

How to Identify Cylinder Discrepancies



Introduction

The Cylinder Transaction History Inquiry can be used to identify cylinder discrepancies that have occurred during a particular time frame.

A few examples would be:

1. Delivery tickets that did not have even exchanges on cylinders.
2. Deliveries where the cylinders shipped or returned were not entered.
3. To identify larger balance changes. i.e. when a customer returns a large amount of cylinders.

Identifying Discrepancies

This program should be run each month, before cylinder rental invoices are run, to identify any potential problems.

The Cylinder Transaction History Inquiry is located on the Cylinder menu under **Reports**.

First, select the date range to be used. The program will default to the past 30 days.

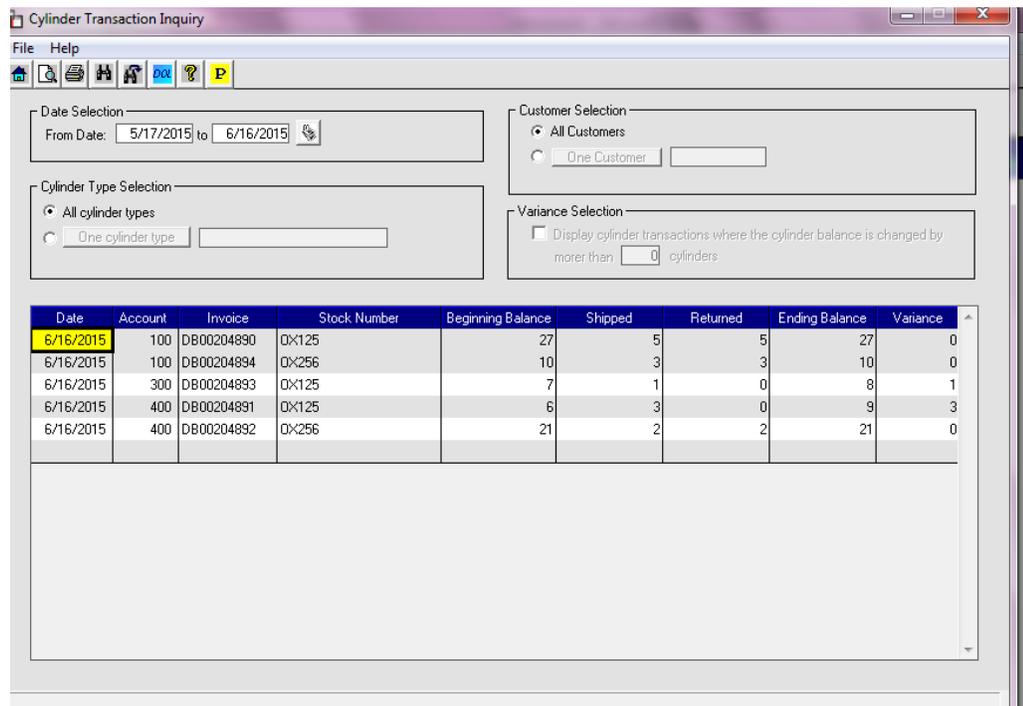
To show any uneven

exchanges, change the Variance Selection to a **1**. This will show any transactions where the number of cylinders shipped did not equal the number of cylinders returned.

Another example would be: a customer calls up and says “You’re charging me for three cylinders more than I have.”

In the example below you can see, on the second transaction, where three cylinders were shipped and none were returned. Therefore, the problem could potentially be that the returns were not entered.

If the question involves just one customer, you can select **One Customer** and enter their customer number so that only their transactions are visible.



The screenshot shows the 'Cylinder Transaction Inquiry' window. It includes a menu bar (File, Help) and a toolbar. The main area contains several selection panels: 'Date Selection' (From Date: 5/17/2015 to 6/16/2015), 'Customer Selection' (All Customers selected), 'Cylinder Type Selection' (All cylinder types selected), and 'Variance Selection' (checkbox for 'Display cylinder transactions where the cylinder balance is changed by more than 0 cylinders'). Below these panels is a data table with the following content:

Date	Account	Invoice	Stock Number	Beginning Balance	Shipped	Returned	Ending Balance	Variance
6/16/2015	100	DB00204890	0X125	27	5	5	27	0
6/16/2015	100	DB00204894	0X256	10	3	3	10	0
6/16/2015	300	DB00204893	0X125	7	1	0	8	1
6/16/2015	400	DB00204891	0X125	6	3	0	9	3
6/16/2015	400	DB00204892	0X256	21	2	2	21	0

If the problem being researched is one cylinder type (OX251) you could enter the cylinder type. Then only that specific cylinder type as well as the transactions for that specific customer would be visible.

This screen shows the:

- Date of the transaction
- Customer
- Invoice number
- Number of cylinders shipped and returned
- How much the balance changed.

Date	Account	Invoice	Stock Number	Beginning Balance	Shipped	Returned	Ending Balance	Variance
6/16/2015	300	DB00204893	OX125	7	1	0	8	1
6/16/2015	400	DB00204891	OX125	6	3	0	9	3

Have questions? Feel free to [send us an email](#), we welcome the questions!

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