

## REMINDER SERVICE

Baseplan Reminder Service is a windows-based service that can be integrated with Baseplan Enterprise.

The service can be configured to customer requirements, performing regular automated processes that are either initiated through Baseplan Enterprise, or auto-scheduled.

Reminder Service can perform a number of background actions such as:

- Emailing and printing reports
- Emailing reminder notices
- Prebilling and billing
- Emailing invoices of specific types and / or statements to customers
- Updating data

This document describes the areas in Baseplan Enterprise where the Reminder Service actions and automated processes are used.

This document should not be used as a configuration guide, but as a functional guide only.

**Note:** Baseplan will install and configure the Reminder Service after the Customer and Baseplan Consultant determine the Customer requirements for the relevant Reminder Service functions. *Please contact Baseplan for information on installation.*

**Software Version: 1802**

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## REMINDER SERVICE FUNCTIONS

Essentially, there are three categories of reminder service functions:

- **Email Reminders:** Processes and actions that are performed during the day through a trigger in the system.  
**For example:** An email reminder is sent to a collection officer according to the follow up date on a collection note.
- **Auto Scheduled Processes:** Usually scheduled after hours (nightly jobs), these are bulk processes, such as automated billing, posting of invoices, emailing of invoices to Customers.
- **Workflow:** Requires installation in addition to the Reminder Service. This is where authorisation processes such as authorising purchase orders and customer credit notes can be controlled and managed.  
**For example:** Automated emails are sent to the next in line manager for purchase order or customer credit note authorisation.

## AUTOMATED EMAILS

Automated emails may be triggered by a specific action or a specific date.

**For example:** An email may be sent to a service co-ordinator when a signature from the Service Mobility tablet is submitted to the system (action) or the equipment manager may receive an email when the equipment insurance is due to expire (date).

### Email Templates - Configuration

The email templates for automated emails may be created either through system parameters or the *Email Configuration* screen.

1. From the Menu, select **Utilities > Configuration > Email Configuration**

**For example:** The customer invoice email template must be configured from the *Email Configuration* screen.

The **From** field can be manually entered for some email types

This is generally used when the email is sent from a service, rather than as a result of an action by the user.

Since we are configuring a customer invoice email template, the **Type** in this example will be 'Debtors Invoice'

Email types are configured by Baseplan. Some of these types may be licenced functionality. *Please contact your Account Manager for further information.*

Each email type has predefined 'placeholders' (metatags) in the **Subject / Body** fields. These tags are replaced with the relevant data when the email is generated and sent. A placeholder is configured as the field name, enclosed by question marks.

## Email Types

### Complete Job

Used:	When a service job is posted in the <i>Service Jobs</i> screen
Related Parameters:	NA
Placeholders:	?JobNo?, ?JobDescription?, ?DateCreated?, ?CreatedBy?, ?ChargeToBranch?, ?PlantNo?, ?LabourQty?, ?LabourAmount?, ?PartsQty?, ?PartsAmount?, ?FreightQty?, ?FreightAmount?, ?TotalAmount?, ?ItemDescription?, ?CreatedByBranch?
Is the <b>From</b> Field Editable?:	No
Email From:	User email
Email To:	Charge to Branch

### Customer Invoice

Used:	When the EMAIL INVOICE TO CLIENT button is clicked on the <i>Customer Invoices/Credit Notes</i> screen; when using Bulk Email Statements (when invoices are being sent); when the <b>Email</b> option is used on the <i>Rental Invoice Enquiry</i> screen; for overnight emailing of invoices through Reminder Service; customer email invoices; reports web service
Related Parameters:	<b>Email Invoice to Client Only</b> - If enabled, then the email is automatically sent to the billing email for the customer. If disabled, the user can select the email address.
Placeholders:	?CustomerCode?
Is the <b>From</b> Field Editable?:	No
Email From:	User email
Email To:	Depends on <b>Email Invoice to Client Only</b> parameter setting

### Off Rent

Used:	When a rental contract is terminated (off rent) and if the customer has <b>Termination Notification</b> checked on the <i>Customer Master Options</i> (accessed from <b>Customer Master &gt; Views &gt; Options</b> ) screen.
Related Parameters:	NA
Placeholders:	?TermNo?, ?HireID?, ?CustomerID?, ?OffHireDate?, ?SchedPickupDate?, ?HireContract?, ?SiteAddress?, ?OffHireRequestBy?, ?CustomerName?, ?BranchPhone?, ?UserDescription?
Is the <b>From</b> Field Editable?:	No
Email From:	User email
Email To:	Email address on rental contract

### PPSR Customer Registration Expiry Reminder

Used In:	PPSR registrations (Reminder Service)
Related Parameters:	<b>PPSR Reminder Email Address</b> – The address (es) to which reminder emails will be sent regarding expiring Customer (Account) and Driver's Licence (Cash) PPSR registrations. Leaving this field blank will effectively switch off the PPSR reminders.  <b>PPSR Reminder Days</b> – The number of days prior to the <b>Expiry Date</b> of a Customer (Account) or Driver's Licence (Cash) PPSR registration that a reminder email will be sent.
Placeholders:	?RecordID?, ?CustomerID?, ?CustomerName?, ?IsSerialised?, ?RegistrationDate?, ?ExpiryDate?
Is the <b>From</b> Field Editable?:	No
Email From:	Baseplan Enterprise
Email To:	<b>PPSR Reminder Email Address</b> parameter value

PPSR DLicence Registration Expiry Reminder

Used In:	PPSR registrations (Reminder Service)
Related Parameters:	<p><b>PPSR Reminder Email Address</b> – The address (es) to which reminder emails will be sent regarding expiring Customer (Account) and Driver’s Licence (Cash) PPSR registrations. Leaving this field blank will effectively switch off the PPSR reminders.</p> <p><b>PPSR Reminder Days</b> – The number of days prior to the <b>Expiry Date</b> of a Customer (Account) or Driver’s Licence (Cash) PPSR registration that a reminder email will be sent.</p>
Placeholders:	?RecordID?, ?DLicenceNo?, ?LicenceName?, ?IsSerialised?, ?RegistrationDate?, ?ExpiryDate?
Is the <b>From</b> Field Editable?:	No
Email From:	Baseplan Enterprise
Email To:	<b>PPSR Reminder Email Address</b> parameter value

PPSR Equipment Registration Expiry Reminder

Used In:	PPSR registrations (Reminder Service)
Related Parameters:	<p><b>PPSR Reminder Email Address</b> – The address (es) to which reminder emails will be sent regarding expiring Customer (Account) and Driver’s Licence (Cash) PPSR registrations. Leaving this field blank will effectively switch off the PPSR reminders.</p> <p><b>PPSR Reminder Days</b> – The number of days prior to the <b>Expiry Date</b> of a Customer (Account) or Driver’s Licence (Cash) PPSR registration that a reminder email will be sent.</p>
Placeholders:	?RecordID?, ?PlantNo?, ?HireNo?, ?HireLineNo?, ?RegistrationDate?, ?ExpiryDate?
Is the <b>From</b> Field Editable?:	No
Email From:	Baseplan Enterprise
Email To:	<b>PPSR Reminder Email Address</b> parameter value



PPSR Equipment on Rent Not Registered Reminder

Used In:	PPSR registrations (Reminder Service)
Related Parameters:	<p><b>PPSR Reminder Email Address</b> – The address (es) to which reminder emails will be sent regarding expiring Customer (Account) and Driver’s Licence (Cash) PPSR registrations. Leaving this field blank will effectively switch off the PPSR reminders.</p> <p><b>PPSR Reminder Days</b> – The number of days prior to the <b>Expiry Date</b> of a Customer (Account) or Driver’s Licence (Cash) PPSR registration that a reminder email will be sent.</p>
Placeholders:	?RecordID?, ?PlantNo?, ?HireNo?, ?HireLineNo?, ?RegistrationDate?, ?ExpiryDate?, ?PlantDescription?, ?LineStartDate? (for rental detail line)
Is the <b>From</b> Field Editable?	No
Email From:	Baseplan Enterprise
Email To:	<b>PPSR Reminder Email Address</b> parameter value

Reminder Service (Auto Emailing) – Rental Invoice

Used In:	Reminder Service
Related Parameters:	NA
Placeholders:	?CustomerCode?, ?_SiteCode?, ?CustomerName?, ?SiteAddress?, ?InvoiceNumber?, ?InvoiceAmount?
Is the <b>From</b> Field Editable?:	Yes
Email To:	As per reminder

Reminder Service (Auto Emailing) – Stock Invoice

Used In:	Reminder Service
Related Parameters:	NA
Placeholders:	?CustomerCode?, ?_SiteCode?, ?CustomerName?, ?SiteAddress?, ?InvoiceNumber?, ?InvoiceAmount?
Is the <b>From</b> Field Editable?:	Yes
Email To:	As per reminder

Reminder Service (Auto Emailing) – Statements

Used In:	Reminder Service
Related Parameters:	NA
Placeholders:	?CustomerCode?, ?CustomerName?
Is the <b>From</b> Field Editable?:	Yes
Email To:	As per reminder

RFQ Request Notification

Used:	When <b>Send RFQ</b> is selected from <b>Request For Quote &gt; Actions</b>
Related Parameters:	<b>RFQ Request Notification</b> – The email address to send the RFQ request to.
Placeholders:	?RFQ_ID?, ?BranchDescription?, ?UserCreatedName?, ?Make?, ?Model?, ?ManufacturersModel?, ?Description?, ?ETA?
Is the <b>From</b> Field Editable?:	No
Email From:	User
Email To:	<b>RFQ Request Notification</b> parameter value

Sales Order – Customer Credit Limit Validation

Used In:	Sales Orders, Planning Calendar, Stock Main Enquiry if the customer is placed on hold
Related parameters:	<b>Email Recipient for Held Sales Orders for Credit Limit and Overdue –</b> The email address will receive an email with details about the sales order that was held due to credit limit and overdue checking.
Placeholders:	?OrderNo?
Is the <b>From</b> Field Editable?:	No
Email From:	User

Send Service Job Card Report

Used In:	Service job posting
Related Parameters:	NA
Placeholders:	?CustomerCode?, ?CustomerName?, ?JobNumber?, ?PlantNumber?, ?SiteCode?
Is the From Field Editable?:	Yes
Email To:	Site contacts with <b>Receive Completed Job Cards</b> checked

Service Schedule Reminder Letter

Used:	When the SEND REMINDERS button is clicked on the <i>Equipment Due for Service</i> screen
Related Parameters:	NA
Placeholders:	?Contact?
Is the <b>From</b> Field Editable?:	Yes
Email To:	Site contacts with <b>Position</b> 'Service' and a valid address in the <b>Email</b> field

Split Sales Order per Warehouse

Used:	When a sales order detail line is split
Related Parameters:	<b>Warehouse Manager Email</b> on the <i>Warehouse Master</i> screen
Placeholders:	?Warehouse_Description?, ?Sales_Order_Number?, ?User_Created_name?, ?Sales_Order_Detail_Line_Number?, ?Item_Code?, ?Item_Description?, ?Qty_Ordered?
Is the <b>From</b> Field Editable?:	No
Email From:	User
Email To:	Warehouse

SQ Status Change Notification

Used In:	When a sales quote has been changed
Related Parameters:	NA
Placeholders:	?Sales Type?, ?SQ_ID?, ?newStatus?
Is the <b>From</b> Field Editable?:	No
Email From:	User
Email To:	<b>Email Address</b> configured in the <i>Status Change Notification</i> screen

Overdue Invoice Reminder

Used In:	When a customer invoice is due past number of days configured in the <b>Reminder Days</b> field on the <i>Customer Master</i> screen or <b>Number of Days from the Invoice Due Date after which Reminder Emails are Sent Out</b> system parameter.
Related Parameters:	<b>Number of Days from the Invoice Due Date after which Reminder Emails are Sent Out</b>
Placeholders:	?CustomerName?, ?CompanyName?, ?RemittanceEmail?
Is the <b>From</b> Field Editable?:	Yes
Email From:	User
Email To:	<b>Email</b> on <i>Customer Master</i> screen

## Collection Notes

1. From the Menu, select **Customers > Collection Notes**

The **Reminder Recipient** recorded on a collection note will receive an email on the **Next Follow Up Date**.

## Equipment Registration, Insurance and Lease

Equipment administration details, such as insurances, permits, registration and their respective expiry dates can be entered with the equipment record. The system will send automated email reminders of the expiry details to the nominated email address.

1. From the Menu, select **Equipment Management > Equipment Ledger**
2. Display the relevant equipment record
3. Select **Views > Equipment Administration**

## Automatic Email Reminders for Overdue Customer Invoices

Automated email reminders can be sent for customer invoices outstanding for more than a certain number of days.

The email configured for the **Type** 'Overdue Invoice Reminder' (**Utilities > Configuration > Email Configuration**) can be sent out to the customer **Email** if an invoice is outstanding for a number of days greater than the value in the **Reminder Days** field on the *Customer Master* screen. If this field is empty, then the value of the parameter **Number of Days from the Invoice Due Date after which Reminder Emails are Sent Out** will be used.

If the **Reminder Delivery** field on the *Customer Master* screen is set to 'Email' and a contact with position 'Reminder' exists (**Customer Master > Views > Contacts**), then these email reminders will be sent to this contact only.

After an email is sent:

- The date that the email was sent will default in the **Reminder Sent Date** field on the *Customer Invoices / Credit Notes* screen.
- A collection note will be added in the *Collection Notes* screen (**Customers > Collection Notes**). This note will be completed by default, i.e. the **Done** checkbox will be checked. A PDF invoice will be attached to this collection note. The attachment can be found at the location specified by the parameter **Location of the PDF File to be Saved when Sending Invoices/Statements (Collection Details)**.

The Customer Overdue Invoices Reminder report can be accessed from **Customers > Reports** in Baseplan Enterprise.

**Note:** These email reminders will not be sent for disputed invoices or to special customers (**Customer Master > Views > Options > Special Customer checkbox**).

## Emailing Completed Job Cards to Customers

This function is used with the Service Mobility solution.

When a customer signs to acknowledge the completion of a service job on the Service Mobility device, and when the signature is submitted to Baseplan Enterprise via the device, an email with the completed job card (PDF) is sent to a nominated email address.

**For example:** The site supervisor signs for the completion of the service job on the Service Mobility device on site. The technician submits the signature to Baseplan Enterprise. Following this, an email will be sent with the completed job card to the service co-ordinator in the branch.

The email address of the site contact on the customer site will be used if the **Receive Completed Job** checkbox is checked.

## PPSR Details

Automated email notifications will be sent to the nominated email address (es) at PPSR expiry – when equipment / customer / rental contract level is approaching.

Reminder emails will be sent if:

- An equipment PPSR expiry date is approaching
- A rental contract detail line is approaching the renewal days for serial/non serial equipment
- The equipment is not registered for PPSR and the customer is not registered either

The below email templates, configured in the Email Configuration screen, will be used

- PPSR Reminder Fleet (Equipment)
- PPSR Reminder Debtor (Account Customer)
- PPSR Reminder Dlicence (Cash Customer)
- PPSR Reminder Equipment not registered (Equipment)

### Emailing Transport Dockets to External Transporters

This function is used with the Transport module.

Transport (delivery / return) dockets for external transporters may be emailed to a nominated email address.

Transporter email address is derived from the supplier on the docket.

### Supplier Invoice Rejection Notification

A supplier invoice may be entered and marked as 'rejected' with a 'reject reason'. If the **Use for Auto Rejection Email** checkbox is checked on the relevant *Reason* screen, an email will be sent to the supplier contact informing the supplier of the invoice rejection. The supplier contact **Type** must be 'Accounts'.



## SCHEDULED ACTIONS

### Prebilling

This process is usually scheduled after hours.

At a scheduled day and time, the system will process the pre-billing of rental contracts according to the pre-configured billing frequency and the next billing date.

The **Disable Cycle Billing** checkbox on the *Customer Master* screen must be unchecked. The value of this checkbox is controlled by the branch parameter, **Disable Cycle Billing**.

### Emailing Prebilling Report

Once rental contracts have been pre-billed via the Reminder Service, the system will email the Rental Prebilling Summary report (PDF attachment) to the nominated email address.

### Billing

The Reminder Service processes the billing for all anniversary rental contracts due to be billed on the day. This process is run a day after the prebilling process.

### Post Cycle Billing Process

Posts invoices created as part of the [Billing](#) process above.

### Return Invoices Prebill

The Reminder Service processes pre-bills for all rental contracts that have been returned but not billed.

### Return Invoices and Send Prebill Report

The Reminder Service sends the pre-bill report as a result of the Return Invoices Pre-bill process to the nominated email address.

### Emailing Customer Invoices

This Reminder Service process emails all unprinted invoices in the system to Customers with **Email** selected from the **Electronic Delivery** drop down list on the Customer Master record.

This is a bulk process and is usually scheduled after hours.

The emails are sent to the email address in the **Email** field on the *Customer Master* screen.

**Note:** Emailing of invoices is limited to types, 'Rental', 'Service' and 'Stock'.

There are a few options available.

**For example:** One option is to send an email with one PDF that includes all invoices for the customer. Another option would be, to send invoices to customer site addresses and to specify if one email is sent for each invoice or one email with a PDF for each invoice.

### Emailing Customer Invoices to Customer Site Address

This process emails customer invoices to the email address configured on the Customer Master record and the electronic delivery method is configured as email, fax or XML.

**Note:** Stationery changes are required when using the Emailing to Site option.

### Processing and Emailing Customer Statements

Customer statements are emailed as per the configured day (**For example:** 3<sup>rd</sup> of every month) and time for those customers where **Electronic Delivery** is entered as 'Email' on the Customer Master record.

### Customer Statement Generation – XML File

Creates an XML file of monthly statements and uploads to the FTP server configured in the company table.

### Supplier EFT Payments – Automated Emails for Remittance Advices

Following from an EFT payment run, the remittance advices generated during the EFT run are emailed at a configured time.

## Standard Builds

Standard Builds interface in Reminder Service can be used to import tracking, IPL and Standard Build data.

Related parameter: **Enable A Number Tracking on PDW Screen**

If this parameter is enabled, order tracking information can be imported into the system. The tracking information will be displayed in the *Pre Delivery Wizard* screen under the *Sales Quote Details* panel. A new panel *Tracking* will be displayed.

If this parameter is disabled, tracking information as well as International Price List (IPL) and Standard Build data will be imported into the system from a nominated FTP server.

## Supplier EFT Send

Encrypts the file for supplier payments disk created using **Suppliers > Procedures > EFT Processing** and uploads to a nominated FTP server.

**Note:** Bank specific

## Invoices – XML Format

Creates XML files for customer invoices and uploads to a nominated FTP server, which can be used by a mailing house to mail invoices to customers.

## Auto Send Equipment on Rental Report

Users can schedule the Equipment on Rental by Customer report per customer and/or customer site. Reminder Service can automatically send the scheduled report to email recipients using the configured settings that include options for combining the attachments per site or across sites, frequency of the emails, and the contacts that can receive the emails.

The Report Scheduler is used as follows:

1. From the Menu, select **Utilities > Configuration > Report Scheduler**
2. Select the **Report Name**
3. Click EDIT in the toolbar
4. Click on the *Entry/Edit Details (Alt E)* tab
5. Select the **Customer**
6. Select the **Site**
7. From the **Attachment Option** drop down list, select the preferred option for attaching the report

The options 'One PDF One Site' and 'One PDF All Sites' will be displayed only for records where the **Site** is empty. If the **Site** field has a value, then the **Attachment Option** will be 'One PDF One Site' by default and will be locked for editing.

8. Select the **Frequency** of sending the report

Odd and even weeks represent the calendar week numbers. **For example:** Configuring 'Even Weeks' will send the report on the 2<sup>nd</sup>, 4<sup>th</sup>, 6<sup>th</sup>, etc. week number of the year.

9. Check the **Days** this report must be sent on

If the **Frequency** is 'Every Week', 'Odd Weeks' or 'Even Weeks', then at least one checkbox must be checked for **Days**.

10. In the *Recipients* panel, select all the contacts that must receive this report

If a contact is made inactive after this configuration, they will not be sent this report.

11. Click SAVE in the *Select Customer / Site* panel

12. Click SAVE in the toolbar

The added record will be displayed in the *View Details (Alt V)* tab.

The *Bulk Entry* tab can be used to instantly enter multiple customers and/or sites that share similar configuration.

The relevant customers and/or sites can be displayed by entering search text and clicking the magnifying glass icon in the *Select Customers and Sites* panel. Clicking the >> button will move all the displayed records from the *Available Customers / Sites* grid to the *Selected Customers / Sites* grid. Individual records can be selected using the > button. Clicking ASSIGN will apply the configuration to all the selected records. This will refresh the grid in the *View Details (Alt V)* tab to display the newly added records.

When sending the email, Reminder Service will check the configuration for the report to generate the attachment. The report will be sent to the contacts configured for the report. All emails sent will be recorded and can be viewed from **Utilities >View Emails** screen. No attachment will be retained.

## WORKFLOW

Workflow is a part of the Reminder Service and requires additional configuration, which must be carried out by Baseplan.

Please refer to the 'How to Use Workflow' guide for more information.

The Workflow mainly carries out the below functions:

- Purchase Order Authorisation
- Customer Credit Notes Authorisation

### Purchase Order Authorisation

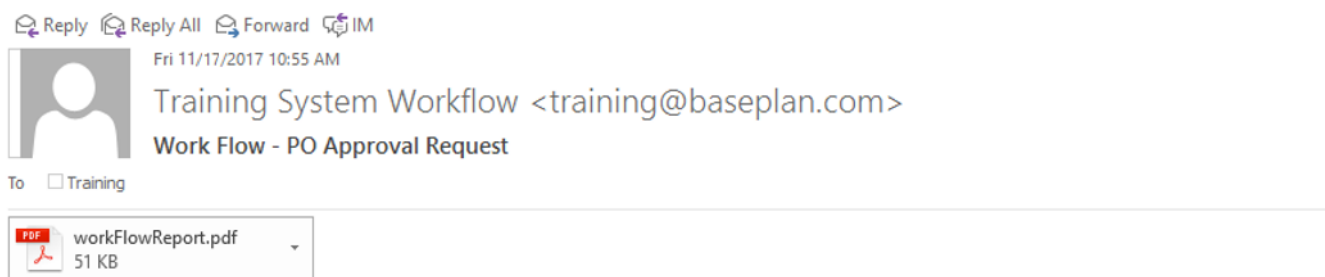
This Workflow component of the Reminder Service processes a purchase order authorisation workflow.

When a user processes a purchase order where the purchase order amount exceeds the user's defined purchase order limit, the purchase order requires authorisation by a user who has sufficient purchase order limits (i.e. the next in line manager).

The system checks purchase order limits of the purchase order originator when the order is processed. If the order exceeds the limits of the user, the system will send an escalation email with the order details to the relevant user (as per configuration and Active Directory hierarchy) for approval.

The email recipient may 'Approve' or 'Reject' the purchase order by clicking APPROVE or REJECT in the email body.

Example of purchase order escalation email to the purchase order authoriser:



This email has been sent by Baseplan Work Flow.

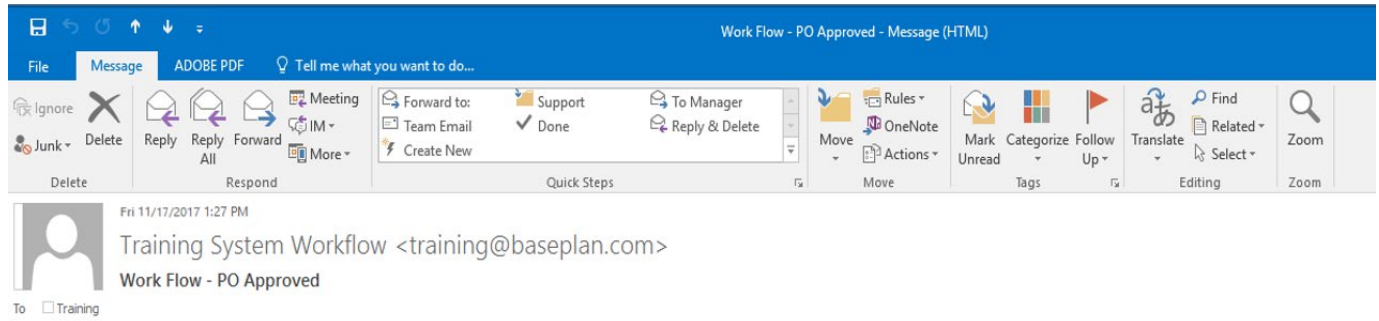
Train3 has requested the approval of Purchase Order #1259 (SAMS001: Sam's Parts Supplies) for amount \$100,000.00. See the attached report for further details.

Use the following links to action this request:

[Approve](#) [Reject](#)

The purchase order originator will receive an automated email with the purchase order details of the approved or rejected purchase order.

Example of purchase order authorisation email to the purchase order originator:



This email has been sent by Baseplan Work Flow.

Your approval request for Purchase Order #1259 (SAMS001: Sam's Parts Supplies) has been approved by Train1 for amount \$100,000.00.

### Customer Credit Notes Authorisation

This is similar to the purchase order approval process, except this process is based around customer credit notes.

The system checks the credit note limit of the user who raises the credit note. If the credit note amount has exceeded the user's limit, the system will escalate an email to the user (as per Active Directory) who can authorise the credit note for processing.

Depending on the configuration, if the request has not been actioned within a given time by the relevant approver (next person in line according to the Active Directory) the Reminder Service escalates the authorisation request to the next person within the hierarchy.

The escalation reminders can be sent several times, which is also dependent on configuration.

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