



Core Processing Overview

Reference Guide

Version 25.x

Last Modified 25.0 | February 2025



AssetWorks Inc. reserves the right to make technical changes or modify this document without prior notice and disclaims responsibility whatsoever for potential errors or lack of information.

AssetWorks Inc. reserves all rights in this document, the subject matter, illustrations, and methodologies which are confidential, proprietary, and/or protected by applicable U.S. and international patents, copyrights, trademark, and trade secret laws. Any reproduction, disclosure to third parties, or utilization of its contents, in whole or in parts, is forbidden without prior written consent of AssetWorks Inc. Third-party products referred to by their trade name (if any) are trademarks of their respective companies and used only for illustrative purposes without endorsement.

© Copyright 2025 AssetWorks Inc. and/or its affiliates. All rights reserved. Specifications subject to change without notice.

Contents

Section 1.	Overview and Summary	4
Section 2.	Technical Support	5
Section 3.	Functionality	6
Section 4.	Configuration	7
	System Flags	7
Section 5.	Part with Core Purchased	8
Section 6.	Part with Core Received in Inventory	9
Section 7.	Part with Core Issued from Inventory	10
Section 8.	Part with Core Transfers	11
Section 9.	Part Returns with Core Charge	12
Section 10.	Updates	13

Section 1. Overview and Summary

The idea of tracking core credits has been in existence in the fleet world for some time. However, the way that core credits are tracked and issued varies greatly among our fleet customers. The result of core tracking is to receive a credit from the vendor when returning a part that contains a core.

Core parts are identified by the vendor along with the potential value of the credit. It comes down to two questions. What does a core credit consist of and how can it be done in a fleet software package? The core credit itself is never definitive. Our clients are not guaranteed a core credit after it is returned to the vendor.

There are two main factors that determine if the full value of the core credit will be honored. The first is the condition of the core when it's returned. The second is that it's returned in a timely manner. One important piece to this functionality is to remember that the core charge and credit have no monetary value unless it is charged out with the work order part issue transaction or until the core credit has been applied using the core claim functionality.

The core value is tracked throughout the part's life with every transaction in the Part Journal table. This will allow our clients to report on all parts with cores and what the potential core value is. Money is not part of the process unless the core charge is issued to the work order or the credit has been entered for that charge. There are two main areas of core processing functionality in M5:

- First is the ability to track the issuing and cost of parts with cores for reporting purposes.
- Second is to capture the data for the core itself that needs to be returned to the vendor for credit.

After the vendor receives the core and issues the credit a work order credit transaction is done to assign it to the entity billed on the work order.

Section 2. Technical Support

AssetWorks provides several ways to connect with the Customer Care team. Be prepared to provide detailed information to the representative. If you are reporting an issue by email, include screen images of the problem. This information provides the Customer Care representative with the necessary information to quickly and effectively respond to you.

Customer Care is available 7AM – 7PM EST Monday through Friday.

Telephone: 800.900.8152

Email: M5Support@AssetWorks.com

Website: Community.AssetWorks.com

You can use this website to open issues, review the status of past submitted issues, review and download documentation, review additional training materials, and access the latest AssetWorks news. For secure access to the website, contact Customer Care by calling the listed telephone number.

Section 3. **Functionality**

Currently, M5 has two fields on the part_inv_loc table that pertains to cores.

1. Core Charge
2. Core Tracking Y/N

The fields are used to identify parts that have a core charge.

There are four main transactions that will record data in regard to parts with cores.

1. Receipts
2. Transfers
3. Issues
4. Return to Vendor

The part can be either stock or non-stock. It is important to remember that even though we are tracking the core charge there is no physical money to be held until the credit comes in from the vendor.

The core charge as it exists on these transactions is simply a potential core credit to be used for reporting purposes only. The secondary part of this functionality is the ability to track the actual core itself once it is removed from a unit. This is called core tracking.

Section 4. Configuration

Part Main and *Inventory Location Manager* contain the **Core Charge** and **Core Flag** fields. They can be updated from the *Part Main* record or at the inventory location level. The functionality for core tracking uses both fields to identify parts with a core and the charge. There are no limitations on the whether the part is stock or non-stock, either can have a core.

System Flags

There are two system flags to support the new core tracking functionality.

1. **5208** – “Use Core Tracking? (Y/N)” - This flag when set to "Y" will add Core transactions to the Core Tracking Frame. When this flag is set to "N" it will not add core transactions to the Core Tracking Frame.
2. **5209** – “Add Core Charge to part issue extended cost? (Y/N)” - This flag when set to "Y" will add Core Charge to the extended line cost for Part Issues.

Section 5. Part with Core Purchased

When a part with a core charge is ordered by placing it on a purchase order, the **Core Charge** column on the PO with the value indicated on the part inventory location record. If the part does not exist in inventory yet and is being created as part of the purchase order process, then the core charge can be entered when creating the part or it can be entered on the row in the *Purchase Order Main* frame.

A core charge from the part inventory location record can be changed by the user if needed while adding the row to the *Purchase Order* frame. The part with the core transaction will be stored in the part journal for reporting of parts with core purchases.

Section 6. Part with Core Received in Inventory

Parts that have core charges will show the core cost on the packing slip or invoice sent by the vendor. If the part with a core is being received using an M5 generated purchase order the core charge amount will be the value from the *Part Inventory Location Manager*. The core charge can be changed if needed during the receipt process using the column in the *Part Receipt* frame (or part issue for non-stock parts). The core charge will be stored in the part journal when the receipt transaction is posted.

Section 7. Part with Core Issued from Inventory

When a part with a core is issued, M5 identifies it as having a core and creates a row in the *Core* tracking frame. The core tracking stores parts with cores in various statuses:

- **Cancelled** – The core is destroyed. The core credit is not applicable or the part with the core has been returned.
- **Waiting** – The default status that starts the core tracking process.
- **Sent to vendor** – The core has been returned to vendor.
- **Transferred** – The core is transferred to another inventory location.
- **Finalized** – The full or partial credit has been applied to the work order.

When a part with a core is issued using *Work Order Main* or *Part Issue*, the **Core Cost** field can only be changed or added while the part is being issued. Selecting the **Charge Core** checkbox on the **Part Issue** row will charge the core amount to the total extended cost of the part.

After the part issue is saved the core charge can no longer be modified. If the core charge needs to be changed, then it should be done from the *Core Tracking* frame after the part has been issued. The *Core Tracking* frame displays the transaction in a status of *waiting* along with the work order or unit details related to the core. The user can review and adjust the core charge on the transaction and submit the core return memo report to a particular vendor using the **Print** icon. After the claim credit has been received, the status of the core in the *Core Tracking* frame can be changed to *Finalized*.

Work Order Main allows the user to print a part tag which can be used during the Core Tracking process. The part tag can be printed by selecting the **Print Tag** check box on the **Part Issue** row then by selecting the **Print Part Tag** icon. The part tag contains information such as the work order number, the unit number, and the date that the part was issued. It prints in large font on a regular 8.5" x 11" paper that can be attached to the part for labeling purposes.

Section 8. Part with Core Transfers

When a part with a core is transferred from one location to another, the core charge from the receiving location will be used on the *Part Transfer* frame. If the part being transferred is not on inventory at the receiving location (as either stock or non-stock) then the core charge from the shipping location will be used. The core charge will be displayed as a column on the *Part Transfer Request* frame only and can be changed by the user if necessary.

After the transfer is received at the receiving location, the core charge will be part of the receipt transaction in the part journal. This process is used to transfer parts with cores, not just the cores themselves. If the core is transferred the receiving location must be entered. The transfer of the core is done automatically. The location being sent the core does not have to manually receive the core. It will appear on the *Core Tracking* frame for that location along with a note indicating where it came from.

Section 9. Part Returns with Core Charge

The core charge will follow through to the return process as a transaction in the part journal when a part with a core is returned from a unit, department, component, work order or stock inventory. The core charge will be a negative amount which is the same as the part cost during a part return. If there is a **Core Tracking** record for this part, it will be updated to a status of *Cancelled*.

This will be the case for part returns from stock to the vendor as well as part returns that have been issued. The only process that deals with part returns that will not have a core charge associated to it is negative receipts. This negative receipt process is designed to return obsolete stock parts to any vendor at any price therefore core charge cannot be determined.

Section 10. Updates

The following updates apply to the *Core Processing Overview Reference Guide*.

Release	Section	Description
25.0	All sections	Applied miscellaneous writing style updates throughout the document.
23.2	All sections	Applied miscellaneous writing style updates throughout the document.