

Overview

The following is a list of the Request Types and Document Types that come with the standard Synergy for MAX implementation.

Request Types:

Request Type	ID	Main Type
Applicant	11003	BackOffice
Application	151	Human Resources
Appointment	3	Common Requests
Appointment with Response	4	Common Requests
AR Collection Follow-Up	300	Finance
Calibration	503	Quality
Company Policy Request	700	Executive
Corrective Action (CAPA)	502	Quality
Customer Complaint	553	Service
Demo Presentation	202	Sales
Employee Update	153	Human Resources
Engineering Change Request	401	Engineering
Expense Report	301	Finance
Follow-Up	5	Common Requests
Inbound Request	200	Sales
Inspection	500	Quality
Installation Request	554	Service
IS Support Request	180	Information Systems
Knowledge Base Request	701	Executive
Literature Request	204	Sales
MAX Part Request	420	Materials
New Hire	152	Human Resources
Non-Conformance Report	501	Quality
Performance Review	154	Human Resources
Project Task	7	Common Requests
PTO	155	Human Resources
Purchase Request	440	Purchasing
Request for Quote	442	Purchasing
Return to Vendor	441	Purchasing
RMA Request	551	Service
Sales Follow-Up	201	Sales
Sales Forecast	203	Sales
Sales Order Request	552	Service
Service Contract Renewal	555	Service

Service Incident	550	Service
Shipping Request	480	Shipping
Stage 1	211	Sales
Stage 2	212	Sales
Stage 3	213	Sales
Suggestion	6	Common Requests
Synergy Change Request	182	Information Systems
Task	0	Common Requests
Task with Response	2	Common Requests
Training	504	Quality
Travel Request	100	Administration
Vacancy	150	Human Resources
Website Inquiry	600	Marketing
Website Update	181	Information Systems

Document Types:

Document	Type
Asset Specification	55
Budget Document	27
Business Cards	19
Business Logic	35
Company Policy	39
Crystal Report Template	75
Customer Portal Document	72
Delivery Note	12
Depreciation Table	56
Employee Letter	58
Employee Portal Document	70
Employment Contract	57
FAQ	29
Help	10
Incentive compensation	44
Label File Format	101
Mailing letter	1
Marketing Event	32
MAX Invoice Edit List	49
MAX Packing List	22
MAX Purchase Order	6
MAX Sales Acknowledgment	11
MAX Sales Quotation	13
Miscellaneous Document	2
Payment Document	16

Payroll Document	4
Performance Review	8
Planning Document	34
Product Factsheet	31
Product Release Note	38
Prospect Letter	5
Reference Story	33
Reseller Portal Documents	71
Resume	3
Sales Invoice	14
Sales RFP	48
Shipping Document	25
SOP	103
Startpage	9
Synergy for MAX Procedure	102
Time Slip	52
Vacancy Document	76
Vendor Invoice	7
Vendor Quotation	54
Web Page	28