

A group of items, from one or multiple customer orders, collected to send to the same ship-to address together in the same truck.

**shipment container marking (SCM)**

A shipment container marking (SCM), usually in barcode format, serves as an identifier for a pallet.

**shipment group**

In a warehouse, shipments to be shipped may be grouped to enable better pick and pack efficiencies. The Sterling Selling and Fulfillment Foundation has several grouping strategies (shipment group), based on which, optimal groups (waves) may be created.

**shipment line**

Line in the shipment specifying the item details and quantity.

**shipment mode (SM)**

The different means of shipping items, generally full Truck Load (TL), Less than Truck Load (LTL), and Parcel.

**shipment mode setup**

Mechanism used to set up common codes that indicate the ship mode.

**shipper**

A confirmed load that has inventory allocated to it for picking.

**Note:** Pick tickets and ASNs are synonymous with Shipper in certain instances.

**shipper status codes**

Codes used to define a shipper or ASN. The code descriptions can be set up according to customer requirements.

**shipper export declaration (SED)**

A required customs document for exportation of goods from the United States.

**shipping calendar**

A calendar set up by a ship node to schedule shipments and ensure that they are scheduled only within the working times of the node.

**shopping cart**

A cart on an e-commerce Web site to which a user adds items before buying them.

**short ship or ship short**

The act of shipping an order to a customer that is not yet complete usually due to a shortage.

**short picked containers**

When sufficient inventory is not available to be packed into shipping containers, such containers and shipments are called short picked. Short picked containers can be resolved manually by requesting the system to pack additional inventory into the containers or modifying the containerization quantity on the container and backordering due to inadequate inventory.

**shortage resolution**

The act of either manually or automatically resolving inventory shortages that are detected. Inventory shortages can be resolved by placing an order for the additional quantity, or by canceling some of the orders placed at a later date for the item that has the inventory shortage.

**shrinkage**

An industry term for the reduction in inventory due to theft or loss.

**shrink wrap**

A method of wrapping and sealing materials by surrounding them with plastic and then shrinking the plastic by applying heat.

This method is used for protection during transportation or storage, as well as a safety sealant.

**single order picking**

A picking strategy in which items are picked for one order at a time.

**SKU**

See stock keeping unit (SKU).

**SKU cross referencing**

The process of defining item SKU numbers in multiple catalogs that are supported (referenced) through a single mechanism, such as a Global Trade Item Number (GTIN).

**SKU master**

The main system configuration screen for setting up SKU-related criteria.

**slot**

See service slot.

**slot preference type**

See service slot preference type.

**slot spanning**

See service slot spanning.

**SM**

See shipment mode (SM).

**SN**

See serial number (SN).

**sort line**

The section of an automated conveyor system which scans each carton, determines its final destination, and diverts the carton to the path on the conveyor which takes it to its destination.

**sort strategy**

The warehouse plans to segregate shipments based on carrier, buyer, and so forth. Sorting is done so that multiple containers for a shipment can be grouped and shipped together.

**sort while pick**

Sort while pick refers to a process where the picker picks quantities for multiple shipments, and then sorts the picked quantity into multiple cartons or totes.

**sortation**

The act of segregating items by final destination. May be performed by sortation system using a sort line.

**sortation system**

The computerized system that controls the scanning and diversion of the sortation process and the sort line.

**sourcing**

See product sourcing.

**sourcing classification**

A customizable attribute used to determine which sourcing rule should be used for shipping, delivery services, provided services and procurement.

**sourcing rules**

Rules that control which node, external organization, or group of nodes should be considered for sourcing a product or service request based on the product, product classification, ship-to region, and other parameters.

**special handling**

Material handling procedures required by law, customer requirement, or company policy. Items requiring special handling can include, for example, hazardous materials, breakable items, or items of high value.

**specific resource capacity**

The resources available for a specific day of the week/time slot combination for a given date range.

**split line**

A order line can be split in to multiple lines because partial inventory existed and the remaining quantity needed to be substituted by a similar item.

**stacked barcode**

Horizontally stacked barcode with a row number identifier denoting how many rows (2-8) are stacked. Permits multiple barcode scanning in any order by sweeping top to bottom or bottom to top across the entire block. Also referred to as "two-dimensional" barcode, such as Code 16K or Code 49.

**standard allowable minutes (SAM)**

A warehouse defines Standard Allowable Minutes (SAM) for all variables in an activity. SAM values are determined after detailed time and motion study on each activity, which includes receiving, pallet moves, case replenishment, and special ticketing.

**standard carrier alpha (or Accounting) code (SCAC)**

A global identifying code given to each registered carrier. A specific code that identifies the specific carrier who owns that code anywhere in the world.

**standard resource capacity**

The potential resource pool for each day of the week/time slot combination for a given date range.

**station**

In the Sterling Warehouse Management System, a station defines a location where an activity is performed. Operations such as VAS, Returns, Packing, Manifesting, are associated with stations, indicating the equipment and devices that are associated with it.

**statistics schema**

A database that contains statistics about the application. It is shared by all the colonies that exist for a particular version of the application.

**status**

The transitional states that a document takes passes through as it moves through the pipeline.

**Sterling Order Management**

Software solution that manages business processes for the fulfillment of various types of orders. You can use Sterling Order Management to configure pricing and access order fulfillment rules.

**Sterling Sensitive Data Capture Server**

An application that integrates with the Sterling Selling and Fulfillment Suite to secure credit card numbers and stored value card numbers.

See also: tokenization.

**Sterling Transportation Management System**

A category of operations software (often web-hosted) under the "supply chain execution" grouping that aids logistics management in various modes along with associated activities, including managing shipping units; shipment scheduling through inbound, outbound and intra-company shipments; modeling and benchmarking, rate management, data base maintenance; generating bills of lading; load planning and optimization; carrier or mode selection; posting and tendering; freight bill auditing and payment; loss and damage claims processing; labor planning and building; documentation management (especially when international shipping is involved); and third party logistics management.

**Sterling Warehouse Management System**

A software program that minimizes operating expenses by providing more efficient, automated inventory tracking and streamlined labor management. The Sterling Warehouse Management System sends and receives information from a Host system. The Sterling Warehouse Management

System then suggests receiving, putaway, movement, VAS, pick, pack, and ship tasks for workers in high-volume operations and communicates with them through radio frequency (RF) handheld terminals. Workers can transmit product information such as count and location to the Sterling Warehouse Management System and execute system-suggested tasks with a faster turnaround time than using traditional warehousing methods.

**stock keeping unit (SKU)**

Part numbering system that assigns a unique identifier to each different part.

**stock replenishment orders**

Inbound orders that are created for the purpose of replenishing stock levels.

**stop delivery request**

A request through which an item can be stopped from being delivered or shipped to the customer even after it has reached a status that cannot be cancelled.

**storage location**

A specific space (floor space, shelf, rack) used to store material. Each storage location has a distinct identifier known by the warehouse management system and warehouse operator.

**storage type**

A user defined code attached to a SKU that is used to differentiate types of SKU's. Storage Type can be used to ensure specific types of SKU's are sent to specific warehouse areas for storage.

**stored value card (SVC)**

A configurable payment type that represents a card on which funds are available for use. Some examples of SVCs are gift cards, employee cards, pre-paid cards, merchandise return cards, and electronic gift cards.

**storefront**

An organization that has the role of an Enterprise and a Seller, and has a theme associated with it.

**stylized item**

See child item.

**subcatalog organization**

A subcatalog organization is an enterprise whose items are available in the catalog of a catalog organization. These items can be viewed and ordered through a business' Web site.

**supersession association**

Setting up a supersession association provides the ability to recognize that an ordered item can be superseded by a chain of items. An item is superseded when its effective date becomes obsolete.

**synchronous service**

This is a Service Definition Framework service that provides either output or response to the caller application. The caller application waits for a response from this service.



**system management**

The Sterling Selling and Fulfillment Foundation component used to define protocol codes, document codes, and locale rules that are used throughout the entire system.

See also: stored value card (SVC).



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## Chapter 20. T

### **tag controlled**

A method of tracking inventory in the warehouse by the issuance of tag numbers.

### **tag number**

A inventory attribute used to identify items sharing the same lot attributes.

### **task**

An action assigned to an operator by a supervisor or suggested by the Sterling Warehouse Management System, such as a move, putaway, or pick task.

### **task queue**

Area where a pending task is picked up by an agent that runs in the background and process entries from the task queue.

### **task queue record**

A record in the task Q table. This record usually represents a pending task that needs to be picked up by an agent.

### **task type**

Each activity in the warehouse (such as receiving, putaway, picking, and replenishment) has unique characteristics and requires specific operating procedures. A task type is a group of these activities that complete a set of related tasks.

The Sterling Warehouse Management System provides control at a task type level to control task generation and execution. The controls include, whether the task needs to be batched, does this go through a drop-off location, which pick method to be used, whether the task is controlled by the system, or does a user request for task.

### **tax name**

Specific types of taxes that may pertain to orders and invoices.

### **team**

A team is a collection of users who have common data access requirements. Teams can have access to specific document types, Enterprises, ship nodes, and customers.

### **team assignments**

The act of assigning a team to a customer so that individual members of that team can access the details about the customer and the customer's orders.

### **terminal**

An RF device or a PC monitor that an operator uses to communicate to the system to enter data, make data inquiries, and receive task assignments.

### **third-party logistics (3PLs)**

Companies that provide a range of out-sourced services such as warehousing, transportation, and contract manufacturing.

**ticketing**

The task of applying special customer tickets or labels to cartons prior to shipping to comply with customer requirements.

See also: value-added services (VAS).

**tiered order**

An order that is created from or is the result of another order's line.

**time-triggered transaction**

A transaction that is executed at scheduled intervals. In the Sterling Selling and Fulfillment Foundation, a time-triggered transaction is also called an agent.

**TL**

See truck load (TL).

**TO**

See transfer order.

**tokenization**

The process of replacing sensitive data, such as a credit card number, with a unique token. The sensitive data is stored securely in an external vault. The only way to return the token to its original value is to contact the external vault system.

**Note:** Tokenization and encryption are different methods of securing sensitive data. See also: encryption.

**top-off replenishment**

A strategy of replenishment which complements min-max replenishment. Top-off replenishment is also driven by inventory in reserved locations. However, instead of creating replenishment tasks if the inventory falls below a minimum (trigger) level, the system creates replenishment tasks if the inventory falls below the maximum (cap) level.

See also: min-max (Minimum/Maximum).

**tote**

A sturdy, reusable container for the transport of loose or single items.

**tote id**

A unique identifier for the Tote.

**TPC**

Short for Transaction Processing Council.

**trace**

A mechanism by which you can get more information about how the computer software code is processing data. You can typically turn on a trace to gather more information for troubleshooting.

**tracking number**

An identifying number assigned by a common carrier that is used to track the transportation of a shipment (usually parcels) through the carrier's transportation process.

**transaction**

An occurrence within the Application Console that needs to be tracked. These transactions can be related to orders, inventory changes, returns, payment authorizations, or many other system events. Order Create, Inventory Monitor, and Ship Advice are examples of transactions.

**transaction schema**

A database that contains Transaction data. One Transaction schema exists per colony, and is shared by all the enterprises in that colony.

**transaction dependency**

Transaction dependencies allow users to define rules based on item classifications, item IDs, service types and so forth that can be applied to complex fulfillment scenarios.

These rules allow transaction dependencies to understand that an order line should not be processed until specified conditions are met; conditions which may apply to other lines on the same order.

**transaction rules**

Business rules and common codes associated with miscellaneous transactions that occur throughout the system. You can set up allocation rules, search criteria for the order console, and miscellaneous rules.

**transfer order**

Document used to move inventory between facilities in a multi-plant environment.

See also: procurement transfer order.

**transfer order invoice**

An itemized list of goods stating quantities, prices, shipping charges, and so forth, for a transfer order.

**transit days**

The calculated number of days between the pickup and delivery of a shipment.

**transit time**

The amount of time it takes for a shipped product to reach its destination.

**trash conveyor**

A separate conveyor used to transport empty cartons and packing materials to a trash collection area. Generally used in operations which break vendor cartons to repack items.

**truck load (TL)**

A full truck or trailer being transported to one ship-to location.

**two step putaway (or two step movement)**

A putaway, or movement, task that requires the use of two separate pieces of material handling equipment and, therefore, two steps to complete the task. For example, a pallet jack may be used to transport a pallet to the end of a rack aisle, but a fork lift truck would be necessary to lift the pallet onto the rack. The system would be set to plan for two steps directing the

pallet jack operator to deliver the pallet to a drop-off location, and the fork lift truck operator to pick up the pallet from the drop-off location.

See also: drop-off location.

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## Chapter 21. U

### UCC

Short for Uniform Code Council.

### UPC

See universal product code (UPC).

### upload

The electronic process of sending data from a user computer system to a host computer system.

### UPN

Short for Universal Product Number.

### UPS

Short for United Parcel Service.

### unit of measure (UOM)

The way products are measured.

### universal product code (UPC)

A number and barcode that identify an individual consumer product. A UPC Code consists of two parts - the first part identifying a manufacturer, and the second part identifying the product.

### unreceive

The adjustment of inventory receipt quantity to correct errors incurred during receiving.

### up-sell

The promotion for sale of a more powerful or higher-level item than the one the customer may originally consider.

### user

A person assigned a certain task, such as Hub Administrator or Customer Service Representative, depending on where it is their responsibility lies in the Hub environment.

### user constraint (Task Management)

A user constraint specifies work types, warehouse zones or references for user tasks. Based on these assigned constraints, the Sterling Warehouse Management System suggests tasks to each user.

### user exit

A point in an application where the user can insert a special routine to take control of the processing.

### user group

A user-defined name or system ID that has multiple user names attached to it to permit wide reaching configuration changes to users without the necessity of changing each individual user profile.

### user profile

User authentication details and access permissions are specified here.

**user-triggered transaction**

A transaction that is executed based on user actions performed in the Sterling Selling and Fulfillment Foundation user interface, configured alert queue, or an e-mail exchange.



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## Chapter 22. V

### **value-added services (VAS)**

VAS in the Sterling Warehouse Management System enables the management of work orders that are created manually, or on the host system for building kits. Packaging Work Orders are created for SKUs that need packaging before shipment. Kitting Work Orders are for kits with defined Bill of Materials (BOM). Such a kit is made by processing component SKUs.

Use VAS to create, list, inquire, add instructions to, print, postpone, release, cancel, and create moves for work orders. VAS can also be used to modify the BOM of the assembly for kitting, or to break a kit into its component items.

### **value-added reseller (VAR)**

A seller who adds functionality or specific additional components to an existing product and resells it to a particular customer base..

### **variance tasks**

The second step count tasks that are created for a location for items that had a mismatch in the first count.

### **VAS**

See value-added services (VAS).

### **VAR**

See value-added reseller (VAR).

### **velocity**

Refers to the turnover rate of an individual SKU. Higher velocity SKUs that sell quickly with quick turnover are known as high velocity items. High velocity items would typically be stored nearer the shipping dock than low velocity items to shorten the trip on the items picked the most often.

### **velocity code**

The code used by the Sterling Warehouse Management System to identify the velocity of each SKU. The Sterling Warehouse Management System uses this code in location selection to ensure that higher velocity items are stored closer to the shipping area than low velocity items.

### **vendor**

An external company that supplies materials that we order. We receive materials from our vendors. We are, in turn, vendors to our customers.

### **VICS**

Short for Voluntary Inter-industry Commerce Standards.

### **VMI**

Short for Vendor Managed Inventory.

### **voice application**

This represents a third-party voice application provider used in the Sterling Warehouse Management System for voice-based task execution.

**voice input**

This is the response to the voice prompts given by a warehouse user.

**voice instance**

This represents the server that hosts the third-party voice application. Multiple instances can be defined for a voice application. However, only one instance can be associated with a ship node.

**voice picking**

This term is generally used in the context of the picking activity in a warehouse, where a warehouse user receives voice instructions through a head set, and confirms the action back vocally.

**voice prompt**

This is a Voxware-generated voice instruction given to a warehouse user.

**voice workflow**

It is the flow of activities and voice-based dialogs that represent a desired warehouse operation. Voice workflows are designed in VoxStudio.

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## Chapter 23. W

### WAN

See wide area network (WAN).

### warehouses and plants

Physical locations where goods are manufactured or stored for distribution.

### WAS\_HOME

The WebSphere® application server installation directory.

### wave

A unit of work with a clearly defined start and stop point. A wave may refer to picking, packing, shipping, or replenishment. Generally, a wave has to do with the orderly use of limited resource; for example, a shipping wave may be defined as the set of orders that fill the shipping dock space available for cases. A picking wave could be the picking necessary for a shipping wave.

### wave size constraint

The upper limits in terms of number of shipment, volume of shipments, and so forth that can be set on a wave.

### way bill

A unique identifier for a parcel carrier such as Fedex or DHL to identify every parcel.

### weight

See actual weight; expected weight.

### weight tolerance

The acceptable amount of variance between the expected weight and the actual weight.

### wide area network (WAN)

A group of computers or local area networks (LANs) connected through a dedicated high-speed data line over a wider area such as a city or country.

See also: local area network (LAN).

### Windows Terminal Server

Server component of Microsoft Terminal Services. The terminal server supports authentication of clients and enables applications to be available remotely. It also restricts clients from accessing the server based on the level of access provided to the clients.

### WIP

See work in process (WIP).

### WLS\_HOME

The WebLogic installation directory.

### WO

See work order (WO).

**work in process (WIP)**

The status used to indicate that the steps required to complete a task are progressing, but are not yet complete.

**work order (WO)**

In Value-added Services (VAS), the Work Order is the controlling document used to specify work required, materials required, hold additional packaging instructions, and labor hours to perform the work.

**work type**

See task type.

**workstation**

A specific computer or workspace assigned to an operator supplied with the tools required to perform the tasks associated with the job.

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## Chapter 24. X

### XML

Short for Extensible Markup Language, it is a subset of the Standard Generalized Markup Language that determine how to structure a document. It constitutes a flexible way to create common information formats and share both the format and the data by anyone who wants to share information in a consistent way. It is "extensible" because the markup symbols are unlimited and self-defining. The Unicode Standard is the reference character set for XML content.

### XSL

Short for Extensible Stylesheet Language, it is a language for creating a specification that describes how data is to be presented to the user, typically over the Internet. It separates style from content when creating HTML or XML pages. The specifications work much like templates, allowing designers to apply single style documents to multiple pages.



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## Chapter 25. Y

### yard management

The management and visibility of trucks, trailers and inventory within a yard (normally associated with a warehouse or cross dock facility) to ensure timely shipping, loading, unloading and receipt of material and orders. This may involve dock door management as well as gate check in and out.





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## Chapter 26. Z

### **zone**

A group of locations in a warehouse used to distinguish storage types or the kind of item stored in those locations.

### **zone ID**

Unique identifier for a Zone.

### **zone skipping**

The process of consolidating parcel shipments into a single load and dropping them as an LTL to a break bulk node. The consolidated shipments are later shipped to different destinations as parcels within the same region, thus saving transportation costs.

See also: break bulk node.



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