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# **Point.Man ERP Application & Technical Educational Offerings**



**The Denmark Group, Inc.**

## Table of Contents

OVERVIEW .....	3
OUR INSTRUCTORS .....	3
POINT.MAN INTRODUCTORY SERIES.....	4
CLASS NAME: INTRODUCTION TO POINT.MAN .....	4
CLASS NAME: GLOBAL APPLICATIONS .....	4
FINANCE SERIES.....	5
CLASS NAME: GENERAL LEDGER .....	5
CLASS NAME: ACCOUNTS RECEIVABLE .....	5
CLASS NAME: ACCOUNTS PAYABLE.....	6
CLASS NAME: PRODUCT COSTING & PRODUCTION ACCOUNTING .....	6
CLASS NAME: MULTI-CURRENCY .....	7
MANUFACTURING SERIES .....	8
CLASS NAME: PRODUCT / PROCESS MANAGEMENT .....	8
CLASS NAME: DOCUMENTS, ECN, & REVISION CONTROL.....	8
CLASS NAME: PLANNING MATERIAL AND CAPACITY .....	9
CLASS NAME: PURCHASING AND REQUISITIONS .....	9
CLASS NAME: SHOP FLOOR CONTROL.....	10
CLASS NAME: INVENTORY COUNTING.....	10
CLASS NAME: BUYER'S WORKBENCH .....	10
CLASS NAME: PLANNER'S WORKBENCH .....	11
CLASS NAME: PRODUCT CONFIGURATOR .....	11
CUSTOMER SERVICE SERIES .....	12
CLASS NAME: REFERENCE FILES & CUSTOMER MAINTENANCE .....	12
CLASS NAME: SALES ORDER PROCESSING .....	12
CLASS NAME: RMA ORDER PROCESSING & RETURNS .....	13
CLASS NAME: SERVICE MANAGEMENT .....	13
CLASS NAME: QUOTATION & PROSPECT MANAGEMENT .....	14
CLASS NAME: PRODUCT CONFIGURATOR .....	14
POINT.MAN DIFFERENCES CLASSES .....	15
POINT.MAN TECHNICAL CLASSES .....	15

## ***Overview***

The Denmark Group, Inc. offers education and training on a range of Point.Man subjects encompassing Global Applications, Finance, Manufacturing, and Customer Service courses. Our goal is provide Point.Man education that leads to Business Excellence, and improves the profitability for an organization. We can deliver standardized or customized programs to meet an individual's company needs.

All courses and workshops include an instructor-led presentation composed of training manual(s), along with hands-on and real-world exercises for participants.

## ***Our Instructors***

Our instructors have experience in implementing Point.Man and best practices in organizations throughout multiple industries, and utilize this experience in conducting effective workshops and educational sessions. Each has over 15 years of Point.Man experience, and more than 70 years in total. Most are APICS certified, and several have instructed at the University or College level. Individual instructor biographies can be provided upon request.

## Standard Point.Man Classes Offering

### ***Point.Man Introductory Series***

**Class Name:** Introduction to Point.Man

**Duration:** 2- 3 days

**Description:** Participants will learn to successfully navigate through Point.Man while attaining an understanding of common features, concepts, and system integration.

**Audience:** Top Management, Business Process Owners & Key Subject Matter Experts, and MIS Staff.

**Topics:**

- Point.Man Module Overview
- Key Module Integration Points
- Business Segment Overview
- Navigation of Menus & Programs
- Important Framework Concepts
- Business Process Model Overview
- Key Business Decisions Discussion
- Reports and Inquiries Review

**Class Name:** Global Applications

**Duration:** 1 – 1.5 days

**Description:** Participants will learn to maintain global reference files while gaining an understanding of how this information is utilized across all Point.Man modules.

**Audience:** Top Management, Business Process Owners & Key Subject Matter Experts, and MIS Staff.

**Topics:**

- Global Reference Files
- Business Segment Logic
- Work Flow Management
- Security Setup
- Preference Settings Logic
- Next Available Numbers
- Printer Setup
- Control Orbiter Program
- Data Dictionary

## Standard Point.Man Classes Offering

### **Finance Series**

**Duration:** 4 – 5 days

- General Ledger
- Accounts Payable
- Accounts Receivable
- Costing & Production Accounting

**Class Name:** General Ledger

**Description:** Participants will develop an understanding of the setup and use of the General Ledger Module by working through various functional areas including: account creation, cost centers, journal types, budgeting, and reporting.

**Audience:** Business Process Owner, Controllers, and General Accounting Personnel

**Topics:**

- Reference Files
- Account / Cost Center / Sub-Cost Centers relationships.
- Journal Entry Maintenance
- Budgets
- Inter-company Accounting
- Consolidation / View Codes
- Inquiries and Reports
- Integration to Desktop Applications
- Period End Close

**Class Name:** Accounts Receivable

**Description:** Participants will develop an understanding of the setup and use of the Accounts Receivable Module by working through the functional areas covering the generation of customer invoices and the management of customer receivables.

**Audience:** Business Process Owner, Accounts Receivable Personnel, and General Accounting Personnel

**Topics:**

- Reference Files
- Customer Management
- Invoice Management
- Cash Receipt Management
- Inquiries and Reports
- Period Close

## Standard Point.Man Classes Offering

**Class Name:** Accounts Payable

**Description:** Participants will develop an understanding of the setup and use of the Accounts Payable Module by working through the functional areas covering voucher maintenance, cash disbursements, and check processing.

**Audience:** Business Process Owner, Accounts Payable Personnel, and General Accounting Personnel

**Topics:**

- Reference Files
- Supplier Management
- Voucher Management
- Adjustments
- Cash Disbursement Management
- Check Processing
- Inquiry and Reports
- Period Close

**Class Name:** Product Costing & Production Accounting

**Description:** Participants will develop an understanding of the setup and use of product cost types, cost methodologies, cost recalculation, and production accounting.

**Audience:** Business Process Owner, Cost Accountants, and General Accounting Personnel.

**Topics:**

- Cost Types
- Cost Methodologies
- Product Costing
- Product Definition Cost Factors
- Process Definition Cost Factors
- Cost Recalculation
- Production Accounting Setup
- Cost Schedule Assignment



## Standard Point.Man Classes Offering

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### **Advance Finance Class:**

**Class Name:** Multi-Currency

**Duration:** ½ - 1 day

### **Topics:**

- Multi-Currency Features & Benefits
- Rate & Currency Definitions
- Peg Currency
- Conversion Methods

## Standard Point.Man Classes Offering

### ***Manufacturing Series***

**Duration:** 4 – 5 days

- Product / Process Management
- Documents, ECN's, & Rev. Control
- Planning Material and Capacity
- Purchasing and Requisitions
- Shop Floor Control

**Class Name:** Product / Process Management

**Description:** Participants will develop an understanding of how to setup and maintain part masters, product bill structures, costs, and process routing definition.

**Audience:** Business Process Owners, Engineers, Manufacturing and Purchasing Subject Matter Experts

**Topics:**

- Inventory Reference Files
- Product Master Records
- Product Bill Structure Definition
- Process Routing Definition
- Cost Rollup

**Class Name:** Documents, ECN, & Revision Control

**Description:** Participants will develop an understanding of the setup and use of documents, Engineering Change Notices (ECN), and revision control for products.

**Audience:** Business Process Owner, Engineers, Manufacturing and Purchasing Subject Matter Experts

**Topics:**

- Engineering Reference Files
- Document Management
- ECN Management
- ECN Processing Flows
- Revision Control



## Standard Point.Man Classes Offering

**Class Name:** Planning Material and Capacity

**Description:** Participants will develop an understanding of the setup and use of master scheduling, material planning techniques, and capacity planning.

**Audience:** Business Process Owner, Planners, Manufacturing and Purchasing Subject Matter Experts

**Topics:**

- Material Planning Setup
- Master Production Scheduling
- Material Requirements Planning
- Capacity Requirements Planning
- Rough Cut Capacity Planning

**Class Name:** Purchasing and Requisitions

**Description:** Participants will develop an understanding of how to setup and manage the entire procurement cycle from planning to receipt of goods and services.

**Audience:** Business Process Owner, Planners, Manufacturing and Purchasing Subject Matter Experts

**Topics:**

- Supplier Maintenance
- Material Planning
- Purchase Requisitions
- Purchase Order Management
- Purchasing Flow
- Outside Processing
- Interplant Transfer Orders
- Receiving and Dispositions

## Standard Point.Man Classes Offering

**Class Name:** Shop Floor Control

**Description:** Participants will develop an understanding of the setup and use of various shop floor control techniques such as production work orders, rate based schedules, material movement, and shop floor feedback.

**Audience:** Business Process Owner, Planners, Manufacturing and Purchasing Subject Matter Experts

**Topics:**

- Shop Floor Reference Files
- MRP Generated Orders
- Work Order Management
- Repetitive Manufacturing
- Material Movement Strategies
- Shop Floor Feedback

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**Advance Manufacturing Classes:**

**Class Name:** Inventory Counting

**Duration:** ½ - 1 day

**Topics:**

- Business Process Models
- Points Of Integration
- Inventory Counting Setup
- Preferences
- Reference Files
- Inventory Control Groups
- Cycle Count Processing Steps
- Performing a Physical Inventory
- Inventory Counting Data Model

**Class Name:** Buyer's Workbench

**Duration:** ½ day

**Topics:**

- Supplier Functions
- Buyer's Workbench Supplier Functions
  - Supplier
  - Purchase Order
  - Demand
  - Requisitions

## Standard Point.Man Classes Offering

**Class Name:** Planner's Workbench

**Duration:** ½ day

**Topics:**

- Planner Functions
- Parts that Require Attention

**Class Name:** Product Configurator

**Duration:** 2 days

**Description:** Participants will develop an understanding of how to setup, manage, configure, build, and ship configured items.

**Audience:** Business Process Owners for Product Development, Order Fulfillment, and Manufacturing Execution, and applicable Subject Matter Experts

**Topics:**

- Business Purpose of having a Product Configurator
- Introduction to Product Configurator
- Business Process Model – Order Fulfillment
- Points of Integration with Other Modules
- Base Model Part Numbers
- Bill of Material Maintenance for Base Model Parts
- Base Model Maintenance
- Base Model Features
- Base Model Options
- Base Model Rules for both Features and Options
- Configuration Testing
- Base Model Planning Bill Explosions
- Processing Configurable Quotes and Sales Orders
- Sales Order Configuration Demand
- Sales Forecast Consumption from Sales Order Configuration Demand
- Generating FAT Work Orders
- Processing Changes to Configured Orders
- Shipping Configured Orders

## Standard Point.Man Classes Offering

### **Customer Service Series**

**Duration:** 3 – 4 days

- Reference Files & Customer Maintenance
- Sales Order Processing
- RMA Order Processing & Returns

**Class Name:** Reference Files & Customer Maintenance

**Description:** Participants will develop an understanding of the setup of Point.Man Customer Service by working through the functional areas of customer and order management.

**Audience:** Business Process Owner & Key Subject Matter Experts

**Topics:**

- Business Process Model
- Reference Files
- Customer Management

**Class Name:** Sales Order Processing

**Description:** Participants will develop an understanding of the use of Point.Man Sales Order processing by working through the functional areas of order management through Invoicing.

**Audience:** Business Process Owner & Key Subject Matter Experts

**Topics:**

- Sales Order Entry
- Sales Order Processing
- Credit Checking
- Shipment Process
- Invoice Management
- Month End Procedures

## Standard Point.Man Classes Offering

**Class Name:** RMA Order Processing & Returns

**Description:** Participants will develop an understanding of the setup and use of Point.Man RMA Order processing & Sales Order Returns by working through the functional areas of order management through Invoicing.

**Audience:** Business Process Owner & Key Subject Matter Experts

**Topics:**

- RMA Reference Files
- RMA Process
- Linking an RMA to a Previous Shipment
- Receiving RMAs
- Creating Rework Orders
- Shipping RMAs
- Invoicing and Credit Memos
- Returning Goods without an RMA

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### Advance Customer Service & Sales Management Classes:

**Class Name:** Service Management

**Duration:** 1 day

**Description:** Participants will learn how to apply Point.Man functionality to track products installed at customer sites. Students will then enter and track service calls for these and other customer related products. Service call escalation and resolution will also be covered.

**Audience:** Business Process Owner & Key Subject Matter Experts

**Topics:**

- System ID's
- Service Call Processing
- Service Call Escalation
- Invoicing Service Calls
- Processing Returned Goods
- Component Tracking
- Call Tracking

## Standard Point.Man Classes Offering

**Class Name:** Quotation & Prospect Management

**Duration:** 1 day

**Description:** Participants will learn to create and maintain quotations in Point.Man, for both customers and for prospects. Students will convert quotes to sales orders, create quotes for standard and configured parts, and develop prospects.

**Audience:** Business Process Owner & Key Subject Matter Experts

**Topics:**

- Defining Prospects
- Quotes for Standard & Configured Parts
- Quotes for existing Customers & for Prospects
- Quantities and Price Breaks
- Miscellaneous Charges and Quotes
- Converting Quotes to Orders
- Printing and Tracking Quote Status & Resolution

**Class Name:** Product Configurator

**Duration:** 2 days

**Description:** Participants will develop an understanding of how to setup, manage, configure, build, and ship configured items.

**Audience:** Business Process Owners for Product Development, Order Fulfillment, and Manufacturing Execution, and applicable Subject Matter Experts

**Topics:**

- Business Purpose of having a Product Configurator
- Introduction to Product Configurator
- Business Process Model – Order Fulfillment
- Points of Integration with Other Modules
- Base Model Part Numbers
- Bill of Material Maintenance for Base Model Parts
- Base Model Maintenance
- Base Model Features
- Base Model Options
- Base Model Rules for both Features and Options
- Configuration Testing
- Base Model Planning Bill Explosions
- Processing Configurable Quotes and Sales Orders
- Sales Order Configuration Demand
- Sales Forecast Consumption from Sales Order Configuration Demand
- Generating FAT Work Orders
- Processing Changes to Configured Orders
- Shipping Configured Orders

## Standard Point.Man Classes Offering

### ***Point.Man Differences Classes***

Each class reviews the functionality enhancements that have been added into Point.Man based upon the previous Release. Students can then determine what new functionality will be deployed within their business.

- Release 6.0 Differences – 1 day
- Release 7.0 Differences – 1 day
- Release 8.0 Differences – 1 day
- Release 9.0 Differences – 1 day

### ***Point.Man Technical Classes***

- Point.Man Data Model – 1 day
- BI/Query Admin – 1 day
- BI/Query User – 1 day
- Extended Enterprise Application for Implementers – 1 day
- Extended Enterprise Application for Administrators – 1 day

### **Notes:**

1. Please contact Mark S. Gillespie at 407.339.1026 or [mgillespie@thedenmarkgroup.com](mailto:mgillespie@thedenmarkgroup.com) to discuss one's education & training needs.
2. All classes' content can be customized based upon Customer's requirements.
3. Please review our other education & training offerings via our web site at <http://thedenmarkgroup.com/education.htm>