Enterprise
by HansaWorld

Integrated Accounting,
CRM and ERP System for
Mac OS X, Windows,
Linux, iOS, Android and AIX

Introduction to Enterprise by HansaWorld

Installation, Working Environment, Getting Started

Preface

The Enterprise by HansaWorld range of products contains a number of powerful accounting, CRM and ERP systems for the Windows, Mac OS X, Linux, iOS, Android and AIX environments.

The programs are designed to make administration and accounting as easy and fast as possible. They are similar in operation regardless of platform. In the specific areas where there are significant differences, these are described and illustrated in full. In all other cases illustrations are taken from the Windows 7 version.

Text in square brackets - [Save], [Cancel] - refers to buttons on screen.

How these manuals are organised

Introduction to Enterprise by HansaWorld

Introduction	Installing Enterprise by HansaWorld, the basic ideas
Work Environment	Basic elements of Enterprise by HansaWorld: modules, registers, windows, menus, functions, buttons
Accounting Principles	About the place of Enterprise by HansaWorld in your business, integration between ledgers, objects
Starting Work	Entering opening balances

Manuals for each Module

Assets	Asset accounting, calculation of depreciation using user-definable depreciation models, revaluation
Business Alerts	System alerts, transaction approval processes
Cash Book	Inward and outward cash transactions, receipts and payments
Consolidation	Multi-company reporting, subsidiaries and daughter companies
Contracts	Periodic invoicing and repeat billing, contract renewals, contract quotations, contracts from invoices
CRM	Time management using daily or monthly calendar formats. Contact and customer history. Customer letters and mailshots. Target time. Employee time statistics
Currency	Multi-currency in all modules
Customers, Suppliers and Contact Persons	Customers and suppliers, customer categories and reports
Expenses	Payments to and from employees
Items and Pricing	Products and services, pricing
Job Costing	Project management. Recording time, expenses and purchases. Instalments. Pricing by consultant, project, task and time of day. Budgets and quotations
Mail	Internal mail, external mail (email), conferences, off-line local mail, chat
Nominal Ledger	Transactions, simulations, budgets and revised budgets. Error correction. Account reconciliation. Transaction templates. Flexible management and financial reports with multi-dimensional analysis and drill-down to transaction level
Production	Multi-level assemblies from components
Purchase Ledger	Purchase invoices, payments and payment suggestions, creditor reports, prepayments, accruals, acceptance
Purchase Orders	Purchase orders, goods receipts and purchase pricing
Quotations	Sending quotations, call backs, pipeline management, opportunity forecasting, and conversion ratio reports
Report Generator	User-definable reports
Sales Ledger	Invoices, receipts, debtor reports and documents, deposits and prepayments, accruals
Sales Orders	Orders and deliveries. Invoices from orders
Service Orders	Management of service stock, invoicing of repairs, warranties
Stock	Deliveries, goods receipts and stock movements, batch and serial number tracking, multi-location stock management
System Module	Settings and parameters. System-wide usage

Contents

Chapter 2: Working Environment 112

The Master Control Panel 113

Windows 141

Menus 178

Chapter 3: Accounting Principles...........................218

Chapter 4: Starting Work in Enterprise by HansaWorld...280

Enterprise
by HansaWorld

Introduction and Installation

Chapter 1: Introduction and Installation

Enterprise by HansaWorld is an integrated accounting, CRM and ERP tool for working with Sales Order Processing, Stock Control and the Sales, Purchase and Nominal Ledgers, and for keeping track of contacts with Customers, organising mailshots and for planning activities of all kinds.

Enterprise by HansaWorld is a modular system. The number of modules available to a user varies with the installation. The minimum configuration (the Accounting package) comprises the System module, the Nominal, Sales and Purchase Ledgers with Multi-Currency capability, and a Calendar and Task Manager that you can use for contact management. To this, the Logistics package adds the Sales Order, Purchase Order and Stock modules. You can add further modules as required, including the Server module that is required in multi-user installations.

The Calendar and Task Manager allow you to record the different tasks and events in the business day, such as customer contacts for sales, service support, consultancy appointments etc. Each task or event is known as an "Activity". You can view, review, change and add Activities at any time, using them as a planning and monitoring tool for a sales force, or as a tool to log telephone calls to a customer service centre, and in many other ways.

Enterprise by HansaWorld contains full internal mail, email and conferencing facilities. These features, together with the External Gateway and web server, mean that users can be online from anywhere at anytime. This means that employees can always be in touch with each other. The program also supports communications methods such as Skype, Asterisk-based SIP (Session Initiation Protocol) and SMS text messaging. Using the Business Communicator window, you can initiate outgoing communications using any of these methods from a single screen. You can share a single list of Skype contacts and control Skype (i.e. you can make and receive calls, initiate chats). Whichever communications method you use, you can record details about each incoming and outgoing communication as you talk, enabling you to build up a comprehensive communication history about each caller or contact person.

In this introductory chapter, we will describe the steps you need to follow to get started with Enterprise by HansaWorld. Topics covered include installation (both single- and multi-user) and the creation of a new database. Subsequent chapters cover the working environment in Enterprise by HansaWorld, the data structure and the way data is handled, and beginning work. Separate volumes describe the Contact and Item registers which are used throughout the system and the System module, where preferences and look-up information are stored. Other volumes cover the individual modules in detail, enabling you to become familiar with the more advanced functions of the program.

Structure of Enterprise by HansaWorld

An Enterprise by HansaWorld system consists of two or more modules that interact with each other. Each module contains a number of registers in which information of a particular type is stored. For example, information about Customers and Suppliers is stored in a Contact register, information about Items is stored in an Item register and so on. The smallest system (the Accounting package) consists of four modules with the following registers—
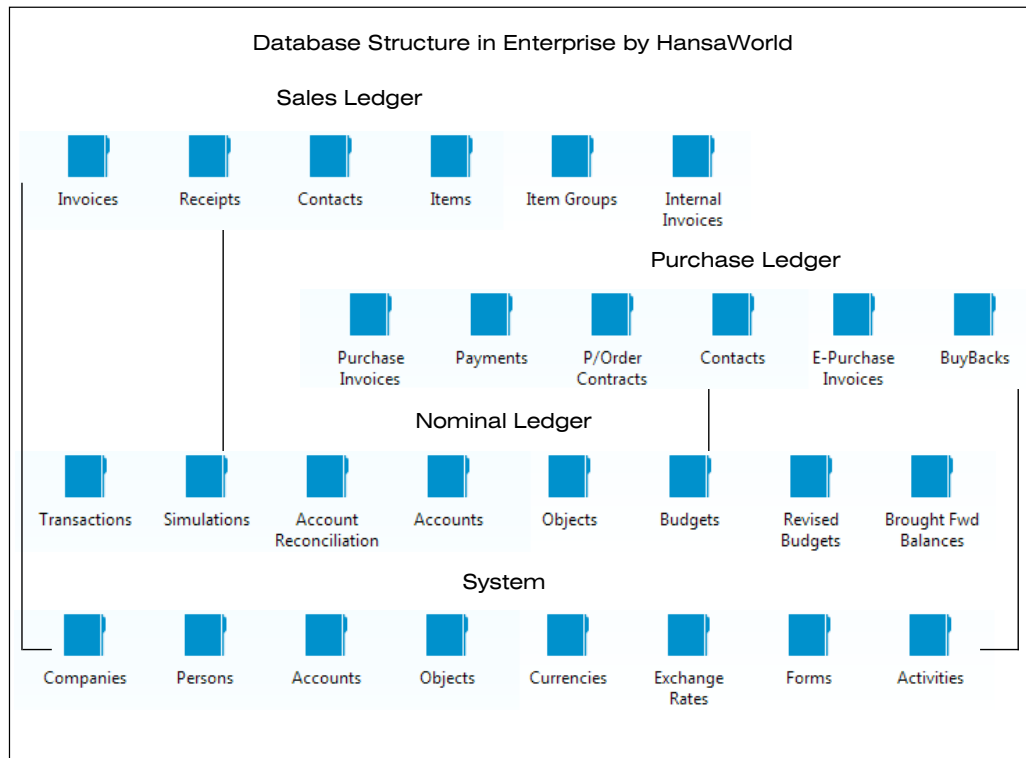
The integration between modules is quite straightforward in this small system. You need to be in the correct module to be able to enter information to any of the registers (the Account and Object registers are the only ones that can be found in more than one module). Having entered this information, you will be able to access it from other registers in other modules. For example, the Sales and Purchase Ledgers can both access the list of members of personnel, stored in the Person register in the System module.

Registers contain the information with which you will be working daily, such as Customers, Suppliers, Sales Orders and Invoices. Each module also contains a number of preferences, known as "Settings". Settings can contain information that will be used in 'look-up' tables. Settings can also be used to control how particular functions or features operate.

Larger Enterprise by HansaWorld systems have a more complex structure. The Contact and Item registers, for example, are included in several modules - Quotations, Sales Orders, Sales Ledger, Stock, Contracts and Job Costing.

Work Flow

The administration of a company is always associated with a certain flow of tasks and work. In a typical trading company, items are purchased from a group of suppliers, goods are received and put into stock, sales orders are processed, stock levels are checked, goods are shipped and invoices issued, and payments are made and received. All transactions are logged and recorded, and financial events are recorded in the accounting subsystem.

A modern financial system like Enterprise by HansaWorld is designed to automate as many administrative tasks as possible. If you enter information in one part of the system, there is no need to enter it again elsewhere. Information will be recorded for re-use, and it will be available throughout the system immediately.
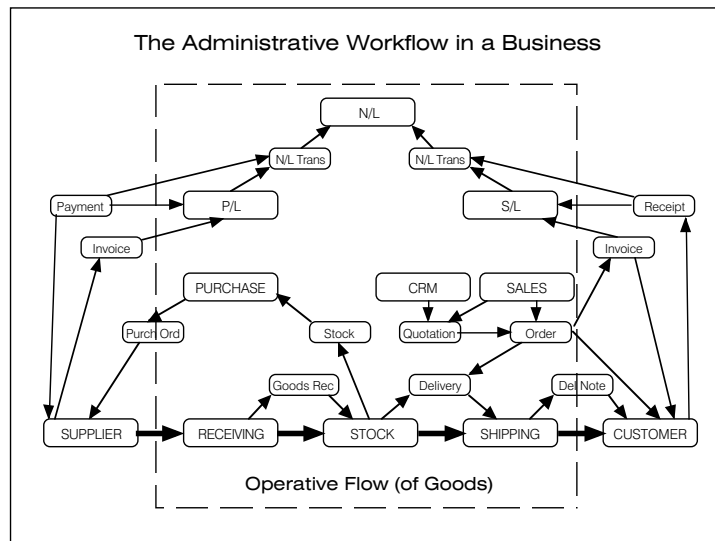
The above illustration shows a simplified description of the interaction of functions and information (messages) in a traditional trading business. The basic physical flow is shown at the bottom, with "operative" functions handling the goods as they are received, stocked and shipped. The rectangles above the operative flow are "administrative" functions that handle the flow of information in the business. The smaller rectangles are messages containing information that is passed around in the business. The dashed frame is the boundary of the business: although Suppliers and Customers are on the outside, there is a continuous exchange of information with them.

One of the tasks of the administration is to keep the organisation's "memory". This is done with the help of files and registers, where information about business events is kept. The following picture shows the same structure as above, but the messages have been removed and are replaced by the registers kept by the business.

Basic Registers in a Trading Business

N/L	Accounts / Balances / Transactions		

Operative Flow (of Goods)

SUPPLIER → RECEIPT → STOCK → DELIVERY → CUSTOMER
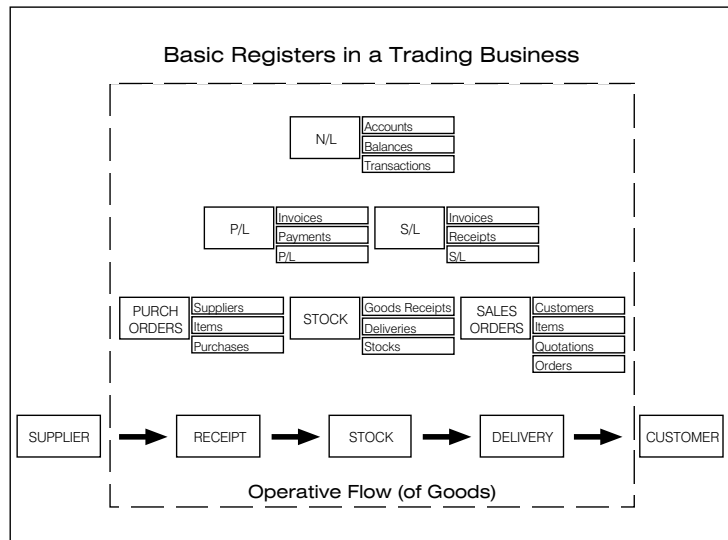
The modular design of Enterprise by HansaWorld includes a number of standardised tasks for each functional area in a business. The design is very flexible, so that many different types of business can use the software. In Enterprise by HansaWorld it is always possible to access information immediately from another module. If for example the person involved with Purchase Invoices needs some information about a Sales Invoice, then it is immediately available to them without any need to leave the system (subject to the person having the necessary access rights).

Enterprise by HansaWorld is an integrated accounting system. The different parts of the system interact with each other. The Sales Ledger is for example integrated with the Nominal Ledger so that as soon as an Invoice has been approved, all ledgers in the company's accounts are automatically and immediately updated, and the new information will be available to all users.

In many cases, this integration means that you will not notice the actual creation of Nominal Ledger Transactions from the Sales and Purchase Ledgers as the process is completely automatic. These Transactions constitute about 80% of the Nominal Ledger transactions in a manual system - you simply can forget them, together with all the hassle of reconciling the ledgers with each other. Enterprise by HansaWorld does all this automatically. The picture below illustrates the integration process.

Enterprise by HansaWorld Integration

Transactions

Invoice | Purchase Invoice
Receipt | Payment

N/L Transactions are generated automatically

N/L Transactions entered manually → Nominal Ledger
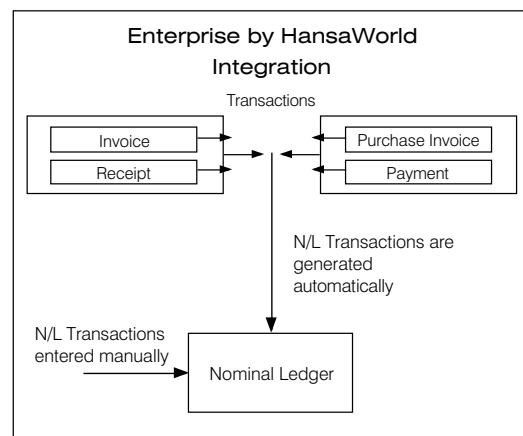
Multi-year Database

Enterprise by HansaWorld uses a multi-year database. This means that Transactions, Invoices etc. from several years are stored in the same database. Closing balances for all Balance Sheet Accounts at the end of one financial year are automatically converted into opening balances for the beginning of the next. The multi-year database thus simplifies your end-of-year procedures.

An Enterprise by HansaWorld database is continuous. There is no requirement to divide a fiscal year into periods, and therefore no requirement to lock a period before you can open the next one. It is possible to extract reports for completely arbitrary periods. However, when you come to the end of a month or quarter and have printed the Profit & Loss and Balance Sheet reports, you may want to prevent the posting of further accounting transactions, because doing so will change the results of that month or quarter. To do this, you can specify Lock dates. A Lock date can be any date during the year. No transactions with Transaction Dates on or before the Lock date will be permitted.

Each set of transactions has its own Number Series. There is no limit to the number of series, which you can define in each module using the 'Settings' function.

Preparing for Installation

Enterprise by HansaWorld is designed with a modern graphical user interface - for Windows, Linux and Mac OS X. It uses many different "windows" on the screen, one for each task. The basic idea is to create a working environment that as closely as possible relates to the way you handle papers, files and documents on your desk.

Accounting tasks normally require that you work with several documents at the same time. This is reflected in the design of Enterprise by HansaWorld, where documents and reports are handled in a slightly different manner to what you may be used to in word processors or spreadsheet programs. Enterprise by HansaWorld therefore contains a number of features that you may not be familiar with.

If Enterprise by HansaWorld is the first program you will be using in a Windows, Linux or Mac OS X environment, you should first of all take the time to learn as much as possible about the computer and how to use it. And you must of course be sure that the correct version of the computer's operating system is installed. Talk to your computer dealer or consultant if you are uncertain.

In the 'Accounting Principles' chapter below on page 218 you can read more about the basic accounting tasks in a business. Please ensure you read it if this is your first attempt with computerised accounting.

Even if you are an experienced computer user, you should read this Introduction, because Enterprise by HansaWorld contains a large number of features designed to facilitate your work and to make it faster. If you are the 'I-never-read-manuals' type of person, you will of course be able to use Enterprise by HansaWorld anyway - it is very simple. But there are some not so obvious shortcuts that can save you a lot of time. They are all in the manual.

Efficient Management

Enterprise by HansaWorld is easy to use. By following the instructions in the installation section of this manual, you can set up your order and invoicing system in a very short time. You will quickly be able to get the benefits from efficient order processing and a well-functioning system for your Sales Ledger and debtors.

The basic idea with automatic administration is to make the computer do most of the routine work. In the beginning it may seem a lot of work to enter all the necessary information about Items and Customers, but that is really all the preparation you have to do. It is not necessary to use all the many features of Enterprise by HansaWorld. Remember, however, that the more basic information you can enter into the various files and registers, the more the program will be able to assist you in your work.

Planning and Setting up

If this is the first time that you will be using a computerised accounting system to manage your order processing, stock, and your sales, purchase and nominal ledgers, or if you are changing from another system, why not take a good look at

the overall operations? Maybe you can do things in your present operation more efficiently.

A good idea is to sit down with pen and paper for a while, and go through your Items (products and services you buy and sell), Item Groups, Customer Categories, Accounts, Payment Modes and Terms, etc. If some of the concepts of Enterprise by HansaWorld are new to you, it is always a good idea to think first.

The setting up of an Enterprise by HansaWorld system in your business requires some planning and forethought. You will have to make a number of decisions about number series for Customers, Items, statistical classifications, invoice procedures and so on. Enterprise by HansaWorld allows a great deal of flexibility, and you can create almost any work environment you want. But remember that you are in charge. If you find that the standard Chart of Accounts is not suitable for your business, only you can make the decision to use another chart. Enterprise by HansaWorld allows almost anything.

If you will be using Enterprise by HansaWorld as a multi-user system, its installation, as is the case for any advanced multi-user system, will mean a great change in the day-to-day operations of the business. Before you install, you should therefore consider very carefully how you want the business to work, now and in the future.

- What tasks are to be performed, and just how do you want them done?

- Who should enter e.g. Orders, Invoices, Payments, and how?

- What business documentation is needed, and how should you identify and file the documents?

- What reports do you want, and how do you want Orders, stocks, sales etc. to be reflected in your accounts?

Enterprise by HansaWorld gives you great flexibility, but it is important that you know what you want beforehand. We strongly advise against installing a multi-user installation without the assistance of a qualified HansaWorld consultant. Please contact your HansaWorld representative for advice and training.

Most people think that the beginning of the year is the only time when you should change the accounting procedures in a business. Quite to the contrary, it is better to change systems during the year. You can then select a calm period of the year, enter all data from the beginning of the year and check the outcome against reports produced from the previous system. Please refer to page 324 for more details about entering opening balances.

Remember that Enterprise by HansaWorld does require some maintenance. At the very least, you should establish a regular routine for backing up. A financial system is very different from a word processor, which handles individual documents. Enterprise by HansaWorld works - like all financial systems - with a database i.e. a single file. All your customer information, invoices, nominal ledger etc. is stored in this file. If you lose the file, you have lost not just a single document, but all your accounting and customer information. Backing up is described below on page 75.

Installation

The installation of an Enterprise by HansaWorld system is technically simple. If you are used to computers and have some experience of installing software, you will find the installation of Enterprise by HansaWorld very straightforward.

You can use Enterprise by HansaWorld in many environments: Windows, Mac OS X, Linux, iOS, Android and AIX. In this section, we describe the system requirements and installation procedures for Windows, Mac OS X and Linux. Please contact your local HansaWorld representative for details about the other environments.

System Requirements

Enterprise by HansaWorld requires at least 100 MB of free hard disk space at the time of installation, but more will be required as the database grows with regular use. The program is suitable for use on mixed networks (e.g. networks with Linux, Mac OS X and Windows clients), provided all machines have TCP/IP installed.

Enterprise by HansaWorld does not require Windows or Mac OS X file sharing to be switched on.

Any employee can work with Enterprise by HansaWorld in a local area network or a wide area network. As Enterprise by HansaWorld supports firewall technology independent of the type of internet connection (ADSL, ISDN or dial-up modem), it is recommended that firewall software be installed on the server machine.

Concerning security, it is important to mention that the data flow between the Enterprise by HansaWorld server and its clients is encrypted. Back-up files created using the facility built in to Enterprise by HansaWorld are also encrypted. Every user will require a unique user name and password to log in, and you can use the Password Security setting in the System module to force users to change their passwords regularly. This setting is described in the 'System Module' manual.

Server Hardware

Enterprise by HansaWorld will usually be installed as the core ERP system in a business, or as the core ERP system with an integrated on-line front-end. In many businesses, this will make it the most critical piece of software being used. The cost of a slow or unavailable installation is therefore usually very high. As hardware gets older the risk of failure increases. As the business grows and the usage of Enterprise by HansaWorld changes and expands, the hardware requirements also change. For these reasons we recommend that users plan on buying a new server every 12 to 18 months. The old server can usually be used for duties less critical than running the primary ERP system.

When recommending hardware we first look at three factors that will determine performance requirements. These factors should be measured at the peak hour of the month, or year if the business is highly seasonal—

- The number of users that will be logged in at the same time;

- The type of users: CRM, Stock, Invoicing, Bookkeeping, POS, Hotel etc.; and

- The number and type of transactions added and changed.

There are also some special considerations that can cause the required size of the system to grow—

- Usage of the system outside office hours reduces the time available for maintenance;

- The proportion of historical data saved in the system (when comparing two systems with the same rate of data entry, the one in which the greater amount of historical data is stored will require more memory);

- Complex customisations;

- Large or frequent imports of data from other systems; and

- Integrated web-server with more than five hundred visitors per day.

Below we describe four sample configurations. These configurations have been shown to give acceptable performance in normal use. If your usage is expected to be very heavy or very light you may need to make adjustments, as follows—

- If you have other functions running, such as anything from the list of special considerations above, extra capacity must be calculated; and

- If you have other software running on the server, the requirements of that software must also be taken into account.

The users in the example configurations are assumed to be normal users in a typical system using the Sales, Purchase and Nominal Ledgers, Logistics and CRM. If you are deploying a system with a significantly different usage pattern, your needs could be different. For example, HansaWorld Business Communicator users are lighter than normal, while a high volume Point-of-Sales environment in which users create many large Invoices that update stock would need more hardware resources than the average.

Very Small Server - suitable for 1 - 5 users

- CPU 1.8 GHz, two cores

- RAM 2 GB

- Disk 2 x 7200 RPM mirrored disks

- Internal network speed (network card, switches etc) 100 Mb/s

Small Server - suitable for 3 - 20 users

- CPU 2.0 GHz, two cores

- RAM 4 GB

- Disk 2 x 128 GB mirrored SSD units

- Internal network speed (network card, switches etc) 100 Mb/s

Medium Server - suitable for 15 - 40 users

- CPU 2.5 GHz, four cores

- RAM 8 GB

- Disk 2 x 256 GB mirrored SSD units

- Internal network speed (network card, switches etc) 1 Gb/s (to allow for backing up over the network)

Large Server - suitable for 30 - 80 users

- CPU 3 GHz, eight cores

- RAM 12 GB

- Disk 2 x 512 GB or 4 x 256 GB mirrored SSD units for database

- Disk 4 x 15000 RPM RAID 5 disks for OS and backups

- Internal network speed (network card, switches etc) 1 Gb/s (to allow for backing up over the network)

The recommended CPUs are the current generation (2013) Intel and AMD x86 CPUs. You can also use IBM POWER5 and later based systems with similar GHz ratings. Old Intel Pentium 4 (NetBurst-based) machines should have higher GHz ratings.

For larger configurations please contact your HansaWorld office for help with configuring the appropriate hardware for your situation.

The RAM requirement of the server should be calculated as follows—

> 1 GB RAM for the operating system
>
> + 0.5 GB for the Enterprise by HansaWorld engine
>
> + 10-50% of the database (HDB) size

For example, if the database size is 8 GB, the server should have between 2.3 and 5.5 GB RAM. The higher percentage applies when the database contains little or no historical data, and the lower percentage when it contains 10 or more years' worth of historical data.

Operating Systems

The Enterprise by HansaWorld server application runs on the following operating systems—

- Mac OS X and Mac OS X Server 10.6 and later (Intel 32- and 64-bit)

- Windows Server 2003 and later (x86 and x64)

- RedHat Enterprise Linux version 6 and later (x86 and x86-64), SuSE Enterprise Server version 11 (x86 and x86-64) and Ubuntu 8.04 are supported Linux distributions because of the level of OS, security and stability support that is available. Glibc 2.6 is required, and Linux kernel version 3.0 or later is recommended for performance reasons. It is not recommended that you install these systems with user interfaces (X/Windows, KDE, Gnome etc).

You should consider the following when choosing the software environment in which you will use Enterprise by HansaWorld—

- For Windows Vista, additional memory is needed.

- You must of course install appropriate anti-virus software on your server and clients.

- On all platforms, back-up software is strongly recommended.

- When installing in a virtual environment (VMware, Xen etc.), take special care to ensure disk-writing consistency. Enterprise by HansaWorld normally ensures the consistency of its database by forcing data to the physical disk device, or battery-backed cache if available. In some configurations with virtualisation software these safety features can fail to be enabled. You must ensure that this disk synchronisation is enabled inside the virtual environment.

- Virtualisation environments have a small performance impact, so we recommend avoiding them for larger installations.

- For large installations we recommend the purchase and use of the HansaWorld Database Accelerator. This will give a performance improvement when Enterprise by HansaWorld writes to the database, particularly if the drives in the server are not SSD units.

The Enterprise by HansaWorld client/single-user application runs on the following operating systems—

- On Mac OS X, the client/single-user version of Enterprise by HansaWorld is a Cocoa application. It requires Mac OS X 10.7 or later. PowerPC processors are not supported

- Windows XP Service Pack 3, Vista, 7 and 8. Internet Explorer 7 or later must be installed. If you are using Windows XP, .NET Framework 3.5 (or .NET Framework 3.5 Client Profile) must be installed. Later versions of .NET Framework are not supported

- Windows Mobile 5 and higher

- iOS 6.1 and later

- Android 4.0.3 and later

- Windows Phone 7 and 7.5 are not supported

- KDE is the recommended desktop environment for Linux clients as it includes the necessary fonts as standard

Network

Enterprise by HansaWorld communicates using TCP/IP networking, and has relatively low bandwidth requirements. However, for a good user experience we do recommend a low latency.

A network connection of 30 kb/s for the first user and an additional 10 kb/s per user tends to give an acceptable working environment. The recommended bandwidth is 50 kb/s for the first user and an additional 15 kb/s per user. This is the bandwidth that should be dedicated to Enterprise by HansaWorld. This bandwidth figure should be increased if users will also be using the network for other purposes such as web-browsing, if they will routinely produce large reports with many pages of output, there will be frequent use of the Attachments feature

to attach files to records or mails. The bandwidth requirement will also increase if you are using pictures on Items, especially if you are using the CoverFlow 'Paste Special' feature on Mac OS X. The Attachments feature is described below on page 197 and the 'Paste Special' feature on page 148. If the users are idle, the bandwidth usage decreases.

Network latency should preferably be at or below 0.1 seconds. Latencies up to 0.5 seconds can generally be worked with; however, the user experience will start to suffer at this level or above.

As an example, a 128 kb/s line into the server (e.g. dual ISDN connection) with a 0.1s latency will give good performance for up to six users and will be useable for 10-11 users, providing they do not also often use the connection for other tasks such as transferring files.

For internal use, HansaWorld routinely tests a GPRS connection (0.5s latency, 20-50 kb/s bandwidth) for 2-4 users using CRM and e-mail functionality: while this "feels a bit sluggish" it is a fully workable system.

Business Intelligence

If you plan to use SmartView by HansaWorld or any other Business Intelligence (BI) software, you may need a separate physical server for the BI server application for performance reasons. This server should be designed differently to the machine being used by the Enterprise by HansaWorld server application. For example, BI tools need more RAM than the Enterprise by HansaWorld server application.

Relational Database Connection

If you plan to use the Relational Database Shadowing capability that is built in to Enterprise by HansaWorld, you should consider the following—

- You may need a separate physical server for the Oracle or Microsoft SQL database for performance reasons; and

- Running in "shadowed" mode will have a small performance impact on the Enterprise by HansaWorld server.

Back-ups and Reliability

It is vital for your business survival that you take proper responsibility for the safety, reliability and disaster-recoverability of your installation. A modern company that faces a computer disaster without proper back-ups will often face serious difficulties even to survive. You need to take very seriously your responsibility for your own system and its data, and your company's profitability and survival.

Listed below are some minimum recommendations. You must not use this as a final checklist of all you need to do to be "safe".

- It is vital that your disks have protection (RAID 1, 5, 1+0 etc.) Unprotected disks, such as single disks and disks in RAID 0 configuration, will put your vital data at considerable risk.

- Off-site back-ups are an important part of any back-up and recovery strategy, in case of fire or other disaster. Possible solutions include network transfers of your back-up files and/or regularly sending physical tapes to a different location.

- Reserve systems and infrastructure onto which back-ups can be restored in case of a disaster are a must. A full back-up will not help if your server fails

and you have no fallback machine: your business will still come to a standstill.

- You must periodically test your recovery process. If you have not successfully tested that you can use the latest back-up file to restore your database, you should assume that the process will fail.

Installation

Single-user

To download and install Enterprise by HansaWorld, follow these steps—

1. Go to the Downloads area of our website, http://www.hansaworld.com/downloads/.

2. After registering, download the appropriate version for your platform and operating system. The versions you should download and install are as follows—

Windows .NET client

Use as Windows single-user (requires .NET Framework 3.5)

Mac OS X Cocoa GUI

Use as Mac OS X single-user

Linux GUI   Use as Linux single-user (Intel processors only)

3. Under Windows, an Enterprise by HansaWorld installer will be saved on your hard disk—
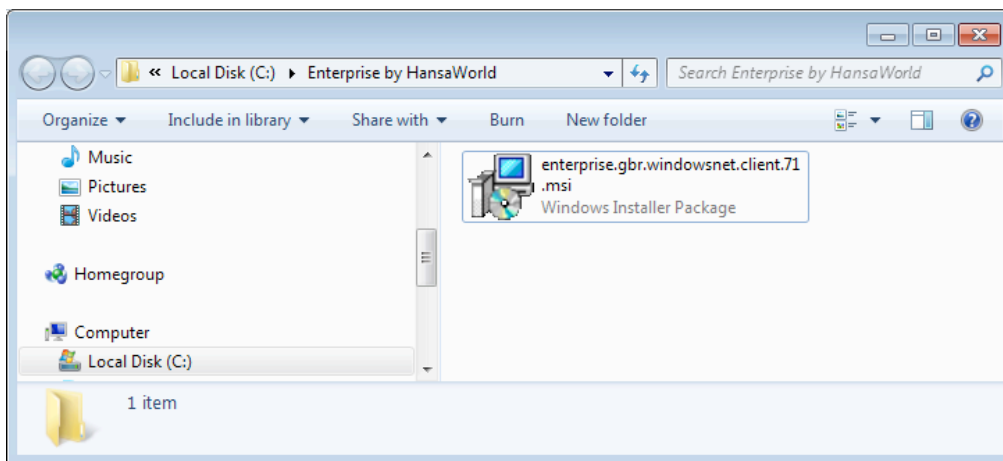
Launch the installer by double-clicking, and follow the instructions on screen.

4. Under Mac OS X, a .dmg file will be saved on your hard disk. Open the .dmg file by double-clicking, and then copy the folder it contains to your 'Applications' folder.

5. Under Linux, the downloaded file will be a single self-expanding archive. Create a new folder on your hard disk, and move the file that you have downloaded into this folder. Then, double-click the file to expand it.

On all platforms, make sure you have at least 100 MB available for the Enterprise by HansaWorld application, the associated files and for the data file that will be created the first time you launch the application.

Having successfully installed Enterprise by HansaWorld, please refer now to the following sections—

Multi-user

You should use a command line (Linux and Mac OS X) or service (Windows) version of Enterprise by HansaWorld as your server application. These versions do not have graphical interfaces. This allows their speed to be optimised, and also reduces the risk of users causing them to quit accidentally.

It is recommended that you use the GUI application to create a new database and carry out the initial configuration work described in this manual, effectively working single-user. When you have completed the configuration work, you can then make the database available to the network using the command line or service applications (depending on platform). You can do this as follows—

i.   If the server machine has a graphical interface and is accessible, you can install both the GUI and command line or service versions of the application in the same folder on the server. Use the GUI application to create the database and carry out the initial configuration work. When you are ready to make the database available to the network, close the GUI application and start the command line or service application. Because both applications are in the same folder, they will both automatically open the same database.

ii. If the server machine does not have a graphical interface and/or is not accessible (e.g. it is in a different building), you should install the command line or service version of the application on the server remotely. Using the GUI application on a local machine, create the database and carry out the initial configuration work. When you are ready to make the database available to the network, copy it to the folder on the server containing the command line or service application. The file that you should copy will be named "HANSA.HDB". You should also copy the "Attach" folder if you added any Attachments. Then, remove the database from the local machine or at least move it out of the folder containing the GUI application. This will prevent the possibility of saving data in the wrong database. Finally, start the command line or service application on the server remotely.

The diagram below illustrates these two options—

Enterprise by HansaWorld Server Installation
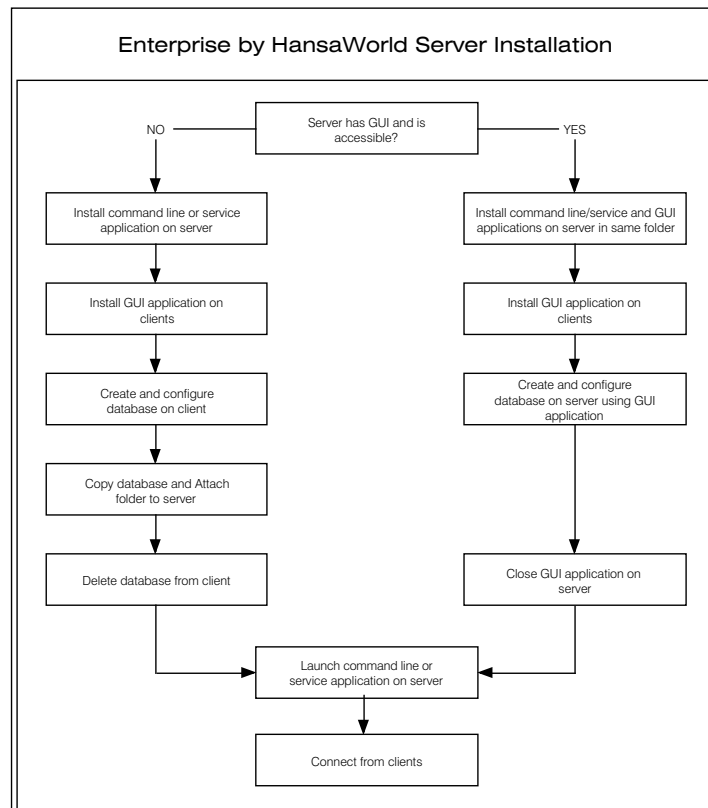
Proceed as follows—

1. Create a network including all the computers and other equipment you are going to use. Use the Windows, Mac OS X or Linux installation tools to install and configure TCP/IP on each machine.

2. Go to the Downloads area of our website, http://www.hansaworld.com/downloads/, register and download the appropriate versions for your platform and operating system. The versions you should download and install are as follows—

Windows X32 Service

>Use as Windows server on 32-bit machines

Windows X64 Service

>Use as Windows server on 64-bit machines

Windows .NET client

>Use as Windows clients (requires .NET Framework 3.5). Also use on Windows server for initial configuration work only

Mac OS X Cocoa GUI

>Use as Mac OS X clients. Also use on Mac OS X server for initial configuration work only

Mac OS X Command Line

>Use as Mac OS X server

Linux GUI   Use as Linux clients with Intel processors. Also use on Linux server for initial configuration work only

Linux Command Line

Use as Linux server with Intel processor

3. If your server is a Windows machine, you should use the service version of the Enterprise by HansaWorld application as your server application. A service is an application that runs in the background with no user intervention. Services are usually launched automatically when the server starts up.

    Install the service version following the procedure described in step 3 in the 'Single-user' section above on page 22. The installer will install the application as a service, so that it appears in the services registry.

4. If your server is a Mac OS X machine, the command line application is supplied as a .dmg file. Open the .dmg file by double-clicking, and then copy its contents to the 'Applications' folder Open the .dmg file by double-clicking, and then copy its contents to the 'Applications' folder on your server.

5. If your server is a Linux machine, install the appropriate command line application as described in the 'Linux Server Installation' section immediately below.

6. In all cases, if the server machine has a graphical interface and is accessible, and you want to create your database and carry out the initial configuration work using that machine, install the relevant GUI version of the application in the same folder or directory as the command line or service application. To do this, follow the procedure described in the 'Single-user' section above on page 22.

7. Install the relevant GUI versions of Enterprise by HansaWorld on each of the client machines, again as described in the 'Single-user' section above on page 22.

Having successfully installed Enterprise by HansaWorld, please refer now to the following sections—

Linux Server Installation

If your server is a Linux machine, you should use the relevant command line version of the Enterprise by HansaWorld application as your server application. If the machine itself has a graphical interface and is accessible, you can install this application following the procedure described in step 5 in the 'Single-user' section above on page 22. If the machine does not have a graphical interface or you want to use the Terminal, follow these steps—

1. Download the latest version of Enterprise by HansaWorld that is correct for your platform and operating system (i.e. the Linux Command Line version).

2. Put the machine into "Terminal" mode using the Terminal icon in the Panel or Dock.

3. Type the following, remembering that the Terminal environment on Linux is case-sensitive—

mkdir /Applications/Enterprise/

> Creates a new "Enterprise" directory inside the "Applications" directory at the root level.

cp /Users/username/Desktop/enterprise.gbr.linux.server.71.tgz /Applications/Enterprise

> Copies the installer file (named enterprise.gbr.linux.server.71.tgz in this example) from the desktop to the new "Enterprise" directory.

cd /Applications/Enterprise/Makes the "Enterprise" directory the current directory.

tar -xvzf enterprise.gbr.linux.server.71.tgz

> Expands the enterprise.gbr.linux.server.71.tgz installer file. A new directory will be created in your "Enterprise" directory. This new directory will be named "enterprise-linux-server", and will contain the application and the necessary auxiliary files.

rm -xvzf enterprise.gbr.linux.server.71.tgz

> Deletes the installer file.

After Installation

After installation, the HansaWorld directory or folder will contain a number of files—
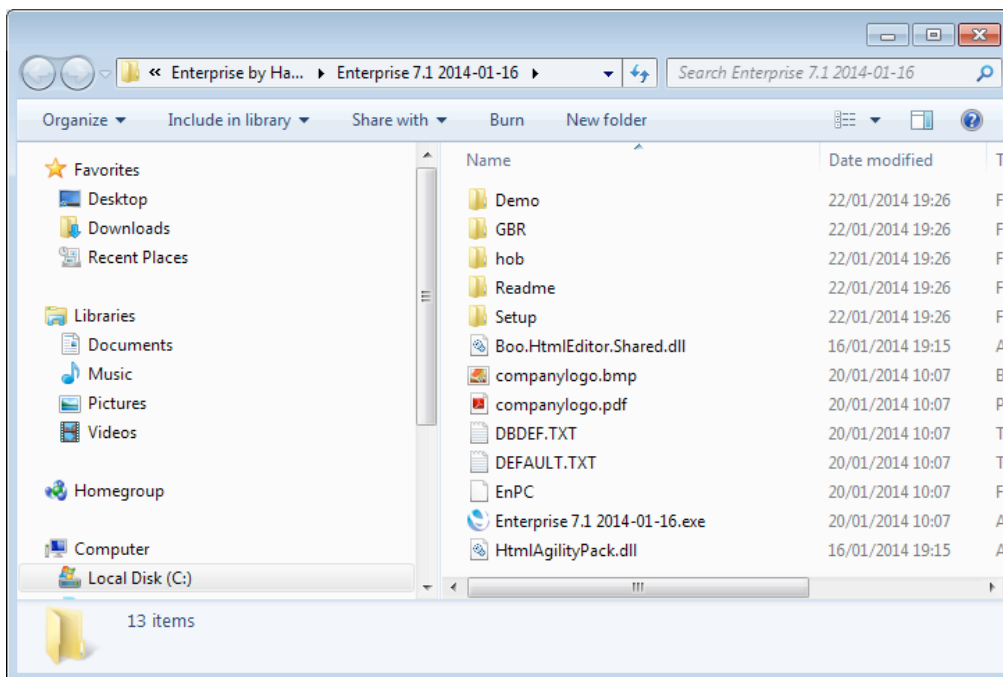
Shown is the Windows 7 folder in a single-user installation: its appearance on your computer and the number of files and folders may differ slightly according to the type of machine you are using, its operating system and certain other settings. In the illustration, for example, all file extensions are shown. Additional files and folders will be created by the application the first time you use it. Some or all of the following files should be present—

1. The Enterprise by HansaWorld application, usually named "HansaWorld.exe".

2. The database, always named "HANSA.HDB". This file will be created by the application the first time you use it.

3. The "Hob" folder, containing language and other files. This must be present in the same folder or directory as the Enterprise by HansaWorld application.

4. The file "DBDEF.TXT", which is used by Enterprise by HansaWorld to import some basic settings information to new databases. This file must be present in the same folder or directory as the program when you create a new database.

5. The file "DEFAULT.TXT", which is used by Enterprise by HansaWorld to import some basic settings information to new Companies. This file must be present in the same folder or directory as the program when you create a new Company in a database. Companies and databases are described in the 'Companies and Databases' section below on page 29.

6. The "Setup" folder or directory, which contains a number of sample data files, including Form designs and a chart of Accounts. You can import some or all of this sample data to your database and then modify it to suit your own requirements. Depending on those requirements, it may be easier to do this than to start from scratch. This is especially recommended in the case of Form designs. The names and contents of these files will vary according to the country of use. Please refer to the 'Importing Sample Data' section below on page 61 for details about the contents of these files and importing them.

7. The "Demo" folder or directory, which contains a back-up of an example database. You can import this file to a new database to test new or unfamiliar Enterprise by HansaWorld features before using them in your "live" database. The name and precise make-up of these files will vary according to the country of use. Please refer to the 'Creating a New Database - Demo' section below on page 42 for details about importing this file.

8. An "Attach" folder or directory, which must be present if you want to attach files to records. Such Attachments are fully described below on page 197. In multi-user installations, this folder should be on the server machine. This folder will be created by the application the first time you use it.

9. The "tmp" folder is used for two purposes. First, if you read an attached file, it will be copied to the "tmp" folder on your client machine and then opened in the relevant application. Second, it should be present on the Gateway machine if you will be using the Enterprise by HansaWorld Mail facility to send and receive external mail (i.e. to communicate with standard email programs outside your Enterprise by HansaWorld network). The HansaWorld Gateway uses it to store mail attachments downloaded from the POP3 server before they are transferred to the "Attach" folder and attachments that are to be uploaded to the SMTP server. The Enterprise by

HansaWorld Mail facility is described in the 'Mail' manual. This folder will be created by the application the first time you use it.

10. A "Backup" folder or directory, to be used for storing daily back-up files. This folder will be created by the application the first time you use it.

11. If you are using the Autoscan Import feature, any files placed in the "Import" folder or directory will be imported to your Enterprise by HansaWorld database automatically. Please refer to page 138 below for details of this feature. The "Import" folder will be created by the application the first time you use it.

12. Two extra folders, "PS" and "Scripts", will be present in Linux installations.

13. A HansaWorld-Slave application will be included in some installations. This is a client application with no interface that can be used as an external mail gateway. Please refer to the 'Mail' manual for more details.

14. If you would like your company logo to be shown in the Master Control Panel, save the logo as a .png file with the name companylogo.png in your Enterprise by HansaWorld folder. The maximum width of the logo should be 80 pixels, and the maximum height 32 pixels. This feature is Mac OS X only.

The following folders should be present if you wish to use certain features, but otherwise need not be present—

1. The "Halcust" and/or "Halpatch" folders contain bespoke (HAL) files (e.g. customised reports). If you have one or both of these folders, they should be on the server and on all clients likely to use the bespoke files.

2. The "Web" folder contains language and other files required if you wish to use the HansaWorld Web Shop. This folder should be on the server machine.

3. The "Webcust" folder is used to store images used in the Web Shop (e.g. images of the Items that you sell). This folder should be on the server machine.

Please refer now to the following sections—

Starting Enterprise by HansaWorld

Companies and Databases

The key components of an Enterprise by HansaWorld system are the application and the database. The application, or program, has the following symbol in the directory window (Windows) or in the Finder (Mac OS X)—

Enterprise 7.1 2014-01-16.exe
7.1.0.0
20/01/2014 10:07
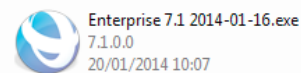
The database is the file used by Enterprise by HansaWorld to store its data. This file must be called "HANSA.HDB". In many cases, that data will pertain to a single company. However, if an organisation has separate departments or subsidiary companies that keep separate accounts, their data can also be stored in a single database, in separate partitions known as "Companies". If you set up more than one Company in Enterprise by HansaWorld, each will be completely separate: there will usually be no common information, although you can share individual registers and copy from one Company to another using the export and import functions and by dragging and dropping. Separate account balances will be maintained, and you can back up each Company within a database separately or together (backing up together is recommended).

You should only use this feature to differentiate between different departments if you intend to account for each of them separately. If you keep a single set of accounts covering your whole organisation, you only need have a single Company in your database.

!   *The database file must have the name "HANSA.HDB" and be present in the same folder or directory as the Enterprise by HansaWorld application. If you move the database file or rename it, a new database will be created the next time you use the program.*

Loading an Existing Database and Company

Follow the procedures described in this section when you need to launch the Enterprise by HansaWorld application when you already have an existing database containing at least one Company.

Server - Command Line and Service Applications

In a multi-user installation, launch Enterprise by HansaWorld on the server first.

If your server is a Linux or Mac OS X machine, make sure it is in "Terminal" mode. Type the following into the Terminal window (the examples assume you have retained the default directory structure)—

    cd /Applications/Enterprise/enterprise-linux-server   (Linux Intel)

                                                                 or

    cd /Applications/Enterprise/   (Mac OS X)

./Enterprise &	Starts the Enterprise by HansaWorld server application. The & is optional: it allows you to run the program in the background and to use the Terminal window for other tasks.
	This assumes the application is named "Enterprise". If this is not the case, type the application name after "./"

Remember when typing that the Terminal environment on Linux is case-sensitive.

If your server is a Windows machine, the Enterprise by HansaWorld server application is a service that by default will be launched automatically when you start up the server machine. If for some reason the service does not start automatically, open the Control Panel and double-click 'Administrative Tools' and then 'Services'. Find and select 'Enterprise Server 7.1 2014-01-16' in the list and choose to start the service. (The name may vary slightly, depending on the precise version of Enterprise by HansaWorld you are using.)

Users will now be able to log on to work in any of the Companies stored in the database on the server. To log in, follow the procedure described in the 'Single-user and Client' section immediately below.

You can now leave the server alone.

For details about shutting down the server, please refer to the section entitled 'Shutting Down' below on page 73.

Launching the Server with Parameters

There will be occasions when you need to launch the server application with parameters. You will need to use a parameter when you want to instruct the server application to carry out a specific task. For example, if you launch the command line server (Mac OS X and Linux) using the --backup parameter as shown below, the HansaWorld server application will open, create a back-up file and then quit—

    ./Enterprise --backup

Various parameters are described in the relevant sections of this manual.

An alternative method that you can use to launch the server application with parameters is to place the parameter in a text file named "parameters.txt" and

save this file in the same folder or directory as the server application. Then, launch the server application as described earlier in this section. You should only place the parameter (--backup in this example) in the "parameters.txt" file: do not include ./Enterprise in the file.

You can place more than one parameter in the "parameters.txt" file. You can place the parameters on the same line in the file, or you can use separate lines. If you do not want the task launched by a particular parameter to be repeated the next time you launch the application, remember to remove that parameter from the "parameters.txt" file once the task has been completed.

You can use the "parameters.txt" file with every version of the Enterprise by HansaWorld application (i.e. the command line application (Mac OS X and Linux), the service application (Windows) and the GUI applications). In the case of the service application, the "parameters.txt" file is the only way to launch the server application with parameters. In the case of Linux, which is case-sensitive, the filename "parameters.txt" should be in lowercase as written here.

Single-user and Client

Start Enterprise by HansaWorld just like any other Windows, Linux or Mac OS X application, by double-clicking the program icon. Enterprise by HansaWorld will load the database named "HANSA.HDB". If this is not present in the folder or directory, a new database will be created automatically.

In a single-user system, if you have a single Company in your database, it will be loaded by default and you will be ready to start work. If you have more than one Company, the 'Select Company' window will appear, asking you to choose the Company you want to work in.

In a multi-user system, the 'Select Company' window will always appear, asking you to choose the Company you want to work in, even if there is only one.
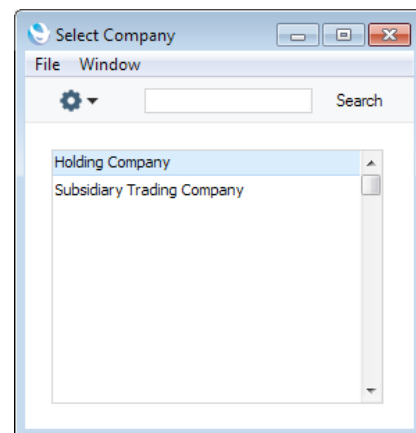
Double-click the appropriate Company in the list, or highlight it and press the Enter key on your keyboard. You will then be asked to log in: after doing so, the Master Control panel illustrated below on page 46 and fully described on page 113 will appear. The database is now ready to use.

Creating a New Database

Follow the procedures listed below when you launch Enterprise by HansaWorld for the first time, when you have no database.

Creating a New Database - Server

The Enterprise by HansaWorld server applications do not have graphical interfaces. As described in the 'Multi-user Installation' section above on page 23, it is recommended that you use the GUI application to create and configure a new database. You can do this on the server machine itself if it is accessible. Otherwise, work on a local machine and copy the database to the server when you have finished, as described in that section.

1. Ensure there is no database file with the name "HANSA.HDB" in the folder containing the Enterprise by HansaWorld application, then start it by double-clicking the application icon.

    The "DBDEF.TXT" and "DEFAULT.TXT" text files must be present in the same folder as the application when you create a new database. Enterprise by HansaWorld will use these files to set some initial preferences in the new database.

    The first window to appear will ask how you want to use the application—
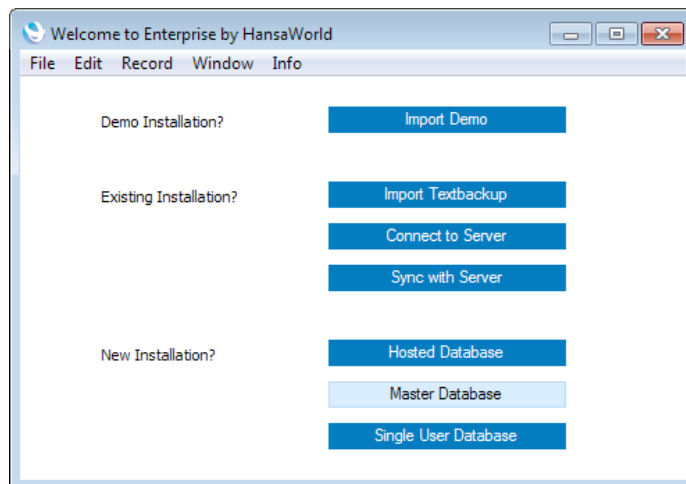
2. Click the [Master Database] button if you are starting Enterprise by HansaWorld for the first time, or the [Import Textbackup] button if you have already been using Enterprise by HansaWorld and you need to import a back-up file to a new database. The first option is described here: for details of the second, please refer to the 'Restoring from a Back-up' section below on page 94.

3.   A window will appear where you can specify a Master Password.
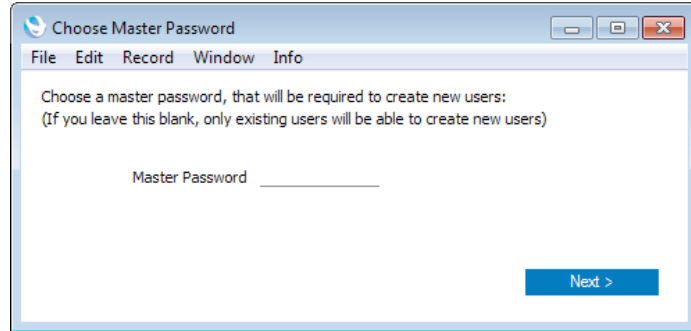
Choose and enter a Master Password, and click [Next].

When you use a client machine to log in to the server, you will be able to log in as an existing user, or you will be able to use a [New User] button to create a new User Account in the server database. When you do this, you will be asked to enter the Master Password before you can create the new User Account.

You can choose not to specify a Master Password at this stage, in which case you will have to log in as an existing user before creating new User Accounts. If you do not specify a Master Password now, you will be able to specify one later if necessary: this is described in the 'Changing the Master Password' section below on page 66.

The process of creating a User Account from a client computer is described in more detail in the 'Creating a New Database - Client' section below on page 36.

4.   The 'Enter Company Name' window will appear, asking for your company name. Enter your company name and a shortened version of it (up to ten characters), then click the [Next] button.
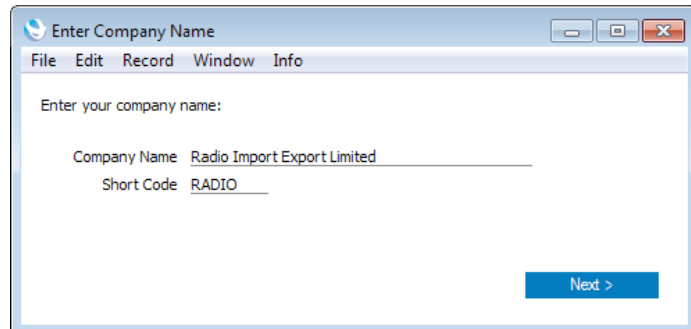
5. The 'Create User' window will be opened. Here you can enter your personal details, to create a User Account for yourself. You must enter your User Name and Full Name before you can progress to the next step, but the other information is optional. The User Name is the name that you will use as your log-in identity code each time you log in to Enterprise by HansaWorld. Enter your log-in details and click the [Finish] button at the bottom of the window. Your User Account will be created.

6. The 'Login' window appears—

Enter your User Name in the Signature field and your Password if you specified one and click [OK].

7. If you did not specify a Password in step 5, you will now be asked to do so—

Enter the Password in the New Password and Retype New Password fields and click [Save].

8. If you did specify a Password in step 5, you will be asked if you want Enterprise by HansaWorld to remember your Signature and Password, so that you do not have to enter them yourself each time you log in.
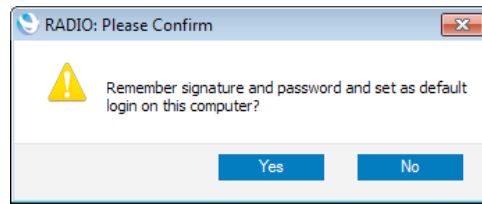
   Bearing in mind that the Password is a security feature, it is recommended that you only click the [Yes] button if you are absolutely sure no-one other than yourself will have access to your computer. If you click the [Yes] button and then change your mind, you can turn off the feature by choosing 'Stop Auto Login' from the File menu.

9. The Master Control panel will appear, with your name shown in the title bar. This is illustrated below on page 46 and fully described on page 113.

10. If the computer is connected to the internet, the 'Choose Your Country: Inspect' window will open each time you start the application, providing a reminder that you need to register. This window is the first step in the Registration Wizard: please refer to page 66 below for more details about registering.

11. It is recommended that you carry out the configuration work described in this manual on the server, effectively working single-user. This includes recording your full company details (page 49), entering extra Companies if you need them (page 55), importing sample data (page 61) and applying for an Enabler Key (page 66). Do this now before proceeding to step 12. Otherwise, if you want to carry out the configuration work from a client machine, proceed now to step 12.

12. By default, when you start the application as a server (steps 14 and 15 below), it will expect clients to connect through Port 1200. If you want to change the Port, refer to the section describing the Program Mode register below on page 65.

13. Quit the application by selecting 'Quit' from the File menu (Windows and Linux) or from the Enterprise menu (Mac OS X). You can also use the Ctrl-Q (Windows) or ⌘-Q (Mac OS X) keyboard shortcuts.

14. If you are working on the server machine, launch the command line or service version of the Enterprise by HansaWorld server application as described above on page 30.

15. If you are not working on the server machine, copy the database (named "HANSA.HDB") to the directory on the server containing the command line or service server application. If the "Attach" folder is not empty, copy that as well. Then, launch the command line or service application as described above on page 30.

16. The next stage is to connect to the server from a client. Please refer to the 'Creating a New Database - Client' section immediately below for details.

Creating a New Database - Client

Having configured the server as described above on page 32, you can now configure Enterprise by HansaWorld on each client computer. The server should be running while you are doing this.

1. Working on a client computer, ensure there is no database file with the name "HANSA.HDB" in the folder containing the Enterprise by HansaWorld application, then start it by double-clicking the application icon.

    The "DBDEF.TXT" and "DEFAULT.TXT" text files must be present in the same folder as the application when you create a new database. Enterprise by HansaWorld will use these files to set some initial preferences in the new database.

    The first window to appear will ask how you want to use the application—
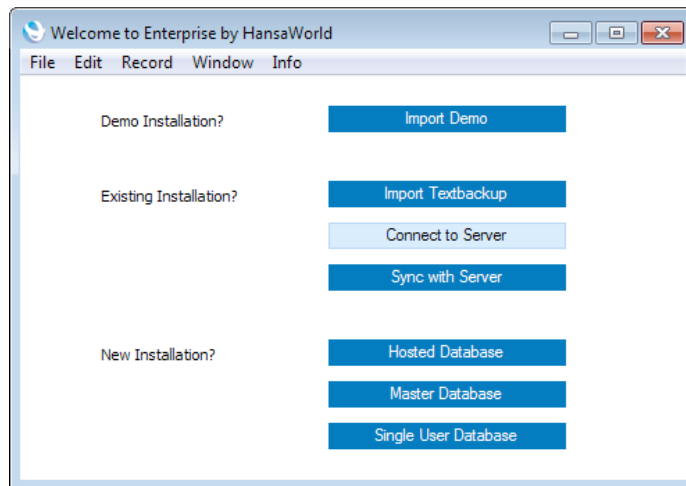
2. Click the [Connect to Server] button. The 'Server Address: Inspect' window will appear, listing the available servers in the same subnet as your client computer—
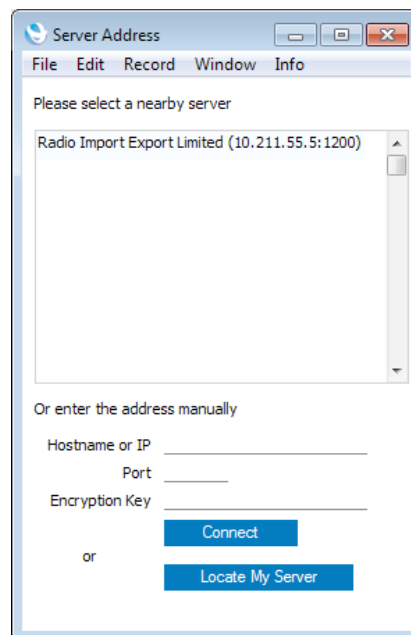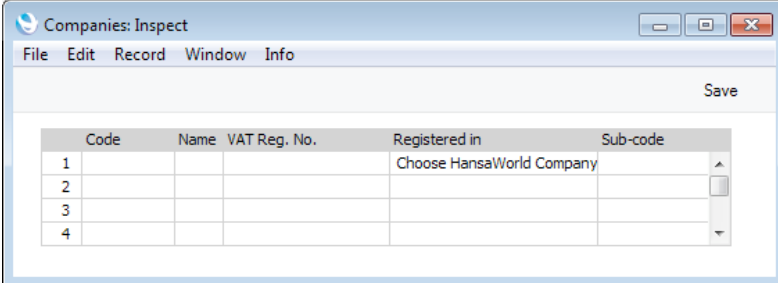
    Double-click the server in the list that you want to log in to, or click once and then click the [Connect] button.

If the server is not listed, the probable reasons are—
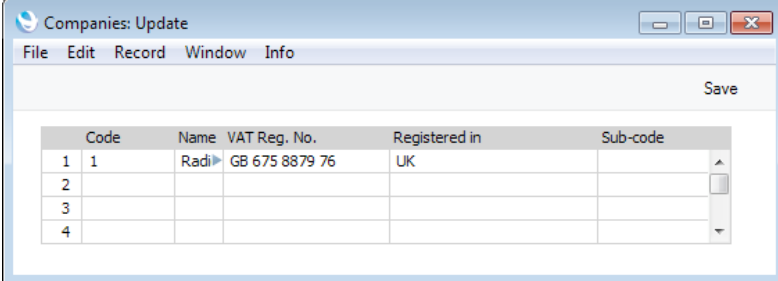
i.   The server is in the same subnet as your client machine but it is not discoverable by the client using the Bonjour service discovery protocol. In this case, enter the IP address of the server and port in the Hardware or IP and Port fields. The Port will be 1200 unless you changed it as described in step 11 in the 'Creating a New Database - Server' section above on page 32.

ii. The server is not in the same subnet as your client machine. In this case, first make sure you have ticked the Wide Area Network box in the Configuration setting on the server (as described below on page 54) and then proceed as described in step i immediately above.

If you do not know the IP address and Port, you can use the [Locate My Server] feature. This feature requires you to have registered your server database as described below on page 66 and so it can't be used with a brand new database. Click the [Locate My Server] button to open the following window—

Enter the Company Code and Name, your VAT registration number and your country of registration. In the last case, press Ctrl-Enter (Windows and Linux) or ⌘-Enter (Mac OS X) to choose from a list of options. Then, click the [Save] button.

In all cases, the server details will be saved in the Company register in the Enterprise by HansaWorld client database.

3. The 'Select Company' window will appear, containing your company name, as specified in step 4 of the 'Creating a New Database - Server' section above on page 32—
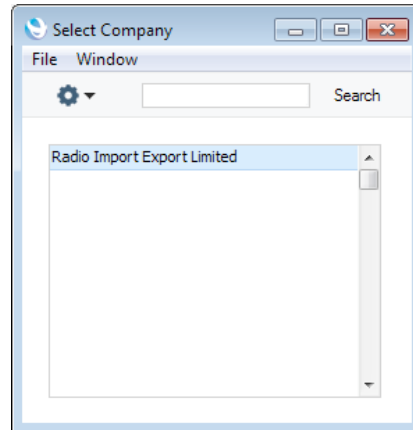
Double-click the company name, or highlight it and press the Enter key on your keyboard.

If the 'Select Company' window does not appear and instead your client is unable to connect to the server, this will be because the "DBDEF.TXT" and "DEFAULT.TXT" files were missing when you created the database. Please refer to page 64 below. An early indication of this problem will be the server not appearing in the list of available servers in the previous step.

4. The login window will appear—

Click the [New User] button to create a User Account for a person who will be using Enterprise by HansaWorld. This person will not necessarily have to use Enterprise by HansaWorld on the particular client computer that you are using to create their account. All User Accounts are stored in the server database and any person will be able to log in and use Enterprise by HansaWorld on any client computer containing the application.

If you did not specify a Master Password when configuring the server, you cannot use the [New User] button to create a new User Account. Instead, you should log in as an existing user, which will take you directly to step 10 below.

5. A second login window will appear, where you should enter the Master Password that you specified in step 3 of the 'Creating a New Database - Server' section above on page 32—
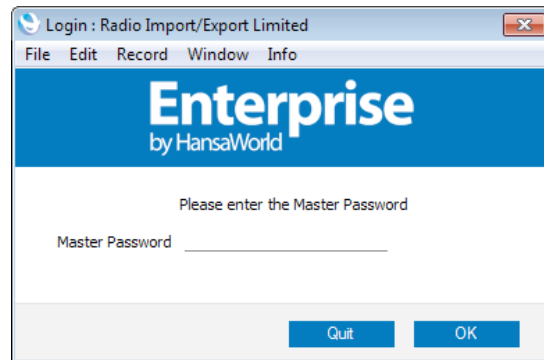
This will log you in to the server where the User Account will be stored. Having entered the Master Password, click the [OK] button.

6. The 'Create User' window will be opened. Here you can enter a person's details, to create a User Account for that person. As before, you must enter a User Name and Full Name before you can progress to the next step, but the other information is optional. When you have completed the 'Create User' window, click the [Finish] button at the bottom of the window. A new User Account will be created.
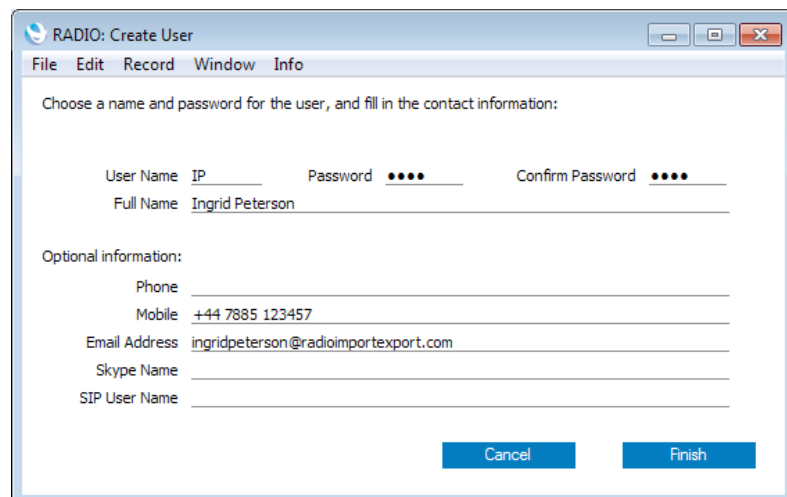
7. The 'Login' window appears—
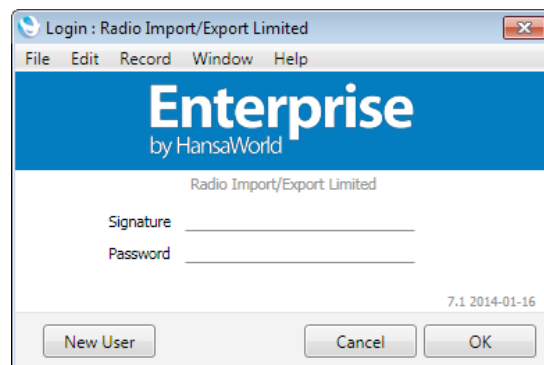
Enter the User Name in the Signature field and the Password if you specified one and click [OK].

8. If you did not specify a Password in step 6, you will now be asked to do so—
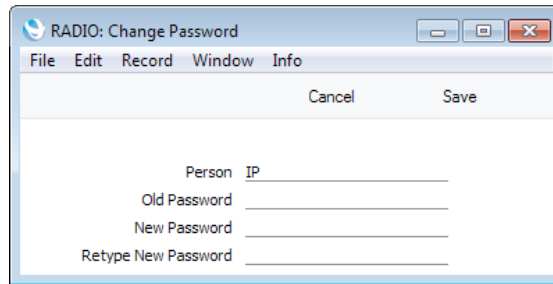
Enter the Password in the New Password and Retype New Password fields and click [Save].

9. If you did specify a Password in step 6, you will be asked if you want Enterprise by HansaWorld to remember the Signature and Password, so that the person will not have to enter them themselves each time they log in using the particular client computer.
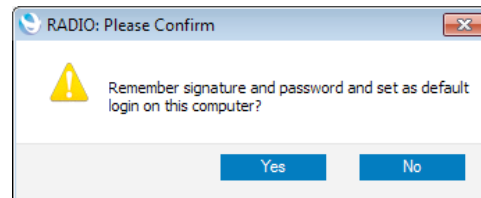
Bearing in mind that the Password is a security feature, it is recommended that you only click the [Yes] button if you are absolutely sure no-one other than yourself will have access to your computer. If you click the [Yes] button and then change your mind, you can turn off the feature by choosing 'Stop Auto Login' from the File menu.

10. The Master Control panel will appear, with your name shown in the title bar. This is illustrated below on page 46.

11. If the computer is connected to the internet, a window will open reminding you that you need to register. If you click the [Register this Product] button, the 'Choose Your Country: Inspect' window will open. This window is the first step in the Registration Wizard: please refer to page 66 below for more details about registering.

12. Repeat the sequence for Enterprise by HansaWorld on each client computer, creating User Accounts for each person that will use Enterprise by HansaWorld. In steps 6-9, you can log in as each person and specify Passwords for them. Each user will be able to change their password later. If you are installing Enterprise by HansaWorld on a new client computer and do not need to create a new User Account, log in as an existing user in step 4 to proceed to the Master Control panel.

13. If you will be carrying out the configuration work described in this manual working on a client machine, you can now record your full company details (page 49), enter extra Companies if you need them (page 55), import sample data (page 61) and apply for an Enabler Key (page 66).

Creating a New Database - Single-user

To create a new single-user database, follow these steps—

1. Ensure there is no database file with the name "HANSA.HDB" in the folder containing the Enterprise by HansaWorld application, then launch the application by double-clicking. A new database will be created automatically.

    The "DBDEF.TXT" and "DEFAULT.TXT" text files must be present in the same folder as the application when you create a new database. Enterprise by HansaWorld will use these files to set some initial preferences in the new database.

!   ***The installation will not be correct if the "DBDEF.TXT" file is missing.***

2. The 'Welcome to Enterprise by HansaWorld' window will appear, asking you how you want to use the application—
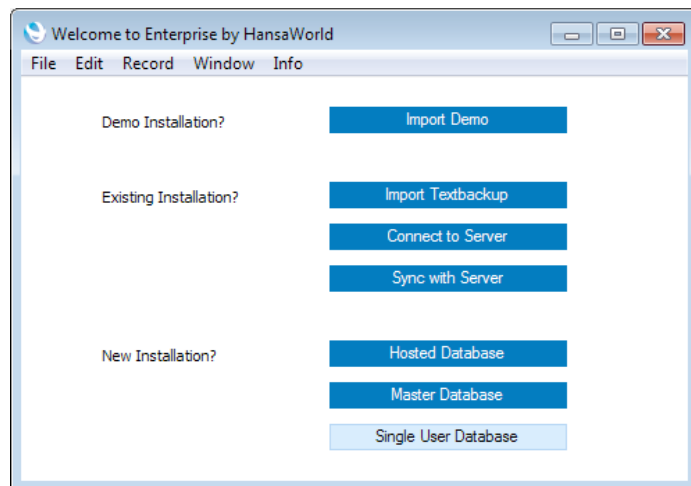
3. Click the [Single User Database] button if you are starting Enterprise by HansaWorld for the first time, or the [Import Textbackup] button if you have already been using Enterprise by HansaWorld and you need to import a back-up file to a new database. The first option is described here: for details of the second, please refer to the 'Restoring from a Back-up' section below on page 94.

4. Create a new Company and User Account for yourself, as described in steps 4-9 in the 'Creating a New Database - Server' section above on page 32, and log in. The Master Control panel will appear, with your name shown in the title bar. This is illustrated below on page 46.

5. You can now record your full company details (page 49), enter extra Companies if you need them (page 55), import sample data (page 61) and apply for an Enabler Key (page 66).

Creating a New Database - Demo

A demo database allows you to test new or unfamiliar Enterprise by HansaWorld features before using them in your "live" database. A demo database is fully functional with the exception that Cloud Services are disabled. You can use a demo database for 30 days, after which it will go into restricted mode. From that time onwards, you will only be able to print reports and documents to screen, not to a printer, to file or to any other medium. Exporting from a demo database and importing to a new database before the 30-day point will cause the new database to go to restricted mode immediately.

1.   Start Enterprise by HansaWorld by double-clicking the application icon. The first window to appear will ask how you want to use the application—
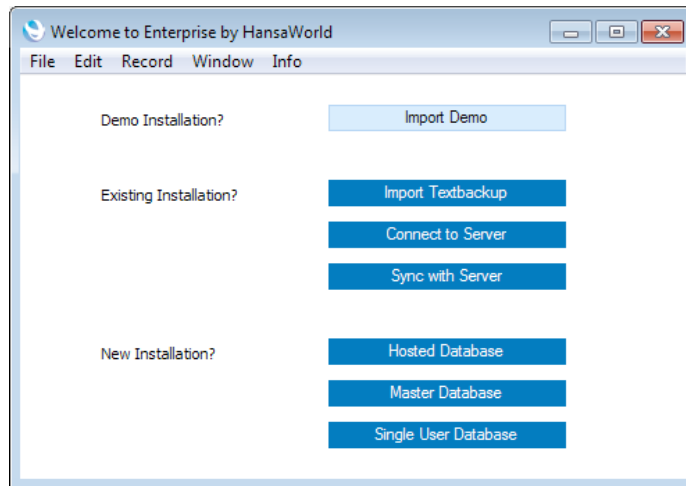
2.   Click the [Import Demo] button. A new database will be created, the demonstration data will be imported, and you will be logged in automatically (if the 'Login' window appears, log in as SJ with no password).

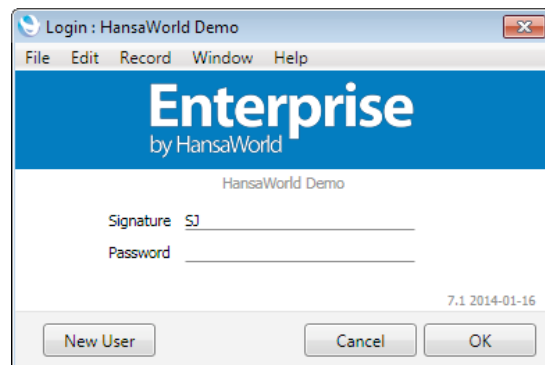3.   After logging in, the Master Control panel will appear, as illustrated below on page 46 but with one difference. The window title of the Master Control panel will contain the phrase "(DEMO)" as a suffix. This is to remind you that you have logged in to a demo database that you should use for testing only and not for real data.

4.   If you are using Skype, Skype will now ask you if you will allow Enterprise by HansaWorld to use Skype. Please refer to page 46 below for details.

Creating a New Database - Multi-user Demo

A demo database allows you to test new or unfamiliar Enterprise by HansaWorld features before using them in your "live" database. A demo database is fully functional with the exception that Cloud Services are disabled. You can use a demo database for 30 days, after which it will go into restricted mode. From that time onwards, you will only be able to print reports and documents to screen, not to a printer, to file or to any other medium. Exporting from a demo database and importing to a new database before the 30-day point will cause the new database to go to restricted mode immediately.

In this section, we describe configuring a multi-user Enterprise by HansaWorld demonstration database with the server and client application on the same machine. This configuration is for trial and demonstration purposes only and is not supported for "live" databases.

1. Referring to the 'Multi-user Installation' section above on page 25, download the server and client applications that are appropriate for your test machine.

2. Install the server application as follows—

   i. If you are using a Windows machine, install the service version by running the server installer (named "enterprise.gbr.windows-x32-server.71.msi" (32-bit version) or "enterprise.gbr.windows-x64-server.71.msi" (64-bit version)). The default installation path is C:\Program Files (x86)\HansaWorld\Enterprise Server 7.1 XXXXXX\ (32-bit) or C:\Program Files\HansaWorld\Enterprise Server 7.1 XXXXXX\ (64-bit) where XXXXXX is the date of the version of Enterprise by HansaWorld you are installing. For simplicity, after installation, change the name of the final directory from "Enterprise Server 7.1 XXXXXX" to "Enterprise".

   ii. If you are using Mac OS X, open the server .dmg file (named "enterprise.gbr.macosx.server.71.dmg") by double-clicking, and then copy the folder it contains to the 'Applications' folder. For simplicity, change the name of this folder from "Enterprise Server" to "Enterprise".

   iii. If you are using Linux, expand the server .tgz file (named "enterprise.gbr.linux.server.71.tgz") by double-clicking, and then copy the folder it contains to the 'Applications' folder. For simplicity, change the name of this folder from "enterprise-linux-server" to "Enterprise".

3. If you are using a Windows machine, start the server application as follows—

   i. Use Notepad or a similar text-editing program to create a text file named "parameters.txt". Save this file in the "Enterprise" directory, on the same level as the server application. The file should contain a single line of text—

      Demo/GBR-Demo.TXT

      For reference, the "parameters.txt" file can contain the name of any .txt file containing data that you want to import.

   ii. Start the server application. To do this, restart the machine: the service will be launched automatically. If you do not want to restart, open the Control Panel and double-click 'Administrative Tools' and then 'Services'. Find and select 'Enterprise Server 7.1 140116' in the list and choose to start the service. (The name will vary slightly, depending on the precise version of Enterprise by HansaWorld you are using.) When it starts, it will obey the instruction in the "parameters.txt" file and import demonstration data from the "GBR-Demo.TXT" file.

   iii. When the import finishes, for security reasons the service will quit (you may need to monitor the log file (named "hansa.log") to see when the service quits). Empty or rename the "parameters.txt" file and then restart the application as described in (ii) above (if you do not empty or rename the "parameters.txt" file, the demonstration data will be imported again).

4. If you are using a Mac OS X or Linux machine, start the server application as follows—

   i. Launch the Terminal application using the Terminal icon in the Panel or Dock (or from the "Utilities" folder in the "Applications" folder).

   ii. Change to the "Enterprise" directory by typing—

   cd /Applications/Enterprise

   iii. Type—

   ./Enterprise Demo/GBR-Demo.TXT

   This instruction will launch the server application and cause it to import demonstration data from the "GBR-Demo.TXT" file. As described in point 4 i above, you can include in this instruction the name and path of any .txt file containing data that you want to import.

   iv. When the import finishes, for security reasons the application will quit. You will be informed when this happens in the Terminal window. Restart the application by typing—

   ./Enterprise

5. Locate the client installer that you downloaded in step 1, and install it. In the case of Windows, run the installer application. In the case of Mac OS X and Linux, open the .dmg file or expand the .tgz archive. In all cases, it is recommended that you install the client in a folder or directory named "Enterprise Client" in your "Program Files" directory or "Applications" folder.

6. Start the Enterprise by HansaWorld client application by double-clicking the application icon. The first window to appear will ask how you want to use the application—
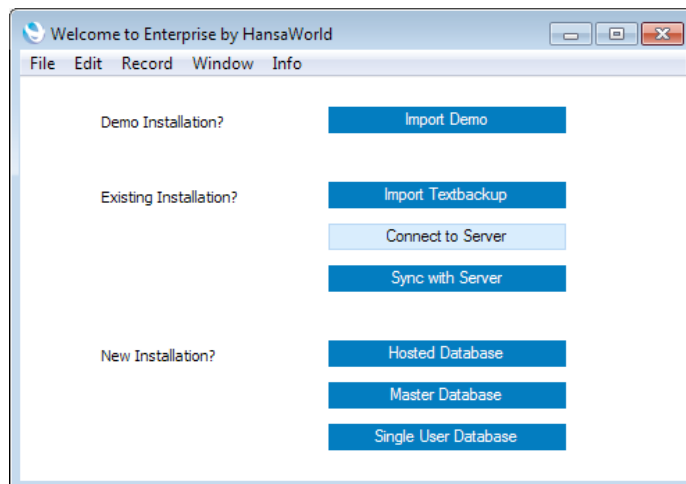
7. Click the [Connect to Server] button. The 'Server Address: Inspect' window will appear, listing the available servers in the same subnet as your client computer—
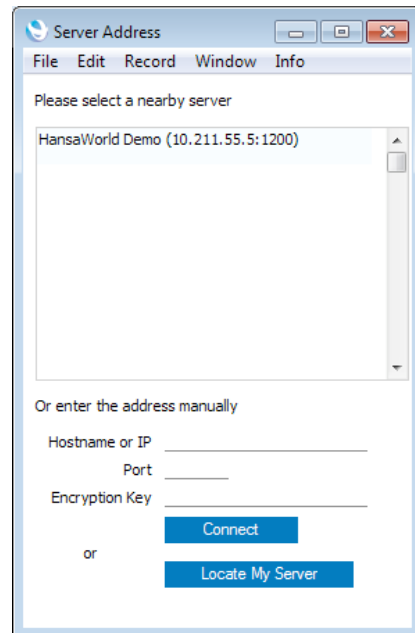
8. Double-click the server in the list that you want to log in to, or click once and then click the [Connect] button.

9. The 'Select Company' window appears: select the single option by double-clicking—
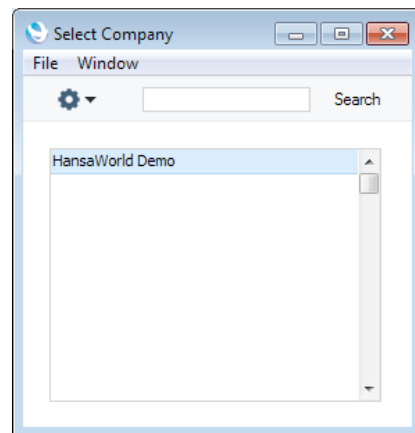
10. Log in as SJ with no password—

11. After logging in, the Master Control panel will appear, as illustrated below on page 46 but with one difference. The window title of the Master Control panel will contain the phrase "(DEMO)" as a suffix. This is to remind you that you have logged in to a demo database that you should use for testing only and not for real data.

12. If you are using Skype, Skype will now ask you if you will allow Enterprise by HansaWorld to use Skype. Please refer to page 46 below for details.

The Work Area

After you log in to your Enterprise by HansaWorld system, the first window to appear will be the Master Control panel. This will be the basis for all your work in Enterprise by HansaWorld and is fully described below on page 113. It is illustrated below to enable you to identify the various parts of the screen mentioned in the following sections.
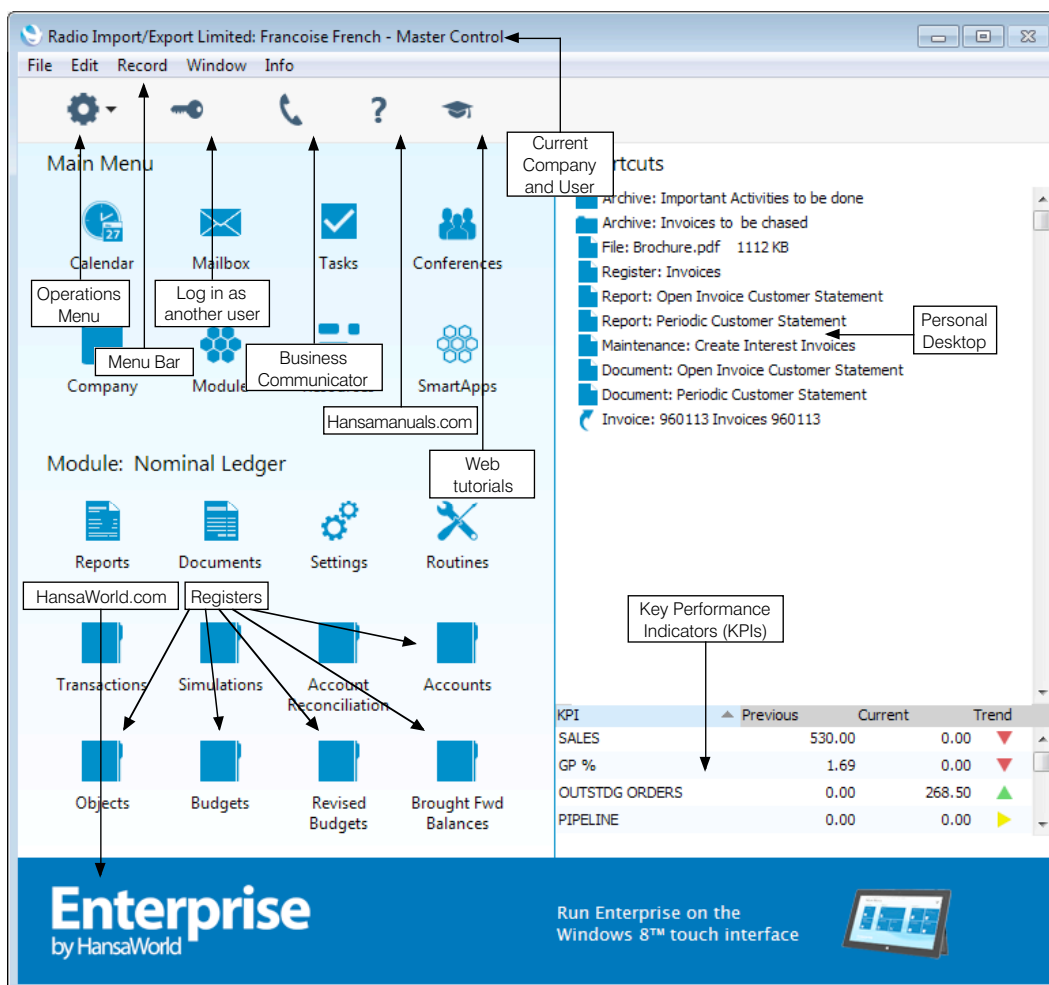
If the 'Registers' section of the Master Control panel is empty, this will be because the "DBDEF.TXT" and "DEFAULT.TXT" files were missing when you created the database. Please refer to page 64 below.

Interaction with Skype

If you use Skype, you can initiate Skype chats and Skype calls from Enterprise by HansaWorld. This requires Skype and Enterprise by HansaWorld to communicate with each other. To establish communication between the two

applications, follow the steps described below. In a multi-user system, you should follow these steps on every client machine on which Skype is used—

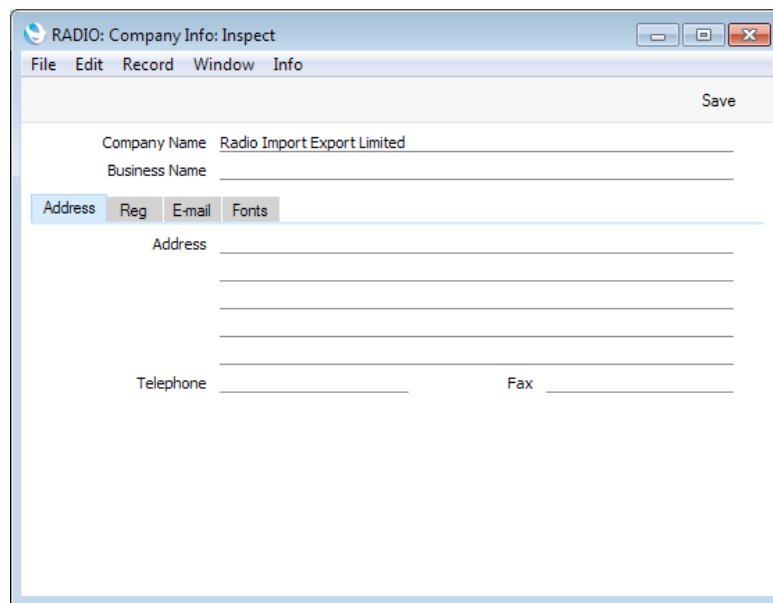1. Click the [Module] button in the Master Control panel or use the Ctrl-0 (zero) (Windows and Linux) or ⌘-0 (Mac OS X) keyboard shortcut to open the list of modules. Find 'User Settings' in the list and double-click.
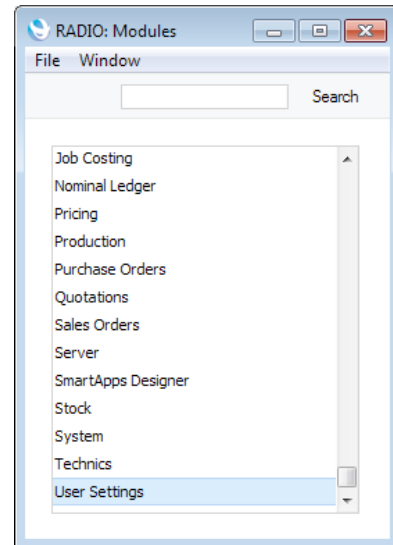
2. Click the [Settings] button in the Master Control panel or use the Ctrl-S/⌘-S keyboard shortcut. Find 'Local Machine' in the list and double-click.
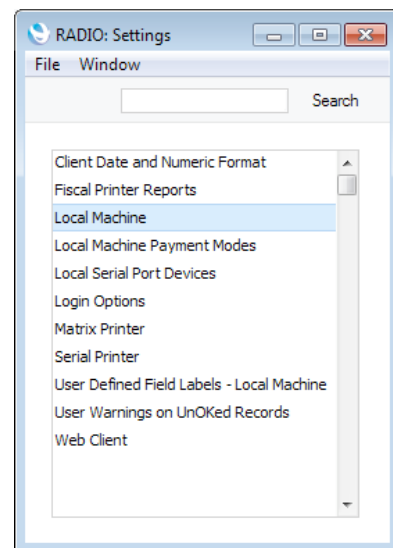
3. A window entitled 'Local Machine: Inspect' will open. Click the button marked 'Integrations' towards the top centre of the window—
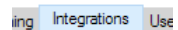
You will see a set of options marked 'Connect to Skype'—
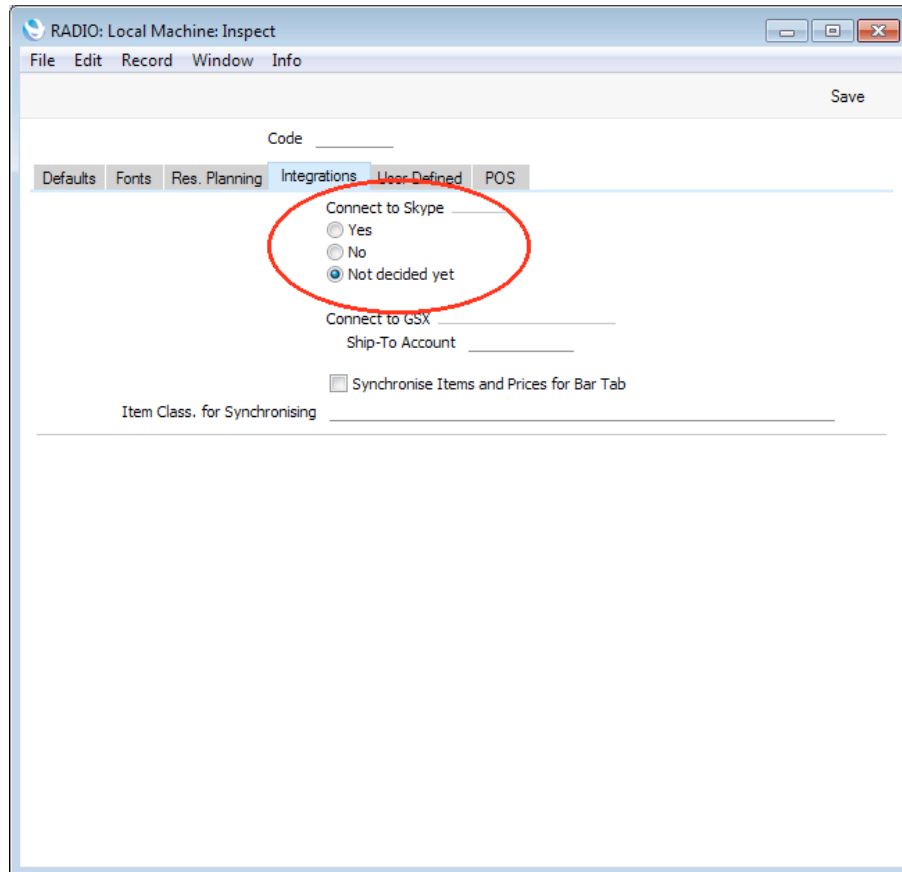
Choose the 'Yes' option, and then click the [Save] button in the top right-hand corner of the window.

4. The next time you start Enterprise by HansaWorld, it will start communicating with Skype, if that application is running. When you log in to Enterprise by HansaWorld, Skype will ask you if you will allow Enterprise by HansaWorld to use Skype—
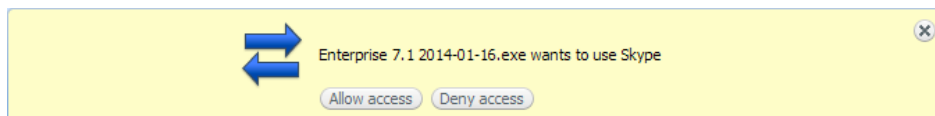
If you choose the first option, you will allow Enterprise by HansaWorld to use Skype, and you will not be asked again (unless you install a new version of Enterprise by HansaWorld). This means that you will be able to initiate Skype calls and chats from the 'Business Communicator' window, and that all incoming and outgoing Skype calls will be added to the contact history of the relevant Customers and Suppliers.

If you choose the second option, you will prevent Enterprise by HansaWorld from using Skype, and you will therefore not be able to make or receive Skype calls or chats from Enterprise by HansaWorld. If you choose this option and then change your mind, quit Enterprise by HansaWorld, and then, in Skype—

•   Under Windows, choose 'Options' from the Tools menu, then click the [Advanced] button in the list down the left-hand side. Click on 'Manage other programs' access to Skype' at the bottom of the page.

- On Mac OS X, choose 'Manage API Clients' from the Account menu (available in Skype 2.6.0.137 and later).

Remove all HansaWorld entries from the list, and then restart Enterprise by HansaWorld.

Depending on the version of Skype you are using, there may be a third option not shown in the illustration, "Allow this program to use Skype, but ask again in the future". If you choose this option, you will be asked to allow Enterprise by HansaWorld to use Skype each time you start Enterprise by HansaWorld.

The next step is to record your full company details in your copy of Enterprise by HansaWorld. This is described in the section immediately below.

Settings - Entering your Company Name and Address

Each Enterprise by HansaWorld module contains a number of settings that you can use to control how that module operates. Before you start working with each module, you should check its settings, to tailor its behaviour to your requirements. Some settings have an impact that goes beyond a single module, in fact affecting your entire Enterprise by HansaWorld system. You can find these settings in the System module.

You will now use one of these settings, the Company Info setting, to enter company name, address and other information that will then be printed in reports and documents such as Invoices. Follow these steps—

1. Click the [Module] button in the Master Control panel or use the Ctrl-0 (zero) (Windows and Linux) or ⌘-0 (Mac OS X) keyboard shortcut. This list of modules appears—
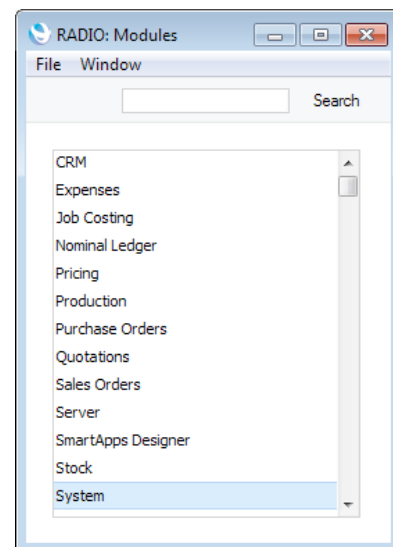
Choose the System module by double-clicking.

In all list windows such as this one, you can navigate to and select an option using the keyboard if you so prefer. Type the first few characters of the name of the option you want (in this case, "sys" for example) and then press the Enter or Return key twice.

2. Click the [Settings] button in the Master Control panel or use the Ctrl-S (Windows and Linux) or ⌘-S (Mac OS X) keyboard shortcut to bring up a list of the settings in the System module—
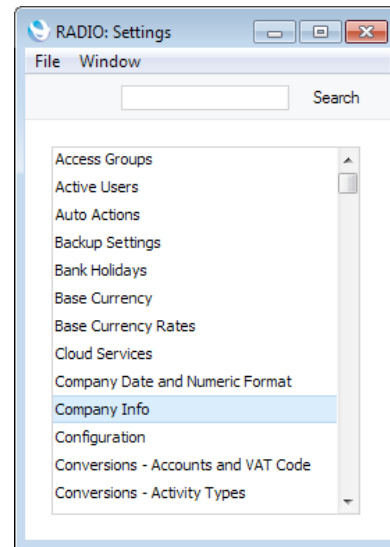
3. Double-click the 'Company Info' option. The 'Company Info: Inspect' window appears.

The Company Name that you entered in the 'Enter Company Name' window (step 4 in the 'Creating a New Database - Server' section above on page 32 or the 'Creating a New Database - Single-user' section on page 41) will be shown in the first field. Use the Business Name field if your company has two names (for example, a registered name and a commercial name). It is mandatory to enter a Business Name (i.e. registered name) in Portugal. Enter your address and contact information as appropriate and as shown in the example illustration on the next page.

4. Click the [Reg] button towards the top centre of the window to see the other important fields in this setting.

Here you can enter your company registration number and VAT Number—

Make sure the company name and telephone number (on the 'Address' card), and the company registration number and VAT number (on the 'Reg' card) are exactly as written and spelt in your HansaWorld contract, as this information will be used when you register the software. This information will also be printed on the documents such as Invoices and Purchase Orders that you send to your Customers and Suppliers. You should also check that the Company Type is correct, as this will also be used during the registration process—

Multi User   Choose this option if more than one person will have access to the company (i.e. the company will be stored in the database on a server machine). You should choose

> this option if you clicked the [Master Database] button in the 'Welcome to Enterprise by HansaWorld' window (page 32 above).

Consolidated   Choose this option if the information in the company will be included in consolidated reports. Please refer to the 'Consolidation' manual for more information.

Single User   This option means that only one user will be able to log in to the company at any one time. You should choose this option if you clicked the [Single User Database] button in the 'Welcome to Enterprise by HansaWorld' window (page 41 above).

Enter your company's bank account details in the Bank 1 and Bank 2 fields. This information can be printed on documents such as Invoices, and will also be used if you will pay your Purchase Invoices by credit transfer. In most countries, you should enter the sort code of your bank in the Bank 1 field and your account number in the Bank 2 field. In Hungary, Norway and Poland, however, enter your account number in Bank 1, and in Namibia enter your account number in Bank 1 and the sort code in Bank 2.

The Bank Customer ID is required when issuing payment instructions to banks in some countries. In Norway, you should enter here your company's VAT number with non-numeric characters removed. For example, if your company's VAT number is NO 987654321 MVA, enter 987654321. In Sweden, if you have a PlusGirot account, enter your Customer Number at PlusGirot in this field.

In Portugal, you must also enter information required for SAF-T reporting in the following fields—

Commercial Reg. No.

Enter the commercial registration number of your company.

Home Community   Enter the region or district in which your company is located.

The format required by the Country field depends on your location. In Finland and Latvia, you should use the two-character ISO format (i.e. "FI" for Finland or "LV" for Latvia).

5. Click the [E-mail] button towards the top centre of the window to see the other fields in this setting.

The Edit and Report Font fields allow you to select different fonts for use on screen and in reports respectively. If you leave these fields empty, default fonts selected for maximum readability will be used. You should only change them if you have good reasons to do so. In non-English versions of Enterprise by HansaWorld, use these fields to select fonts with special character sets.

VAT Law and Character Set ensure the behaviour of Enterprise by HansaWorld conforms to certain local conventions of the country in which it is being used. To choose the correct VAT Law and Character Set for your location, place the cursor in one of these fields and then press the Ctrl-Enter (Windows and Linux) or ⌘-Enter (Mac OS X) key combination. A selection list will appear in which you can choose an option by double-clicking. In the case of the VAT Law field, if your country is not listed in the selection list, choose the "Default" option.

Details of the other fields in the Company Info setting can be found in the 'System Module' manual.

6. When you have completed the window, click the [Save] button in top right-hand corner to save the changes and close the window.

Modules, Users and Companies

The next task is to ensure that you have been granted access to the appropriate modules and that the correct numbers of users and Companies have been registered. If you no longer have the 'Settings' list on screen, open it using the Ctrl-S/⌘-S keyboard shortcut or by clicking the [Settings] button in the Master Control panel once again. Select 'Configuration' by double-clicking. The 'Configuration: Inspect' window appears—

Ensure that the numbers of Total Users and Concurrent Enablers are correct. Enter the total number of users you have purchased (including both Named and Concurrent Users) in the Total Users field, and the number of Concurrent Users in the Concurrent Enablers field. If you have purchased Mailboxes for your Concurrent Users, enter the quantity purchased in the Extra Concurrent Mailboxes field. Do not include Mailboxes belonging to Named Users in this field.

If you need more than one Company, click the button marked 'Companies' towards the left-centre of the window. The fields in the lower part of the window will change—

Enter the correct number in the Multi-User Non-Consolidated Companies field. You should only change the number of Companies if your business is one where there are separate departments or subsidiary companies that keep separate

accounts, as described in the 'Companies and Databases' section above on page 29. Each Company requires a separate licence, so do not enter a greater number than you have purchased. For details about adding Companies, please refer to the 'Changing and Adding Companies' section below on page 55.

In the remaining sections of the window (visible by clicking the six buttons marked 'Basic', 'Verticals', etc), select the modules that you require by clicking the check box next to each one so that a tick appears. Choose the options that describe your hardware most accurately in the Server Hardware and Server OS fields (in a single-user system, choose the options that apply to the machine on which you will be using Enterprise by HansaWorld). To choose an option, place the cursor in one of these fields and press the Ctrl-Enter (Windows and Linux) or ⌘-Enter (Mac OS X) key combination. A selection list will appear in which you can choose an option by double-clicking.

If your server is not in the same subnet as the clients, make sure you tick the Wide Area Network option on the 'Technical' card. To be in the same subnet, the first three sections of the IP addresses of the server and clients must be the same.

When the Configuration setting is complete, click the [Save] button.

If you intend applying for an Enabler Key using the 'Automatic Internet Enabler' method, you only need specify your Server Hardware and Server OS in the Configuration setting. All other information will be downloaded to this setting from the HansaWorld server together with the Enabler. However, before applying for an Enabler you should select the modules that you need so that you can carry out any necessary configuration work. If you will use one of the other methods to apply for an Enabler Key, you must make sure the Configuration setting is complete and correct before applying. Details about applying for an Enabler Key are below on page 66.

Changing and Adding Companies

When you create a new database, it will contain a single Company, created for you automatically. If you need to create extra Companies, you can do this now. You should only create extra Companies if your business is one where there are separate departments or subsidiary companies that keep separate accounts, as described in the 'Companies and Databases' section above on page 29.

Changing and Adding Companies - Single-user

Follow these steps—

1. If you will be adding extra Companies and you have not already done so, make sure you have entered the correct number of Companies in the Configuration setting, as described in the previous section above on page 54.

2. Click the [Company] button in the 'Company' section of the Master Control panel—

3. The 'Select Company' window opens. In the top left-hand corner, there is an [Operations] button with the following icon—

Click this button to open the Operations drop-down menu—
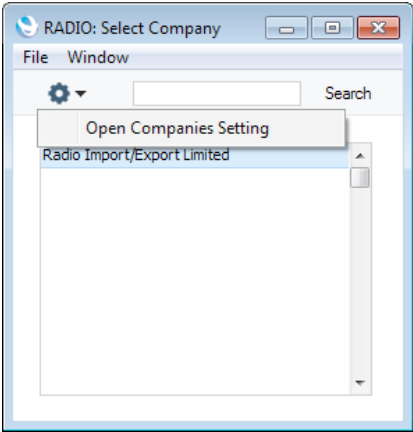
Select the 'Open Companies Setting' option. The 'Companies: Inspect' window is opened—
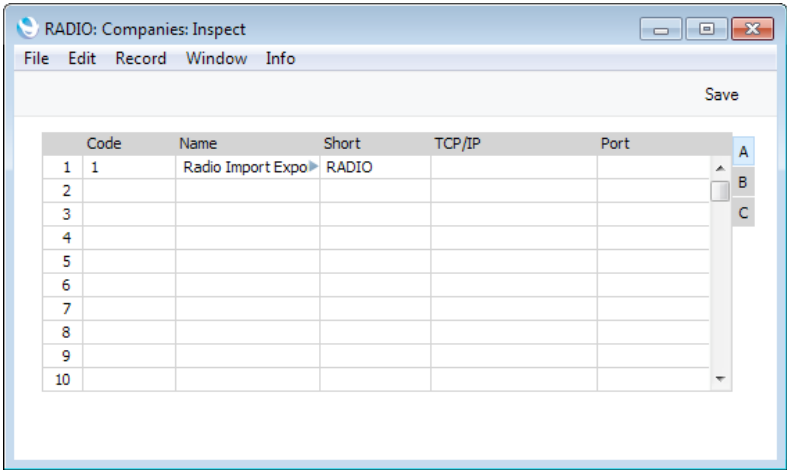
The Company Name and Short Code in the first Company are both taken from the 'Enter Company Name' window (step 4 in the 'Creating a New Database - Single-user' section above on page 41). If these are not suitable, change them now.

4. To create more Companies, click in the Code field in the first blank row and enter information as described below. Remember, this should only be done for parts of your business that are completely separate accounting entities to the first Company.

Code   Enter a unique code. This must be a numeric code between 1 and 99.

Name   Enter a name by which this company or department will be identified in the 'Select Company' window. This window is where you will choose the Company you want to work with each time you log in to Enterprise by HansaWorld.

Short   If you have more than one Company in your database, you can switch between Companies in a work session, leaving windows from each Company open. This Short Code will appear at the beginning of every window title to indicate the Company to which the information in the window belongs. If you only have one Company, you don't need to

specify a Short Code, in which case window titles will not include a Company indicator.

TCP/IP You should only use this field on client machines in multi-user systems. Leave it empty in single-user systems.

Port You should only use this field on client machines in multi-user systems. Leave it empty in single-user systems.

Please refer to the 'System Module' manual for details of the fields on flips B, C and D. You only need use the fields on flips B and D in larger multi-user systems, and those on flip C in single-user systems.

If you are creating a new Company, the "DEFAULT.TXT" text file must be present in the folder containing the Enterprise by HansaWorld application. It contains some basic settings that will be imported to the new Company automatically.

It is advisable to enter as many Companies as you need now, so that you only need apply for an Enabler Key once. You will be able to enter all set up information such as a Chart of Accounts to one Company and then to export those settings to the other Companies (or to transfer them by dragging and dropping). Remember that each Company will maintain completely separate accounts, so there is no need to create separate Companies for departments that are part of the same accounting whole.


5. When the entry is complete, click the [Save] button in the top right-hand corner of the Company screen.

    For security reasons, Enterprise by HansaWorld will shut down after you make any changes or additions in the Company register, and it will restart automatically.

6. After creating each new Company, log in to it and then enter the correct name and address details as described in the 'Entering your Company Name and Address' section above on page 49. You should do this in each Company before applying for an Enabler Key. To change Companies during a work session, simply use the Ctrl-O (alpha O) (Windows and Linux) or ⌘-O (Mac OS X) keyboard shortcut to open the 'Select Company' window to choose a different Company.

7. You should also enter a new User Account for yourself with a password in each Company. Please refer to page 281 below for details.

Changing and Adding Companies - Multi-user

In a multi-user installation, all data is stored in the database on the server. There will also be a small database on each client, containing almost no data. If you are working on a client and you create a new record (e.g. a new Invoice) and save it, it will be saved in the server database only. This is the case for most records, but not for Companies. If you are working on a client and you create a new Company, it will be saved in the client database, not on the server. This is because the Companies in the server database and the Companies in each client database are distinct. The Companies in the server database are used to store the data relating to each Company. The Companies in a client database allow you to find a Company on the server, connect to it and log in to it.

Adding a new Company in a multi-user system is therefore a two-stage process. You need first to create the Company in the server database. Then you need to add the Company to the databases on each client so that they will be able to log in to the new Company on the server.

To create the Company in the server database, you must make sure you are the only user logged into the system, and you should be logged in as a system administrator as described below on page 286. You may find it easier to work on the server itself for steps 1-7 using the GUI application.

Follow these steps—

1. If you will be adding extra Companies and you have not already done so, make sure you have entered the correct number of Companies in the Configuration setting, as described in the previous section above on page 54.

2. You should only carry out this step if you have logged in from a client as a system administrator. Do not do it if you are working on the server machine itself.

    Use the Ctrl-0 (zero) (Windows and Linux) or ⌘-0 (Mac OS X) keyboard shortcut to open the list of modules, and double-click 'Technics'. Click the [Program Mode] button in the Master Control panel. Choose 'Admin Client' from the Operations menu. This ensures that when you create the new Company as described in steps 4-7, you will save it in the server database. If you do not choose 'Admin Client', the new Company will be saved in the database on your client machine. The phrase "Admin Client" will be added as a suffix to the window title of the Master Control panel.

3. Click the [Company] button in the 'Company' section of the Master Control panel—

Company

4. The 'Select Company' window opens. Click the [Operations] button to open the Operations drop-down menu—
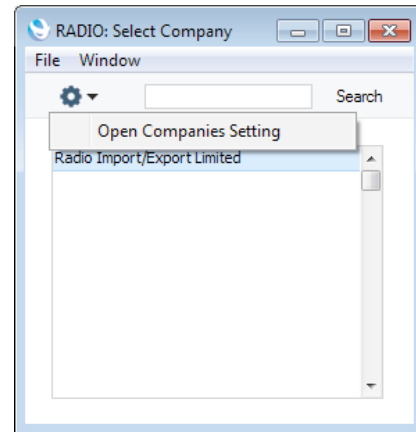
Select the 'Open Companies Setting' option. The 'Companies: Inspect' window is opened—
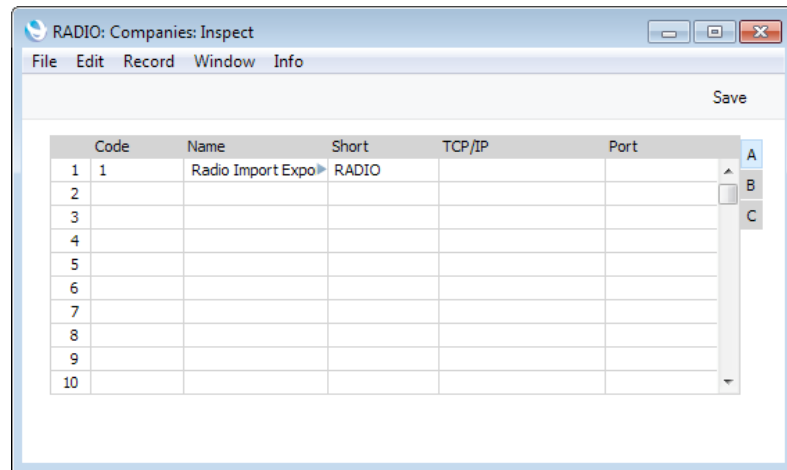
The Company Name and Short Code in the first Company are both taken from the 'Enter Company Name' window (step 4 in the 'Creating a New Database - Server' section above on page 32). If these are not suitable, change them now.

5. To create more Companies, click in the Code field in the first blank row and enter information as described in step 5 in the 'Single-user' section above on page 55. As described in that section, leave the TCP/IP and Port fields empty.

If you are creating a new Company, the "DEFAULT.TXT" text file must be present in the folder on the server containing the Enterprise by HansaWorld application. It contains some basic settings that will be imported to the new Company automatically.

It is advisable to enter as many Companies as you need now, so that you only need apply for an Enabler Key once. You will be able to enter all set up information such as a Chart of Accounts to one Company and then to export those settings to the other Companies (or to transfer them by dragging and dropping). Remember that each Company will maintain completely separate accounts, so there is no need to create separate Companies for departments that are part of the same accounting whole.

6. When the entry is complete, click the [Save] button in the top right-hand corner of the Company screen.

   For security reasons, the Enterprise by HansaWorld server application will shut down after you make any changes or additions in the Company register. So, if you are working on a client, you will need to close the client.

7. If you were working from a client, restart the command line or service version of the server as normal and as described above on page 30.

8. You should now update the Company register on each client. On a client, the purpose of the Company register is to allow you to find, connect to and log in to each Company on the server.

   When you restart a client, the 'Select Company' window will appear. It will list the Companies stored on the client, so the new Company that you created in step 6 will not be in the list. Choose 'Open Company Register' from the Operations menu. When the 'Companies: Inspect' window opens, add the new Company.

   You must use the same Code that you used on the server in step 6, and you must list the Companies in the same order that you used on the server. On the client you must also specify the IP address of the server and the port. These enable the client to locate the correct server machine on the network, and the correct port on that server. The default port is 1200—
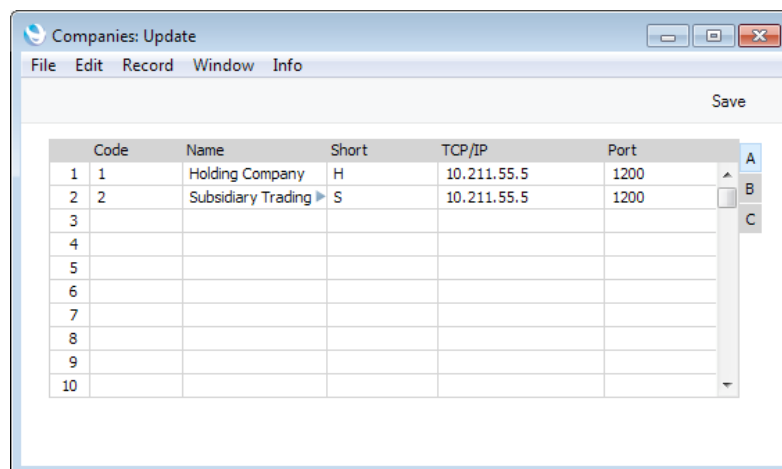
9. For security reasons, Enterprise by HansaWorld will shut down after any changes or additions have been made in the Company register. In this

case, only the client you are working on will close, and it will restart automatically. The 'Select Company' window will open, listing the new Company and showing any changes you made to the existing one. Double-click the one that you want to work with.
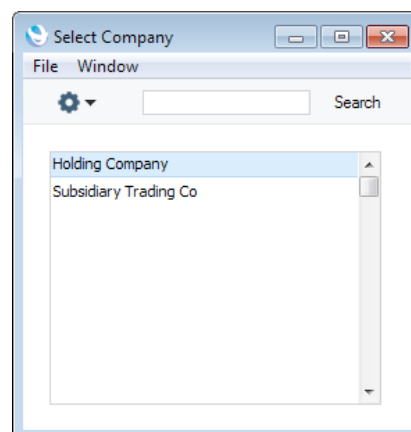
10. After creating each new Company, log in to it and then enter the correct name and address details as described in the 'Entering your Company Name and Address' section above on page 49. You should do this in each Company before applying for an Enabler Key. To change Companies during a work session, simply use the Ctrl-O (alpha O) (Windows and Linux) or ⌘-O (Mac OS X) keyboard shortcut to open the 'Select Company' window to choose a different Company.

11. You should also enter new User Accounts with passwords in each Company. Please refer to page 281 below for details.

Importing Sample Data

The Enterprise by HansaWorld installation package includes a number of files containing sample data, such as Form designs and a chart of Accounts. You can import some or all of this sample data to your database and then modify it to suit your own requirements. Depending on those requirements, it may be easier to do this than to start from scratch. This is especially recommended in the case of Form designs.

The following files are included in the installation package—

File	Content
UKACCS1.TXT	Chart of Accounts
	Definition of Balance Sheet report
	Definition of Profit & Loss report
	Definition of VAT report (VAT Return)
	Account Usage S/L setting (sets defaults for Accounts used in the Sales Ledger)
	Account Usage P/L setting (sets defaults for Accounts used in the Purchase Ledger)
	Account Usage Stock setting (sets defaults for Accounts used in the Stock module)
	VAT Codes
	Payment Modes (payment methods)
UKForms.txt	Form designs
	Document Definitions (specifying when each Form will be printed)
	Styles (various text attributes e.g. font, size, bold, italic etc)

UKSTD.TXT   Various settings e.g. Fiscal Years, Payment Terms, Reporting Periods

ItemButtonsBlock.txt

Sample Item buttons for touch-screen Invoice

LocalLoginBlock.txt

Sample Login Shortcuts that specify the screens shown to users on logging in

LocalLoginOptBlock.txt

Displays buttons and keypad in the 'Login' window (suitable for use with touch-screen)

To import one or more of these files, follow the steps described below. If you have more than one Company, the file will only be imported to the Company you are working in. Repeat the process in each Company as required.

1. In a multi-user system, ensure you are the only user logged in. Importing is disabled if there are two or more users working in the system.

2. Ensure you are in the System module using the Ctrl-0 (zero) (Windows and Linux) or ⌘-0 (Mac OS X) keyboard shortcut or the [Module] button in the Master Control panel.

3. Click the [Routines] button in the Master Control panel and then click [Imports]. Alternatively, use the Ctrl-Shift-I (Windows and Linux) or ⌘-Shift-I (Mac OS X) keyboard shortcut. The 'Imports' window is shown—
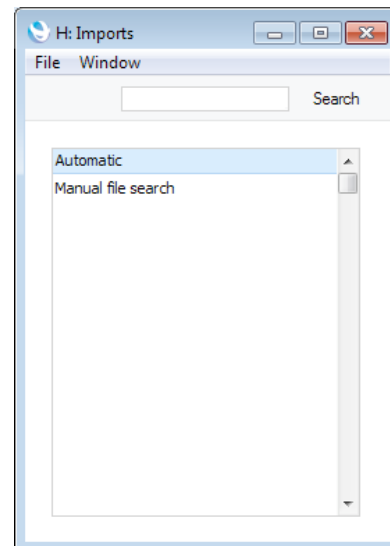
4.   Double-click 'Automatic', or click once and press the Enter key. The 'Import files available' window opens, listing importable files (with .txt extension) in the "Backup" and "Setup" folders in the folder containing the Enterprise by HansaWorld application (client application in multi-user systems)—
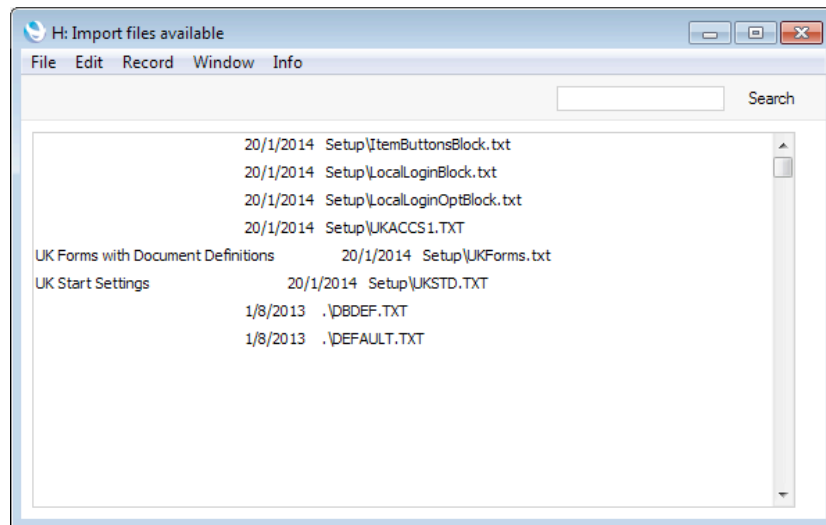
5.   Double-click an item in the list to import it.

The file will be imported. A message window informs you about the progress of the import.

When the import is finished, repeat the process if you need to import another file.

If you import the sample Chart of Accounts, you can then change it to make it more suitable for your requirements. But note that the other settings imported from the UKACCS1.TXT file presume that you are using the sample chart in an unmodified form. So, if you alter the chart, you must also alter these other settings. For example, if you change the Account Code of the VAT Outputs Payable Account, remember to alter all the VAT Code records and the definition of the VAT Report accordingly as well.

Please refer to page 134 below for more information about importing information into Enterprise by HansaWorld.

If you do not wish to use the templates supplied…

You are free not to use the templates supplied and to implement your own accounting set-up. If you choose to do this, please first refer to Chapter 3 (page 218 below) where some basic accounting principles are outlined. Then, referring to the appropriate manuals, you will need to create your Chart of Accounts and define some Fiscal Years in the Nominal Ledger. Then, set up VAT Codes, again in the Nominal Ledger, and ensure the correct Accounts have been defined for use by various functions using the Account Usage S/L, Account Usage P/L and Account Usage Stock settings. You should also check the Item Group register and the Payment Modes setting. Finally, referring to the 'Reports' section of the 'Nominal Ledger' manual, define the Balance Sheet, the Key Financial Ratios Report, the Profit & Loss Report and the VAT Report.

Importing your own Chart of Accounts

If you are changing to Enterprise by HansaWorld from another computerised accounts program, you may be able to import the accounts set-up from that program. This will have three advantages: the import procedure is relatively fast

(compared to entering the accounts manually), the possibility of data entry errors is reduced and you will be able to use a Chart of Accounts with which you are already familiar.

To import your own Chart of Accounts, copy it into a text file and then follow the import instructions described above on page 61 in the 'Importing Sample Data' section. For details of the composition of the text file (i.e. field order), please refer to your local HansaWorld representative.

If the "DBDEF.TXT" and "DEFAULT.TXT" files are missing

If you attempt to create a new database as described in the 'Creating a New Database - Server' or 'Creating a New Database - Single-user' sections above on pages 32 and 41 respectively but without the "DBDEF.TXT" and/or "DEFAULT.TXT" files present in the folder or directory containing the Enterprise by HansaWorld application, that database will be created successfully. However, the process will deviate from the path outlined in two respects—

1. If you are creating a new server database, it will have no Port Number, and therefore no clients will be able to log in.

2. When the Master Control panel appears, the 'Registers' section towards the bottom of the window will be empty. If you click the [Module] button or use the Ctrl-0/⌘-0 keyboard shortcuts, you will see that you only have access to the System and User Settings modules.

You can either decide to start again or to proceed with the empty database. The former route is recommended, as you will not have lost much time. Follow these steps—

1. Close Enterprise by HansaWorld using the 'Quit' command on the File menu (or the Enterprise menu if you are using Mac OS X).

2. Delete the "HANSA.HDB" file.

3. Locate the "DBDEF.TXT" file and move it to the folder or directory containing the Enterprise by HansaWorld application. Also, ensure that the 'DEFAULT.TXT' file is present.

4. Launch Enterprise by HansaWorld again and follow the procedure described in the 'Creating a New Database - Server' or 'Creating a New Database - Single-user' sections on pages 32 and 41 respectively as appropriate.

If you decide to proceed with the empty database, follow these steps—

1. Click the [Module] button in the Master Control panel and double-click 'System' in the subsequent list. Click the [Routines] button in the Master Control panel and then the [Imports] button in the 'Routines' window. Double-click 'Manual file search' in the subsequent list. Locate the "DBDEF.TXT" file and import it. You will now have access to all modules, and Port 1200 will be assigned to the application. You will need to restart the application to open the Port before clients can log in.

2. Repeat the previous step, this time importing the "DEFAULT.TXT" file.

3. Return to the 'Entering your Company Name and Address' section above on page 49 to resume the configuration sequence.

The Program Mode Register

The Program Mode register allows you to control the operation of the server. It is in the Technics module, so if you working from a client you must make sure you are the only user logged into the system, and you should be logged in as a system administrator as described below on page 286. You can also work on the server itself using the GUI application.

Use the [Module] button in the Master Control panel or the Ctrl-0/⌘-0 keyboard shortcut to go into the Technics module, then click the [Program Mode] button in the bottom left-hand corner of the Master Control panel.
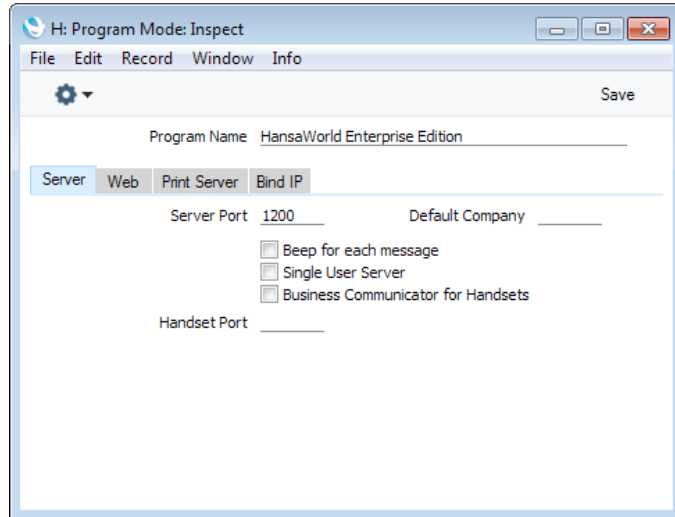
The Program Mode register contains the following fields—

Server Card

Server Port   Specify the Port that you want to be used for TCP/IP communication between the Enterprise by HansaWorld server and its clients. The default is 1200. If you have more than one copy of Enterprise by HansaWorld running different databases on the same server (not recommended or supported by HansaWorld), each must feature a unique Server Port number.

If you change the Server Port or put one in for the first time, you must quit Enterprise by HansaWorld and restart for the change to take effect.

Default Company   If you have more than one Company in your database and you would like a particular one to be used by default when you launch Enterprise by HansaWorld, enter the Code of that Company here. The next time you launch Enterprise by HansaWorld, the Company specified here will be opened automatically and the 'Select Company' window will not appear. If you need to work in a different Company, click the [Cancel] button when the 'Login' window appears.

This field is the only field in this register that only applies to single-user systems.

Bind IP Card

Bind to IP Address

> Use this field if your server machine has several network cards/interfaces with separate IP addresses. Specify here which one of those IP addresses you want to use for communication between the Enterprise by HansaWorld server application and its clients.

Other Cards

The remaining fields in this register are only used in the specialised situations when setting up the Web Shop and Print and Fax servers. You can leave them blank when setting up a standard data server.

For details about setting up Print and Fax servers, please refer to the section describing the Printers setting in the 'System Module' manual. For details about setting up a Web Shop, please refer to your local HansaWorld representative.

Once the 'Server' card of this register is complete, click the [Save] button in the Button Bar to save. If you have entered a Server Port number for the first time (or changed the one that was already there), quit Enterprise by HansaWorld and restart to allow the change to take effect.

Changing the Master Password

When you use a client machine to log in to the server, you will be able to log in as an existing user, or you will be able to use a [New User] button to create a new User Account in the server database. When you do this, you will be asked to enter the Master Password before you can create the new User Account. If you have not specified a Master Password, you will not be able to use this feature.

If you need to specify a Master Password for the first time, or want to change the Master Password, follow these steps—

1. Open the Program Mode register as described above.

2. Choose 'Set Master Password' from the Operations menu. The 'Choose Master Password' window opens—
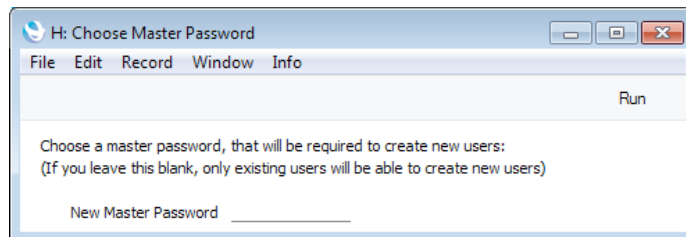
3. Enter the new Master Password and click the [Run] button.

The Enabler Key

After installing Enterprise by HansaWorld, you should register it with HansaWorld. This registration process will provide you with an Enabler Key. When you install Enterprise by HansaWorld, this Key will be absent. The program will be fully operational for 30 days after installation, with the exception that Cloud Services will be disabled. This allows time for the set-up work described in the previous sections and elsewhere in this manual. After 30 days, if you have not registered to apply for your Key, Enterprise by HansaWorld will

change to restricted mode: it will remain fully functional, but printing will be disabled.

You can apply for the Key at any time (before or after the 30-day point), but before doing so you should ensure you have registered the number of Companies that you need and entered them all in the Company register (page 55 above), named them all and assigned to them the correct Company Type in the Company Info setting (page 49 above), and, depending on the method you will use to apply for an Enabler Key, given yourself access to the required modules and entered the number of users in the Configuration setting (page 54 above). You should also have specified your server hardware and operating system (or standalone hardware and OS), also in the Configuration setting.

Before you have registered and if the computer is connected to the internet, the 'Choose Your Country: Inspect' window will begin to open each time you start the application, providing a reminder that you need to register. This window is the first step in the Registration Wizard: you can open the Wizard at any time from the Internet Enablers setting. Please refer to step 2c in the 'Automatic Internet Enablers' section below on page 67 for more details about the Wizard.

Once you have obtained a Key, you should not change the Valid Until Date or the numbers of users, mailboxes or conferences in the Configuration setting, give yourself access to different modules, add a new Company to the database, or change the Company Name in the Company Info setting in any existing Company. Any of these changes will cause Enterprise by HansaWorld to go into restricted mode (printing will be disabled). You can regain full use of the program by applying for a new Enabler Key in the Internet Enablers setting.

You should keep a record of your Enabler Key in a safe place: you may need to enter it again if you ever create a new database by restoring from a back-up file.

! *Set up your Companies and define the Configuration and Company Info settings in each one before applying for an Enabler Key.*

If you need to call HansaWorld Support for help obtaining an enabler, you can find the telephone number of your local office at http://www.hansaworld.com/countries/.

Automatic Internet Enablers

The Automatic Internet method requires the computer (server, client or single-user machine) containing Enterprise by HansaWorld to be connected to the internet. If you use this method to apply for an Enabler Key, you will first instruct your copy of Enterprise by HansaWorld to connect to and register with the customer database on the HansaWorld server. This database contains details of your contract (modules and number of users purchased, etc). Immediately upon registration, a Key will be downloaded from the HansaWorld server, and subsequent Keys will be downloaded automatically every month. As well as the Key, the number of users, module access and other information will also be downloaded from the HansaWorld database to your Configuration setting. Everything previously in this setting will be overwritten. Unlike the other methods, therefore, you do not need to ensure the Configuration setting is complete or accurate before applying for a Key using this method. All you need do is make sure you have specified your Server Hardware and Server OS. You should also

make sure you have recorded your company name, company type, company registration number and VAT registration number in the Company Info setting.

To obtain Enabler Keys using the Automatic Internet method, follow these steps—

1. Ensure you are in the System module and open the 'Settings' list by clicking the [Settings] button in the Master Control panel or using the Ctrl-S/⌘-S keyboard shortcut. Select 'Internet Enablers' by double-clicking—

2. In this step, you will ensure your copy of Enterprise by HansaWorld will be able to identify itself to the customer database on the HansaWorld server. You can do this using one of three methods—

    a. Fill in the three fields at the top of the window as follows—

    Registered in   Enter the country where your company is registered. To choose an option, place the cursor in this field and press the Ctrl-Enter (Windows and Linux) or ⌘-Enter (Mac OS X) key combination. A selection list will appear in which you can choose an option by double-clicking.

    Customer Code at HansaWorld

    Enter the Customer Code allocated to your company by HansaWorld. This can be found on your HansaWorld invoice.

    Contract Number at HansaWorld

    Enter the Contract Number allocated to your company by HansaWorld. This can be found on your HansaWorld invoice.

    Save the Internet Enablers setting. The window will close.
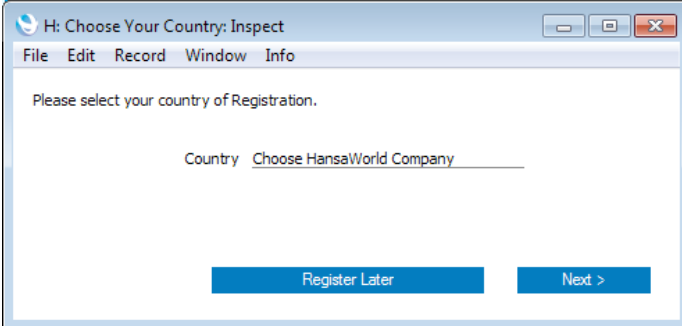
    b. If you do not have enough information to fill in the three fields described in point (a) above (e.g. you do not know your Customer Code at HansaWorld), click the [Automatically Fill These Settings] button. Assuming you are connected to the internet, your copy of

Enterprise by HansaWorld will connect to the customer database on the HansaWorld server. It will then search the customer database for your company name as entered in the Company Info setting. The two names must match exactly: an extra space, for example, will mean that a match will not be found. If it does not find a match, it will search for your VAT Number, telephone number and company registration number, again as entered in the Company Info setting.

If no match is found in the HansaWorld customer database, a message will ask you to check that the information in the Company Info setting is correct or to fill in the three fields described in point (a) yourself. Call HansaWorld Support if you cannot fill in these fields.
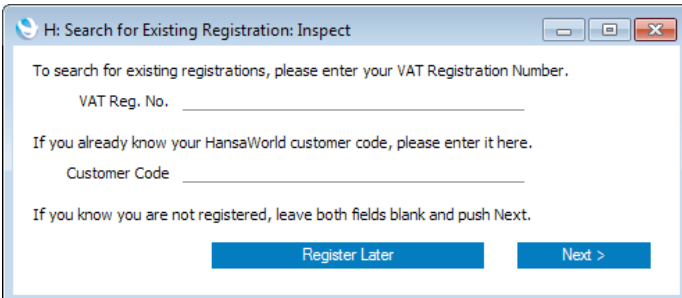
If a match is found, information will be downloaded to the three fields described in point (a) from the HansaWorld customer database, and the Internet Enablers setting will be saved and closed.

c. If you are not sure if your Company is registered in the HansaWorld customer database, click the [Registration Wizard] button. The 'Choose Your Country: Inspect' window appears—

Enter the country where your company is registered or located. To choose an option, place the cursor in this field and press the Ctrl-Enter (Windows and Linux) or ⌘-Enter (Mac OS X) key combination. A selection list will appear in which you can choose an option by double-clicking. Then, click the [Next] button.

The 'Search for Existing Registration' window appears—

If your company is not registered in the HansaWorld customer database, leave both fields empty and click [Next]. The 'Company Information: Inspect' window will open, containing your company name and address, taken from the Company Info setting. Check the details are correct and click the [Next] button. The next window will confirm that your company has been registered in the HansaWorld customer database, and you will be given a Customer Code that will be saved in the Internet Enablers setting. You will now need to contact HansaWorld

to sign a contract and have it entered in the HansaWorld customer database before you can proceed to step 3.

If you think your Company is registered in the HansaWorld customer database, enter your VAT Number and click [Next]. The 'Company Information: Inspect' window will open. If your Company is registered in the HansaWorld customer database, this will contain your company name and address, taken from that database. Your Customer Code at HansaWorld will also be saved in the Internet Enablers setting. If you have a contract with HansaWorld, re-open the Internet Enablers setting and proceed to step 3. If not, contact HansaWorld to sign a contract and have it entered in the HansaWorld customer database before proceeding to step 3. If your Company is not registered in the HansaWorld customer database, the fields in the 'Company Information: Inspect' window will all be empty. Close the window by clicking the [Register Later] button and then repeat the process, ending up in the previous paragraph.

3. In this step, you will register for Automatic Internet Enablers and receive your first Enabler Key. Re-open the Internet Enablers setting and click the [Register for Automatic Internet Enablers] button. Your copy of Enterprise by HansaWorld will again connect to the HansaWorld customer database, which will recognise the Customer and Contract Numbers. It will then obtain a Registration Number and save it in the Internet Enablers setting, registering you for Automatic Internet Enablers. It will also obtain an Enabler Key and a Valid Until date for that Key, which will be saved in the Configuration setting. The Valid Until date will be set to three months from the current date or to the end date of your contract, whichever is the nearer.

    When the Key is obtained, everything previously in the Configuration setting will be overwritten (i.e. the number of users and Companies, module access and so on will be downloaded from the HansaWorld server together with the Key). For this reason, apart from the Server Hardware and OS, you do not need to ensure the Configuration setting is complete or accurate before applying for a Key. It is therefore recommended that you check the Configuration setting once you have obtained your Key. Call HansaWorld Support if you think the new settings are wrong.

4. Once a month your copy of Enterprise by HansaWorld will connect to the HansaWorld server automatically to get a new Enabler Key. The new Key will add one month to the Valid Until date.

5. If for some reason the automatic connection described in step 4 fails and your copy of Enterprise by HansaWorld is unable to obtain a new Key, it will attempt to connect once a day for the next two months. After this period, if it is still unable to obtain a new Key, your copy of Enterprise by HansaWorld will go into restricted mode. If you want to activate the monthly connection and obtain the next Enabler Key yourself, open the Internet Enablers setting and click the [Get Enabler Key] button. The next automatic connection will occur one month later.

    In multi-user systems, it will be your Enterprise by HansaWorld server that attempts to connect on a monthly basis. If your server is not connected to the internet, you will need to use the [Get Enabler Key] button once a month from a client.

    If your copy of Enterprise by HansaWorld is repeatedly unable to obtain a new Key and the Valid Until date is approaching, you should call HansaWorld Support to bring their attention to the situation. They may advise you to obtain an Emergency Key. To do this, open the Internet

Enablers setting, go to the 'Other Tools' card and click the [Emergency Key] button. This will give you a new Key that will last for five days, during which time your inability to obtain an automatic Key will be investigated and resolved. In order to qualify for an Emergency Key, the three fields in the Internet Enablers setting described in step 2a must contain the correct information and you must have obtained at least one Key as described in steps 3 and 4 above. You cannot apply for two Emergency Keys in succession.

6. As mentioned above, when you create a new database, you will be able to use it for 30 days before it goes into restricted mode. The 'Choose Your Country: Inspect' window will open each time you start the application, providing a reminder that you need to register. This window is the first window of the Registration Wizard: please refer to step 2c above for details.

If your application for an Enabler Key is unsuccessful, the probable reasons are—

i. The company name, VAT number, company registration number and/or telephone number in the Company Info setting are not exactly the same as those in the HansaWorld customer database.

ii. If you entered the country, Customer Number and Contract Number in the Internet Enablers setting yourself as described in step 2a, you did not then save, close and re-open the setting before going on to click the [Register for Automatic Internet Enablers] button in step 3.

iii. The HansaWorld customer database is down. In this case, wait for http://www.hansaworld.com to respond to your browser and then try again.

iv. You do not have a valid HansaWorld maintenance contract, or payments are not up-to-date.

v   A "server not responding" message is usually caused by your firewall. Check that your firewall allows the Enterprise by HansaWorld application to use port 80 for outgoing communications. A browser works in the same way, so if your browser can access the internet, you should be able to obtain Enabler Keys. If you cannot, there may be a software block on the Enterprise by HansaWorld application, preventing it sending through port 80. The Enterprise by HansaWorld application does not require port 80 to be open for incoming communications.

HansaWorld.com Website Enablers

If you have an internet connection but your copy of Enterprise by HansaWorld is not on a computer that is connected to the internet, you can obtain an Enabler Key through the http://www.hansaworld.com website. This method uses the Control String and Control Code in the Configuration setting to determine the Enabler Key. So, if you are using this method, you must make sure you have created all the Companies that you need and that you have defined the Configuration and Company Info settings in each one before applying for an Enabler Key.

Follow these steps—

1. If you are using Internet Explorer 6, you will need to check your internet security settings and add http://www.hansaworld.com as a trusted site.

2. Ensure you are the only person logged in to your Enterprise by HansaWorld system and open the Configuration setting.

3. Enter the expiry date of your HansaWorld contract in the Key Valid Until field. This date should be the last date of your maintenance contract with HansaWorld, which can be no later than one year from the current date. Make sure the setting is otherwise complete and accurate, and click the [Save] button in the Button Bar to save and close it.

4. Quit and restart your Enterprise by HansaWorld system. If you are working on a client machine in a multi-user system, you only need restart the client, not the server. This will force the Control String and Control Code to be recalculated.

5. Produce a Company Info report: this is described in the 'System Module' manual.

6. Go to http://www.hansaworld.com and, using the link in the top right-hand corner of the screen marked "Global", choose the country in which you are located. Then, click the "Products" link followed by "Enterprise" and finally "Get Enabler".

7. If you do not have a password, click the "Forgot Password" link. A new password will be sent to you by email. Your Customer Number can be found on your HansaWorld invoice.

8. Enter your Customer Number and password and follow the instructions on screen.

Contact HansaWorld Support if you don't know your Customer Number or if the password email does not arrive.

If your application for an Enabler Key is unsuccessful, the probable reasons are—

i. The "Unknown Log in", "No valid contract" or "You are not properly registered with us" messages mean you entered your Customer Number and/or password incorrectly, or you have not signed and returned your maintenance agreement.

ii. The "Enabler failed" message means that the information in your Configuration setting does not match the information in the customer database on the HansaWorld server. You will be sent an email listing what should and what should not be included in your Configuration setting according to your contract with HansaWorld. Update your Configuration to match the email and follow the sequence above from step 4, or call HansaWorld Support if you think the email is wrong.

Manual Enablers

If you do not have an internet connection at all, you can obtain an Enabler Key by telephone or fax. This method uses the Control String and Control Code in the Configuration setting to determine the Enabler Key. So, if you are using this method, you must make sure you have created all the Companies that you need and that you have defined the Configuration and Company Info settings in each one before applying for an Enabler Key.

Follow these steps—

1. Ensure you are the only person logged in to your Enterprise by HansaWorld system and open the Configuration setting.

2. Enter the expiry date of your HansaWorld contract in the Key Valid Until field. This date should be the last date of your maintenance contract with HansaWorld, which can be no later than one year from the current date.

Make sure the setting is otherwise complete and accurate, and click the [Save] button in the Button Bar to save and close it.

3. Quit and restart your Enterprise by HansaWorld system. If you are working on a client machine in a multi-user system, you only need restart the client, not the server. This will force the Control String and Control Code to be recalculated.

4. Contact your local HansaWorld representative during normal working hours and quote the Control String, Control Code and contract expiry date. You may be asked to produce a Company Info report: this is described in the 'System Module' manual. You will then be given a Key.

5. Open the Configuration setting, enter the Key in the Enabler Key field and click [Save]. This will inform your copy of Enterprise by HansaWorld that you have a full licence for its use.

Shutting Down

Remember to make a back-up before shutting Enterprise by HansaWorld down. Backing up is described below on page 75.

Single-user

To shut Enterprise by HansaWorld down, select 'Quit' from the File menu. Mac OS X users can find the 'Quit' command on the Enterprise menu. You can also use the Ctrl-Q (Windows and Linux) or ⌘-Q (Mac OS X) keyboard shortcuts. All open windows will be closed, and you will be asked if you want to keep any changes that have not yet been saved.

Multi-user

You can close Enterprise by HansaWorld clients as described in the 'Single-user' section immediately above: by selecting 'Quit' from the File or Enterprise menus.

If you are using the command line server application on Mac OS X or Linux and if you are not running the server process in the background, bring the Terminal window to the front and press the Ctrl-C key combination. Alternatively, open a new Terminal window and type the following—

ps	This displays the process IDs for each Terminal process
kill pid	(where pid is the process ID for the server process)

If you are running the server process in the background, use the ps and kill commands either in the relevant Terminal window or in a new one.

If you are using the service application on Windows, open the Control Panel and double-click 'Administrative Tools' and then 'Services'. Find and select 'Enterprise Server 7.1 2014-01-16' (or similar) in the list and choose to stop the service.

If you need to close the server down and there are some users logged in, you can send a warning message. To do this, you should be working on a client and you should have logged in as a system administrator (i.e. as a Person that has access to the Technics module) as described on page 286 below.

1. Select 'Technics' using the [Module] button in the Master Control panel.

2. Click the [Routines] button in the Master Control panel and then click [Maintenance].

3. When the 'Maintenance' list window appears, double-click 'System Message'. The following window appears—
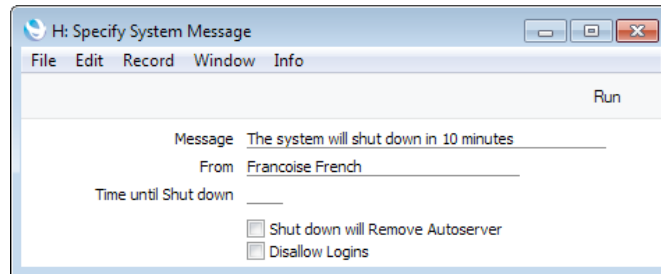
Complete the window as follows—

Message   Type in the message that you want every user to read.

From   Type in the author of the message: this will also be shown to all users. Your name (i.e. the name of the current user) will appear here by default.

Time until Shut down

Specify here the number of minutes that you want to wait until the server shuts down. This should be sufficient time to allow the other users to save their work and quit Enterprise by HansaWorld.

If this field contains a value, the server will be shut down automatically after the specified period of time. If this field does not contain a value, the server will not shut down. This means that you can also use this function to send a message to all users at any time.

Shut down will Remove Autoserver

If you shut down the server and then open the database using the GUI application, you may find that the database opens in a server mode. Use this option to prevent this happening i.e. if you intend to open the database using the GUI application.

Disallow Logins   Check this box if you want to prevent users logging in during the Time until Shut down.

4. Click the [Run] button in the Button Bar. The Message will be shown to all users.

5. Close your own Enterprise by HansaWorld client.

6. The server will shut down automatically after the specified time.

If the server closes unexpectedly (e.g. it crashes or is force quit), you can have a notification text (SMS) message sent automatically to a specified mobile number. Please refer to the description of the Internal System Alerts setting in the 'Business Alerts Module' manual for details about this feature.

Backing Up

When the day's work with Enterprise by HansaWorld is done, we advise you to make a back-up. It is a good idea to save a copy of the file and store it in a safe place. It might seem unnecessary to make a back-up every day, but the short time this takes is a good investment for the day something goes wrong with the hard disk.

To back up your data is particularly important when, as in the case of an Enterprise by HansaWorld database, the financial information of your company is involved. If you should lose all your data, you will find yourself in a very awkward situation, missing all invoices, receipts, reports etc. Make sure you make a back-up each time you have been working with your accounts. Name your copies systematically with dates so that you can easily restore the database, should an accident occur.

If you get a virus on your computer, you must first try to establish the date when your computer was infected. In this case you must restore your data from a back-up created before the infection date. Otherwise you run the obvious risk of re-infecting the computer again.

Enterprise by HansaWorld includes several features to make the task of regularly backing up easier and more efficient. These are—

1. The "text back-up" method of backing up will copy the data in your database to a separate back-up file.

   The advantage of this method is that the back-up files are independent of the program versions. This means that restoring from a back-up file will be successful, even if you have updated the version of your Enterprise by HansaWorld application since making the back-up. Text back-up files are relatively small, making them easy to manage.

   The disadvantages of this method are that both creating the back-up file and restoring from it are quite slow in very large systems, and the database cannot be used while the back-up file is being created.

   You can create text backups yourself as described below on page 77, or you can have them created automatically every day at the same time, as described below on page 79.

2. You can use specialist back-up software to copy the database file ("HANSA.HDB" file) to tapes that can be stored off-site. These back-up files will not be independent of program versions, so restoring from a back-up file may not be successful if you have updated the version of your Enterprise by HansaWorld application since making the back-up. Depending on the back-up software, it might not be possible to use the database while the back-up file is being created.

   Backing up using specialist back-up software is described below on page 83.

3. The "database duplication" method will make copies of the database file ("HANSA.HDB" file). You can have copies made automatically at the same time once or twice every day, or you have copies made continuously.

   The advantage of this method is that the database can still be used while it is being copied. Any records saved between the beginning of the copying

process and the end will be included in the copy. The disadvantage is that restoring from a back-up file may not be successful if you have updated the version of your Enterprise by HansaWorld application since making the back-up.

If you use this method, you must make sure that the hard disk containing your Enterprise by HansaWorld database always has space for the "HANSA.HDB" file and three copies.

Database duplication is described below on page 85.

4. The "Journaling" feature means that every new or modified record will be saved both in the database itself and in a separate journal file. Should you need to revert to an old copy of the database, you can then "apply" the journal. This will extract from the journal all the records created or modified since the old copy of the database was made and place them in that database.

    Using journaling to restore data is much faster than restoring from a text backup, especially in large systems. However it does require careful management both of the old copies of the database and of the journal files.

    If you use this method, you must make sure that the hard disk containing your Enterprise by HansaWorld database always has space for the "HANSA.HDB" file and the journal file.

    Journaling is described below on page 88.

In single-user and small multi-user systems, the text back-up method may play the most important role in your backing up strategy. In these systems, speed of backing up and database access may be less important than the ability to use the resulting back-up files with any version of the Enterprise by HansaWorld application.

In larger systems where the database will be in constant use, you should use database duplication and journaling in combination. However, you should still create text back-up files regularly (perhaps monthly or yearly) for archiving purposes. You will be able to use these back-up files together with newer versions of the Enterprise by HansaWorld application if you need to see the contents of your database from a particular date. You will also need to create a text back-up file as part of the process of updating to a new version of the application (this is described below on page 101).

Whichever method you use to back up your database, you must also carry out regular checks to make sure you can restore your database from the resulting back-up files or database copies.

! ***Regularly check that you can restore from your back-up files.***

Text Back-ups

The "text back-up" method of backing up will copy the data in your database to a separate back-up file. You will always be able to recreate your database from such a back-up file, even if you have updated the version of your Enterprise by HansaWorld application since making the back-up.

To create a text back-up file, follow these steps—

1. Use the [Module] button in the Master Control panel or the Ctrl-0 (zero) (Windows and Linux) or ⌘-0 (Mac OS X) keyboard shortcut to go into the System module.

2. Click the [Routines] button in the Master Control panel and then [Exports]. Alternatively, use the Ctrl-E (Windows and Linux) or ⌘-E (Mac OS X) keyboard shortcut. The 'Exports' window will be opened—
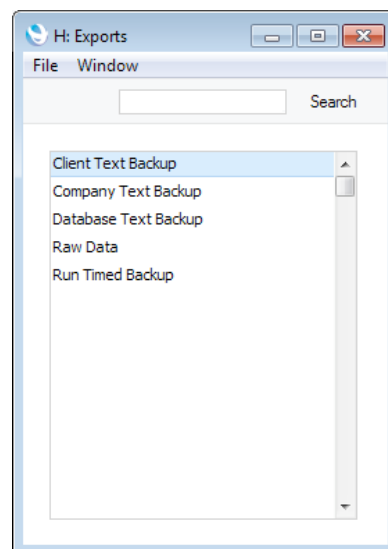
3. Double-click 'Company Text Backup' (if you wish to back up the data in the database relating to the single Company currently selected) or 'Database Text Backup' (if you wish to back up the whole database). 'Run Timed Backup' will also back up the whole database.

    Usually, you should use the 'Database Text Backup' or 'Run Timed Backup' options, as these are the only choices that back up the entire database. You must use one of these regularly for your safety and peace of mind. Some registers and settings (e.g. the Configuration setting, Mailboxes and Conferences) are stored at database level, not Company level. These will not be exported by the 'Company Text Backup' option, even if your database only contains a single Company. Attachments also will not be exported by the 'Company Text Backup' option. This option is intended for use in the situation where you need to move all the information relating to a specific Company from one database to another.

    In a multi-user system, you cannot use the 'Database Text Backup' option on a client machine (it will not be included in the 'Exports' list illustrated in step 2). You can only use it on the server machine, when no other user is logged in and when you access the server database using the GUI application. If it is not convenient to work from the server, use the 'Run Timed Backup' option from a client (or the automatic timed back-up feature described below on page 79). Both methods will save text back-up files on the server.

If you are using the command line server application (Mac OS X or Linux), you can use the 'Run Timed Backup' and automatic timed back-up features from a client, or you can create a back-up file on the server by typing into the Terminal—

./Enterprise --backup	This will launch the Enterprise by HansaWorld server application, which will then create a back-up file and then quit.
	This assumes the application is named "Enterprise". If this is not the case, type the application name after "./"

If you are using the service application (Windows), you will need to place the --backup parameter in a "parameters.txt" file before launching the application, as described above on page 30. When the back-up file is complete, the application will quit (you may need to monitor the log file (named "hansa.log") or the service 'Properties' window to see when the application quits). Remove the --backup parameter from the "parameters.txt" file before restarting the application.

4. If you selected the 'Database Text Backup' option, the 'Specify Database Text Backup' window will appear. If you selected the 'Run Timed Backup' option, a similar window entitled 'Specify Run Timed Text Backup' will appear. In both cases, enter a description of the back-up file that you are about to create. You can use up to 40 characters. If you later need to restore from a back-up, this description will be shown in the list of importable files to help you select the correct one.
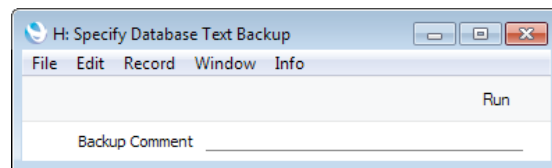
Enter an appropriate description and click [Run].

5. If you are using the 'Database Text Backup' option and you have more than one Company, you will now be asked to log in to any that you have not yet used in this work session. For reasons of security, if you are not able to log in to every Company, the back-up procedure will be halted. After logging in to every Company, return to the 'Specify Database Text Backup' window illustrated in step 4 to continue the backing-up procedure (the 'Specify Database Text Backup' window will be hidden behind the Master Control panel).

If you are using the 'Run Timed Backup' option, you won't need to log in to every Company. In a multi-user system, this option will save the back-up file on the server so access to the back-up file from a client machine can be controlled.

6. If you are using the 'Database Text backup' option, a dialogue box will open, allowing you to name and place the export file. Enter the name of the file in the filename area and locate it in the appropriate folder or directory in the usual way. The name of the back-up should include the date. For ease of importing later, it is recommended that you give the name of your back-up file a .txt extension. Then, click [Save].

It is recommended that you save the back-up file in a folder or directory named "Backup" which should be in the folder or directory containing the

Enterprise by HansaWorld application. All back-up files in this folder will be shown in a list of importable files if it becomes necessary to restore from a back-up.

If you are using the 'Run Timed Backup' option, you will not be asked to name and place the export file. The file will be named TBYYMMDD.TXT, where YYMMDD is the current date, and its location will be determined by the Timed Operations setting in the Technics module.

A message window informs you about the progress of the export.

When the export is finished, you are brought back to the 'Exports' list. Close it using the close box.

! ***Under no circumstances should you edit or change a back-up file with another program.***

Automatic Timed Back-ups

The importance of establishing a regular routine for backing up cannot be emphasised enough. Like all financial systems, Enterprise by HansaWorld uses a single file database in which all your data about customers, invoices, nominal ledger etc. is stored. If you lose that file, you have lost not just a single document, but all your accounting and customer information.

To make this task easier, Enterprise by HansaWorld contains a timed back-up feature allowing a database text back-up file to be created automatically every day. To specify when the back-up files are to be created, and where they are to be stored, follow the steps outlined below.

1. Select 'Technics' using the [Module] button in the Master Control panel or the Ctrl-0 (zero) (Windows and Linux) or ⌘-0 (Mac OS X) keyboard shortcut. In multi-user systems, if you are working on a client machine, you should log in as a system administrator (i.e. as a Person that has access to the Technics module), as described below on page 286.

    If 'Technics' is not included in the list of modules when you click the [Module] button in a single-user system, this will probably be because you have not granted yourself access to the Server module in the Configuration setting.

2. Click the [Settings] button in the Master Control panel or use the Ctrl-S or ⌘-S keyboard shortcut. Double-click 'Timed Operations'. The following window appears—
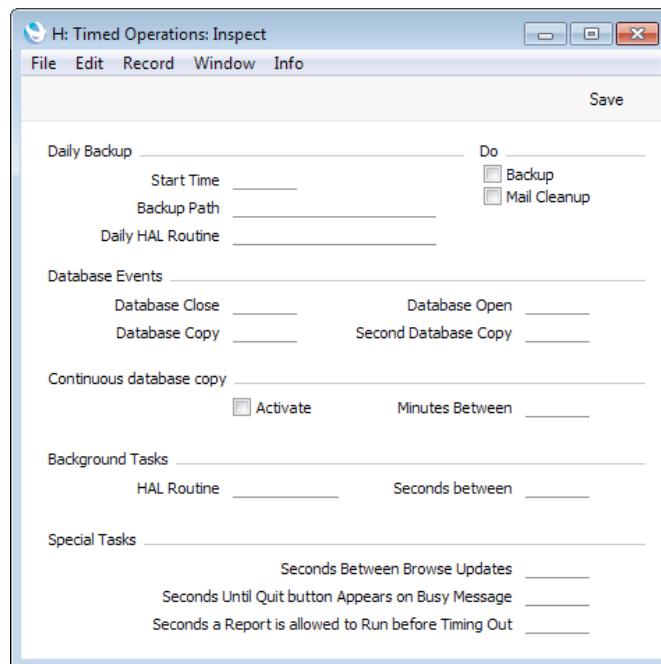
3. Set the Start Time (the time when the backup is to take place) to the appropriate time, when it is likely that no-one will be using Enterprise by HansaWorld. Use the 24-hour clock, and place a colon (:) between the hour and the minute. The back-up file will be created at the specified time, even if there are still users logged in to your Enterprise by HansaWorld system. However, such users will find the speed of operation to be much reduced while the back-up is being carried out. It is therefore highly recommended that you specify a time that is outside working hours, to minimise such inconvenience.

4. Specify the Database Backup Path, which determines where on the server's hard disk the back-up files are to be saved. If you leave this field blank, the back-up files will be saved in the folder containing the Enterprise by HansaWorld application.

The following examples show the correct syntax for the Database Backup Path. You can use either \ or / as a separator between folder names under Windows XP, Linux and Mac OS X. Note that the separator appears as the final character in the path.

It is recommended that you save the back-up file in a folder or directory named "Backup" which should be in the folder or directory containing the Enterprise by HansaWorld application. All back-up files in this folder will be shown in a list of importable files if it becomes necessary to restore from a back-up. You can do this using a relative path—

  Backup/

If you want to store the back-up file somewhere else, use absolute paths with the following syntax—

Windows   c:/samplefolder1/samplefolder2/Backup/

Mac OS X   /samplefolder1/samplefolder2/Backup/

Note that if you make a mistake (for example, you make a syntax error or specify a non-existent folder) there is a risk that the back-up file will not be created.

5. Finally in the Timed Operations setting, tick the Backup box to activate the timed back-up feature—
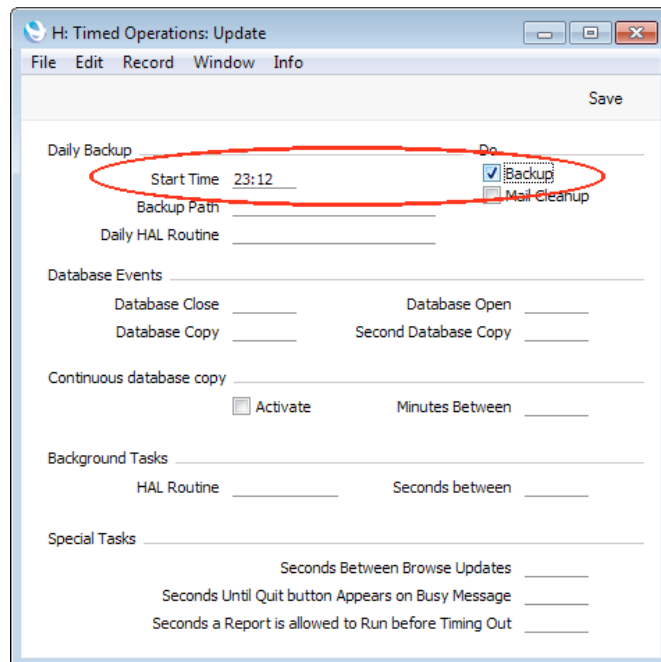
6. Click the [Save] button in the Button Bar to save the back-up specifications.

Once you have set up the timed back-up feature as described above, a new back-up file will be created automatically every day at the same time. It will be given the name "TBYYMMDD.TXT" where "YYMMDD" represents the current date. The file will contain a back-up comment stating that it was created by timed back-up and showing the date and time this occurred.

Remote Back-ups

The timed back-up feature in Enterprise by HansaWorld means that a database text back-up file will be created automatically every day. The remote back-up feature provides additional security by ensuring an extra copy of each daily back-up file will be stored off-site on a remote server. It is always recommended that you store back-up files on more than one hard disk and in more than one location. While you can use the remote back-ups feature as a tool to help with this, you should of course keep your own copies of your back-up files and not rely solely on the remote server.

The remote back-ups feature is a chargeable cloud service provided by HansaWorld. Please refer to your local HansaWorld representative for information about pricing and for details about registering for the service.

To start using remote back-ups, follow these steps—

1. Follow the instructions in the 'Automatic Timed Back-ups' section above on page 79 to set up the timed back-up feature. This is necessary because whenever a back-up file is created using the timed back-up feature, it will be copied automatically to the remote server. Back-up files created using the 'Database Text Backup' option described above on page 77 will not be

copied to the remote server. In any case, the 'Database Text Backup' option cannot be used from a client machine in a multi-user system.

2. Select 'System' using the [Module] button in the Master Control panel or the Ctrl-0 (zero) (Windows and Linux) or ⌘-0 (Mac OS X) keyboard shortcut.

3. Click the [Settings] button in the Master Control panel or use the Ctrl-S or ⌘-S keyboard shortcut. Double-click 'Backup Settings'. The following window appears—
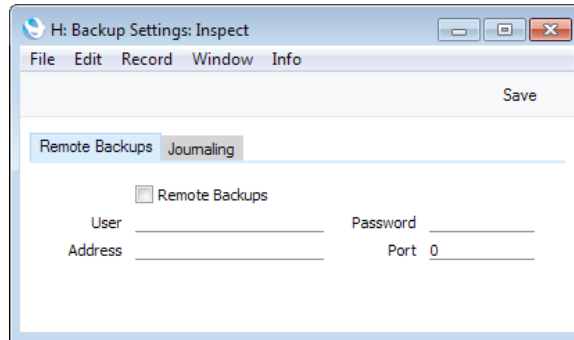
4. When you register for the remote back-ups service, you will be provided with User, Password, Address and Port information. Enter that information here and check the Remote Backups box.

5. Click the [Save] button in the Button Bar to save the back-up specifications.

6. In a single-user system, close your Enterprise by HansaWorld database and restart. If you are working on a client in a multi-user system, ignore this step.

7. After you have followed the steps above, each time a timed back-up file is created, it will first be saved on your hard disk and then uploaded to the remote server. The Job Status setting in the System module will show you the progress of the upload.

8. If you need to retrieve a back-up file from the remote server, you must use a single-user database. You cannot do so from a client in a multi-user system. It is assumed that you need to retrieve the back-up file because your main system has become damaged or lost.

    To create a new single-user database, place your Enterprise by HansaWorld application and "hob" folder in a new folder together with the "dbdef.txt" and "default.txt" files and launch the application. When the 'Welcome to Enterprise by HansaWorld' window appears, click the [Single User Database] button and follow the instructions in the 'Creating a New Database - Single-user' section above on page 41.

9. Enter your details in the Backup Settings setting as described in steps 4-6 above.

10. Open the Remote Backups setting in the System module. The 'Remote Backups' window will open, listing the back-up files that are on the remote server—
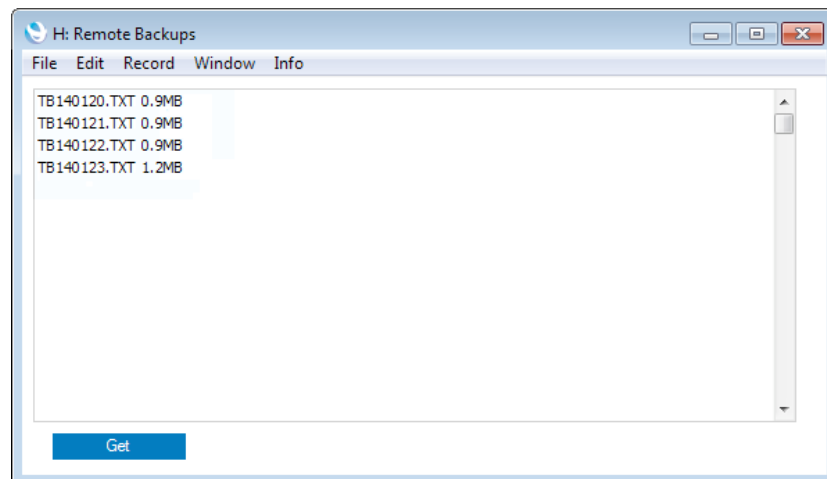
11. Click on the most recent back-up file (or the most recent back-up file that you know is undamaged) and click the [Get] button. The back-up file will be downloaded to your computer, to a folder named "Downloads" that will be inside the folder or directory containing your Enterprise by HansaWorld application. You can monitor the progress of the download using the Job Status setting, as mentioned in step 7.

12. Please refer to the 'Restoring from a Back-up' section below on page 94 for details about recreating your database from the back-up file.

Backing Up Using Specialist Back-up Software

As described above, we strongly recommend that you use the text back-up or database duplication facilities built in to Enterprise by HansaWorld as the main part of your back-up strategy. The text back-up feature in particular is more economical in terms of disk space and is more reliable in that the success of a restoration is guaranteed even if the version of your Enterprise by HansaWorld application has changed. The database duplication feature allows you to continue using your database while it is being backed up.

However, some users may prefer to rely on specialist back-up software such as Retrospect to produce back-up tapes that can be stored off-site. Such software can sometimes fail to create a back-up file if the files being backed up are still in use. For example, a user may have gone home having forgotten to log off (or having left their machine producing a report) and this may cause the back-up to fail.

To cater for this eventuality, you can change the state of the database at the time when it will be backed up so that, as far as the back-up software is concerned, it appears not to be in use. To do this, follow these steps—

1. Select 'Technics' using the [Module] button in the Master Control panel or the Ctrl-0 (zero) (Windows and Linux) or ⌘-0 (Mac OS X) keyboard shortcut. Then, click the [Settings] button in the Master Control panel or use the Ctrl-S or ⌘-S keyboard shortcut.

2. Double-click 'Timed Operations'. The following window appears—

3. Set the Database Closing Time to a few minutes before the moment the back-up software is scheduled to start work. Use the 24-hour clock, and place a colon (:) between the hour and the minute.

4. Set the Database Opening Time to a few minutes after the moment the back-up software is scheduled to finish work.

5. If you have specified a Start Time as well, it should not be between the Database Opening and Closing Times. The database is dormant during this period, so such a Start Time will have no effect.

6. Click the [Save] button in the Button Bar to save the changes.

Once you have followed these steps, any user who has gone home having not logged off will return the next morning to find their machine still logged in to Enterprise by HansaWorld. Despite this, the back-up should have been completely successfully.

Database Duplication

In some circumstances, it may not be practical to create text back-up files every day using either the back-up facilities built in to Enterprise by HansaWorld or specialist back-up software. If the database is very large and/or 24-hour access is required, it may not be convenient to slow the speed of operation or to prevent users logging in altogether while back-up files are created. In this situation you can use the database duplication feature to create copies of the database file (the "HANSA.HDB" file) automatically.

Remember that you will no longer be able to use an old "HANSA.HDB" file if you have updated the version of your Enterprise by HansaWorld application. Therefore, while database duplication can play an important role in your back-up routine, you must still create a text back-up when you are about to update to a new version, and if you want to create an archive copy of your database that you want to be able to read in the future. Updating is described below on page 101. You can of course use a script to move the duplicate database to another machine, rename it "HANSA.HDB", start the command line server application and create a text back-up. To create a true back-up, the script should also move the other contents of the folder containing your Enterprise by HansaWorld application, especially the "Attach" folder.

If you are using journaling (described below on page 88), you must do so in combination with the database duplication feature.

The database duplication feature will create a copy of your database and store it in the folder containing your Enterprise by HansaWorld application. This process will result in the following files being created—

i.   While the first copy is being created, the file will be named "HANSA.HDB.TEMP".

ii   When the copy is complete, the file will be renamed "HANSA.HDB.COPY".

iii.   When the second copy begins, a second file named "HANSA.HDB.TEMP" will be created.

iv.   When the second copy is complete, the file will be renamed "HANSA.HDB.COPY". The previous "HANSA.HDB.COPY" will be renamed "HANSA.HDB.OLD". If there already is a "HANSA.HDB.OLD", it will be deleted.

There will therefore be a maximum of two entire copies and one partial copy in the folder at any one time. To be safe, make sure there is always enough disk space for three copies of the database. If there is insufficient disk space to make a copy, a notification mail will be sent to the Postmaster's Mailbox. The Postmaster is specified in the Mail and Conference Settings setting in the E-mail and Conferences module.

Follow these steps to configure the database duplication feature —

1.   Select 'Technics' using the [Module] button in the Master Control panel or the Ctrl-0 (zero) (Windows and Linux) or ⌘-0 (Mac OS X) keyboard shortcut. Then, click the [Settings] button in the Master Control panel or use the Ctrl-S or ⌘-S keyboard shortcut.

2. Double-click 'Timed Operations'. The following window appears—

3. Enter in the Database Copy field the time when you want the database to be copied. Use the 24-hour clock, and place a colon (:) between the hour and the minute. If you would like the database to be copied twice a day, enter the second time in the Second Database Copy field (this must be later than the first copy time).

If you are also using the Backup option to create a daily text back-up, make sure the text back-up is created at a different time to the copy. They should not be created at the same time.

4. If two copies a day are not enough, use the Continuous Database Copy feature. Check the Activate box and enter the number of minutes between

copies. This is the number of minutes between the moment the last copy finished and the beginning of the next copy.
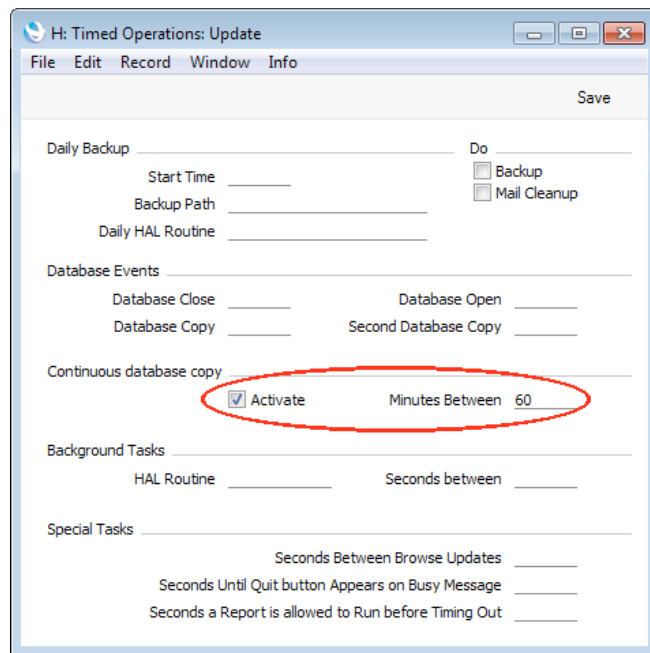
5. Click the [Save] button in the Button Bar to save the changes. If you activated the Continuous Database Copy feature, the first copy will begin immediately.

Any records that you save while a copy is being made will be saved in the database and in the copy.

By default, the database copy speed is set to approximately 1.25 MB per second (4.5 GB per hour). The speed is limited to ensure that the system remains usable while the database is being copied. You can change the default, but bear in mind that increasing the copy speed will make the system less responsive for the users, while reducing it may mean it will take too long to copy the database. A possible guideline is to set the copy speed to one third of the copy speed when no users are logged in.

To change the database copy speed, open the Optional Features setting in the System module and go to the 'Performance' card—
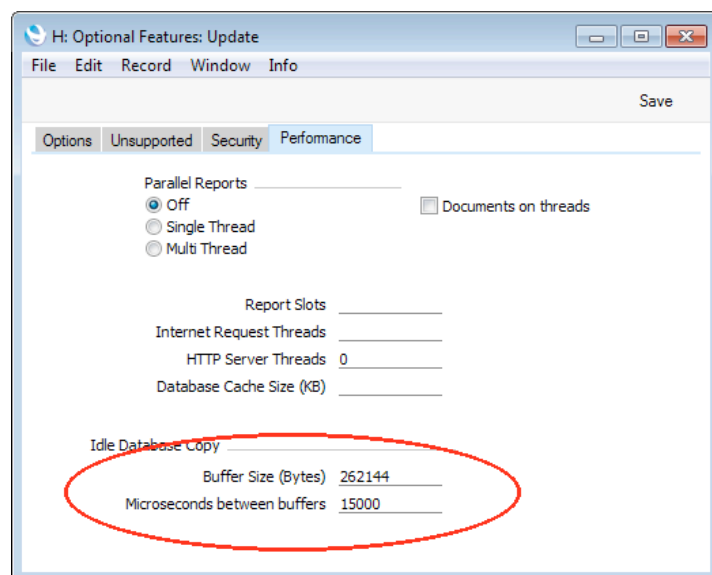
The database duplication feature creates a duplicate database by copying one section of the database at a time. Each section is known as a "buffer". In this example, we have specified a buffer size (size of each copied section) of 262144 bytes (256k) and a delay of 15000 microseconds between the end of one buffer and the beginning of the next. This will give a copy speed of about 16.7 MB per second (58.6 GB per hour). To calculate the copy speed, divide the buffer size in MB (0.256 in this example) by the delay in seconds (0.015). In this case, the result will be a theoretical maximum of 17.07 MB per second, which you should then reduce to allow for the time to copy the buffer (this time will be hardware dependent).

Journaling

A busy system where many users are constantly saving large numbers of records can cause problems for a back-up strategy that relies on a text back-up file being created once a day and/or on copying the database twice a day. The volume of new records means that the text back-up file or database copy quickly becomes out-of-date. If you need to revert to a back-up, it will be difficult and time-consuming if not impossible to recreate the records entered since the text back-up or database copy was made. The journaling feature is designed to address this problem. If you are using this feature, every new record and every modification will be saved in the database and in a separate journal file. If you need to revert to an older copy of the database, you will be able to "apply" the journal. "Applying" the journal means importing the recent new records and modifications to the older copy of the database from the journal file. This will be much faster and more complete than recreating the recent records manually, or extracting them from the damaged database.

You must use the journal feature together with the database duplication feature described above on page 85. If your database becomes damaged, you should revert to the most recent (undamaged) duplicate and apply the journal. It is not possible to revert to a text back-up and apply the journal. Therefore, if you are using journaling, you must make sure you are duplicating the database regularly. The text back-up will play a much less important role in your back-up strategy.

The journal file will grow in size very quickly, especially if you import large amounts of data while journaling is running. Therefore, you must take special care to monitor the level of free hard disk on the server if you are using this feature.

Starting Journaling

1. You can start the journal feature using one of two methods—

    i.   Launch the command line application on the server by typing—

         ./Enterprise --start-journaling

                        Starts the Enterprise by HansaWorld server application and marks the database as journaled. A new folder named "journal" will be created in the folder containing the Enterprise by HansaWorld server application, and a journal file named "J0000001.HJN" will be created in that folder.

         If you are using the service application (Windows) or a GUI single-user application, you will need to place the --start-journaling parameter in a

"parameters.txt" file before launching the application, as described above on page 30. After starting the service or the application, remove the parameter from the "parameters.txt" file.

ii. If the server is already running and you don't want to restart it, log in from a client, change to the System module and open the Journaling setting—
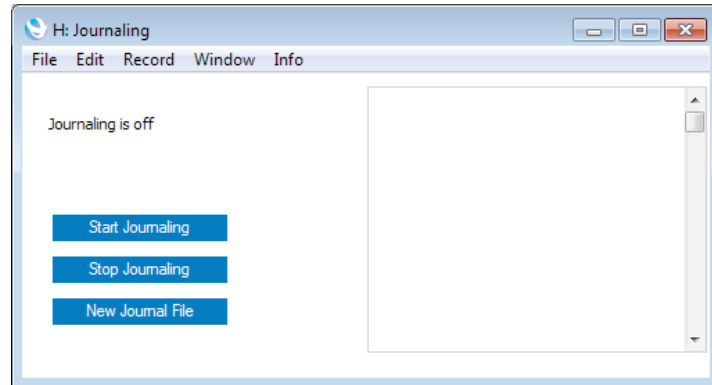
Click the [Start Journaling] button. A new folder named "journal" will be created in the folder containing the Enterprise by HansaWorld server application, and a journal file named "J0000001.HJN" will be created in that folder.

You can also use the Journaling setting to start journaling in a single-user system.

2. Referring to the 'Database Duplication' section described above on page 85, establish a regular database duplication routine. If you need to revert to an old database, you must do so to one that was created after you started journaling. You cannot revert to a text back-up.

3. Log on from clients in the usual way and begin work. Every change will be saved in the database and in the "J0000001.HJN" file.

4. The next time you launch the command line or service application on the server, do so in the usual way (i.e. there is no need to use the --start-journaling parameter again). A message will be shown in the Terminal (Mac OS X and Linux) and in the log file as a reminder that journaling is in operation. You can also monitor this from a client by referring to the Journaling setting.

!   ***Never move, edit or rename the journal file or the "journal" folder. Make a copy of the journal file if you want to back it up.***

5. If you need to update to a new version of Enterprise by HansaWorld, you must do so by creating a text back-up from the old version, creating a new database using the new version and importing the text back-up. Full details are below on page 101. A side effect of importing a text back-up will be that journaling will be switched off. Therefore, after updating you must restart journaling as described above in steps 1-3 above. Before doing so, make

sure that the "journal" folder in the folder containing the Enterprise by HansaWorld server application is empty or removed altogether.

Applying the Journal

If you need to revert to an old database, follow these steps—

1. The old database must be one that was created after you started journaling. If you are using the database duplication feature, the most recent database copy will be named "HANSA.HDB.COPY".

    Before reverting to this old database, you may wish to check that it does not contain the damage that caused you to revert to it. You must carry out this check using a copy of the "HANSA.HDB.COPY" file and a copy of the "J0000001.HJN" journal file. If you use the "HANSA.HDB.COPY" file itself for this check, you will no longer be able to apply the journal successfully because you will break the synchronicity between the database and the journal. You must not even open the "HANSA.HDB.COPY" file or log in to it, let alone save any records before applying the journal.

    To carry out this check, place a copy of the "HANSA.HDB.COPY" database in the folder containing the Enterprise by HansaWorld server application and ensure it is named "HANSA.HDB". As this database was created after you started journaling, a "J0000001.HJN" journal file must be present in the "journal" folder when testing. This must be a copy of the journal file, because anything that you save when testing will be added to this file.

    !   *Make sure you retain an untouched "HANSA.HDB.COPY" file and journal file at all times.*

2. When you are sure that the "HANSA.HDB.COPY" file does not contain any damage, place it in the folder containing the Enterprise by HansaWorld server application and ensure it is named "HANSA.HDB". Remember that this must be a database that is untouched by any testing. Similarly, the "J0000001.HJN" journal file in the "journal" folder must also be one untouched by any testing. It is recommended that you keep copies of both files, at least until you are sure the journal has been applied successfully, in case of a power failure or hardware problem occurring while the journal is being applied. Then, launch the command line application on the server by typing—

    ./Enterprise --apply-journal   Starts the Enterprise by HansaWorld server application and imports everything in the journal file that is not already in the database. The application will then quit.

    Again, if you are using the service application (Windows) or GUI single-user application, you will need to place the --apply-journal parameter in the "parameters.txt" file before launching the application, and to remove that parameter from the "parameters.txt" file when the application quits.

> ! ***You must apply the journal immediately after reverting to the copy. If you open the copy and allow users to log in before applying the journal, the data in both the database and the journal file will be corrupted.***

3. Restart the command line or service application in the usual way. After logging on from clients, every change will, as before, be saved in the database and in the "J0000001.HJN" file.

Managing Journal Files

In a busy system with many users, it is likely that the journal file will grow in size very quickly. To prevent journal files becoming too large, you can use the Journaling setting in the System module to create new journal files periodically. Large journal files, as well as being cumbersome, will increase the time required to apply the journal.

You can create new journal files yourself, or you can have them created automatically. To create a new journal file yourself, first open the Journaling setting. The journal file(s) that are currently in the "journal" folder will be listed on the right. In this example, we are still using the first journal file "J0000001.HJN"—
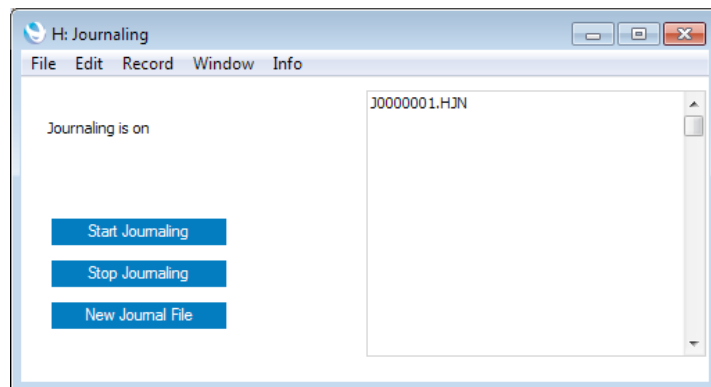
Then, click the [New Journal File] button. This will create a new journal file (in this example, named "J0000002.HJN") and save it in the "journal" folder. It will also be listed in the 'Journaling' window—
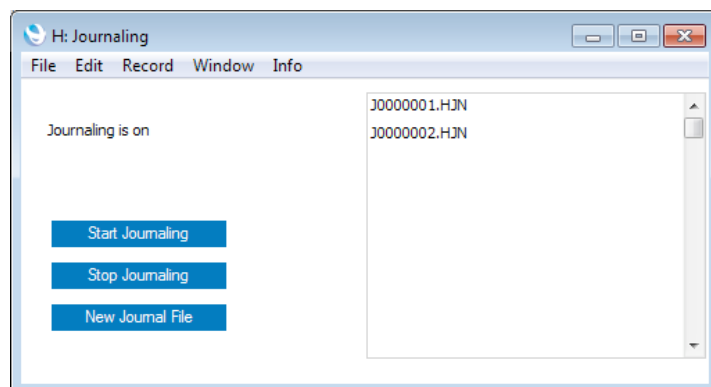
All changes made in the database will now be saved in the new journal file. If you need to revert to an old database, everything in both journal files that is not already in the database will be imported when you apply the journal.

It is recommended that you establish a routine for creating new journal files, for example having a new one created once a week. It is also recommended that you have the new files created automatically. To do this, open the Backup Settings setting in the System module and go to the 'Journaling' card—
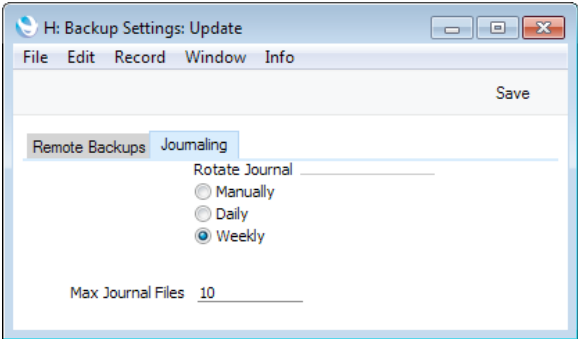
Rotate Journal Use these options to specify whether you would like a new journal file to be created every day or every week.

After changing from Manually for the first time, you should restart the server to activate the change.

Max Journal Files Specify here how many journal files you would like to keep in the "journal" folder. For example, if you decide to keep 10 journal files as shown in the illustration, when the eleventh journal file "J0000011.HJN" is created, the first one "J0000001.HJN" will be deleted.

Please refer to the following paragraphs when deciding on how many journal files to keep.

You can leave this field blank if you do not want old journal files to be deleted automatically when new ones are created.

When you are using journaling, you will also be duplicating your database regularly. This routine will allow you to discard older journal files, thus ensuring that they do not take up too much hard disk space. The older journal files will become redundant because the work they contain will also be stored in the more recent duplicate databases. But careful management is required, to ensure that you can combine each duplicate database with the required journal files. For example, let us assume you have the following journal files—

Journal File	Date Created
J0000001.HJN	June 1
J0000002.HJN	June 8
J0000003.HJN	June 15
J0000004.HJN	June 22
J0000005.HJN	June 29
J0000006.HJN	July 5
J0000007.HJN	July 12

If you need to revert to an old database, it must be one created after your oldest journal file. For example, to revert to the database created on July 10, you only

need ensure that "J0000006.HJN" and "J0000007.HJN" are present in the "journal" folder when you apply the journal. Only these two journal files will contain work that is not in the database copy, so only these two files are needed to bring that copy up-to-date. The older journal files will do no harm if they are also present, but they are not necessary.

If the most recent database copy is from July 5, a date on which a new journal file was created, you should assume that "J0000005.HJN" will also be required when you apply the journal, because this may be the "current" journal file for that database. The "current" journal file is the one in which the last record was stored. When you create "J0000006.HJN", "J0000005.HJN" will remain the "current" journal file for the brief period until the next record is saved. This will be saved in "J0000006.HJN", which will then become the "current" journal file. If the database copy was made in the brief period before that record was saved, then "J0000005.HJN" will still be the "current" journal file in that database and so must be present in the "journal" folder when you apply the journal.

When you apply the journal, a message stating that "Current journal file not last file in journal folder J0000XXX.HJN" will be shown in the Terminal (Mac OS X and Linux) and in the log. In this message, "J0000XXX.HJN" is the "current" journal file for the database copy i.e. the earliest journal file that must be present in the "journal" folder. In the example, if you are reverting to a database copy created on July 10, this will be "J0000006.HJN". If "J0000006.HJN" is present in the "journal" folder, the journal will be applied. If it is not present, the journal will not be applied, and the Terminal and log will contain further messages, including "hole detected in journal". You should place "J0000006.HJN" in the "journal" folder and re-apply the journal.

The latest possible version of each journal file must be present in the "journal" folder when you apply the journal. As already mentioned, in the example, if you are reverting to a database copy created on July 10, you will need "J0000006.HJN" and "J0000007.HJN". This means the final version of "J0000006.HJN" as it was on July 12 at the moment that you created "J0000007.HJN", not any copy that you may have created on July 10 at the time of copying the database. A July 10 copy of "J0000006.HJN" will not be complete.

Restoring from a Back-up

In the unlikely event that your database becomes damaged, you will need to attempt to recreate it. As part of this process, you should revert to a text back-up or database copy, and begin to use it as quickly as possible, to keep the interruption to your company's daily work to a minimum. Also as part of this process, you should attempt to recover any data that was entered to the damaged database after the text back-up or database duplicate was created. This may be time consuming, especially if you need to send the hard disk to a specialist data recovery company.

If you are using journaling, please refer to page 88 above for details about how to proceed. If you are not using journaling, the recommended course of action is as follows—

1. Revert to the most recent undamaged text back-up or database duplicate, as follows—

    i.   If you need to revert to a text back-up, follow the procedure described later in this section. In large systems, reverting to a text back-up will take some time.

    ii. If you are able to revert to a database duplicate, simply copy the duplicate into the folder containing the Enterprise by HansaWorld server application and rename it to "HANSA.HDB". Log in to check that the duplicate is undamaged.

2. The database that results from step 1 will become your "live" database. You should now make room in this database for the recent data that you will recover from the damaged database.

    Open all relevant Number Series settings and in each case create a new number sequence that leaves a large gap after the last used number. In the case of Contacts and Items, you can do this in the Number Series Defaults setting in the System module.

3. Allow users to log in to the database and to start work, but ensure they only carry out the most essential tasks. You may feel the need to restrict access to the less frequently used tasks using Access Groups.

4. You can now attempt to recreate any data that was entered to the damaged database after the last text back-up or database duplicate was made. This may require you to attempt to create a Database Text Back-up or Raw Data export file from the damaged database. Then, import the information in this file to a test database. Find the recently entered data in this test database and export it using the relevant Export routine in the Integration module. The Transaction Registers Export will be particularly useful, as it allows you to export a specified range of records from every Sub System. Finally, import this data to the database created in step 1 (the new "live" database). The Raw Data feature is described below on page 99, while using the Export routines is described on page 133.

    If you are unable to create a Database Text Back-up or Raw Data export from the damaged database, you will need to refer to any paper records and to enter the data manually to the new "live" database.

The importance of documenting in detail each step in the recovery process cannot be emphasised strongly enough. As you recreate your data, keeping detailed records will allow you to be sure of exactly what has and has not been recovered at all times. These records will also allow you to account to the legal

authorities for gaps in the Invoice Number and other number sequences following step 2.

Note that if you are using journaling, applying the journal to the most recent database duplicate will be a much faster and more certain method of recreating the data that was entered to the damaged database after the last text back-up or database duplicate was made. You will therefore not need to run both "live" and test systems side-by-side as described in steps 2-4 above, unless you feel the need to ascertain that you have recreated all the data.

We will now describe in detail how to restore a database from a text back-up file, as mentioned in step 1i above. For reasons of speed, it is recommended that you carry out this process on the server machine in multi-user systems, using the command line (Linux or Mac OS X) or service (Windows) application. If this is not possible, use a single client machine and then copy the database file (named "HANSA.HDB") to the server. If you have separate back-up files for different Companies, they should be imported individually. Attempting to import them simultaneously using different client machines could result in data being lost.

Follow these steps—

1. Move the old database (named "HANSA.HDB") out of the folder or directory containing your Enterprise by HansaWorld application. Rename it so that you know what it contains.

2. Delete the database file "HANSA.HDB" from the folder or directory containing your Enterprise by HansaWorld application. Double-clicking the application now will force it to create a new database, as described earlier in this chapter.

! ***It is important to restore to a new, empty database, to avoid mixing the restored data with the old, damaged database.***

The "DBDEF.TXT" and "DEFAULT.TXT" files should always be present in the same directory/folder as the Enterprise by HansaWorld application. They contain some important data used when setting up the new database and creating new Companies. If these files are missing, your Enterprise by HansaWorld application may not work the way you expect it to do!

3. It is recommended for reasons of speed that you use the command line or service application to import the text back-up file. Proceed to step 9 below. If this is not possible, launch the GUI Enterprise by HansaWorld application as normal. When the 'Welcome to Enterprise by HansaWorld' window appears, click the [Import Textbackup] button—
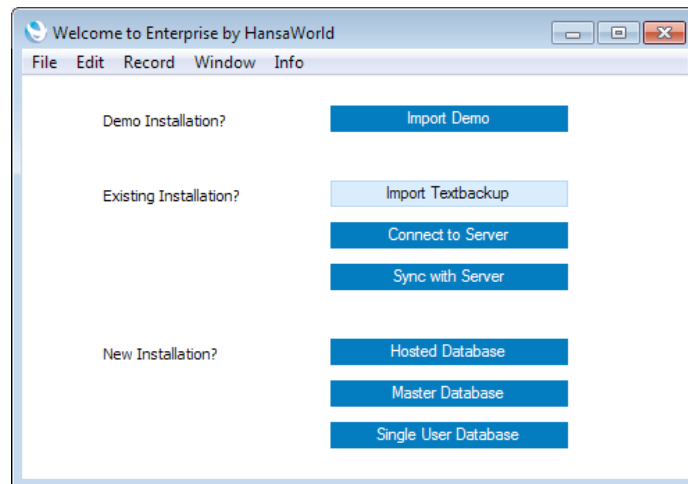
4. The 'Import files available' window opens. This is a list of text back-up files. To be included in this list, a text back-up file must be stored in the folder or directory containing the Enterprise by HansaWorld application or in the "Backup" or "Setup" folders inside that folder. It must also have a .txt extension.

    In the list, the filename of each text back-up file is shown together with the date it was saved and any description added when it was created (in the 'Specify Text Backup' window).
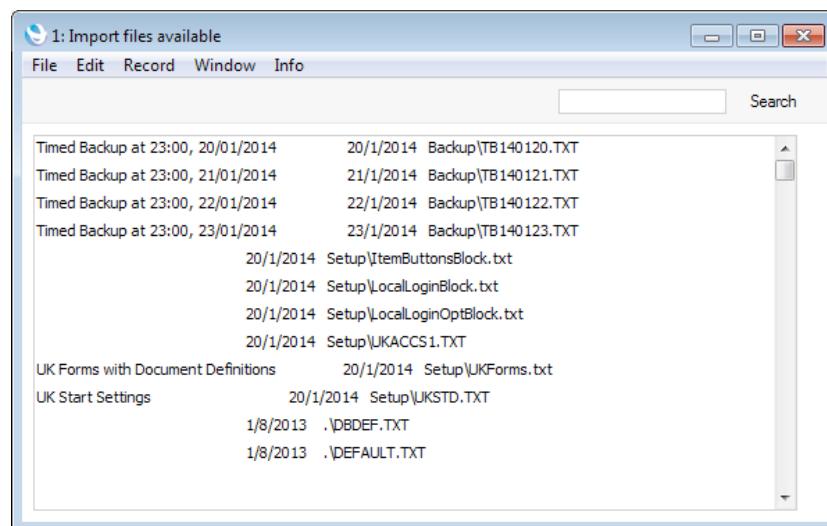
5. Highlight the file you want to import (the back-up to which you wish to revert) and press the Enter key (or double-click on the name of the file). The back-up data will be imported.

    If your back-up file is not shown in the list of available files because it is not stored in the "Backup" or "Setup" folder or directory (or because its name does not have a .txt extension), continue with these steps—

6. Close Enterprise by HansaWorld and restart.

7. When the Master Control panel opens, change to the System module and use the Ctrl-Shift-I/⌘-Shift-I keyboard shortcut to open the 'Imports' window—
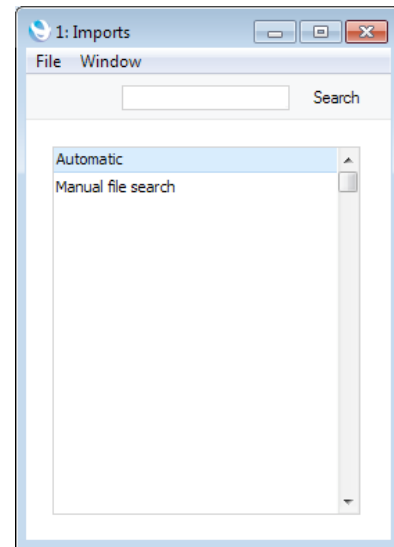
8. Select 'Manual file search' and press the Enter key (or double-click on 'Manual file search').

    When the 'Open File' dialogue box opens, locate and open the back-up file in the normal way.
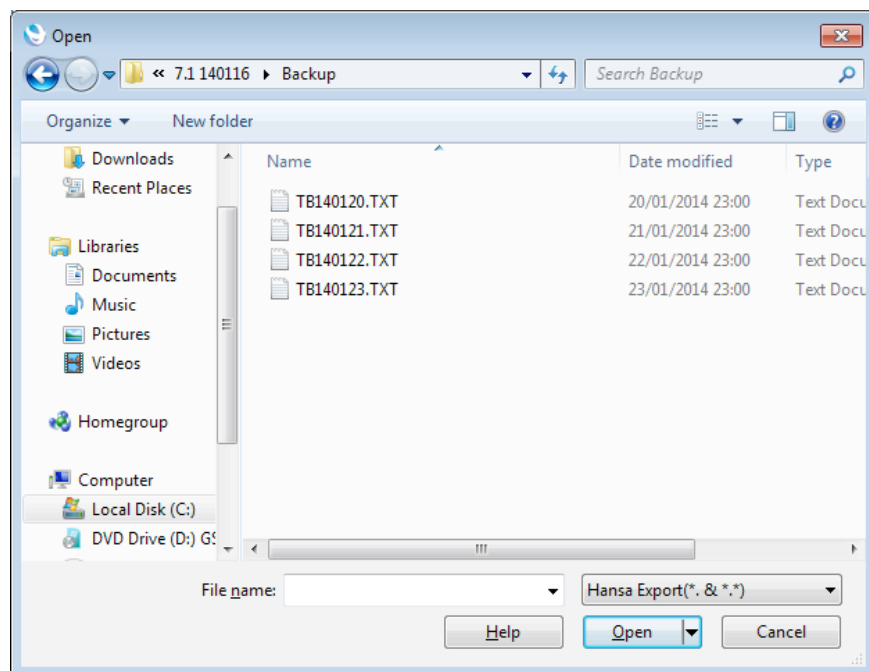
    The back-up data will be imported.

9. If you are working on a Linux or Mac OS X server using the command line application, launch the application by typing—

    ./Enterprise Backup/TBXXXXXX.TXT

> Starts the Enterprise by HansaWorld server application and imports the back-up file TBXXXXXX.TXT. In this example, this file is in the "Backup" folder inside the folder containing the Enterprise by HansaWorld server application.

The progress of the import will be shown in the Terminal window. If the back-up file contains more than one Company, Enterprise by HansaWorld will quit when the import finishes. Restart it by typing—

    ./Enterprise

If you are using the service application (Windows), place the path and name of the back-up file (Backup/TBXXXXXX.TXT in this example) in a "parameters.txt" file before launching the application, as described above on page 30. If the back-up file contains more than one Company, the application will quit when the import finishes (you may need to monitor the log file (named "hansa.log") or the service 'Properties' window to see when the application quits). Remove the path and name of the back-up file from the "parameters.txt" file. If necessary, restart the application in the usual way. An alternative to using the service application is to use the GUI application to import a text back-up file as described in steps 1-8 above.

If your machine has sufficient RAM, the back-up file will be imported significantly more quickly if you use the "Massive Cache" feature to increase the size of the memory cache. You can do this by placing an extra parameter in the command line or in the "parameters.txt" file, as follows—

    ./Enterprise --db-cache=1G Backup/TBXXXXXX.TXT

The "1G" will create a 1 GB cache. You can set the cache size using K, M (not MB) or G (not GB). Make sure the parameter does not contain any spaces.

By default, the Enterprise by HansaWorld server application uses a cache size of 12 MB. By increasing the size of this cache, you will improve the speed of operation because data that is in the cache can be accessed much more quickly than data on disk. Data in the cache is data that has already been used during the work session. The optimum size of the cache will vary, depending on the server type, RAM size and operating system, and can only be established through experimentation. A good guideline, especially for Windows servers and for servers with smaller RAM sizes, is never to assign more than 40% of the machine's RAM size to the cache. If the cache is too large, the memory available for other tasks may not be enough. If the machine then runs out of memory, it will start using its hard disk as extra memory. This will cause it to slow down significantly and may also increase instability. If the server is a 32-bit machine, the maximum cache size is between 1 and 3.5 GB, depending on machine and operating system. If the server is a 64-bit machine with a 64-bit capable operating system (Mac OS X or Linux) and a large amount of RAM and if you are using the 64-bit version of Enterprise by HansaWorld, then the 40% guideline becomes less important. For example, if the server has 12 GB RAM, you could assign up to 10 GB to the cache.

If you do increase the cache size significantly, there will be a pause between the import finishing and the application closing. During this time, the cache contents will be written to disk. The larger the cache, the longer this will take.

The Raw Data Export

If your database somehow becomes damaged while you are using it, you will be prompted to create a Raw Data export. You should do so, using the Raw Data Export function in the System module (described in the 'System Module' manual) or, if you are working on the server, by launching the server application with the --rawdata parameter. The Raw Data option exports data in byte order, while the Database Text Backup option exports data in record order, on a register-by-register basis. When a database is damaged, the Raw Data option may create an export file where the Database Text Backup option fails.

If you need to revert to a back-up, you should do so in this order of priority—

i.   If you are using journaling, you should revert to the most recent undamaged copy of the database and apply the journal.

ii   If you are not using journaling, but you are regularly duplicating your database, you should revert to the most recent undamaged copy of the database and recreate the data entered since the duplicate was made.

iii If you are not using journaling or database duplication, you should revert to the most recent text back-up of the database that does not contain any damage and recreate the data entered since the duplicate was made.

Please refer to page 94 above for more details about reverting to a back-up.

Do not under any circumstances regard the file created by the Raw Data export as a means of successfully rebuilding your database. Restoration from a Raw Data file is extremely unlikely to produce a useable database. At the very best, use a Raw Data file as a reference to help recreate the data entered since the last successful back-up, as mentioned in points ii and iii above. Due to the method used to create the Raw Data file, and due to the fact that a Raw Data file will be created from a damaged database, it will not contain any user passwords, it is likely that many settings will be missing, it probably will not contain any user accounts, and many records may be missing or incomplete. For example, many records may be missing from the Contact or Transaction registers, and data may be missing from hidden fields in stock transactions, making it impossible to rebuild stock or obtain an accurate stock valuation.

If you need to create a test database from a Raw Data file for use as a reference, use the GUI application to follow these steps—

1.   Make sure the folder or directory containing your Enterprise by HansaWorld application does not contain a "HANSA.HDB" file and launch the application.

2.   When the 'Welcome to Enterprise by HansaWorld' window appears, click the [Master Database] or [Single User Database] button as appropriate. Follow the instructions in the 'Creating a New Database - Server' or the 'Creating a New Database - Single-user' sections above on pages 32 or 41 respectively.

3.   Referring to the 'Changing and Adding Companies - Single-user' section above on page 55, create all the Companies as they were in the damaged

database (in particular, the Codes must be the same as they were in the damaged database).

4. Create all Fiscal Years exactly as they were in the damaged database (in every Company).

5. In every Company, configure the Company Date and Numeric Format setting in the System module as follows—

Date Order   Month, Day, Year

All three check boxes

                        ticked

Date separator   / or -

Decimal Separator   . (a single full stop, not a comma)

Thousand separator

                        space (one single space)

6. Ensure you are in the System module and use the Ctrl-Shift-I/⌘-Shift-I keyboard shortcut to open the 'Imports' window. Choose one of the options depending on where the Raw Data file is located and import it.

    If the Raw Data file is large, you may prefer to use the command line (Linux or Mac OS X) or service (Windows) application for this step, as the speed benefit will be significant.

7. Even if the Raw Data file is imported successfully, the database will not be useable because no indexes will be created. Therefore, you must immediately create a Database Text Backup and import that file to a new database. This will ensure the data is properly indexed. Again, you may prefer to use the command line (Linux or Mac OS X) or service (Windows) application to import the file.

8. As mentioned in the introduction to this section, restoration from a Raw Data file will usually result in an incomplete database. You should only regard it as a test database that will help you with the process of re-entering information to the new "live" database. You may be able to do this by exporting from the test database using the relevant Export routine in the Integration module. The Transaction Registers Export will be particularly useful, as it allows you to export a specified range of records from every Sub System. If there is no suitable Export routine for the information that is missing from the new "live" database, use the test system as a guide enter the data manually to the new "live" database.

! ***Never build a "live" database from a Raw Data file!***

Updating to New Versions of Enterprise by HansaWorld

The latest version of Enterprise by HansaWorld is always available for downloading at http://www.hansaworld.com/downloads/. Clicking the [HansaWorld.com] button in the Master Control panel will take you to http://www.hansaworld.com. Click the "Products" link and then "Downloads" to go to the 'Downloads' page.

Inevitably, new versions will incorporate significant structural changes. Because of this, it cannot be guaranteed that they will be able to use database files ("HANSA.HDB" files) created by previous versions. You must export a text back-up file from the old database and import it to a new database created using the new version of the program.

Before updating, you should first check that the new version is compatible with your hardware and operating system(s). You should then set up a test environment where you will be able to run the existing version and the new version side-by-side. Create new databases using both versions, and import the same text back-up to both new databases. This will allow you to print the most important reports from both versions and compare them accurately, since both versions contain the same data. You should then ensure that every user logs in to the new version to check that their main processes are operating as expected, and to get used to any changes in workflow that may be required. Test every step including printing documents, creating Nominal Ledger Transactions from Sub Systems and reporting. When you are satisfied with the data integrity of the new version and that every user is familiar with it, you can update the live system.

In more detail, follow these steps to update to a new version of Enterprise by HansaWorld—

1. Create a Database Text Backup from your live system as usual and as described in the 'Backing Up' section above on page 75 using the old application.

2. Install the new version of the application in the test environment, create a new database and import the text back-up file as follows—

    i. Follow the procedure described in the 'Installation' section above on page 22 to download the latest version of Enterprise by HansaWorld and install it on the server and clients in your test environment.

    ii. Ensure that the folder or directory containing the new application on the test server also contains "DBDEF.TXT" and "DEFAULT.TXT" files, but not a "HANSA.HDB" file. Ensure it also contains a folder or directory named "Backup" which in turn contains the text back-up file created in step 1, and that the name of this file has a .txt extension.

    iii. Copy the following folders and their contents from the HansaWorld folder on your live server to the folder containing the new application on the test server: "Attach"; "Halcust"; "tmp"; "web" and "webcust". You may not have all of these folders in your installation: if so, copy the ones that you do have and don't worry about those that are missing. Copy logo files as well. Do NOT copy the "Hob" folder.

    In particular, you must make sure you copy the "Attach" folder to the new HansaWorld folder before you proceed to step 2iv. The way in which attached files are named was changed in Enterprise by

HansaWorld version 5.3 070723. If you are updating to this version or newer from an older version, the files in the "Attach" folder will be renamed by the updating process to comply with the new naming convention. If you do not copy the "Attach" folder to the new HansaWorld folder until after updating, the files in that folder will not be renamed and therefore the Attachment links will be broken (you will not be able to open attached files from the [Attachments] button with the paper clip icon). In this case, repeat the update ensuring the "Attach" folder is in place first. Please refer to page 197 below for more details about Attachments.

If you have a "Halcust" folder, it will contain bespoke code that changes the way Enterprise by HansaWorld operates. You should not assume that this bespoke code will be compatible with new versions of the program. Therefore, before updating you must consult with HansaWorld Support to ensure compatibility and to have the code re-written if necessary. You can find the telephone number of your local office at http://www.hansaworld.com/countries/. Having done this, ensure the "Halcust" folder is in the new HansaWorld folder before you proceed to step 2iv. Bespoke code can change the structure of the database. If you do not copy the "Halcust" folder to the new HansaWorld folder until after updating, the new "HANSA.HDB" file will given a standard database structure and may crash when you try to use it with the "Halcust" folder present.

iv. Referring to the 'Restoring from a Back-up' section on page 94 above, launch the new Enterprise by HansaWorld application to create a new database as follows—

• If you choose to create the new database using the GUI application, when the 'Welcome to Enterprise by HansaWorld' window appears, click the [Import Textbackup] button to import the back-up created by the previous version of Enterprise by HansaWorld. When the import process finishes, close the GUI application and start the command line application.

• If you choose to create the new database using the command line application (Linux or Mac OS X), launch the application by typing—

    ./Enterprise Backup/TBXXXXXX.TXT

where TBXXXXXX.TXT is the back-up file, located in the "Backup" folder inside the folder containing the Enterprise by HansaWorld server application. If the back-up file contains more than one Company, the application will close automatically when the import finishes. Restart it in the normal way.

• If you choose to create the new database using the service application (Windows), place the path and name of the back-up file (Backup/TBXXXXXX.TXT in this example) in a "parameters.txt" file before launching the application, as described above on page 30. If the back-up file contains more than one Company, the application will quit when the import finishes (you may need to monitor the log file (named "hansa.log") or the service 'Properties' window to see when the application quits). Remove the path and name of the back-up file from the "parameters.txt" file. If necessary, restart the application in the usual way.

If your machine has sufficient RAM, the back-up file will be imported significantly more quickly if you increase the cache size. Please refer to step 10 in the 'Restoring from a Back-up' section above on page 98 for details.

v.   If you have not done so already, install the new Enterprise by HansaWorld application on the client machines that will be part of the test system. If you have any Client Text Backup files, import them to the new databases on the relevant machines as per step 2iv above. Then, open the Company register on each client and enter the IP address of the test server. If you did not import a Client Text Backup file, use the [Connect to Server] button in the 'Welcome to Enterprise by HansaWorld' window to locate and connect to the test server.

vi. If the new version includes one or more of the revisions listed below on page 109, update your data as required. You may find it advantageous to increase the cache size while updating your data.

3. Install your existing version of the application in the test environment, create a new database and import the text back-up file as follows—

i.   Create a new folder or directory on the test server (or on a separate test server) and copy into it from the HansaWorld folder on your live server the old version of the application and the "Attach", "Halcust", "tmp", "web" and "webcust" folders. This time copy the "Hob" folder as well.

ii. Ensure that the folder or directory containing the old application on the test server also contains "DBDEF.TXT" and "DEFAULT.TXT" files, but not a "HANSA.HDB" file. Ensure it also contains a folder or directory named "Backup" which in turn contains the back-up file created in step 1, and that the name of this file has a .txt extension.

iii. Import this back-up as described in step 2iv above, but note that you will not be able to use the "parameters.txt" method if your old version is older than 5.4.

iv. Running two databases on the same server machine is usually not recommended or supported for reasons of speed, but this is less important in a test environment. If you do have both the old and new applications on the same server machine, you should change the Port Number in one of the databases, to enable the clients to log in to the correct one. Please refer to the 'Program Mode Register' section above on page 65 for details.

v.   If you have not done so already, install the old Enterprise by HansaWorld application on the client machines that will be part of the test system. If you have any Client Text Backup files, import them to the new databases on the relevant machines as per step 2iv above. Then, open the Company register on each client and enter the IP address of the test server (and the Port Number if you changed it on the server in step 3iv above). If you did not import a Client Text Backup file, use the [Connect to Server] button in the 'Welcome to Enterprise by HansaWorld' window to locate and connect to the test server (note that the 'Welcome to Enterprise by HansaWorld' window was introduced in Enterprise by HansaWorld version 5.2).

4. Print the reports you usually use from both the old and new versions and compare them. At a minimum, you should print and compare the Trial Balance, Profit & Loss and Balance Sheet from the Nominal Ledger, the Sales Ledger report (with and without a recent date) and the Open Invoice

and Periodic Customer Statements from the Sales Ledger, the Purchase Ledger report (with and without a recent date) and the Open Invoice and Periodic Supplier Statements from the Purchase Ledger, and the Stock List (with and without a recent date) and Item History from the Stock module. If you are using the Job Costing module, print the Project Status report as well. You only need print the longer reports to show the most commonly used Customers, Suppliers and Items. If a report contains a new option in the new version, turn it off so that you can compare like with like.

You may also want to print and compare the Record Count report in the Technics module. This report lists the number of records in each register. However, be careful when interpreting this report as it includes support registers (hidden registers whose contents are not included in text back-up files but recalculated on import). The structure of support registers may change from version to version, so the number of records they contain may vary. Support registers are shown with zeroes in the Imp/Exp Level column in the report.

For the comparison to be accurate, you should not have worked in either system after importing the text back-up. This will ensure the data in the old and new databases is identical.

5. When you are satisfied with the reports, you should now ensure that every user logs in to the new version to check that their main processes are operating as expected, and to get used to any changes in workflow that may be required. Test every step including printing documents, creating Nominal Ledger Transactions from Sub Systems and reporting. This is especially imperative if you have a "Halcust" folder, in which case you should test the bespoke code as much as possible.

6. When you are sure that the new version is operating as expected, create a new Database Text Backup from your live system and repeat step 2 above to update your live system.

    If you are using the service application on a Windows server, installing a new version will automatically update the service registry, removing the old version from the list and replacing it with the new version.

    If you have many client machines, you may want to use the auto update feature described below on page 105. This feature will cause the version on the client machines to be updated automatically the next time they connect to the server.

7. In the new live system, open the Timed Operations setting in the Technics module. Check that all times are correct and are expressed using the 24-hour clock. If you are using the automatic timed back-up feature, make sure the Backup Path is correct.

8. If you are using the journaling feature, you will need to start journaling after updating to a new version. Ensure the folder containing the application does not also contain a "journal" folder and start journaling as described above on page 88.

9. If you need to remove the old version of the application and you are using Windows, be sure to do so using the Add or Remove Programs Control Panel.

Updating Clients Automatically

When you update to a new version of Enterprise by HansaWorld, you should ensure that you are update to the same new version on the server and on all client machines. If you have many client machines in your network, updating them manually can be a laborious job. To make this task easier, you can use the auto update feature that will cause the version on the client machines to be updated automatically the next time they connect to the server.

To configure the auto update feature, follow the steps below. If you updated your server application to the new version as described above on page 101, the auto update feature will already have been configured for Windows .NET and Mac OS X clients. If these are the only clients you are using, ignore steps 1-8 and proceed to step 9.

1. Set up a new Enterprise by HansaWorld installation on a client machine, with no database (no .hdb file). Create a folder or directory named "clientmp" and place it in the folder containing the Enterprise by HansaWorld application.

2. Inside "clientmp", create one sub-folder or sub-directory for each client platform that you need, as follows—

Folder	For Client	Application Name
books	Books Mac	Books.app
hansaraamaosx	HansaRaama Mac (only used in Estonia)	HansaRaama.app
hansaraamawin	HansaRaama Windows (only used in Estonia)	HansaRaama.EXE
hansaraamawindowsnet	HansaRaama Windows .Net (only used in Estonia)	HansaRaama.EXE
linuxxt	Linux XT	HansaWorld
linuxwine	Linux Wine	HansaWorld.EXE
macosx	Mac OS X Cocoa	HansaWorld.app
win98	Windows 98/NT	HansaWorld.EXE
wince	Windows CE	HansaWorld.EXE
windows	Windows 2000/XP	HansaWorld.EXE
windowsnet	Windows .Net	HansaWorld.EXE

3. Copy the following files into the sub-folders or sub-directories from step 2—

   • The "DBDEF.TXT" and "DEFAULT.TXT" files;

   • The new version of the relevant Enterprise by HansaWorld application for the operating system. This must be named as shown in the list in step 2 (the names are case-sensitive). Depending on how you have configured your operating system, the file extensions may not be visible.

   • The new "Hob" folder; and

   • (optionally) a file named "AUTOUPDATEIMPORT.TXT", which can contain information that will be imported to each client database.

- The "windowsnet" folder should also contain the following files: "Boo.HtmlEditor.Shared.dll", "ColorPicker.dll" and "HtmlAgilityPack.dll".

4. Create a folder or directory named "clients" in the folder containing the Enterprise by HansaWorld application that you are using.

5. Start the Enterprise by HansaWorld application, change to the Database Maintenance module. To gain access to the Database Maintenance module, grant yourself full access to it in your Access Group and log in again.

   Run the 'Create Autoupdate Clients' Maintenance function—
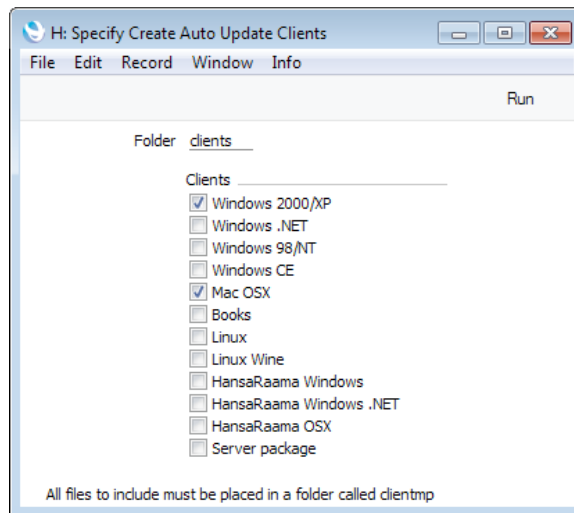
   Tick the Client options that you need (each option should have its own folder as listed in step 2), specify the Folder (if different to step 4) and click the [Run] button.

   The Maintenance function will create separate .ha files for each Client options, saving them in the "clients" folder (for example, "windows.ha", "windowsnet.ha" and "macosx.ha").

6. Open the 'About' window from the Info menu (Windows and Linux) or the Enterprise menu (Mac OS X) and make a note of the build number. You can also copy the build number from the log file (a line containing the version and build such as "7.1 2014-01-16 (build 71120660)" will have been written to the log file in step 5).

7. On the server machine, create a folder or directory named "updateclients" in the folder containing the Enterprise by HansaWorld server application.

8. Copy the .ha files from the "clients" folder into the "updateclients" folder created in the previous step.

9. Update your Enterprise by HansaWorld server application to the new version as described above on page 101, and then launch this application as normal.

10. Log in from a client using the new version and change to the Technics module. To do this, you should be working on a client and you should have logged in as a system administrator (i.e. as a Person that has access to the Technics module) as described on page 286 below.

Open the Available Client Version setting in the Technics module—

If you updated your server application to the new version as described above on page 101, the auto update feature will automatically have been configured for Windows .NET and Mac OS X clients. As a result, the Cocoa Available and Windows .NET Available fields will already be filled in with the relevant build number, as shown in the illustration. You may see a different build number than the one in the illustration (build 71120660 refers to version 7.1 140116: each dated version has its own build number).

If you have clients on other platforms and have created .ha files for those platforms, you can either enter the build number of the server application in one or both of the top two fields (Available or Minimum), or you can enter it in the specific field(s) for the platform(s). Use the build number from step 6.

When a client logs in using a version that is earlier than the one specified in this setting, the client will be asked to update. If the client version is earlier than the Minimum version, the update will be mandatory (i.e. the new version is the minimum that can be used). If the client version is earlier than the Available version, the update will not be mandatory (i.e. the new version is the latest one available).

The top two fields set an overall default that you can override using one of the specific platform fields. For example, if you specify an Available version and a Cocoa Available version, the Available version will be used for all platforms except Cocoa. Usually it is recommended that every client use the same version so using the top two fields will be sufficient (and using the Minimum field (mandatory updates) will also help with this aim).

If the new version contains structural changes compared to the old, the update will be set as mandatory automatically, irrespective of whether you used the Minimum or Available fields.

It is now possible for the clients to log in, as follows—

i. On a client machine, launch the old Enterprise by HansaWorld client application.

ii. After choosing the company, you will be told that a newer client is available, and whether the update is mandatory—
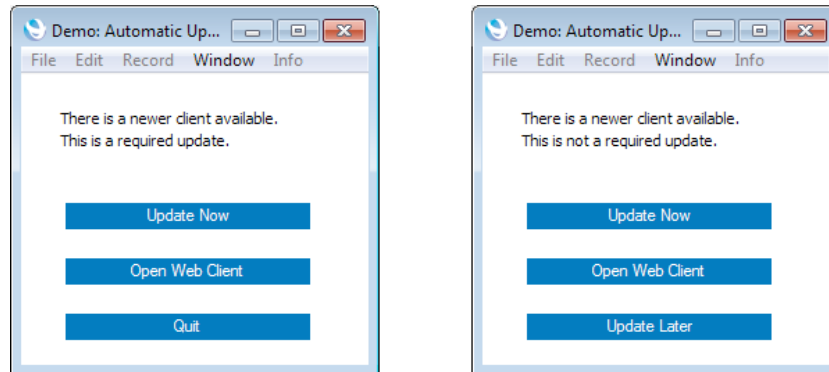
iii. Click the [Update Now] button. Your client application will be updated, as follows—

- Your client database will be backed up;

- The new client application, "Hob" folder and any other files will be downloaded to your client folder;

- The old client application, "Hob" folder, database and other files will be moved to a folder named "oldver"; and

- The new client application will be launched and the client text back-up imported.

iv. Log in as normal.

In this process, the new client application will be transferred to the clients via TCP/IP. In some cases (e.g. if the client version is much older than version 7.1), the transfer may fail. If so, an alternative method is to transfer the new client application to the clients through the Web Port. Follow these steps—

a. Log in to your main server from a client and change to the Technics module. To do this, you should be working on a client and you should have logged in as a system administrator (i.e. as a Person that has access to the Technics module) as described on page 286 below.

b. Check the Web Port by opening the Program Mode register in the Technics module and going to the 'Web' card. If you need to specify a Web Port on the server or change the one that is there, you will need to restart the server for the change to take effect. Typical Web Ports are 1080 and 8033.

c. Create a text file named "serverip.dat" that contains the server's IP address and Web Port in the following format, on a single line—

IP address:web port

Note: do not place any carriage returns or any other characters after the port.

d. Place the "serverip.dat" file in the "Hob" folders on every client.

e.   Follow steps 1-6 above to create .ha files for the platforms that you need.

f.   On the server machine, create a folder or directory named "web" in the folder containing the Enterprise by HansaWorld server application.

g.   Copy the "clients" folder (from step 4) into the "web" folder created in the previous step.

h.   Follow steps 9-10 above on the server and steps i-iv on each client.

Major Updates

Listed below are some major revisions that have been made to Enterprise by HansaWorld since version 3.8. When you update for the first time to a version that contains one of these revisions, you will need to update your data, usually by running a Maintenance function.

Version	Revision	More Information
3.8	Assets module: Fixed Asset register replaced by Asset register	'Assets Module' manual: description of 'Export to new Fixed Assets Module' function
4.1	Customers and Suppliers combined into a single register	'Customers, Suppliers and Contact Persons' manual, 'Combining Customers and Suppliers' section
4.1	Definition of Key Financial Ratio and VAT Reports: change in syntax used in formulae	'Nominal Ledger' manual: 'Defining Key Financial Ratios' section
5.0	Customers/Suppliers and Contact Persons combined into a single register	'Customers, Suppliers and Contact Persons' manual, 'Combining Customers and Contact Persons' section
5.1	Stock module rewritten	'Stock Module' manual: description of 'Rebuild Stock' function
5.3 070723	Change in naming convention for attached files	Point 2iii in the 'Updating to New Versions of Enterprise by HansaWorld' section above on page 101 (update is automatic, requiring no user intervention)
6.1 090510	Currency added to Job Costing module	Use the 'Change Project Currency' Maintenance function in the Job Costing module to add Currencies to existing Projects

Enterprise
by HansaWorld

Working Environment

Chapter 2: Working Environment

When you create a database or open an existing one, the Enterprise by HansaWorld desktop will appear, with the Master Control panel in the centre of the screen. You can use the icons in this panel as shortcuts to different parts of the program.

You can carry out most operations in Enterprise by HansaWorld using up to three different methods—

- Selecting an option from a menu. Menus are described below on page 178.

- Clicking a button in the Master Control panel. This is described below on page 113.

- Using a keyboard command. These are listed below on page 216.

Use the method you feel most comfortable with. In the beginning you may find it easiest to select from menus or from the Master Control panel, but when you get more used to the program, you will find the keyboard commands faster to work with.
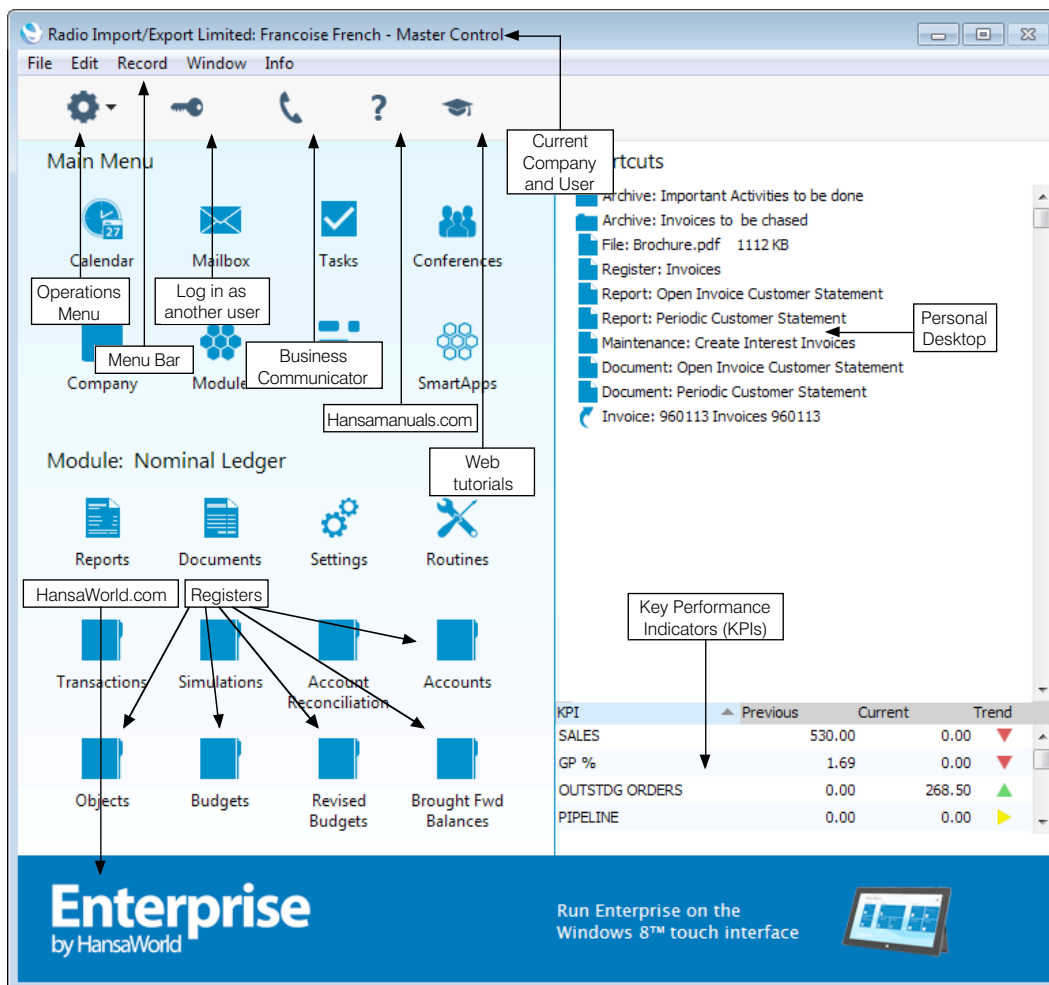
The Master Control Panel

The Enterprise by HansaWorld work area contains a single movable tool palette, the Master Control panel, located by default in the centre of the screen.

You can open the Master Control panel or bring it to the front at any time by choosing 'Master Control' from the File menu. Windows and Linux users can use the keyboard shortcut Ctrl-M, while Mac OS X users can use ⌘-M. To close the Master Control panel, click the close box or use the keyboard shortcuts Alt-F4/⌘-W (if you are using Windows, you cannot close the Master Control panel if it is the only open window).
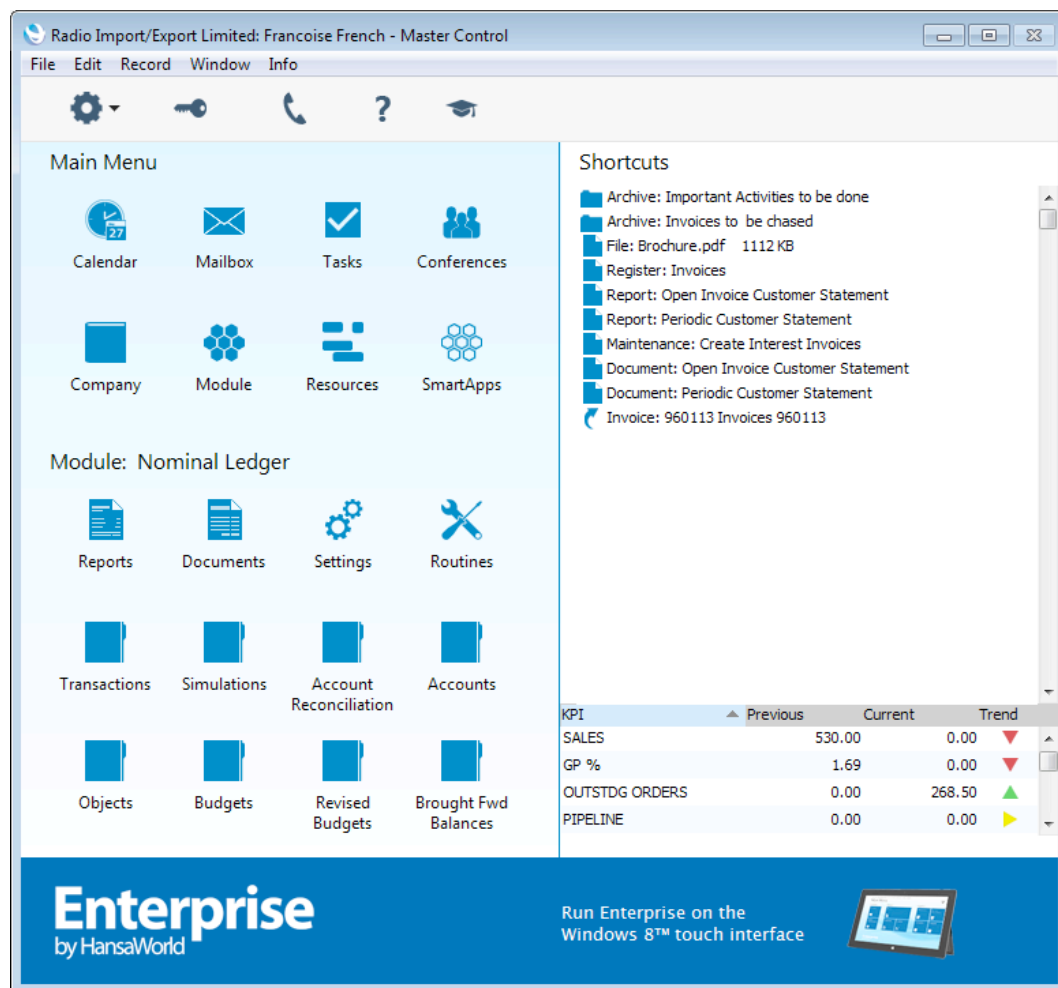
The Master Control panel is divided into three main parts—

- The area on the right of the Master Control panel is known as the "Personal Desktop". If you have certain records, registers, reports or Maintenance functions that you use all the time, you can move them to your Personal Desktop for easy access. You can open a record or register or run a report or Maintenance function from your Personal Desktop at any time, without first having to change modules, find records in browse windows or find reports, documents or Maintenance functions in list windows. The Personal Desktop therefore gives you access to the most important parts of Enterprise by HansaWorld in a similar manner to a list of Bookmarks in a

browser. Please refer to the "Personal Desktop" section below on page 205 for full details.

The lower part of the Personal Desktop is occupied by Key Performance Indicators (KPIs). KPIs are described below on page 214.

•   The strip along the top of the Master Control panel contains the following tools—

The Operations drop-down menu contains a number of functions connected to the Personal Desktop, described below on page 205. It also contains a function that you can use to change your password. This is described below on page 140.

Click this button if you want to log in as a different user.

This button opens the 'Business Communicator' window. This allows you to communicate with any Contact (both external and internal) using any method (e.g. telephone, mobile, Skype, SIP, email, text SMS and the chat feature built in to Enterprise by HansaWorld). Please refer to page 159 below for details.

Click this button to connect to the web and go to the HansaWorld website where you can find the Enterprise by HansaWorld manuals in a web format (http://www.hansamanuals.com).

This button does not appear in the Master Control panel in the Mac OS X version of the Enterprise by HansaWorld application. If you are using this version, choose 'Online Manual' from the Help menu to go to http://www.hansamanuals.com.

If you are using Windows or Linux, you can also go to http://www.hansamanuals.com by choosing 'Help' from the Info menu.

Click this button to connect to the web and go to the HansaWorld website where you can find tutorials illustrating how to use various functions in Enterprise by HansaWorld.

Click this button to connect to the web and go to the HansaWorld website (http://www.hansaworld.com). To find and download the latest version of Enterprise by HansaWorld, click this button and then, in your browser, click the "Products" link, then "Enterprise" and "Downloads" to go to the 'Downloads' page.

• The left-hand part of the Master Control panel contains a number of buttons, divided into four sections, as follows—

Personal   These buttons allow you to communicate with other users of your Enterprise by HansaWorld system and to organise your diary. This provides a means of recording appointments and other tasks. Some of these buttons have a keyboard shortcut, as shown below, which you can use when the Master Control panel is the active (front) window.

[Calendar]   Windows/Linux keyboard shortcut: Ctrl-Shift-C
Mac OS X keyboard shortcut: ⌘-Shift-C

Opens your Calendar. You can use this tool to schedule your time and that of other users.

Requirement: access to the Calendar module.
Full details: 'CRM' manual.

[Mailbox]   Windows/Linux keyboard shortcut: Ctrl-Shift-M
Mac OS X keyboard shortcut: ⌘-Shift-M

Opens your Mailbox. This allows you to send and receive mail from other users in your Enterprise by HansaWorld system, and to send and receive external mail (i.e. to communicate with people outside your Enterprise by HansaWorld system who use standard email programs).

Requirement: you must have a Mailbox.
Full details: 'Mail' manual.

[Tasks]   Windows/Linux keyboard shortcut: Ctrl-T
Mac OS X keyboard shortcut: ⌘-T

Opens your Task Manager. This is your 'To Do' list.

Requirement: access to the Task Manager module.
Full details: 'CRM' manual.

[Conferences]   Windows/Linux keyboard shortcut: Ctrl-Shift-O
Mac OS X keyboard shortcut: ⌘-Shift-O

Opens a list of Conferences. These are addresses to which you can send public mail (mail that all users can read, subject to access restrictions).

Requirement: you must have a Mailbox.
More details: 'Mail' manual.

Company   These buttons allow you to work in different parts of your Enterprise by HansaWorld system. Some of these buttons have a keyboard shortcut, as shown below, which you can use when the Master Control panel is the active (front) window.

[Company]   Windows/Linux keyboard shortcut: Ctrl-O
Mac OS X keyboard shortcut: ⌘-O

Allows you to change the Company you are working in. You can change Company using the keyboard shortcut at any time (even if the Master Control panel is hidden or closed).

	More details: 'Working with Companies' section below on page 191.
[Module]	Windows/Linux keyboard shortcut: Ctrl-0 (zero) Mac OS X keyboard shortcut: ⌘-0 (zero)
	Allows you to work in a different module (e.g. to change from the Nominal Ledger to the Sales Ledger). The Register buttons in the lower part of the Master Control panel will be changed to show the Registers in the new module. You can change modules using the keyboard shortcut at any time (even if the Master Control panel is hidden or closed).
[Resources]	Opens the Resource Planner window.
	Requirement: access to the Resource Planning module.
[SmartApps]	SmartApps are small applications that you can purchase or create yourself. You can share and synchronise information between a SmartApp in your Enterprise by HansaWorld system and one on a hand-held device such as a Nokia E90. Example applications might include workforce automation, data collection and on-line reporting. This button opens a list of the SmartApps in your system.
Routines	Routines are tasks that you will need to carry out as part of your daily work. Clicking one of these buttons will open a list of options in which you can choose the one you need by double-clicking. The options in the list will vary depending on the current module. Each of these buttons has a keyboard shortcut, as shown below, which you can use at any time (even if the Master Control panel is hidden).
[Reports]	Windows/Linux keyboard shortcut: Ctrl-R Mac OS X keyboard shortcut: ⌘-R
	Prints reports to screen, printer, file or other print destination.
	More details: 'Reports' section below on page 118 and 'Report Window' section on page 152. The reports themselves are described in detail in the manuals covering the individual modules.
[Documents]	Windows/Linux keyboard shortcut: Ctrl-D Mac OS X keyboard shortcut: ⌘-D
	Prints documents intended for external use (e.g. Invoices or Purchase Orders).
	More details: 'Documents' section below on page 125. The documents themselves are described individually in the appropriate manual.

[Settings]
Windows/Linux keyboard shortcut: Ctrl-S
Mac OS X keyboard shortcut: ⌘-S

Allows you to tailor the operations of each module to your requirements.

More details: 'Settings' section below on page 130. The settings themselves are described individually in the appropriate manual.

[Routines]
Allows you to import and export information, run Maintenance functions (batch processing routines), and register your copy of Enterprise by HansaWorld.

More details: 'Routines' section below on page 117.

Registers
Windows/Linux keyboard shortcuts: Ctrl-1-8
Mac OS X keyboard shortcuts: ⌘-1-8

These buttons vary according to the current module: one is provided for each register in that module. Separate registers are used for the different types of information stored in and used by the module. Click on a register button to open the browse window listing all the records contained in the register.

More details: 'Registers' section below on page 188. Each register is explained in full detail in the relevant manual.

Routines

The 'Routines' section of the Master Control panel contains tools that you can use to produce reports, print documents, set preferences, import and export information, run Maintenance functions (batch processing routines), and register your copy of Enterprise by HansaWorld.

You can use three of these tools by clicking the [Reports], [Documents] and [Settings] buttons in the Master Control panel. To use the remaining tools, click the [Routines] button. This will open the 'Routines' window, in which you can click the button that you need—
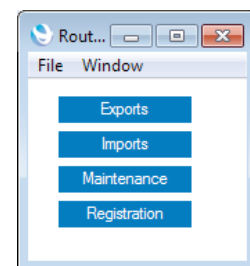
For more details, please refer to the following sections—

Reports

Reporting in Enterprise by HansaWorld is non-destructive, i.e. you can make and print a report as many times as you wish. Some accounting programs are designed in such a way as to allow journal printing only directly in connection with the data entry. Enterprise by HansaWorld does not have this limitation.

When you click the [Reports] button in the Master Control panel or use the Ctrl-R (Windows and Linux) or ⌘-R (Mac OS X) keyboard shortcut, a window will be opened, containing a list of the available reports. The contents of this window will vary with the selected module: the illustration below shows the reports in the Nominal Ledger module—
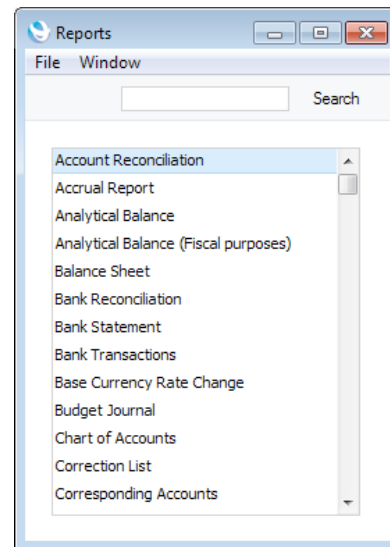
Choose a report by clicking an item in the list once. If you need to set the page size, number of copies and other printer options for the report, choose 'Page Setup' from the File menu. You can also use this function to choose the printer on which the report is to be printed. These settings will be used whenever you print the particular report until you choose 'Page Setup' once again.

Once you have done this, double-click the report name in the list. A specification window will open, where you can choose the information that you want to be shown in the report. For example, when producing a Balance Sheet, you can use its specification window (illustrated on the next page) to choose the period that is to be covered by the report.

While the specification window is open, you can choose the destination of the printout by selecting one of the Media options at the bottom of the window. These are the available options—

Screen   If you print to screen (the default setting), the report will be shown in a new window (described below on page 152). You can subsequently send the report to a printer by clicking the Printer icon in the Button Bar of this window or by selecting 'Print' from the File menu.

Printer   Use this option to send the report directly to a printer.

File   Choose this option to export the contents of a report to a tab-delimited text file on your hard disk. You can then open this file in Excel, for further calculations etc, or in Word or a page make-up program, for incorporation in publicity material or published reports.

Clipboard   This option will place the contents of a report in your computer's clipboard, from where you can paste it into another application.

Fax   You cannot use this option with reports.

Excel   This option opens the Excel application and creates a new workbook containing the report.

The following example shows a Customer Statistics report opened in Excel, after which a chart has been added—
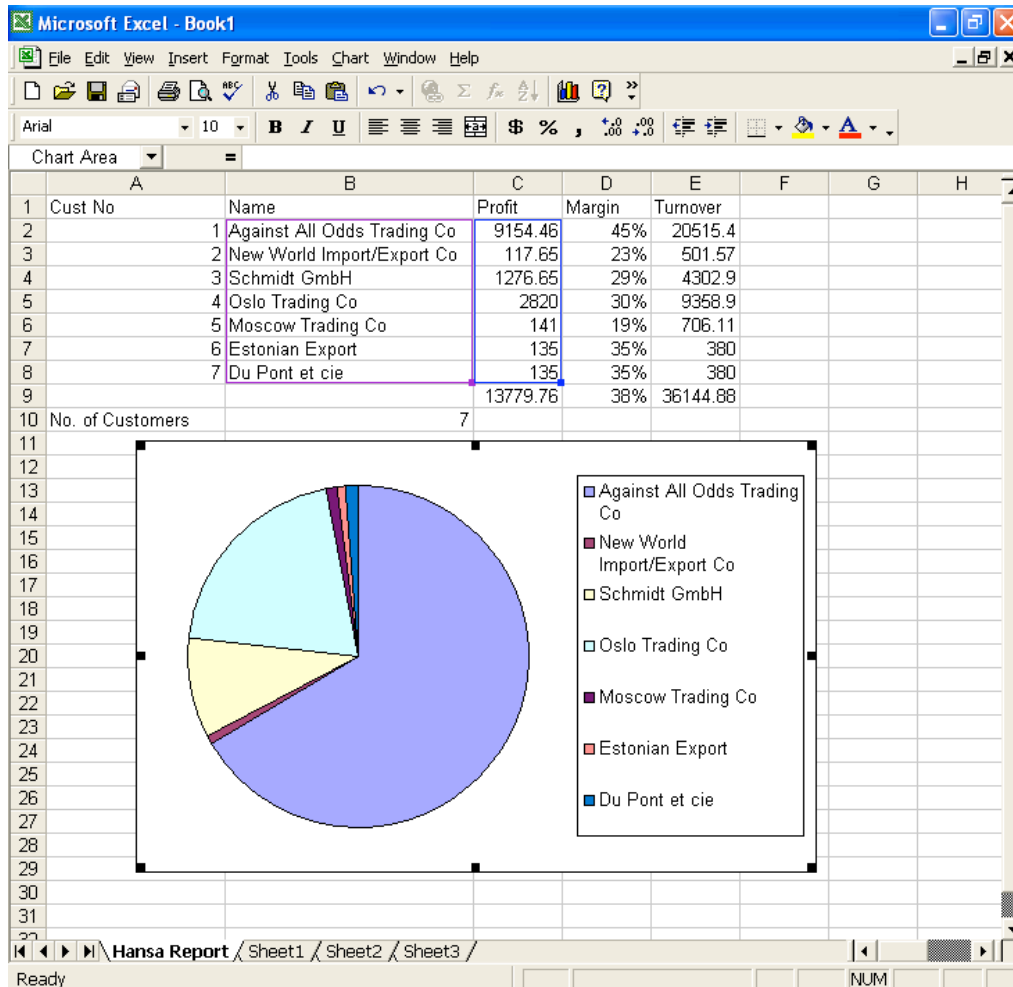
Html as attachment

This option will place an html version of a report in your Personal Desktop. You may need to close and re-open the Master Control panel to see the report there.

You can only use this option in a multi-user system, where it can be useful when you need to produce a long report. You can print a report using this option, log off and leave the server to produce the report overnight, and the report will be waiting for you in your Personal Desktop the next day. To use this option, you must also turn on Parallel Reporting, as described below on page 121.

To open the report, highlight it in your Personal Desktop and choose 'Open Record' from the Master Control panel's Operations menu. The report will be shown in a new window in your browser. Please refer to the 'Personal Desktop' section below on page 205 for details of the Personal Desktop.

Pdf   Choose this option to print a report as a PDF file on your hard disk.

Pdf and E-mail This option will create a Mail in your Mailbox with a PDF version of the report as an Attachment. Please refer to the 'Mail' manual for details about Mail and Mailboxes and to page 197 below for details about Attachments.

If your database is in restricted mode, you will only be able to print a report using the Screen option.

There are also two check boxes at the bottom of each report specification window—

Print Dialog If you want a print dialogue to appear when you send the report to a printer, check this box. You might do this if you want to print several copies of a report.

Ignore Timeout Limit

Please refer to the 'Parallel Reporting' section immediately below for details of this option.

Once you have entered the reporting criteria and have chosen a print destination, click [Run] to produce the report.

Defining Reports

For some reports in the Nominal Ledger module, you can redefine the contents and layout of the report. To do this, use the Report Settings setting in the Nominal Ledger. Full details can be found in the 'Nominal Ledger' manual.

Parallel Reporting

In multi-user systems, the server will give a higher priority to working with records (searching, opening, saving), and a lower priority to reporting. Despite this prioritisation, if some users in your system will frequently produce reports, the other users may find that performance suffers. You can use the Parallel Reporting options to attempt to optimise the performance for all users. The Single Thread option can be used with any server, while the Multi Thread option will allow you to take advantage of multiple cores and processors. These options can be found on the 'Performance' card of the Optional Features setting in the System module.
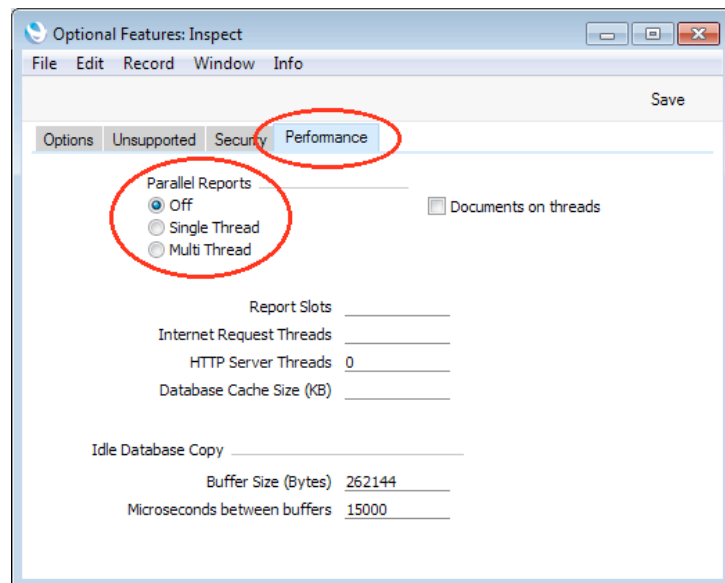
Off The server will calculate a single report at a time, so reports will be produced in the order in which they were requested.

Reflecting the higher priority given to working with records, the calculation of each report will be paused periodically to allow records to be read and saved.

Single Thread   The server can calculate a number of reports simultaneously. It does this by working on a particular report for a few moments, then working on a second report for a few moments, then on a third, before returning to the first. This will give a benefit when there is a long report queue that includes both short and heavy reports, as the short reports will be produced more quickly. The server will be able to start working on them more quickly, without always needing to wait until the earlier reports in the queue have been produced. This benefit by its very nature will be much reduced when there is a short report queue or no queue at all.

By default, the server can work on up to five reports at once, but you can change this using the Report Slots field underneath the Parallel Reports options. The number of Report Slots can be between one and 80.

If the users in your system will frequently produce many reports, you may find it beneficial to increase the number of Report Slots. If reports will be produced infrequently, you might consider reducing the number. Depending on the complexity of the reports in the queue, increasing the number may mean each individual report will be produced more slowly, so you may need to experiment to find the optimum setting for the typical report queue in your system.

Multi Thread   The server will dedicate separate threads to reports. Each thread will be able to produce a separate report, allowing several reports to be produced simultaneously. When a report is requested, it will be placed in an overall report queue, to be assigned to the first thread that becomes available.

By default, there can be up to five separate report threads. Again, you can change this using the Report Slots field. A good guideline is to set the number of Report Slots to twice the number of processor cores in the server.

Usually, you should only consider using this option if you have a multiple-core or multiple-processor server.

You will need to restart the server after changing the Parallel Reports options.

By default, the server will spend up to 300 seconds calculating each report. You can change this report time-out limit by entering a number of seconds in the Seconds a Report is allowed to Run before Timing out field in the Timed Operations setting in the Technics module. If a report takes longer than the report time-out limit, the following will happen, depending on the Parallel Reporting option—

Off   There is no report time-out limit if Parallel Reporting is Off, so every report will always be produced in its entirety.

Single Thread   The report calculation will be halted, and the incomplete report will be printed.

Multi Thread   The report calculation will be halted, and the incomplete report will not be printed.

When you produce a report, if you believe it will take longer than the report time-out limit and you want it to be produced in its entirety, use the Ignore Timeout Limit option at the bottom of every report specification window.

If you are using the single- or multi-thread options, you can monitor the reports that the server is working on. To do this, produce a Report Status report from the User Settings module. As well as showing you the calculation times for each report being produced, this report also gives you the chance to cancel a particular report. To do this, click the [Cancel] text button next to the report name. If you are using the single-thread option, the incomplete report will be printed. You cannot use the Report Status report if Parallel Reporting is off. In this case, the Report Status will be placed in the report queue behind the other reports, which will be completed before calculation of the Report Status report begins. When it is produced, it will therefore be empty.

Massive Cache

Another way to improve reporting speed is to increase the size of the cache used by the Enterprise by HansaWorld server application. By default, this is 12 MB. By increasing the size of this cache, you will improve the speed of operation because data in the cache can be accessed much more quickly than data on disk. Data in the cache is data that has already been used during the work session. In particular, the speed of importing will improve if you increase the cache size and, in many installations, the speed of reporting and processing records will improve as well.

The optimum size of the cache will vary, depending on the server type, RAM size and operating system, and can only be established through experimentation. A good guideline, especially for Windows servers and for servers with smaller RAM sizes, is never to assign more than 40% of the machine's RAM size to the cache. If the cache is too large, the memory available for other tasks may not be enough. If the machine then runs out of memory, it will start using its hard disk as extra memory. This will cause it to slow down significantly and may also increase instability. If the server is a 32-bit machine, the maximum cache size is between 1 and 3.5 GB, depending on machine and operating system. If the server is a 64-bit machine with a 64-bit capable operating system (Mac OS X or Linux) and a large amount of RAM and if you are using the 64-bit version of Enterprise by HansaWorld, then the 40% guideline becomes less important. For example, if the server has 12 GB RAM, you could assign up to 10 GB to the cache.

Increasing the cache size requires purchasing the Massive Cache feature as part of your Enterprise by HansaWorld package.

You can increase the cache size using one of two methods—

1. You can start the application on the server using the --db-cache parameter. For example—

    ./HansaWorld --db-cache=1G

                              Starts the server application and sets the cache to 1 GB. You can set the cache size using K, M (not MB) or G (not GB). Make sure the parameter does not contain any spaces.

    The --db-cache parameter sets the cache size for the particular work session only. After quitting and restarting the server, the cache size will revert to the default.

2. To set the cache size permanently, follow these steps—

    i. In the Configuration setting in the System module, choose to use the Massive Cache feature using the option on the 'Technical' card—
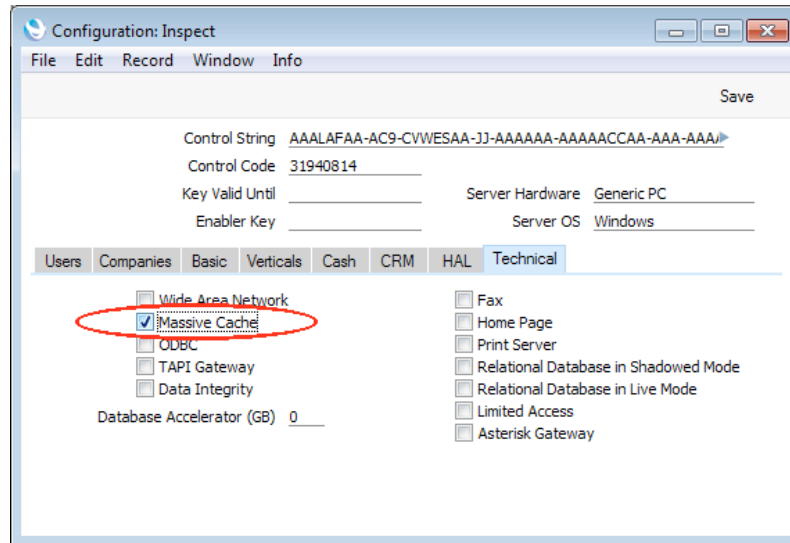
    ii. Enter the cache size in the Database Cache Size field on the 'Performance' card of the Optional Features setting. The cache size should be a number of kilobytes.
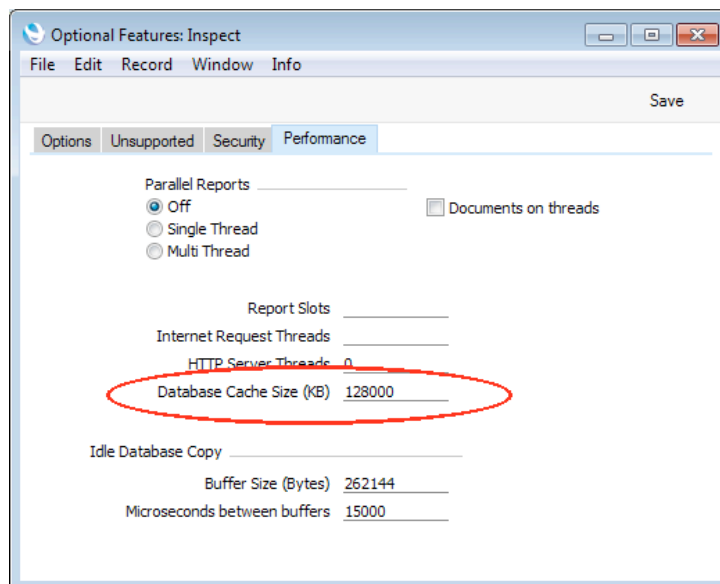
    iii. Restart the server.

Documents

Documents are more formal printouts, usually printed using forms, such as invoices or delivery notes, for sending to third parties (e.g. Customers or Suppliers). Enterprise by HansaWorld offers several documents in each module.

When you click the [Documents] button in the Master Control panel or use the Ctrl-D (Windows and Linux) or ⌘-D (Mac OS X) keyboard shortcut, a window will be opened, containing a list of the available documents. The documents available vary with the selected module: the illustration below shows those in the Sales Ledger module—
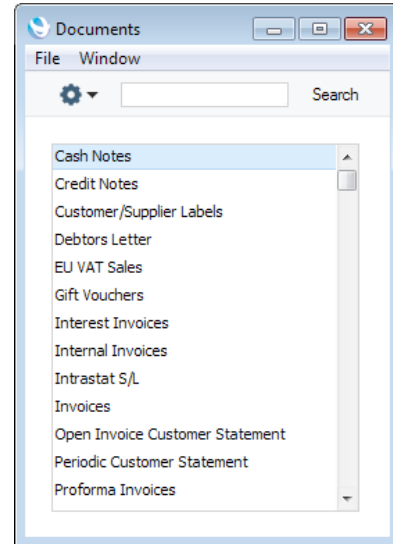
Choose a document by clicking an item in the list once. If you need to set the page size, number of copies and other printer options for the document, choose 'Page Setup' from the File menu. You can also use this function to choose the printer on which the document is to be printed. These settings will be used whenever you print the particular document until you choose 'Page Setup' once again, or until you choose 'Remove Page Setup' from the Operations menu of the 'Documents' list.

Once you have done this, double-click the document name in the list. A specification window will open, where you can choose the record or records that you want to be printed. For example, when printing Invoices, you can use the specification window (illustrated on the next page) to choose the Invoices that you want to print.

While the specification window is open, you can choose the destination of the printout by selecting one of the Media options at the bottom of the window. If your database is in restricted mode, you can only use the Screen option. You can only use the Fax option on a Windows machine with Fax Services installed. If you need to use the Pdf or Pdf and E-mail options, you may need to use Styles that will embed fonts in the resulting pdf files. You may also need to choose a code page and page setup, which you can do in the Form Properties (the 'Page Setup' function mentioned earlier in this section does not apply when you choose the Pdf or Pdf and E-mail Media options). Please refer to the 'System Module' manual for details about Styles and Form Properties.

Once you have specified the documents that you want to be printed and have chosen a print destination, click [Run] to print the documents.

Threaded Documents

In multi-user systems, a user printing many documents may cause performance to suffer for the other users. If you have a suitable server (i.e. a multiple-core or multiple-processor server), you can use the Documents on Threads option to attempt to optimise the performance for all users. You will find this option on the 'Performance' card of the Optional Features setting in the System module.

Choosing the Documents on Threads option will mean that in most cases document processing on the server will run on a separate thread, reducing the disturbance to other users. The exceptions are documents that write to the database when they are printed. Examples include Invoices, Receipts and Payments, which update the database to prevent repeated printing of the same record, and Open Invoice Customer Statements and Reminders, which can increase the Reminder Level in outstanding Invoices.

You will need to restart the server after changing this option.

Defining Documents
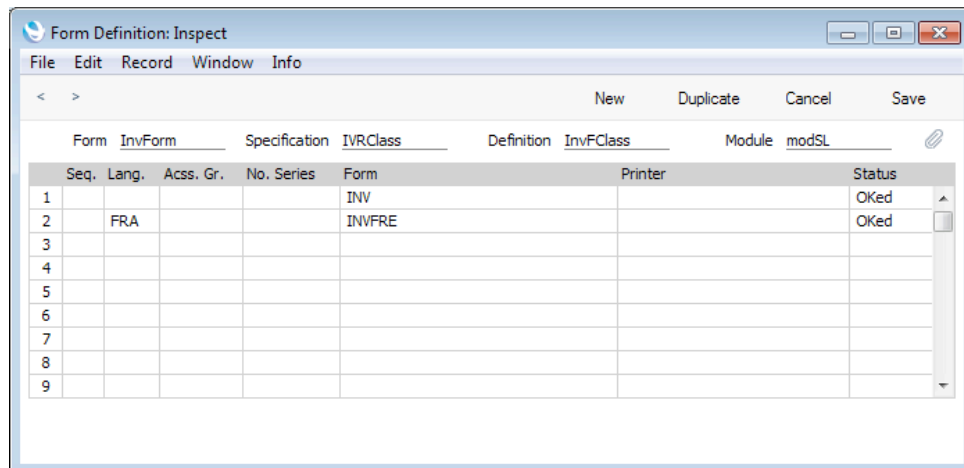
You must assign a Form to each document before you print it for the first time. The Form is the design or layout of the document. You can have a single Form for each document, or you may have several versions of a particular type of document, to be used on different occasions. To assign a Form or Forms to a

document, open the 'Documents' list as described above, highlight the document in the list, and select 'Define Document' from the Operations menu. Click the ⚙▾ button to access the Operations menu.

The example described below imagines you to have two different invoice layouts, one for French language customers, and one for all other customers. In this case, you will need two Forms named, for example, "INV" and "INVFRE". Design these Forms using the Form register in the System module. Full details of this design process can be found in the 'System Module' manual.

Having designed the two Forms, use the 'Define Document' function to specify when each one will be used, as follows—

1. Use the [Module] button in the Master Control panel or the Ctrl-0/⌘-0 keyboard shortcut to choose the module in which the document is to be found. In the case of the Invoice document, this is the Sales Ledger.

2. Click the [Documents] button in the Master Control panel or use the Ctrl-D/⌘-D keyboard shortcut. The 'Documents' list window will be opened showing a list of available documents. Highlight the document that you need to define ('Invoices' in the example).

3. Select 'Define Document' from the Operations menu. Specify "INV" as the Form on the first row and "INVFRE" as the Form on the second row—

The "FRA" Language has been specified in the second row, meaning that the "INVFRE" Form will be used when you print Invoices with this Language. No Language has been specified in the first row, so the "INV" Form will be used when you print Invoices with all other Languages. The Status in both cases is "OKed". This means the Invoices must be approved (marked as OK and saved, so that they are posted to the Sales and Nominal Ledgers) to use these Forms when you print them. As there is no row with the "Not OKed" Status, it will not be possible to print unapproved Invoices.

In more detail, the fields in the 'Define Document' window are as follows—

Seq.   Use this column if you want to print two (or more) different documents from a single command. For example, you might want to print a Delivery Note and an Invoice together. In this case, you would enter the Delivery Note with Seq. no. 1 on the first row of the grid, and the Invoice with Seq. no 2 on the second row.

Lang.   If necessary, enter a Language code in some or all rows. You can use 'Paste Special' (Ctrl-Enter or ⌘-Enter) to

select from a list of Languages as set up in the System module. The 'Paste Special' feature is described below on page 148.

You can also assign a Language to each Customer and/or Invoice. When you print an Invoice with a particular Language, the row with the same Language will determine the Form that will be used. This allows you to ensure that, for example, an English Invoice will be printed for all Customers except those who have been assigned the Language code for French, for whom a French Invoice will be printed.

In some cases, you can also enter a Delivery Mode here, permitting different layouts to be used depending on the Delivery Mode. You can only use this feature when the record to be printed contains a Delivery Mode field (e.g. you can use it with Invoices but not with Activities or Mails).

Acss. Gr. You can assign a particular Form to an Access Group. If you log in as a member of this Access Group, when you print the document, the system will automatically select the Form assigned to your Access Group. Use 'Paste Special' to select from a list of Access Groups as set up in the System module.

Ser No You can assign a particular Form to a Number Series, so that records with numbers from that series will be printed using the assigned Form. For example, if you use different number sequences for Invoices and Credit Notes, you can use this feature to print Invoices and Credit Notes using different Forms.

Form Enter the Form Code of the relevant Form in this field. This field is case sensitive: you should only use upper case characters. Use 'Paste Special' to select from a list of Forms as set up in the System module.

Printer Enter a printer code to send the printout to extra printers defined in the System module (use 'Paste Special' to obtain a selection list). Leave this field blank to use the default printer as selected in the Windows Control Panel or the Mac OS X Print & Fax System Preference.

Status You can use this field to use different Forms when printing approved and unapproved records e.g. you might want to use a Form entitled "Proforma Invoice" when printing an unapproved Invoice, and a different Form entitled "Invoice" when printing an approved Invoice. In this case, enter two rows in the 'Define Document' window, one for the Proforma and one for the standard Invoice, with appropriate Status in each case. An approved Invoice is one that you have marked as OK and saved i.e. one that has been committed to the Sales and Nominal Ledgers.

Enter one of the following values in this field, using 'Paste Special' to check the spelling is correct—

OKed The specified Form will only be used when you are printing an approved record.

Not OKed   The specified Form will only be used when you are printing an unapproved record.

All   The specified Form will be used when you are printing both approved and unapproved records.

You can use this feature as a security measure. If you restrict printing to approved records only, and you also use Access Groups to control who can approve records, this will help prevent the fraudulent creation and printing of unauthorised records such as Purchase Orders and Invoices. You can also use Access Groups to restrict access to the 'Define Document' window. For example, to make sure unauthorised Purchase Orders cannot be printed—

i.   In the 'Define Document' window for Purchase Orders, set the Status to "OKed" in every row. This will mean that Purchase Orders can only be printed if they have been approved.

ii. Use Access Groups to restrict access to the 'OKing Purchase Orders' Action. This will control who can approve Purchase Orders.

iii. Use Access Groups to give no access to the Purchase Order document to most users (i.e. set the Level to "None" for this document). These users will be able to open a Purchase Order and print it, but they will not be able to open the 'Define Document' window for Purchase Orders to change the Status to "Not OKed" or "All".

4.   Click [Save] to save the document definition. In this example, when you print Invoices from now on, the correct Form will be selected automatically according to the Language of the Customer, without further user intervention.

You can repeat this process for almost every document as required.

You can also use the Language to specify the printer that will be used to print a document. This can include sending the document to a fax machine, if your hardware can support this feature. To do this, enter separate rows in the 'Define Document' window for printing and faxing. The fax row should have a dedicated Language (e.g. "FAX") in the Lang field.

In this example, Invoices will be printed as follows—

- The first row determines that Invoices with no Language will be printed using the "INVENG" Form on the default printer.

- The second row determines that Invoices with the "FRA" Language (French) will be printed using the "INVFRE" Form on the default printer.

- The third row determines that Invoices with the "FAX" Language will be printed using the "INVENG" Form on the "FAX" printer (fax machine).

- The last row determines that Invoices with the "FAXF" Language (i.e. Invoices in French that are to be faxed) will be printed using the "INVFRE" Form on the "FAX" printer (fax machine).

You can change the Language in a record before printing it, to ensure it is printed on the correct printer or fax machine.

Please refer to the 'System Module' manual for details about configuring Printers (including fax machines) and Access Groups.

Settings

This command opens the 'Settings' list window where you will find an alphabetical list of the settings that are available. Settings allow you to tailor certain aspects of the program's operation to your requirements, and to supply information to be used throughout the program.

The contents of the 'Settings' list window vary according to the module selected. The illustration below shows the different settings in the System (on the left) and Nominal Ledger modules.
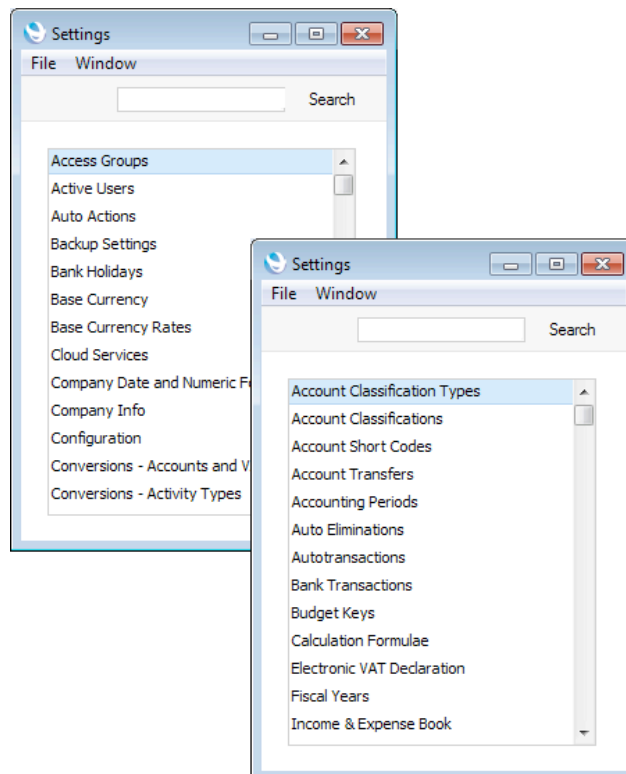
Choose an entry in the list by double-clicking it, or by selecting it and pressing the Enter key. Settings are described in detail in the manuals describing the individual modules.

Types of Setting

The settings in Enterprise by HansaWorld can be divided into three groups—

1. Settings of the first type take the form of a single screen where you can set preferences to determine exactly how Enterprise by HansaWorld is to operate in a certain situation. Examples of such settings include Account Usage S/L and P/L, Company Info and Locking.

When you open one of these settings from the 'Settings' list, you can change any of the fields as required. To save changes and close the window, click the [Save] button. To close the window without saving changes, click the close box.

2. Settings of the second type contain a number of records that are displayed in a grid. Each row in the grid represents a separate record. Examples of such settings include Payment Modes and VAT Codes.

When you open one of these settings from the 'Settings' list, you can change any of the fields in the existing records as required. To add new records to the list, click in any field in the first blank row and enter appropriate text. To remove a record, click on the row number on the left of the row containing the record and press the Backspace key. To insert a row, click on the row number where the insertion is to be made and press Return. To save changes to all records in the grid and close the window,

click the [Save] button. To close the window without saving changes, click the close box.

When working in one of the main registers, you may need to refer to a particular record in a setting of this type: the 'Paste Special' look-up function is provided to make this task as easy as possible. For example, when entering a Payment or Receipt, you can use 'Paste Special' to choose the relevant Payment Mode. To help you choose the correct record using 'Paste Special', it is recommended that you keep the rows in the alphabetical order of the Codes. An exception is the Fiscal Years setting which should never be re-arranged (rows should not be inserted or removed, you can only add new ones).

3. Settings of the final type also contain a number of records, but behave in a similar manner to the main registers in that their contents are displayed in a browse window and have to be opened in a record window for editing. Again, when working in one of the main registers, you may need to refer to a particular record in a setting of this type using the 'Paste Special' look-up function. Examples of such settings include Autotransactions and Payment Terms.

When you open one of these settings from the 'Settings' list, the browse window is displayed, listing the records already entered.
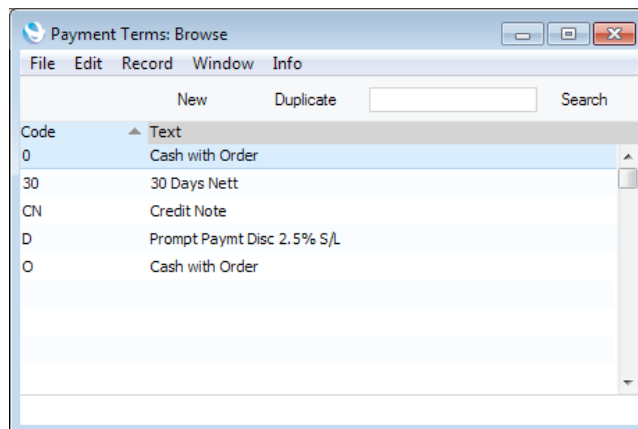
You can sort and search in these browse windows in the normal way, as described below on page 142. Double-click an item in the list to edit it, or add a new record by clicking the [New] button in the Button Bar. Alternatively, highlight a record similar to the one you want to enter and click [Duplicate] in the Button Bar. A record window is then opened, allowing you to change the existing record or enter the new one.

To save changes, click the [Save] button. To close the window without saving changes, click the close box. You can also close the browse window using the close box.

Exports

The Exports routine allows you to export information from your Enterprise by HansaWorld database to tab-delimited text files on your hard disk. This information is then available for use in other programs, such as word processors, spreadsheets, database programs etc. You can often also import the information into other Enterprise by HansaWorld databases or Companies using the 'Automatic' and 'Manual file search' Import routines in the System module.

To begin exporting, click the [Routines] button in the Master Control panel and then the [Exports] button in the 'Routines' window. Alternatively you can use the Ctrl-E (Windows and Linux) or ⌘-E (Mac OS X) keyboard shortcut at any time (even if the Master Control panel is hidden). The 'Exports' list window is then opened, listing the Exports that you can produce from the active module. The options in this list vary according to the active module: the majority of Exports are in the Integration module, as shown in the illustration below—

Double-click the required item in the list: a specification window will then appear, where you can decide the contents of the exported text file. Click [Run] and a 'Save File' dialogue box will appear, where you can name the file and determine where it is to be saved.

To gain access to the Integration module, you must log in as a Person whose Access Group explicitly grants full access to that module.

By default, text files exported from an Enterprise by HansaWorld database will contain Unicode characters. You can change this by specifying a Default Export Codepage in the Local Machine setting in the User Settings module.

As well as exporting information to text files, you can also use the Exports routine to back up your Enterprise by HansaWorld database. For full details of how to do this, please refer to the 'Backing Up' section above on page 75. For security reasons, the 'Company Text Backup' and 'Database Text Backup' exports do not produce text files as mentioned above but encrypted files that can only be read by another copy of Enterprise by HansaWorld.

Note that you can also print all Enterprise by HansaWorld reports to disk as text files. This, in combination with the Exports routine, makes it very easy to retrieve information from Enterprise by HansaWorld for use with other applications.

Imports

The Imports routine allows you to import the contents of text files, previously saved in the proper format, into the Company you are working with. Usually, only new records will be added during the import process, and there is no danger that you will get duplicate data of any kind in your database. However, if you import a setting that is a set of fields and check boxes (e.g. the Account Usage S/L and Account Usage P/L settings), the imported setting will overwrite the existing setting.

To begin importing, click the [Routines] button in the Master Control panel and then the [Imports] button in the 'Routines' window. Alternatively you can use the Ctrl-Shift-I (Windows and Linux) or ⌘-Shift-I (Mac OS X) keyboard shortcut at any time (even if the Master Control panel is hidden). The 'Imports' list window will be opened, where you can specify what is to be imported. The options available in the 'Imports' list window will vary, depending on the active module. Double-click the option that you need and then, when the 'Open File' dialogue box opens, locate and open the import file in the normal way.

You must save or cancel all changes before trying to import information. If you are modifying a record or setting (i.e. at least one window is open with the title 'Update'), you will be told 'Some records/blocks are locked' when you attempt to use the Imports routine.

In multi-user systems, you can only use the Imports routine when you are the only user logged in.

You should use the Imports routine to restore your Enterprise by HansaWorld database from a back-up and when updating to a new version of the program. For full details of how to do this, please refer to the 'Restoring from a Back-up' section above on page 94.

You should also use the Imports routine to import information previously exported from another Enterprise by HansaWorld database or from a text file created by another program. In the latter instance, you should ensure the text file is correctly formatted (contains the information in the correct order) before importing. This format information is available from your local HansaWorld representative, and can also be found in the Export/Import Format report in the Technics module.

Usually, you will use the 'Automatic' or 'Manual file search' import functions in the System module to import information in this way. These functions require the following lines to appear at the beginning of the import file—

format

1	46	1	0	1	44	0	/

codepage UTF-8

The numbers in the second line should be separated by tabs. There should be at least one empty line before the codepage. The word "codepage" and the codepage should be separated by a tab.

The numbers in the second line are parameters that inform the import procedure about the contents of the import file. The parameters are:

1. Date Order

2. Decimal Separator

3. Import Mode

4. Replace Mode

5. String Type

6. Thousands Separator

7. Escape Character

8. Date Separator

These parameters are now described in detail—

Date Order   The first parameter tells the import procedure what date format you have used in the text file. You can use the following values—

0	Month/Day/Year
1	Day/Month/Year
2	Year/Month/Date
3	Month/Year/Day
4	Day/Year/Month
5	Year/Day/Month
6	Hijri (Arabic)
7	Persian

Decimal Separator The second parameter uses ASCII codes to tell the import procedure what decimal separator you have used in the text file. Typical values are—

44	comma
46	full stop

Import Mode   Use the third parameter to specify the platform on which you created the text file, as follows—

0   Mac OS X, AIX, iSeries

1   Windows, Linux

The import procedure will use the default codepage for the platform specified here for string conversion, if the fifth parameter (String Type) is 0 and if there is no "codepage" line at the beginning of the file.

Replace Mode   The fourth parameter tells the import procedure what to do if information in the text file duplicates what is already in the database.

0   Any duplicate information in the text file will not be imported. Records in the database will not be replaced.

1   Duplicate information in the text file will be imported, overwriting existing records in the database. This applies to entire records. For example, there is an existing Customer 001 in the database with the name Customer A and Payment Terms 30 days, and in the import file Customer 001 has the name Customer AA and no Payment Terms. The import procedure will overwrite the entire record for Customer 001, so the result will be that it has the name Customer AA and no Payment Terms. Records in the database with no duplicate in the text file will not be touched.

Note that blocks will always be overwritten with duplicate information from a text file, irrespective of whether this parameter is 0 or 1. There are two types of block: the setting that is a set of fields and check boxes (e.g. Account Usage S/L, Account Usage P/L, Locking); and the setting that is a series of rows (e.g. Payment Modes, VAT Codes).

String Type   Use the fifth parameter to specify the character set used in the text file—

0   The text file contains characters belonging to a single character set (e.g. ASCII, KOI-8R [Russian Cyrillic], ISO-8859-1 [Western European]).

1   The text file contains Unicode characters.

If this parameter is 0 and if there is no "codepage" line at the beginning of the file, the third parameter will determine the codepage/character set.

By default, text files exported from an Enterprise by HansaWorld database will contain Unicode characters. You can change this by specifying a Default Export Codepage in the Local Machine setting in the User Settings module.

Thousands Separator

> The sixth parameter uses ASCII codes to tell the import procedure what thousands separator you have used in the text file. Typical values are—

0	No thousands separator
32	space
44	comma
45	hyphen
46	full stop

Escape Character The seventh parameter is not currently (version 7.1) used by the import procedure. You should place a 0 (zero) in this position as shown in the example at the beginning of this section.

Date Separator The eighth parameter will tell the import procedure what date separator you have used in the text file. This parameter should be the actual character, not the ASCII code. Typical values are—

(blank)	System default (set in the Company Date and Numeric Format setting in the System module)
/	/
.	.
-	-

Use the "codepage" line to name the character set that you have used in the text file. This line should contain the appropriate value taken from the left-hand column in the following table—

UTF-8	UTF-8 (Unicode)
ISO-8859-1	ISO 8859-1 (Western Europe)
ISO-8859-4	ISO 8859-4 (Baltic)
ISO-8859-5	ISO 8859-5 (Cyrillic)
ISO-8859-15	ISO 8859-15 (Western European with Euro sign)
US-ASCII	US ASCII
CP437	DOS CP 437 (US)
CP850	DOS CP 850 (Western Europe)
CP1250	Windows codepage 1250 (Central Europe)
CP1251	Windows codepage 1251 (Cyrillic)
CP1252	Windows codepage 1252 (Western Europe)
CP1257	Windows codepage 1257 (Baltic)
KOI8-R	KOI8-R (Cyrillic)
MACINTOSH	Apple Western Europe
ACE	Apple Central Europe
ACYR	Apple Cyrillic

Generating Unique Numbers

If you are importing Quotations, Orders, Invoices, Purchase Invoices or Transactions, the import file may already contain Quotation, Order, Invoice or Transaction Numbers. However, you may want new numbers to be assigned to each record as part of the import process. If so, enter "-99" in the import file in the space where each Quotation, Order, Invoice, Purchase Invoice or Transaction Number would otherwise appear. When each record is imported, it will be given the next number in the relevant Number Series, as if you had entered it yourself.

If you use this feature, take great care over the following two points—

i.   In the case of Invoices and Purchase Invoices, the Invoice Number is determined by the Transaction Date, not the Invoice Date. The Invoice Number will be the first unused number in the Number Series for the year or other period in which the Transaction Date of the Invoice falls. Quotation Numbers are determined by the Quotation Date, Order Numbers by the Order Date and Transaction Numbers by the Transaction Date. Make sure you include these dates for each record in your import file, otherwise the imported records could be placed in the wrong number sequence.

ii. Make sure there are sufficient unused numbers in the relevant Number Series for the number of records that will be imported. If there are not enough unused numbers in the relevant Number Series, some records will not be given numbers at all.

Importing Information Automatically

It is possible to have information imported to your Enterprise by HansaWorld database automatically. To use this feature, follow these steps—

1.   Make sure there is a folder or directory named 'Import' in the folder containing the Enterprise by HansaWorld application. In multi-user systems, this folder should be on the server.

2.   Open the Optional Features setting in the System module and choose the Autoscan Import folder option.

3.   Restart your Enterprise by HansaWorld application. In multi-user systems, you will need to restart the server application.

Having followed these steps, any file that you place in the 'Import' folder will be imported automatically, usually within a few minutes. After being imported, the file will be deleted. If you place more than one file in the 'Import' folder at the same time, they will be imported in the alphabetical order of their filenames. Unlike imports initiated using the Imports routine, an automatic import will take place if more than user is logged in, but only providing none of them is modifying a record or setting (i.e. providing no window is open with the title 'Update'). The automatic import will wait for all changes to be saved or cancelled. When the file is being imported, no users will be able to work, so you may find it easier to import several small files periodically, rather than one large file.

If you have more than one Company, you can specify in the import file the Company into which it is to be imported. To do this, the first lines in the text file should be—

    compnr   x

    format
    1   46   1   0   1   44

    codepage UTF-8

where x is the position in the Company register of the Company into which the information is to be imported. For example, if you have Companies with Codes 1, 3, 5, 7, 9 and x is 3, the information will be imported into Company Code 5 as this is the third one in the list. "compnr" and x should be separated with a Tab, and there should be at least one empty line between this one and the "format" line.

Massive Cache

If you will be importing information regularly to your Enterprise by HansaWorld database, you may find it advantageous to increase the cache size. Please refer to page 123 above for details.

Maintenance

Maintenance functions allow you to carry out certain updating tasks, usually involving batch processing. Examples include creating Purchase Orders from Sales Orders, creating Invoices in batches or recalculating Price Lists.

To run a Maintenance function, click the [Routines] button in the Master Control panel and then the [Maintenance] button in the 'Routines' window. A list window will appear, from where you can choose the function you need by double-clicking. The options in the list will vary, depending on the active module. Illustrated below are the Maintenance functions in the Sales Orders module—
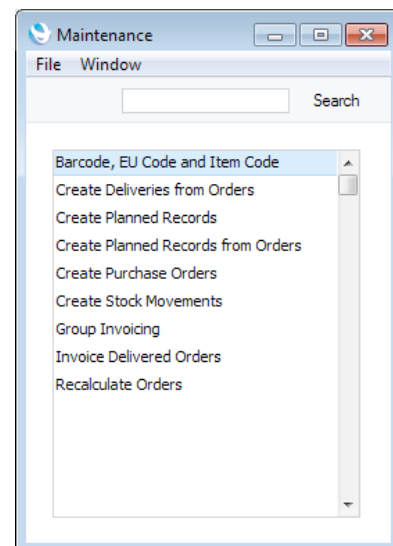
When you choose a function by double-clicking, a specification window will appear, where you can decide how the function is to operate. Click [Run] to operate the function.

Please refer to the manuals describing each module for details of each function.

Registration

Use this routine to register your copy of Enterprise by HansaWorld. When you click the [Registration] button in the 'Routines' window, the 'Choose Your Country: Inspect' window described in step 2c in the 'Automatic Internet Enablers' section above on page 67 opens. Please refer to that section for full details. Note: to protect your registration details, the 'Choose Your Country: Inspect' window will only open if the user clicking the [Registration] button has access to the System or Technics modules. Access to these modules is controlled using Access Groups, described below on page .

Passwords

You can set or change your password from the Master Control panel. Bring the Master Control panel to the front using the Ctrl-M (Windows and Linux) or ⌘-M (Mac OS X) keyboard shortcut, and then select 'Change Password' from the Operations menu. Enter the old password if there is one and then type in the new one twice to ensure that it is correct. Click [Save] to close the window and save, or [Cancel] if you do not want to save changes. The password is case-sensitive.

When you first used the old password, you may have specified that you wanted Enterprise by HansaWorld to remember it so that you did not have to enter it yourself each time you log in (as described above on page 40). If so, the first time you use the new password, you will be asked once again if you want it to be remembered. Please refer to the description of the 'Stop Auto Login' function below on page 180 for more details.

In a single-user system, you can only set or change your password if a record for you already exists in the Person register (i.e. you had to log in to Enterprise by HansaWorld). If this is not the case, you must create such a record first: please refer to page 281 below for details.

Windows

In Enterprise by HansaWorld, you can work with several windows on the screen at the same time. The window that is currently in use is known as the 'active window'. That is the uppermost window, where the title bar is not dimmed.

You can move the active window by dragging the title bar, and change its size by dragging the size box in the bottom right-hand corner. Close the window by clicking the close box or by pressing the Esc key on your keyboard. If you are using Mac OS X, clicking the close box of a window while holding down the Alt key will close all windows. In addition, you can save attributes such as size, sort order and position for a particular window using the Window menu. The Window menu is described below on page 187.

! *You can have up to 100 windows open at the same time. It is however a good habit to close a window when it is no longer needed. Too many open windows may become confusing.*

There are seven types of window. For more details, please refer to the following sections—

Browse Window

Browse windows are used to display lists of records. Clicking a register button in the Master Control panel will open a browse window listing every record stored in that register. In a browse window, you can search for a certain record and select a specific record for processing. You can have several different browse windows open at any time.

For example, if you click the [Contacts] button in the Master Control panel while working in the CRM module, the window that opens is a browse window, entitled 'Contacts: Browse'. This window lists all the Contacts in the register—
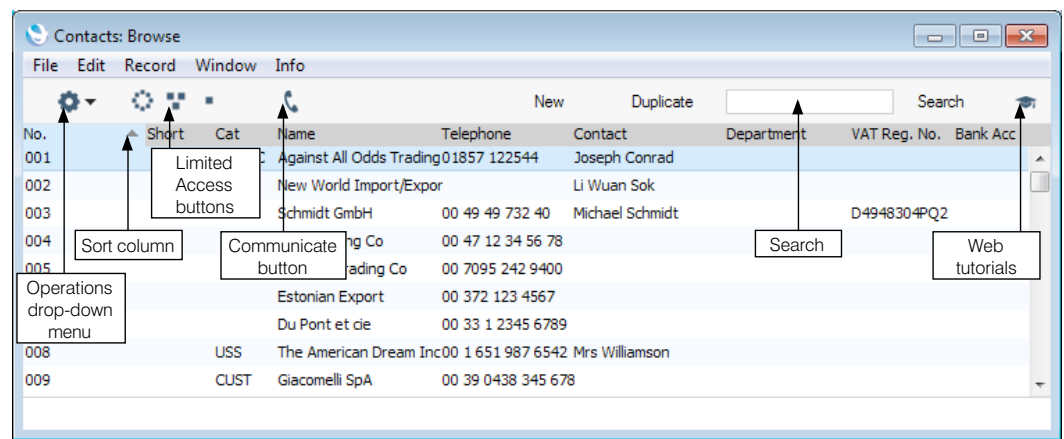
You can scroll through the list using the scroll bar on the right. You can scroll down or up a screen at a time by selecting 'Next' or 'Previous' respectively from the Record menu, or using the PgDn or PgUp keys.

You can change the sort order of the list. Click the heading of the column you want to sort by, and the list will re-sort immediately. The heading of the column will be coloured blue to show the selected sort order. If you click on the heading a second time, the sort order will be reversed.

At the top of each browse window there is an area known as the Button Bar. This contains a set of buttons—

⚙▾	This button only appears in some browse windows. Click it to open the Operations drop-down menu. Highlight one or more records in the list (hold down the Shift key while clicking) and then choose a function from this menu. The function will be applied to all highlighted records. The contents of the Operations menu will vary depending on the browse window. Full details of each function can be found in the manuals describing each module.
[New]	Windows/Linux keyboard shortcut: Ctrl-N Mac OS X keyboard shortcut: ⌘-N Click this button to open a new blank record for data entry.
[Duplicate]	Windows/Linux keyboard shortcut: Ctrl-K Mac OS X keyboard shortcut: ⌘-Y If you need to create a new record that is a copy of one that already exists, first find the earlier record in the list and highlight it by clicking once. Then, click this button. A new

	record will be opened, a duplicate of that highlighted. In many cases, the new record will contain the current date, not the date of the copied record.
[Search]	Use the Search field and button (on the right of the Button Bar) to find a particular record in the list. First, sort the list by the column that you want to use for the search. In the illustration above, for example, the list is sorted by No. allowing you to search for a Transaction with a certain Number. Then, type a letter, word, number, or date in the Search field (there is no need to click in the field before typing). Then press Enter or click [Search] (Mac OS X users must press Enter). The first row with an exact match in the sort column (or, if there is no exact match, with the nearest match) will be highlighted. If you are not certain of the exact spelling, use the * character as a wildcard. For example, in the illustration shown above, if you want to find The American Dream but are not sure if the name includes "The", sort the list by the Name column, type "*American" in the Search field and press the Enter key. If the first record found is not the one you want, press the Shift-Enter key combination to search again.

If you want to view or modify an existing record, first find it using the Search facility described above. Then, open it by double-clicking its line in the list, or by selecting the line and pressing the Enter key.

!   ***It is not possible to delete a record directly from the browse window. You must open the record first.***

Some browse windows have three extra buttons in the centre of their Button Bars. You can use these buttons if the Limited Access module is present (i.e. if you are using the Limited Access option in the Configuration setting in the System module), as follows (Windows buttons illustrated on the left, Mac OS X on the right)—

○	👥	Lists all records in the register.
⁚	👥	Lists records belonging to members of the same Sales Group as the current user (i.e. records whose Sales Group is the same as that of the current user).
▪	👤	Lists records belonging to the current user (i.e. records whose Person field contains the Signature of the current user).

You can use the Person register to prevent a user from seeing every record in the register by restricting their view to their own records or to those of their Sales Group. This feature and Sales Groups are both described in the 'System Module' manual.

Finally, some browse windows also have a [Communicate] button in the centre of their Button Bars—

📞

This button will appear if the browse window belongs to a register such as the Activity, Invoice and Contact registers where you may need to communicate with

a Contact (e.g. with the Contact quoted in an Activity or Invoice). Please refer to the 'Business Communicator Window' section below on page 159 for details.

Browse windows in the Mac OS X version of Enterprise by HansaWorld contain some additional features—

Adjusting Columns Drag the column headings to change the order of the columns.

To remove a column from a browse window, open the drawer by clicking the ▶ button in the top right-hand corner of the window. The Drawer opens—
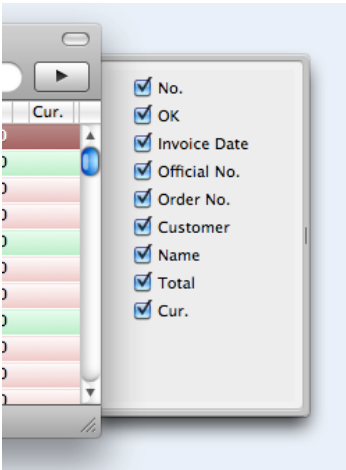
Remove the tick () from a check box to remove the corresponding column from the browse window.

Colour Coding Invoices in the 'Invoices: Browse' window are colour coded—

(no colour)	Invoices not yet due for payment
red	Invoices that are overdue for payment
green	Invoices that are fully paid or credited

Record Window

You will use record windows to enter, view and edit individual records. The heading may read 'New', 'Inspect', 'Update' or 'Deleting', depending on the circumstance. All data entry will be made in windows of this type.

A record window will be opened when you open a specific record from a browse window by double-clicking, and when you create a new record. Below is the window that will be opened when you double-click a row in the 'Orders: Browse' window.

The record window is where you enter or edit information. Note that certain fields will only accept numbers or uppercase letters, while others cannot be changed at all. In some cases, all characters will be converted to uppercase automatically.

Use the Return, Tab or arrow keys to move from field to field. The Return key moves the cursor to the next editable field, while the arrow keys move to the next field, whether it can be changed or not. You can also use the mouse to click directly in a field to enter or change its data. When you click in a field, its contents will be highlighted, and the contents will be replaced as soon as you start typing. If you click twice in the same field, the insertion point will be placed at the point where you click, allowing you to enter or delete characters at that point.

Some record windows, such as the one in the illustration, are divided into two sections: the top half shows details of the parent record (in this case, an Invoice) and the lower half contains the individual items (or rows) that are listed on that Invoice.

Sometimes a record window contains more information than can be shown on screen at once. If this is the case, there will be a series of tabs (marked 'Terms', 'Items', 'Currency', etc in the example of the Invoice illustrated above) that you

can click to see more pages of information about the parent record. There may also be a series of flips (marked 'A', 'B', 'C', etc) that you can click to see more information for the rows.

Button Bar

At the top of each record window there is an area known as the Button Bar. This contains a set of buttons—
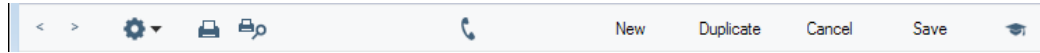
Windows/Linux keyboard shortcuts: PgUp and PgDn
Mac OS X keyboard shortcuts: ⌘-- and ⌘-+

These are the [Previous Record] and [Next Record] buttons. On the left are the Windows versions, on the right are the Mac OS X versions. The left-hand button of each pair is the [Previous Record] button.

Use these buttons to move from record to record. Once you have opened a record from a list in a browse window, click the [Next Record] button to move to the next record in that list. At the same time *everything you may have changed* in the record you are leaving *will be saved*. If you want to cancel the changes, close the record window with the close box or press the [Cancel] button on the right of the Button Bar. Similarly, clicking the [Previous Record] button will open the previous record in the list.

These buttons have the same effect as selecting 'Previous' and 'Next' from the Record menu.

This button appears in many record windows, such as those for Invoices and Orders. Click it to open the Operations drop-down menu.

The Operations menu contains different functions depending on the window. For the Order record, the following menu items are available—
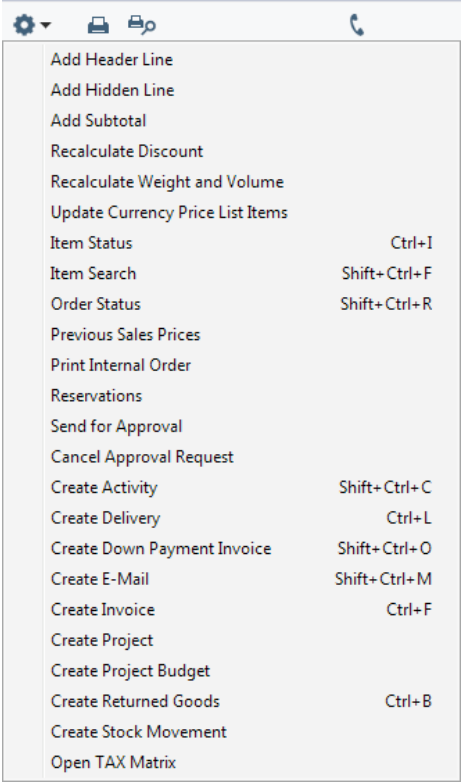
For example, 'Item Status' shows the stock position of the Item in the Order row containing the cursor. 'Create Delivery' and 'Create Invoice' allow you to continue with the sales process from the Order, and 'Order Status' opens a window containing a summary of the status of the Order, listing Deliveries, Invoices and any other connected records.

Full details of each Operations menu function can be found in the manuals describing each module.

Windows/Linux keyboard shortcut: Ctrl-P
Mac OS X keyboard shortcut: ⌘-P

Click this Printer icon to print the current record. The Printer icon will only appear in the Button Bar when the record window contains a record that can be printed, e.g. an Invoice or Purchase Order. The 'Print' command on the File menu has the same function.

The record will be printed using a Form that you specify using the 'Define Document' function for the document in question. Please refer to the description of this function above on page 126 for details.

When you start a printout, it will print directly on your selected printer.

Windows/Linux keyboard shortcut: Ctrl-Shift-P
Mac OS X keyboard shortcut: ⌘-Shift-P

Clicking the Preview icon will cause the current record to be printed to screen in a new window. This will allow you to see what it will look like when you print it on a printer by clicking the Printer icon immediately to the left.

In some record windows, such as those for Activities, Invoices and Contacts, there is a [Communicate] button in the Button Bar. If you need to call the Contact quoted in the Activity or Invoice or whose Contact record you are viewing, click this button. Please refer to the 'Business Communicator Window' section below on page 159 for details.

[New]   Windows/Linux keyboard shortcut: Ctrl-N
Mac OS X keyboard shortcut: ⌘-N

Click this button to save the current record and to close it. A new blank record will then be opened for data entry.

[Duplicate]   Windows/Linux keyboard shortcut: Ctrl-K
Mac OS X keyboard shortcut: ⌘-Y

Click this button to save the current record and to create a copy of it. The original record will be closed and the new copy opened. In many cases, the new record will contain the current date, not the date of the copied record.

[Cancel]   If you have not saved the current record (i.e. the window title is 'New'), click this button to cancel the data entry process and to close the record window. The record will not be saved. If you have previously saved the current record (i.e. the window title is 'Update'), click this button to discard all changes made since it was last saved. In this case, the record window will not be closed.

[Save]   Windows/Linux keyboard shortcut: Shift-Enter
Mac OS X keyboard shortcut: Shift-Enter

This button saves all changes to the current record but does not close it.

Paste Special

When you enter a new record, you will frequently need to refer to another register or setting. For example, when you enter an Invoice, specifying a Customer Number will bring information about the relevant Customer in from the Contact register (e.g. the name and address of the Customer), while specifying a Payment Term brings information in from the Payment Terms setting. Using the 'Paste Special' command, you can find out the information you require from a selection list quickly and easily (e.g. you can easily choose the correct Customer or Payment Term). Pressing Ctrl-Return or Ctrl-Enter in a field activates the 'Paste Special' feature. Mac OS X users can press ⌘-Return or ⌘-Enter, and iOS and Android users can tap the > icon on the right of the field. The example on the next page shows pasting a Customer Number into an Invoice.
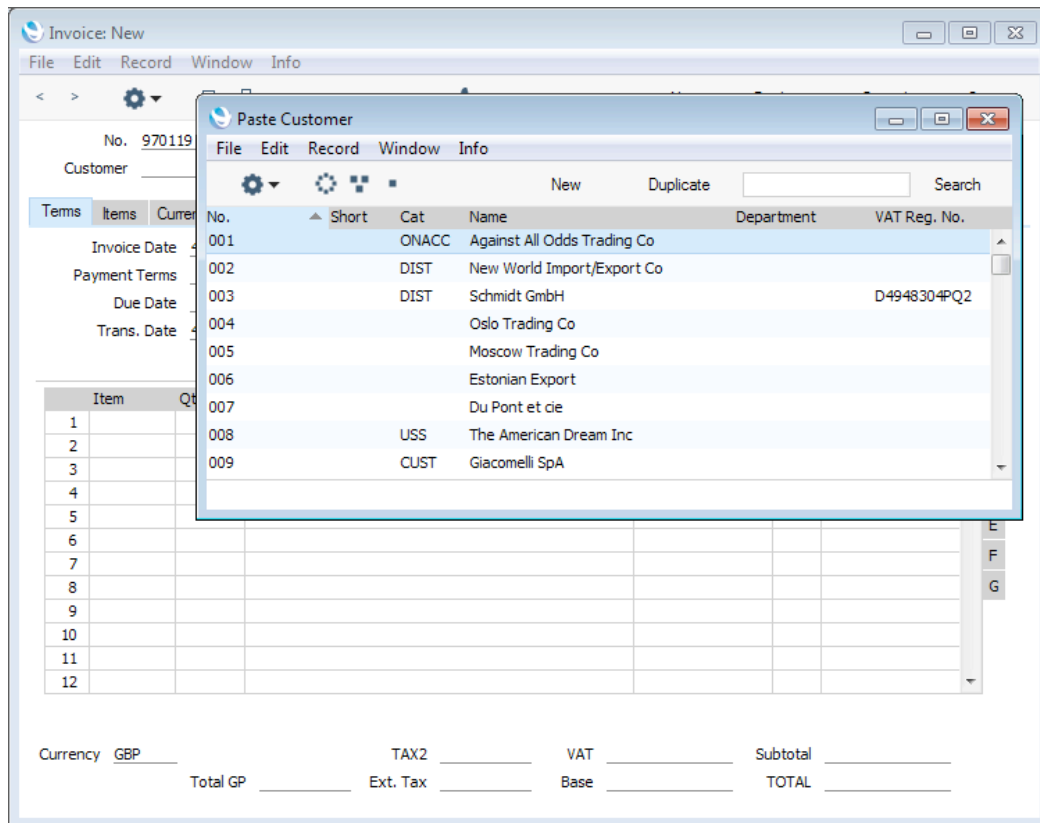
With the cursor placed in the Customer field, press the Ctrl-Enter (Windows and Linux) or ⌘-Enter (Mac OS X) key combination. A new window will open, showing the contents of the register or setting from which you can select a record (in this case, the window will list Customers in the Contact register). This window is similar to a browse window in its behaviour, so you can sort the list by clicking any of the column headings and use the Search field to find the record you are looking for (using the * wildcard if necessary).

Select the Customer you want by double-clicking or by highlighting and pressing Enter. The Customer Number and other details are transferred to the Invoice screen.

You can make the 'Paste Special' feature more powerful by saving the sort order of the 'Paste Special' list. For example, whenever you need to choose a Customer, you will probably know its Name but not its Number. The first time you use the 'Paste Special' feature to choose a Customer, sort the list by Name and then select 'Save Normal Position' (Windows and Linux)/'Save Position' (Mac OS X) from the Window menu. From now on, the list will be sorted by Name when it opens. Now you can type the first few characters of the Customer Name in a Customer field and then press Ctrl-Enter or ⌘-Enter. When the 'Paste Special' list opens, the highlighted Customer will be the first one to match the typed characters. If this is the correct one, all you need do is press the Enter key and carry on typing without interruption. In the example shown below, we typed "OSLO" into the Customer Number field of an Invoice and then pressed Ctrl-Enter. The 'Paste Special' list opens, with the first Customer whose name begins with "OSLO" highlighted.
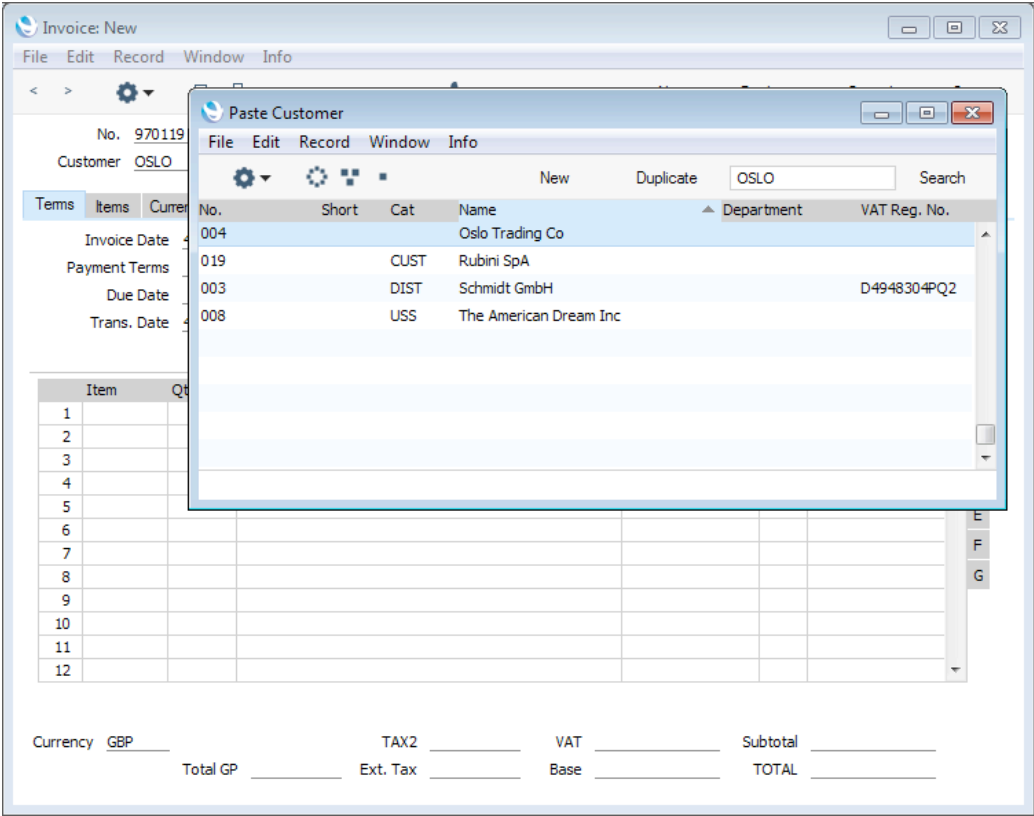
If the record you are looking for does not exist and so is not shown in the 'Paste Special' list, you can often enter it on the fly. In the 'Paste Special' window, click the [New] or [Duplicate] buttons as appropriate (or use the relevant keyboard shortcuts, Ctrl-N/⌘-N and Ctrl-K/⌘-Y respectively). A new Customer screen (in this example) is shown. Enter the new Customer, click [Save] and the new record is saved. At the same time, the Customer Number is entered in the Invoice.

If you are entering an Invoice and realise that your information about the Customer is out of date (they might have changed their address or telephone number, for example), highlight the Customer in the 'Paste Special' window and press F2 (Windows and Linux) or ⌘-Shift-V (Mac OS X). The Customer record will be opened, allowing you to make the necessary changes. You can also do this if you have already entered the Customer Number in the Invoice. With the cursor in the Customer Number field, press F2 or ⌘-Shift-V. This feature is available from most fields with a 'Paste Special' link.

You can control whether individual users can use the F2/⌘-Shift-V feature and create records on the fly using the Access Groups setting in the System module (described in the 'System Module' manual).

You can use 'Paste Special' when you are in a date field. When you press Ctrl-Enter or ⌘-Enter, the 'Paste Date' window opens—
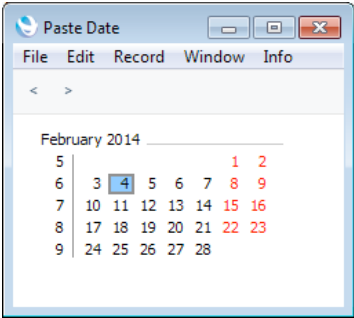
The current date is marked with a square and a highlight. Press the Enter or Return key (or double-click) to bring the current date into the date field. If you need a different date, use the arrow keys to move the highlight to the date you need—
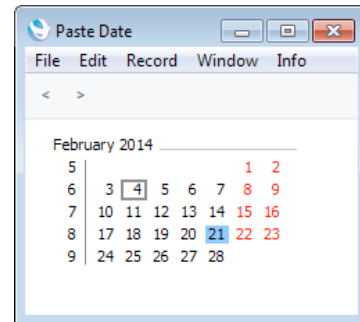
Use the PgUp and PgDn keys or the buttons in the top left-hand corner of the 'Paste Date' window to change to a different month.

If dashes appear instead of Week Numbers in the 'Paste Date' window, the probable cause is that there is no record in the Weeks setting in the System module, or the record that is there is incomplete. Please refer to the description of the Weeks setting in the 'System Module' manual for details.

You can also use 'Paste Special' when you are in a time field. Simply press Ctrl-Enter or ⌘-Enter and the current time will be entered straight away.

Drag and Drop

You can also drag and drop records from a browse window or 'Paste Special' list onto the record window of a particular record. For example, you can drag a Customer Number from the 'Contacts: Browse' or the 'Paste Customer' window into an Order or Invoice. With both the 'Contacts: Browse' and 'Invoice: New' windows open, find the correct Customer in the list, click on the Customer Number and drag it to the Customer Number field of the Invoice. You can add Items and information from settings such as Payment Terms to Invoices, Orders and other transactions in the same manner. In the case of Items, you can open the 'Items: Browse' or the 'Paste Item' window and select a range of Items by clicking while holding down the Shift key. Then, drag them to the Item field in the first empty Invoice row.

In certain circumstances, you can also create records by dragging and dropping. For example, you can drag an Order from the 'Orders: Browse' window to the 'Deliveries: Browse' window to create a Delivery for all the Items on the Order. Once you have approved that Delivery, you can then drag the Order from the 'Orders: Browse' window to the 'Invoices: Browse' window to create an Invoice for all delivered Items.

You can also copy lists from spreadsheets or word processing documents. For example, you can copy a list of Item Numbers from a spreadsheet and paste it in the Item field in the first empty Invoice or Order row. All appropriate Item Descriptions, Prices, etc will be brought it automatically. Similarly you can copy a list of Invoice Numbers from a spreadsheet and paste it in a Receipt or Payment.

If you have several Companies, you can transfer information from one Company to another by dragging and dropping between browse windows. For example, when you create a new Company, you can drag all the Accounts from the 'Accounts: Browse' window of an existing Company to that of the new Company. This makes it easy to transfer basic information to the new Company. If you transfer approved accounting transactions of any kind using this method, they will appear as unapproved transactions in the new Company. An approved

transaction is one from the Sales Ledger, Purchase Ledger or Stock module that has been posted to the Nominal Ledger.

Attachments

In the top right-hand corner of every record window, there is an [Attachments] button. This can take one of two forms—

This button allows you to connect files, notes or other records to any record in Enterprise by HansaWorld. These connected objects are known as "Attachments". Please refer to the section below on page 197 entitled 'Attachments and Personal Desktop' for full details.

Report Window

Report windows are used to display the reports you print to the screen. Below we show an example of a report from the Nominal Ledger module. You can scroll up and down in the window, and search for information in the report.

Below the Button Bar there is a report header, which shows the name of the report and the selection on which it is based. This is important information, since you can produce every report using different selections.

Below this is the report itself, always shown to its full width in its own resizeable window. You can scroll up and down through the report using the scroll bar on the right-hand side or using the PgDn, PgUp, Home and End keys on the keyboard.

Since each report is shown in its own window, you can print several reports to screen at the same time, totally independently. This gives Enterprise by HansaWorld an unmatched reporting power. You can for example show two versions of the Balance Sheet simultaneously, in two different windows. In one

you might show the result without simulated transactions and in the other with simulations. You can easily extract information from Enterprise by HansaWorld that would require some complicated manoeuvring to obtain from other accounting systems.

There is no practical limit to the number of reports that you can print to screen simultaneously, and you can freely mix reports from the different modules. Since windows in Enterprise by HansaWorld are completely independent, you can mix report windows with record windows and lists from different parts of the system.

In the following picture we show an example where four reports from the Nominal Ledger and Sales Ledger are shown at the same time.

Printouts

If you print a report to screen, you can then print it to paper by clicking the Printer icon in the Button Bar of the window containing the report. The page format is set in advance for each report so that the report will fit in a portrait or landscape page.

Searching in Reports

Another useful function built in to every report in Enterprise by HansaWorld when you print to screen is the ability to search for a text string in a report. The search string can contain any sequence of letters and digits occurring in the report.

In this example you might want to search for the Nominal Ledger Transaction resulting from Invoice 960054. Enter "960054" into the Search field on the right of the Button Bar and press the Enter key. The first text string in the report that matches the search string will be highlighted. Press the Enter key again to find the next match.

Recalculating Reports

While a report is on screen, it may be that you change one or more of the records that contribute to the calculations. If so, you can easily update the report without closing and recreating it. Simply bring the report window to the front and select the 'Recalculate' command from the Operations menu (or use the Ctrl-Shift-R/⌘-Shift-R keyboard shortcut). This will update the report, using the same specifications. If you want to produce an updated version of the report using different specifications (e.g. you want to change the report period), select 'Reopen Report Specification' from the Operations menu (or use the Ctrl-Shift-E/⌘-Shift-E keyboard shortcut).

Drill-down

Many reports include a drill-down feature when you print them to screen. For example, when you have a Profit & Loss statement on the screen, you can click on any Account Number in the report. Subject to you having the necessary access rights, the Nominal Ledger report for the same selection and period will be opened in a separate window, listing the Transactions that contribute to the Account balance on the Profit & Loss statement. If you then click on one of the Transaction numbers in the Nominal Ledger report, the Transaction record will

open, showing all the details recorded for the event. This example is illustrated below—

Text with the drill-down feature is shown underlined in a screen report.

Attaching Reports to Records and the Personal Desktop

The Button Bar of the report window contains an [Attachments] button that allows you to attach a report to a record or to the Personal Desktop. Please refer to the 'Attachments and Personal Desktop' section below on page 197 for details.

List Window

The list window is used whenever you need to choose from a list of options, usually after you select the 'Settings', 'Maintenance', 'Reports' and 'Documents' functions. Double-click your choice in the list, or click it once with the mouse and then press the Return or Enter key.

You can use the scroll bar to find the item that you want, or you can navigate to and select an option using the keyboard if you so prefer. Type the first few characters of the name of the option you want and then press the Enter or Return key twice to confirm your choice. For example, referring to the example illustrated below and assuming 'Contact List' is the item you want, type "co" and then press the Enter or Return key to highlight 'Contact List'. Press the Enter key again to activate the report. You can also use the arrow keys on your keyboard to help with navigation.

When the list window contains a list of documents, it will also contain an Operations menu allowing you to assign a Form to each document (the Form contains the design that will be printed). This is described above on page 126.

The following example shows the list window from where you can choose a report in the Sales Ledger module.
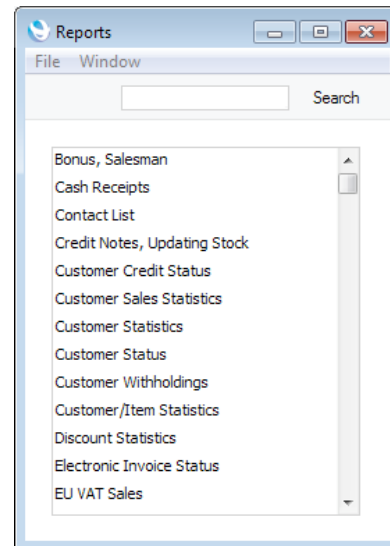
Specification Window

Specification windows allow you to specify the contents of a report or document, or how a Maintenance function is to operate. A specification window will usually appear after you have selected an option in a list window. Once you have entered the report criteria or specified how the Maintenance function is to behave, click [Run]. The example below shows the specification window for the Transaction Journal report.

File Dialogue Window

Enterprise by HansaWorld uses the standard Windows, Linux or Mac OS X file dialogue window when it requires you to select a file for import, or to give a file name to an export file.
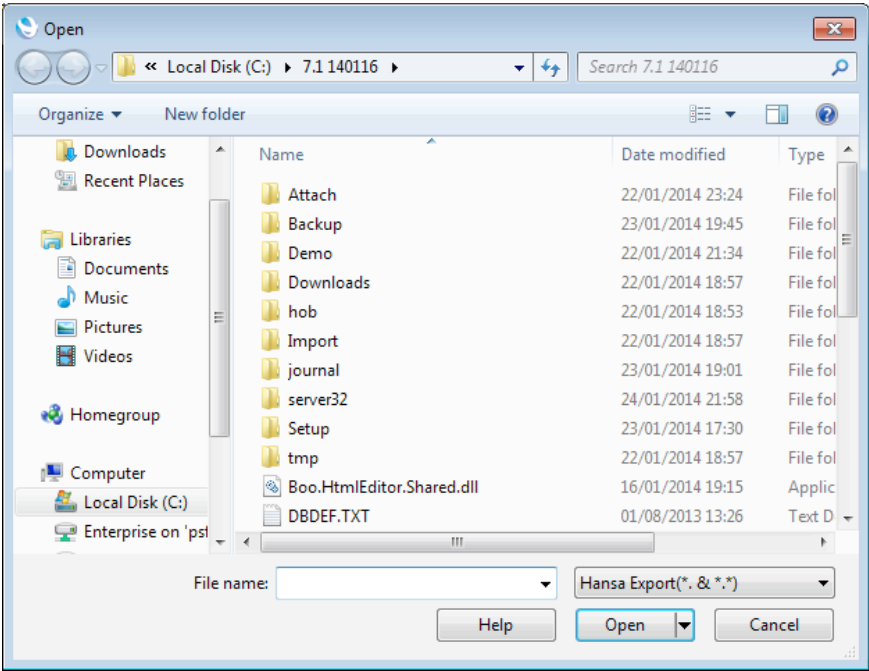
Business Communicator Window

The 'Business Communicator' window allows you to communicate with any Contact (both external and internal) using any method (e.g. telephone, mobile, Skype, SIP, email, text SMS and the chat feature built in to Enterprise by HansaWorld).

To open the 'Business Communicator' window, click the [Communicate] button in the Master Control panel—

This button can also be found in record and browse windows belonging to registers such as Activities, Invoices and Contacts where you may need to communicate with a Contact (e.g. with the Contact quoted in an Activity or Invoice). Clicking the button here will open the 'Business Communicator' window with the relevant Contact's telephone and mobile numbers, Skype Name, email address and so on shown in the Contact Methods list, ready for you to open communications.
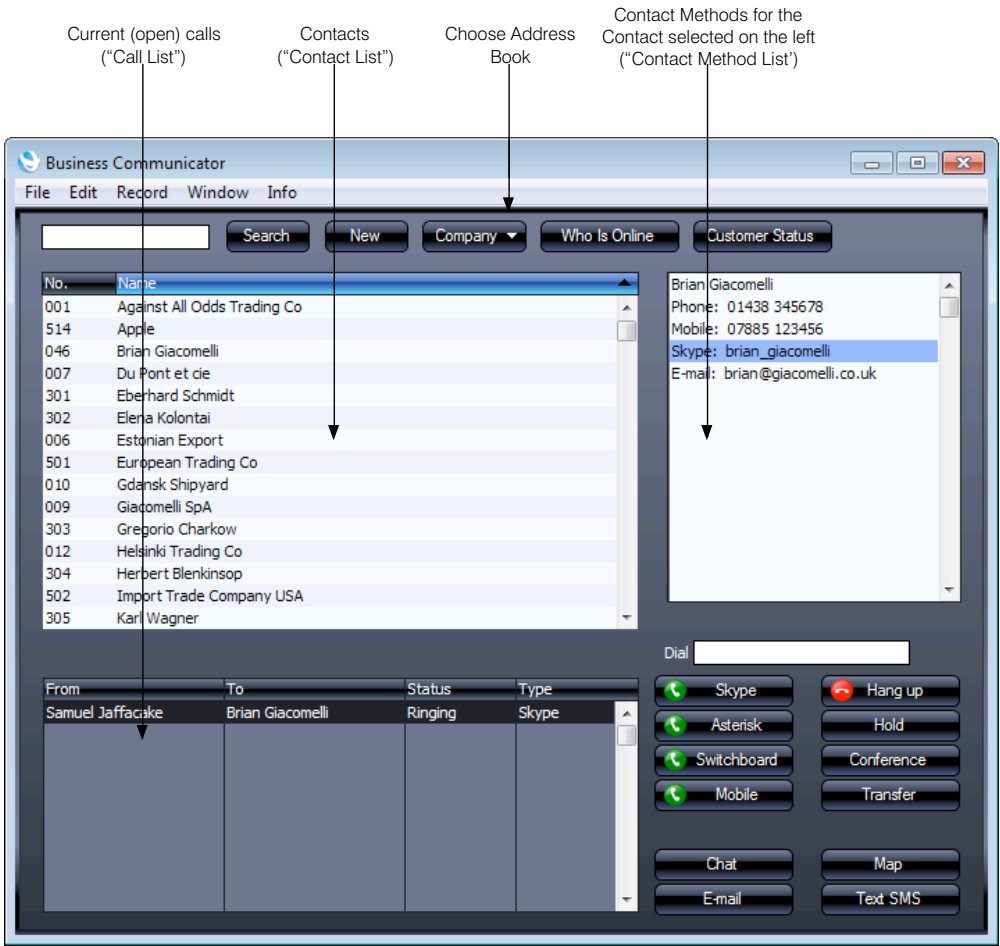
The 'Business Communicator' window contains the following sections—

The Contact List   This is a list of the records in the Contact register in your current Company.

As with all lists of records in Enterprise by HansaWorld, you can scroll through the list using the scroll bar on the right, and you can sort the list by clicking a column heading. By default, the list is sorted by Contact Name.

Use the Search field and button (above the Contact list) to find a particular Contact in the list. First, sort the list by the column that you want to use for the search. In the illustration above, for example, the list is sorted by Name allowing you to search for a particular Contact Name. Then, type the first few characters of the Name in the Search field (there is no need to click in the field before typing). Then press Enter or click [Search]. The first exact match (or, if there is no exact match, the nearest match) will be highlighted. If you are not certain of the exact spelling, use the * character as a wildcard. For example, in the illustration shown above, if you want to find a Contact named Giacomelli but are not sure of their first name, sort the list by the Name column, type "*Giacomelli" in the Search field and press the Enter key. If the first record found is not the one you want, press the Shift-Enter key combination to search again.

By default, the list shows every record in the Contact register. You can restrict the list so that it only shows your Personal Contacts. To do this, click the button marked 'Company', hold down the mouse, and choose the 'Personal' option. The button text will change to 'Personal'. Repeat the procedure to change the list back to showing every record. A Personal Contact is one where you are the Salesman, or one with your Signature in the Address Books field (on the 'User Defined' card). The Address Books field can contain the Signatures of more than one Person, separated by commas, so a Contact can be the Personal Contact of more than one Person.

To create a new Contact, click the [New] button above the list. The 'Contact: New' window will open, allowing you to enter the details of the new Contact. By default, the new Contact will be marked as a Customer. To edit an existing Contact, double-click their name in the list. Please refer to the 'Customers, Suppliers and Contact Persons' manual for full details about creating and editing Contacts.

To communicate with a Contact, click their name once in the list. The available communication methods (telephone and mobile numbers, Skype names, etc.) will be shown in the Contact Method list, described below.

The Call List

The Call list in the lower left-hand corner of the 'Business Communicator' window shows the open calls being made by everyone in your Enterprise by HansaWorld system. This same list is shown on every client. This list will help you manage calls as you will easily be able to see whether a Person is already engaged before transferring a call to them or inviting them to a conference call. You can also interrupt another Person's call by highlighting it in the list and then clicking the [Hold] or [Hang Up] buttons.

The Contact Method List

To communicate with a Contact, click their name once in the Contact list. The available communication methods (telephone and mobile numbers, Skype names, etc.) will be shown in the Contact Method list. Choose a communication method by clicking, and then click the

appropriate button below. The various communications methods are described below.

In the cases of Skype, Asterisk, Switchboard and Mobile calls, when a call is established (i.e. when the Contact answers your call and when you answer an incoming call), a new Activity will be opened, allowing you to record the details of the conversation immediately, thus adding the call to the Contact's call history. When the call ends, click the [End Activity] button in the Activity: this will bring an End Time and Cost (Time) in to the Activity and will also save the Activity. Activities are described in the 'CRM' manual.

If you have more than one Company in your database, the new Activity will usually be created in the Company in which you are currently working. The exception is when you have a Global User record in which a Main CRM Company has been specified, in which case the Activity will be created in the Main CRM Company (you must also be working in your Main CRM Company for the Activity to be created). Please refer to page 294 below for details about Global Users.

For more details about each communication method, please refer to the following sections—

Skype

To call a Contact using Skype, first open the 'Business Communicator' window as described above on page 159. Click on the Contact in the Contact list and then—

- To make a Skype-to-Skype call, click on their Skype Name in the Contact Method list and then click the [Skype] button.

- To make a SkypeOut call, click on their telephone or mobile number in the Contact Method list (or enter a number in the Dial field) and then click the [Skype] button.

- To open the Skype Chat window, click on their Skype Name in the Contact Method list and then click the [Chat] button.

You can end Skype-to-Skype and SkypeOut calls either in the Skype application itself or by clicking on the call in the Call list in the 'Business Communicator' window and then clicking the [Hang up] button.

You can use the [Skype] button to answer an incoming Skype-to-Skype call, as well as doing so in Skype itself. If you already have an open call, it will be put on hold when you click the [Skype] button to answer the new call.

Communication using Skype requires the following—

- The Skype application must be running.

- You must have allowed Enterprise by HansaWorld to use Skype. This is described in the 'Interaction with Skype' section above on page 46.

- To make a SkypeOut call, you must have Skype credits.

- When you make a SkypeOut call, the format of the number you are calling must be as described in the 'Contact Numbers' section below on page 177.

- You should have a record in the Contact register containing your Skype user name.

  Connect this Contact record to your Person or Global User record using the Contact Code field on the 'Access' card. Please refer to the following pages below for more details about this process: 286 (Named Users); 291 (Concurrent Users); or 294 (Global Users).

Asterisk

Asterisk is switchboard software that runs on computers using Linux and other operating systems. It is an open-source software project that is available for anybody to download and install without charge. It supports the SIP standard for connecting to IP-based telephones (e.g. softphones such as EyeBeam and X-Lite, hardphones from Cisco and other vendors, Nokia E-series cellphones with built-in SIP softphone etc.). Enterprise by HansaWorld integrates with the Asterisk switchboard, not the actual telephone.

To call a Contact through an Asterisk-based switchboard, first open the 'Business Communicator' window as described above on page 159. Click on the Contact in the Contact list and then click on their telephone or mobile number in the Contact Method list (you cannot call a SIP address using Asterisk). Alternatively, enter a telephone number in the Dial field. Then, click the [Asterisk] button.

A call will be established between you and the Contact. First, your SIP client (softphone (e.g. EyeBeam, X-Lite) or hardphone) will ring. When you answer, the Contact's telephone will ring.

You cannot use the [Asterisk] button to answer an incoming Asterisk call. You can only do this using your soft- or hardphone.

Communication through an Asterisk-based switchboard requires the following—

- You must have configured your Enterprise by HansaWorld database to communicate through an Asterisk-based switchboard, as described immediately below.

- You must have a softphone application (e.g. EyeBeam, X-Lite) running and logged in to your Asterisk server, or a hardphone (e.g. USB telephone) correctly connected and logged in.

To configure your Enterprise by HansaWorld database to communicate through an Asterisk-based switchboard, follow these steps—

1. Ensure the Asterisk Management Interface has been enabled on your Asterisk server, and that a context named "HansaWorld" has been configured.

2. Log in to your Enterprise by HansaWorld system as a system administrator with access to the Technics module, as described below on page 286.

3. Open the Configuration setting in the System module and make sure that the Asterisk Gateway option on the 'Technical' card is checked.

4. Open the PBX Connections setting in the Technics module and create a new record—

Enter the following details to allow your Enterprise by HansaWorld server to log in to your Asterisk server(s) automatically—

Code Enter a unique code for the PBX Connection record.

Type **Paste Special** Choices of possible entries

Choose the relevant version of your Asterisk server using 'Paste Special'.

Host Enter the address of the Asterisk server. This can be its IP address or its domain name (e.g. sip.companyname.com).

Port Enter the port number used by the Asterisk Management Interface on the Asterisk server. Quite often, this will be 5038.

Username, Password

Enter the login details of the administrator account for the Asterisk Management Interface. This account needs to have sufficient access to be able to monitor what's happening on the server, and to be able to "originate" calls.

Save the PBX Connection record and then restart the Enterprise by HansaWorld server application. After restarting, it will connect to the Asterisk server(s).

5. For each member of staff, create records in the Contact register containing their SIP user names.

The format of these user names must follow the model you used in the Host field in the PBX Connection record in step 3. For example, if you entered the domain name of the Asterisk server in the Host field, each user name should use the format username@sip.companyname.com. If you entered the server's IP address in the Host field, include the IP address in each user name instead of the domain name (e.g. username@123.123.123.123).

The user names must be registered in the relevant Asterisk server.

The Contact records should also contain extension numbers that other members of staff can call within the Asterisk server.

Connect these Contact records to the relevant Person or Global User records using the Contact Code field on the 'Access' card. Please refer to the following pages below for more details about this process: 286 (Named Users); 291 (Concurrent Users); or 294 (Global Users).

If the SIP user name is changed in a Contact record, the relevant member of staff should log out of Enterprise by HansaWorld and log in again for the change to take effect.

6.   The next step is to ensure incoming calls can be identified correctly so that they can be matched to numbers that are already in the database. For this matching process to be successful, the format of the originating telephone or mobile numbers of incoming calls must be the same as that of numbers in the database. Follow these steps—

   i.   Log in again as a system administrator with access to the Technics module, open the record in the PBX Connections setting and go to the 'Location Settings' card—

Enterprise by HansaWorld will use the information in these fields to identify the originating telephone numbers of each incoming call made to each Asterisk server. After identification, it will use the Normalized Phone Numbers setting (step iii below) to attempt to match the telephone number to a record in the Contact register, and to open an Activity for that Contact.

International Dial Prefix

Specify the international dialling code that must be dialled from the country where the Asterisk server is located. In Europe, this will be 00.

Country Code   Specify the country code of the country where the Asterisk server is located. For example, if the Asterisk server is located in the UK, this will be 44.

Default Area Code   Specify the local area code of the area where the Asterisk server is located. This is only required in countries where you do not need to dial the area code when you are calling numbers in the same area. This is the case in the UK and Sweden.

Skip Digit for International Calls

If the Asterisk server is located in a country where the first digit of telephone numbers is not dialled by incoming international callers, specify that digit here. For example, if the Asterisk server is located in the UK, this will be 0.

For example, if the Asterisk server is in London and receives a call from the London number 3222 1234, the effect of these fields will be to add the international dialling prefix, the country code and the area code less skip digit to produce 00442032221234. If it receives a call from the Reading number 0118 222 1234, the effect of these fields will be to add the international dialling prefix and the country code and to remove the skip digit, producing 00441182221234.

ii.   Having ensured that incoming numbers all use the same format, you should now ensure the Contact numbers in the database also use the same format, so that they can be matched up. To do this, you will use the Telephony Settings setting.

Note that records in the PBX Connections setting are stored in Company 0, a partition of the database that stores information at database level (i.e. information that is available to every Company). Connecting to an Asterisk server and receiving and identifying incoming calls from that server are database level operations. This means you only need configure dialling information in the PBX Connections setting once, and you can do so working in any Company. However, if you have more than one Company, you will need to configure the Telephony Settings setting separately in every Company. This allows for the possibility that different Companies might represent departments in different parts of the country (with different area codes) or even in different countries.

In each Company, open the Telephony Settings setting in the CRM module—
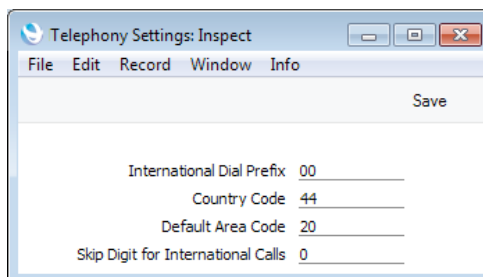
In configuring the Telephony Settings setting, bear in mind the telephone and mobile numbers that are already in the database, and also think about how users will enter telephone and mobile numbers in the future. For example, numbers local to the Company may have been entered without area codes. So, while the location of the Asterisk server will determine what you entered in the SIP Servers setting, the location of the Company will determine the country and area codes here.

Do not include the Skip Digit in the Default Area Code. For example, if the area code is 020 for London or 0118 for Reading, enter 20 (as shown in the illustration) or 118 respectively.

iii. If you already have Contacts in your database, you should now ensure that their telephone and mobile numbers are in the correct format. You can do this by running the 'Rebuild Number Recognition Register' Maintenance function. This will not change the numbers in the Contact records themselves. Instead, it will use the Telephony Settings setting to convert all numbers to the correct format and save them in a central setting in Company 0 known as the Normalized Phone Numbers setting.

To run this function, ensure you are in the CRM module, click the [Routines] button in the Master Control panel and then the [Maintenance] button in the 'Routines' window. Double-click 'Rebuild Number Recognition Register' in the subsequent list. The following window appears—
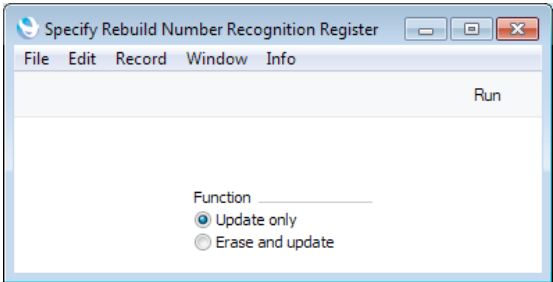
Choose the Erase and Update option and click the [Run] button. All numbers (i.e. telephone, mobile, alt phone and fax numbers) in the Contact register will be converted to the correct format and saved in the Normalized Phone Numbers setting. Skype Names will also be saved in the setting, but without any processing. You can open the setting from the CRM module if you need to see its contents—
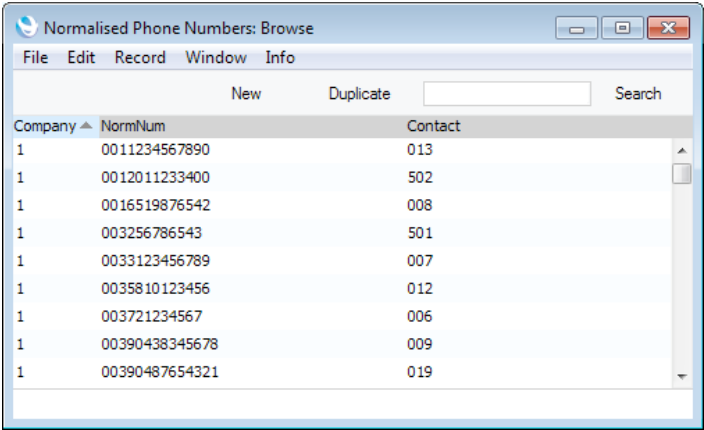
If a Contact for example has the London number 020 3222 1234 in the Contact register, the effect of the Maintenance function will be to add the international dialling prefix, the country code and the area code less skip digit to produce 00442032221234. This will match the incoming number described above in step 5 i. When you receive an incoming call from this number, Enterprise by HansaWorld will find it in the Normalized Phone Numbers setting and match it to a record in the Contact register using the Contact Number. The Contact Name will then be shown in the Call list in the 'Business Communicator' window. When you answer the call, a new Activity will be created with the correct Contact Number and Name.

You only need run the 'Rebuild Number Recognition Register' function once, to make sure the Normalized Phone Numbers setting contains numbers for the Contacts already in your database. As you add new records to the Contact register or modify existing ones, the Normalized Phone Numbers setting will be updated automatically. However, if you make a change in the Telephony Settings setting or to the dialling information in the relevant record in the PBX Connections setting, you should run the 'Rebuild Number Recognition Register' function again. This will update the format of the records already in the Normalized Phone Numbers setting.

If you have more than one Company in your database, you need to configure the Telephony Settings setting separately in each Company, but you only need run the 'Rebuild Number Recognition Register' function once, from any Company. All numbers in every Company will be reformatted and copied to the Normalized Phone Numbers setting.

iv. Periodically, you should use the List Invalid Phone Numbers report in the CRM module to list telephone and mobile numbers containing illegal characters. If you print the report to screen, you can drill down to each Contact to make the correction. You should do this separately in each Company.

TAPI (Microsoft Telephony API)

The TAPI gateway allows Enterprise by HansaWorld to connect to a switchboard via the Microsoft Telephony API (TAPI).

To call a Contact using this method, first open the 'Business Communicator' window as described above on page 159. Click on the Contact in the Contact list and then click on their telephone or mobile number in the Contact Method list. Alternatively, enter a number in the Dial field. Then, click the [Switchboard] button. The number must be one that can be understood by the switchboard: for example, if you need to dial 9 to get an outside line, include 9 in the number. This means including 9 in every telephone and mobile number in the Contact register.

A call will be established between you and the Contact. First, your telephone (i.e. the telephone with the extension number in your Contact record) will ring. When you answer, the Contact's telephone will ring.

Communication through a switchboard via TAPI requires a HansaWorld TAPI software gateway, which must be on a Windows computer. This can be your Enterprise by HansaWorld server (an "internal" gateway) or a separate machine (an "external" gateway). This computer will usually need to be connected to the switchboard by a USB or RS232 cable, although some switchboards support TCP/IP connections. The switchboard must have "TAPI 2.1 (or later) with third-party support" enabled. This will allow the TAPI gateway to initiate new calls and monitor existing ones for every extension. Without third-party support, the gateway would only be able to do this for one specific user.

The provider of your switchboard will have supplied a TAPI Telephone Service Provider (driver) that must be installed on the internal or external gateway machine. To install this new driver and to see those already installed, open the Phone and Modem Options control panel in Windows and go to the 'Advanced' card.

To use an internal gateway, your server must be a Windows machine. To configure the gateway, follow these steps—

1. Log in to your Enterprise by HansaWorld system as a system administrator with access to the Technics module, as described below on page 286.

2. Open the TAPI Gateway setting in the Technics module—
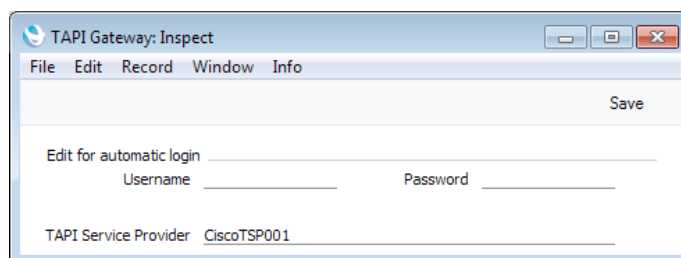
In the TAPI Service Provider field, use 'Paste Special' to specify the service provider of your TAPI service. 'Paste Special' will list the Telephone Service Providers (drivers) installed in Windows. If your TAPI driver is not included in the 'Paste Special' list, the probable reason is that "TAPI 2.1 (or later) with third-party support" has not been enabled on your switchboard. Alternatively, the driver might not be supported by the switchboard. Please refer to the provider of your switchboard for more assistance.

Leave the Username and Password empty.

3. Open the Configuration setting in the System module and make sure that the TAPI Gateway option on the 'Technical' card is checked.

4. Restart the server.

5. Create records in the Contact register for each member of staff, with the Extension field in each one containing the relevant extension number. Connect these Contact records to the relevant Person or Global User records using the Contact Code field on the 'Access' card. Please refer to the following pages below for more details about this process: 286 (Named Users); 291 (Concurrent Users); or 294 (Global Users).

If you will use an external gateway, the gateway machine must be a Windows machine that is able to connect to your main data server. It is not necessary for the gateway machine to have an interface. The following configuration options are available—

• If the gateway machine has a graphical interface and is accessible, you can install both the GUI and "slave" versions of the application in the same folder on the gateway. Use the GUI application to carry out the configuration work. When this is complete, close the GUI application and start the slave application. Because both applications are in the same folder, they will both automatically open the same database.

• If the gateway machine does not have a graphical interface and/or is not accessible (e.g. it is in a different building), you should install the "slave" version of the application on it through a remote desktop connection. Use the GUI application on a local client machine to carry out the configuration work. When this is complete, copy the database (named "HANSA.HDB") to the folder on the gateway containing the slave application. Then, remove the database from the local client machine or at least move it out of the folder containing the GUI application. This will prevent the possibility of saving data in the wrong database. Finally, start the slave application on the gateway remotely.

The slave version of the application is a client that does not have an interface. You can control it using a command line interface. It is included in the Enterprise by HansaWorld server installer package, so run this installer on the machine where the slave is needed.

In more detail, follow these steps to configure an external gateway—

i. Log in to your main Enterprise by HansaWorld system. If you have several Companies in your database, log in to the first Company.

ii. Go to the System module and create an Access Group that only has Full access to the TAPI Gateway module—

Access Groups are described in more detail below on page 281.

iii. Remaining in the System module, create a record in the Person register (i.e. a User Account) that will allow the external gateway to log in. This Person should belong to the Access Group that you created in the previous step, and the Start Access Level should be No Access—

It is recommended that you select Password Never Expires for this Person. If you have used the Password Security setting in the System module to enforce periodic password changes, you will also need to change the password for the gateway user periodically. However, as the gateway user does not have access to the Technics module, it will not be possible to change the password in the TAPI Gateway setting (step ix below).

On saving the Person record and returning to the 'Persons: Browse' window, remember to specify a Password. If the Person is a Named User, remember to create a Mailbox as well.

User Accounts are described in more detail below on page 281.

iv. Create records in the Contact register for each member of staff, containing their extension numbers. Connect these Contact records to the relevant Person or Global User records using the Contact Code field on the 'Access' card. Please refer to the following pages below for more details about this process: 286 (Named Users); 291 (Concurrent Users); or 294 (Global Users).

v. Change to the gateway machine. If this machine has a graphical interface and is accessible, install the standard Windows .NET client application (with graphical user interface) as described above on page 22. If you will be using the slave application to run the gateway, install this as well in the same directory using the server installer package. Launch the GUI application.

If the gateway machine does not have a graphical interface and/or is not accessible (e.g. it is in a different building), you should work on a normal local machine to create the gateway database, which you will then copy to the gateway machine when the configuration work is complete. On the local machine, ensure there is no "HANSA.HDB" file in the directory containing the Enterprise by HansaWorld client application and launch the application. A new database will be created.

vi.   In both cases, when the 'Welcome to Enterprise by HansaWorld' window appears, click the [Single User Database] button.

vii. In the 'Enter Company Name' window, enter the Company Name of the Company on the main server in which you were working in steps i-iii above. Click the [Next] button.

viii, In the 'Create User' window, enter the Signature, Name and Password of the Person you created in step iii.

ix.   Open the TAPI Gateway setting in the Technics module. Specify the service provider of your TAPI service as described in step 2 of the internal gateway configuration instructions above. In the Username and Password fields, enter again the Signature and Password of the Person you created in step iii.
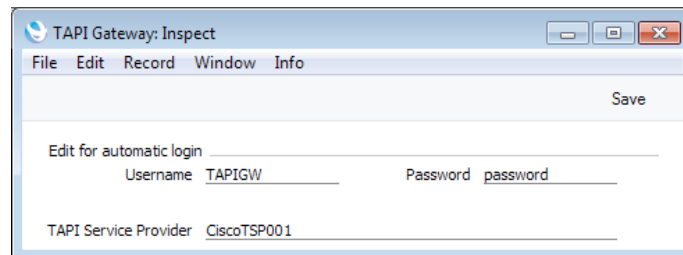
This setting is stored in the gateway database, not the main server database. So, you can only edit it by working on the gateway machine.

x.   Open the Configuration setting in the System module and make sure that the TAPI Gateway option on the 'Technical' card is checked.

xi.   Return to the 'Companies: Inspect' inspect window by opening the Company register in the System module or by clicking the [Company] button in the Master Control panel and selecting 'Open Companies Setting' from the Operations menu. Enter the IP address of the main server. In the Port field, enter the Server Port entered in the Program Mode register in the Technics module in the main database (illustrated above on page 65). By default, this will be 1200. If necessary, specify your Encryption Key on flip B. When you click the [Save] button, the application will quit automatically. When it restarts, quit again.

xii. If you were not working on the gateway machine for steps v-xi, connect to it through a remote desktop connection and install the slave application on it using the server installer package. Copy the database (named "HANSA.HDB") from the machine you were working on to the directory on the gateway machine containing the slave application. Then, remove the database from the client machine you were working on, or at least move it out of the folder containing the GUI application.

xiii. The slave application will have a name that uses the format "Enterprise Server 7.X YYYY-MM-DD Slave.exe". If you will control the slave application

using the command line, you may want to change this name to something simpler, such "Enterprise-Slave".

xiv. Start the slave version of the application using the following method—

    a. Use Notepad or a similar text editing program to create a text file named "parameters.txt" file as described above on page 30. Save this file in the directory containing the slave application. This file should contain this parameter as a single line of text—

        --gateway

    You can also add a second parameter if you need full logging information to be recorded—

        --verbosity=debug-detailed

    This second parameter can be on the same line in the "parameters.txt" file as the first, or on a separate line.

    b. Launch the slave application by double-clicking, or by opening the Command Prompt, navigating to the directory containing the slave application and typing—

        enterprise-slave

    (where "enterprise-slave" is the name of the slave application).

The slave application will log in to your Enterprise by HansaWorld server automatically using the log in details contained in the Company register and the TAPI Gateway setting. Check the log file on the server machine to make sure the TAPI Gateway user has logged in.

xv. If you need to close the gateway, bring the Command Prompt window to the front and press the Ctrl-C key combination.

Mobile Phone

To call a Contact via your mobile phone, first open the 'Business Communicator' window as described above on page 159. Click on the Contact in the Contact list and then click on their telephone or mobile number in the Contact Method list. Alternatively, enter a number in the Dial field. Then, click the [Mobile] button. Your mobile phone will be activated, and a call will be established between you and the Contact, so the Contact's telephone will ring immediately. You can end the call from the phone or by highlighting the call in the Call list in the 'Business Communicator' window and clicking the [Hang up] button.

Calling a Contact via your mobile phone requires the following—

• You must be using the Business Communicator for Handsets option in the Program Mode register in the Technics module, and you must have specified a Handset Port in the same register.

• You must have the HansaWorld Business Communicator For Handsets application installed on your mobile phone, which must be a Symbian S60 3rd edition device. The application must be running and you must have logged in to your Enterprise by HansaWorld server using your usual Signature and Password. This requires you to have entered the IP address of the server and the Handset Port from the previous step in the Company register on the device.

Text (SMS) Messages

To send a Text (SMS) message, first open the 'Business Communicator' window as described above on page 159. Click on a Contact in the Contact list and then click the [Text SMS] button. The 'Text SMS' window opens—

The Contact's mobile number will appear in the Phone field. If the 'Text SMS: New' window doesn't open, the probable reason will be that the Contact doesn't have a mobile number.

Enter the message in the Text field and click the [Save] button. Your Signature will appear in the Person field, your mobile number will appear in the From Phone field and the Sent box will be marked automatically, signifying that the message has been sent.

The Person field in the Text SMS record will take your Signature from your Person record. Your mobile number in the From Phone field will be chosen as follows—

1. The Mobile Number in your record in the Contact register will be used. Your record in the Contact register is the one quoted in the Contact Code field on the 'Access' card of your Global User or Person record;

2. If you do not have a record in the Contact register, or this record does not have a mobile phone number, it will be taken from the Phone 1 or Phone 2 fields (in that order) in your Person record.

If you have access to more than one Company, you therefore need the following, depending on the circumstances—

•   If you have access to more than one Company through Person records in each Company, the Phone 1 or Phone 2 fields in those Person records can supply your mobile number to each Text SMS record. This can also be

supplied from records in the Contact register in each Company, connected to each Person record using the Contact Code field on the 'Access' card.

- If you have access to more than one Company through a Global User record, you need a Person record in each Company from which you will send Text (SMS) messages, to supply your Signature and mobile number to the Text SMS records. If you also have a record in the Contact register in each Company, these records will instead supply the mobile number to the Text SMS records. Each of these Contact records must have the same Contact Number. Enter this Contact Number in the Contact Code field on the 'Access' card of your Global User record. Please refer to page 294 below for details about Global Users.

Sending a Text (SMS) message also requires the following—

- The format of the mobile number to which you are sending the Text (SMS) message must be as described in the 'Contact Numbers' section below on page 177.

- Sending Text (SMS) messages is a chargeable Cloud Service. To use it, you must have registered your database using the Automatic Internet Enabler method, as described above on page 67. Please contact your local HansaWorld representative to sign up for the service and for pricing details.

Email

To send an e-mail, first open the 'Business Communicator' window as described above on page 159. Click on the Contact's email address in the Contact Method list and then click the [e-mail] button. By default, a new Mail will be created, with the Contact's email address as the To Address. Please refer to the 'Mail' manual for details about sending Mails. However, if you are using the Use External Mail Software option in the Mail and Conference Settings setting in the E-mail and Conferences module and you are also using Windows on your client machine, your default mail application (e.g. Eudora, Outlook, etc) will be opened and a new mail will be created, addressed to the Contact's email address.

Sending an email requires the following—

- If you are not using the Use External Mail Software option and/or you are not using Windows, your Enterprise by HansaWorld system must be configured to send external mail, and you must have a Mailbox. Please refer to the 'Mail' manual for details.

- If you are using the Use External Mail Software option and you are also using Windows, you must have a mail application fully installed and declared to be your default mail application. If this is not the case, the [e-mail] button in the 'Business Communicator' window will behave as if you are not using the Use External Mail Software option (i.e. a new Mail inside Enterprise by HansaWorld will be created).

Managing Calls

The 'Business Communicator' window offers you various tools that you can use to manage your calls—

- To put a call on hold, highlight it in the Call list and click the [Hold] button. To continue with the call, highlight it again and click the [Hold] button once more. If another call is in progress, it will be put on hold automatically. You can use the [Hold] button with Skype, Asterisk and Switchboard calls.

- To transfer a call, first highlight it in the Call list and click the [Hold] button. Then find and highlight the person to whom you want to transfer the call in the Contact list and then click the appropriate number or address in the Contact Method list (for example, if you are transferring a Skype call, click the person's Skype name in the Contact Method list). Finally, click the [Transfer] button. Note that you cannot transfer Skype calls that you initiated. You can only transfer Skype calls that you received.

  Remember that the Contact list is a list of records in the Contact register. Therefore, to transfer a call to another member of staff, that member of staff must have their own record in the Contact register, and this record must be connected to their Global User or Person record using the Contact Code field on the 'Access' card. If you have more than one Company in your database, the Contact list will list the records in the Contact register in the Company you are currently working in.

- To open a conference call (a call with more than two participants), follow these steps—

  1. Make or receive a call.

  2. Put the call on hold.

  3. Make or receive a second call.

  4. Click the [Conference] button.

  If all calls are on hold, the conference call will not start: you must have one call in progress to open the conference call.

  You can use the [Conference] button with calls of all types except Mobile.

Communicating with other Users in your Enterprise by HansaWorld system

You can communicate with other users in your Enterprise by HansaWorld system. Open the 'Business Communicator' window as described above on page 159 and click the [Who Is Online] button. This will print a report to screen listing the users currently logged in (only users with Mailboxes will be listed, but the list will include users logged in to every Company if you have more than one). Click a user's name in the list, and then choose whether you want to communicate with them using Skype-to-Skype, SkypeOut, email, text (SMS) or the chat feature built in to Enterprise by HansaWorld. The chat feature is described in the 'Mail' manual.

Producing a Map showing the Location of a Contact

To see a map showing a Contact's location, open the 'Business Communicator' window as described above on page 159. Click on the Contact in the Contact list, then click the [Map] button. A new browser window will open in your default browser, using bing.com/maps and the address information in the Contact record to show you where the Contact is. This feature is limited to the countries supported by bing.com/maps. In the UK and US, this feature requires Contact addresses to be entered as follows—

- Field 1: Street address and number
- Field 3: City
- Field 4: State/Province/County (optional)
- Field 5: ZIP Code/Postcode

In other countries, Contact addresses should be entered as follows—

- Field 1: Street address and number
- Field 3: ZIP Code/Postcode
- Field 4: City

Contact Numbers

To call a Contact from the 'Business Communicator' window, you should have entered their telephone or mobile number as follows—

- The only legal characters are numbers, spaces, dashes and the + sign. Do not use full stops or brackets, and do not use alpha characters (e.g. do not place text such as "home" or "work" after telephone numbers.

- Enter all numbers as international numbers. You can place + or 00 at the beginning of a number, but + is to be preferred as it is the standard method of signifying international numbers and will not change.

International numbers are required to send Text (SMS) messages. SkypeOut calls made from Mac OS X require country codes, but they are not necessary on Windows. The format of telephone numbers required for outgoing calls through Asterisk and TAPI depends on the individual server and gateway. However, as described in the 'Asterisk' section above on page 162, you should use a consistent format so that incoming calls will be identified correctly.

You can use the List Invalid Phone Numbers report in the CRM module to list telephone and mobile numbers containing illegal characters. If you print the report to screen, you can drill down to each Contact to make the correction.

Menus
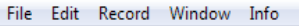
The Menu Bar

Select menus by pulling them down with the mouse in the normal way. Where appropriate, keyboard shortcuts are shown to the right of the menu items. Some commands are also available as icons in the Button Bar and Master Control panel.

Not all menu items are available at all times. Disabled items are grey or dimmed.

File Menu

The File menu contains commands that you can use to open the Master Control panel, print documents and reports and, on some platforms, quit the program. Some of these commands also have keyboard shortcuts, shown to the right of each command in the menu, e.g. Ctrl-P (Windows and Linux) or ⌘-P (Mac OS X) for 'Print'. These shortcuts are shown in the illustrations above: the Windows version is on the left, the Mac OS X version on the right.

Master Control

This function brings the Master Control panel to the front. This will be necessary if you wish to use the Enterprise by HansaWorld Mail functions or run a Maintenance function as the Master Control panel provides the only means of accessing these.

Page Setup

This function is available when the active (top) window on the screen contains a list of reports or documents.

When you print a report or document, one copy is usually produced, using a standard page size. If you need to print more than one copy, or to use a non-standard page size or magnification, highlight the desired report or document in the list and then select 'Page Setup' from the File menu to make these changes. Once you have done this, double-click the item in the list to carry on with the printing process.

You can set the number of copies, page size and/or magnification individually for each document or report. These settings will remain in place for a particular document or report until you choose 'Page Setup' for that document or report once again.

You can also use this function to choose the printer on which the report or document is to be printed.

Print

This function is available when the active (top) window on the screen contains something that can be printed (a screen report or a record that has a connected document).

When you select 'Print', the record or the report is printed directly to the selected printer.

An alternative to using this function is to click the Printer icon in the Button Bar of the active window.

Send Fax

This function allows you to send faxes via PamFax.

To configure this feature, follow these steps—

1. Create a PamFax account at http://www.pamfax.biz/en/.

2. Open the Fax Settings setting in the Technics module and enter the following information—

Username   Enter your PamFax user name.

Password   Enter your PamFax password.

PamFax server   Choose an option as follows—

    Local   Choose this option if you have a fax server set up on your computer.

    Live   Choose this option when you are ready to send faxes.

    Sandbox   This option allows you to send test faxes using the PamFax sandbox feature.

3. Ensure you have specified fax numbers in your Contact records. When you send a fax, the fax number will be taken from the relevant Contact record. If you try to send a fax to a Contact that does not have a fax number, a dialogue box will open, allowing you to insert one.

4. Open a printable record (i.e. a record with Print and Preview icons, with a document defined, such as an Invoice). To send it by fax, select 'Send Fax' from the File menu. Please refer to page 126 above for details about defining documents.

    The fax will be sent to the relevant fax number via PamFax. You will be able to see the progress of the fax in the PamFax environment.

Stop Auto Login

When you create the first user in a new database and log in as that user, you will be asked if you want Enterprise by HansaWorld to remember your password, so that you do not have to enter it yourself each time you log in.
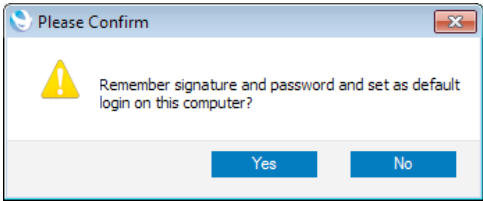
If you choose not to have your password remembered, this will cause the Don't ask for Storing Auto Login Information option in the Login Options setting in the User Settings module to be turned on. The options in this setting are specific to the client machine you are using. Your password will not be remembered, and you will not be asked again if you change your password. If at any time you decide you would like your password remembered, turn off this option and log in again.

If you choose to have your password remembered, you will be logged in automatically each time you start Enterprise by HansaWorld on the same client machine, although you will still need to choose a Company if you have more than one. Each time you change your password, the first time you log in using a new one you will be asked if you want it to be remembered. If you decide you no longer want your password to be remembered, you can proceed in two ways. Choosing 'Stop Auto Login' from the File menu will turn off the feature temporarily: the next time you log in, you will be asked once again if you want your password to be remembered. Turning off the Don't ask for Storing Auto Login Information option in the Login Options setting will turn off the feature more permanently.

Quit

Quits Enterprise by HansaWorld. Remember to take a safety back-up of your work before you quit!

Mac OS X users can find the 'Quit' command on the Enterprise menu.

Edit Menu

You will usually use the commands on this menu when you are working with the contents of individual fields. If you wish to copy or delete entire records, you should instead use the commands on the Record menu. For each command on the Edit menu there is a keyboard shortcut, e.g. Ctrl-Z (Windows and Linux) or ⌘-Z (Mac OS X) for 'Undo'. These shortcuts are shown in the illustrations above: the Windows version is on the left, the Mac OS X version on the right.

Undo

Select 'Undo' to undo your last action.

There are a few actions in Enterprise by HansaWorld that you cannot undo, e.g. deleting a record using the 'Delete' command on the Record menu or removing an Attachment using the 'Clear' command on the Edit menu.

Cut

'Cut' removes the data you have selected (highlighted) and puts a copy in the Clipboard. The Clipboard is a special part of the computer's memory that temporarily stores a single piece of data. You can then insert ('Paste') this data somewhere else, as many times as necessary, until you 'Cut' or 'Copy' something else. That will replace the old contents in the Clipboard.

In certain fields, e.g. the Account Number fields in a Transaction that has already been saved, you may not remove the data, and thus cannot use 'Cut'. If you want to copy the contents of such a field, use the 'Copy' command instead.

Copy

Use 'Copy' to copy text or numbers from one field to another without removing the data from the original field. The copy is put in the Clipboard. Then you can 'Paste' the copy in as many other locations as required. The copy remains in the Clipboard until you 'Cut' or 'Copy' something else.

Note that you can only use 'Copy' (and 'Cut') to copy text from a single field at a time. If you want to copy a whole record in a file, use the 'Duplicate' command on the Record menu (or the [Duplicate] button in the Button Bar).

Paste

This command allows you to insert into a field text or a value that that you have previously 'Cut' or 'Copied' to the Clipboard. If you highlight several characters in the destination field before 'Pasting', the selected text will be replaced by the contents of the Clipboard.

Clear

'Clear' removes the characters you have selected (highlighted) without copying them to the Clipboard.

The 'Clear' command removes text or values within a single field. If you wish to remove an entire record, use the 'Delete' command on the Record menu.

Select All

Use this command to select the entire contents of a field. You can use it when you are editing a field and want to replace the whole contents with new data.

Select Row

You can use this command in record windows that contain rows of information, divided into separate columns, for example the Invoice and Transaction windows. It allows you to select a whole row. When you choose 'Select Row', the row in which the cursor is placed is selected. Clicking the row number (on the left) has the same effect.

Record Menu

The Record menu contains the necessary commands to open, enter, change and delete the records in the different registers.

Almost all these commands can also be executed using the buttons in the Button Bar. In addition, there are keyboard shortcuts available for most of them. Commands that cannot be used at a certain point are dimmed in the menu.

! ***You cannot use 'Undo' to reverse Record menu commands.***

Next

- When you work in a **record window**, showing an individual record in a register, 'Next' will take you forward to the next record in that register.

  It will also save all changes you have made in the record you have just left.

  In this situation, the 'Next' command has the same effect as clicking the [Next Record] button in the Button Bar.

- When you work in a **browse window**, 'Next' will scroll the list down one page.

- When you work with a **Report**, 'Next' will scroll to the next page of the report.

Previous

This command works in the same way as 'Next', but moves backwards instead of forwards. As with 'Next', when working in a record window, 'Previous' saves all changes you have made in the record you are leaving.

In record windows, the 'Previous' command has the same effect as clicking the [Previous Record] button in the Button Bar.

Save

This command is equivalent to pressing the [Save] and [Run] buttons in the Button Bar (depending on context). When you use this command in a record window, it saves all changes to the record you are creating or editing. When you

use it in a browse window, it opens the selected (highlighted) record for editing. In a specification window, it prints the report or document or activates the Maintenance function.

Cancel

Closes the record on screen without saving any changes. It is equivalent to the [Cancel] button in the Button Bar.

You can also close windows of all types using the close box or Ctrl-F4 (Windows and Linux) or ⌘-W (Mac OS X). When using these methods, you will be asked if you wish to save changes.

New

Use this command when you need to create a new record. You can only use it after you have opened a register using the one of the buttons in the bottom row of the Master Control panel or the equivalent keyboard shortcut.

This function opens a blank window into which you can enter the new record. If you click [Save], the record will be saved into the register concerned. If you click [New] again, the record will be saved and a new blank window opened, enabling you to enter another new record in the same register. If you click [Cancel], the record will be closed but not saved.

Duplicate

This function creates a new record by duplicating an existing one. The duplicate will be opened in a window marked 'New'. In many cases, dates in the new record will be changed to show the current date.

You can duplicate a record either from a record window containing the record to be duplicated, or from a browse window in which you have highlighted the record to be duplicated by clicking with the mouse.

Delete

Use this command to delete, i.e. remove, an existing record. The record must be of a type that you can remove - you cannot remove records such as Invoices and Nominal Ledger Transactions once completed, and you cannot remove Customers or Items once you have used them in Invoices or in stock transactions. You must open a record in the record window to be able to delete it. The only exception to this rule is that you must delete Mails from the browse window.

When you delete a record, the next record in the register is displayed.

!   ***Remember that you cannot undo the deletion of a record.***

When you use the 'Delete' command, you are usually not asked if you are sure you want to go ahead with the deletion. If you would like such a warning to appear, switch on the Prompt When Deleting option in the Local Machine setting in the User Settings module. In a multi-user system, you will need to choose this option separately on each client machine.

In multi-user systems, you can prevent certain users from deleting records using Access Groups (by denying access to the 'Delete Records' and/or 'Deleting Records from Shared Registers' Actions). Please refer to page 281 below for details about Access Groups, and page 194 for details about Shared Registers.

Invalidate

You can use this function when an Invoice or Purchase Invoice is open in a record window, when you need to remove an Invoice from the Sales Ledger or a Purchase Invoice from the Purchase Ledger. Any associated Nominal Ledger Transaction will be removed from the Nominal Ledger as well. An invalidated Invoice is easily distinguished because all fields have red lines drawn through them, as illustrated below. You can invalidate many other records including Payments, Goods Receipts, Cash Transactions, Asset Disposals, Activities, Expenses and Personnel Payments in the same way.

In the case of Sales Invoices, the function is designed for use in situations where Invoice Numbers are pre-determined (perhaps through being printed on Invoice stationery) and where it is not desirable to raise a Credit Note. It is not recommended for use where the cancelling of an Invoice has implications for the stock system. In these circumstances, you should issue a Credit Note, and receive the goods back into stock using the Goods Receipt or Returned Goods registers. These issues are fully described in the 'Sales Ledger' manual.

In the case of Activities, once you have marked an Activity as Done and saved it, you cannot change the To Do and Private boxes, the Start and End Dates and Times and the Calendar options. If you realise that a Done Activity contains a mistake, open it and select 'Invalidate' from the Record menu. Red lines will be drawn through all the fields, and the Activity will be removed from the Calendar, Task Manager and all reports. Then click the [Duplicate] button in the Button Bar to create a new Activity without the mistake. Activities, the Calendar and the Task Manager are described in the 'CRM' manual.

! ***You cannot reverse the invalidation of a record.***

For more details about invalidating Invoices and Activities, and for details about invalidating Purchase Invoices, Payments, Goods Receipts, Cash Transactions, Asset Disposals, Expenses and Personnel Payments, please refer to the relevant manuals.

In multi-user systems, you can prevent certain users from invalidating records using Access Groups. To do this, deny access to the relevant Action. For example, to prevent a user invalidating Invoices, deny them access to the 'Invalidating Sales Invoices' Action. Access Groups are described in the 'System Module' manual.

Attachments

This menu command allows you to connect files, notes or other records to any record in Enterprise by HansaWorld. These connected objects are known as "Attachments". Please refer to the 'Attachments and Personal Desktop' section below on page 197 for full details.

A record must be open in a record window and must have been saved at least once before you can attach objects to it.

Send to Desktop

Use this function if you would like the current record (the one currently open in a record window) to appear in your Personal Desktop (on the right-hand side of your Master Control panel). This will allow you to open the record at any time without having to change module and without having to find it in a browse window. Please refer to the 'Attachments and Personal Desktop' section below on page 197 for full details.

History

This function allows you to view the change history of a particular record.

To use this function, you must first instruct Enterprise by HansaWorld to store the change histories of records. To do this, follow these steps—

1. In a multi-user system, ensure you are the only user that is logged in.

2. Select 'Technics' using the [Module] button in the Master Control panel.

    If 'Technics' is not available in the list of modules that opens when you click the [Module] button, this will probably be because you have not granted yourself access to the Server module in the Configuration setting (single-user) or to the Technics module in the Access Groups setting (multi-user).

3. Click the [Settings] button in the Master Control panel, or use the Ctrl-S/⌘-S keyboard shortcut. In the 'Settings' list, double-click 'Logging Control'.

4. The 'Logging Control: Inspect' window opens—
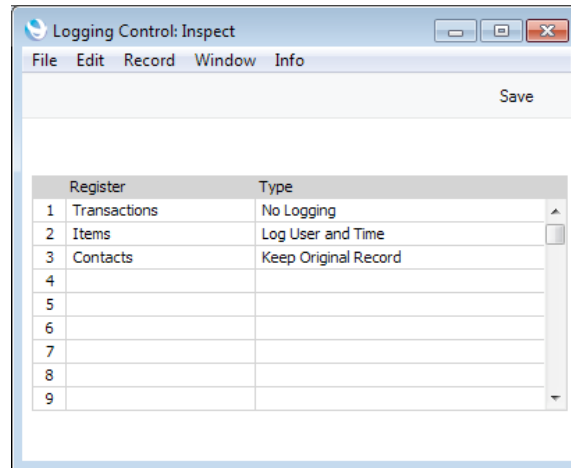
5. In the Register column, use 'Paste Special' (described above on page 148) to select the registers for which histories are to be kept. No history will be kept for registers not listed in the grid. Note that maintaining record histories will cause the size of the database to grow quickly.

6. In the Type column, use 'Paste Special' to select an option, as follows—

No Logging   No change history will be kept.

Log User and Time Whenever a record in the register is created or modified, the history will show the date and time this happened and the Signature of the Person responsible.

Keep Original Record

Again, the history will show the date and time each record was created or modified and the Signature of the Person responsible. In addition, every modification of each record will be recorded.

7. Click the [Save] button in the Button Bar to save the Logging Control setting.

8. Quit and restart Enterprise by HansaWorld. In a multi-user system, restart the server.

Once you have followed these steps, to view the change history of a record, first open that record in a record window. Then, select 'History' from the Record menu. A list of the dates and times of modifications to the record appears: you can print this list by clicking the Printer icon. If you are using the 'Keep Original Record' option, click a date in the report to open the version of the record as it was on that date, before the modification. For example, if a record was created on May 1st and modified on May 2nd, 3rd and 4th, click on May 3rd in the report to see the record as it was immediately before the May 3rd modification.

Window Menu
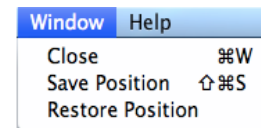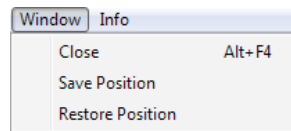
Use this menu to manage your windows, including closing them and arranging them on screen. 'Save Position' allows you to save a particular setting for an individual window. This includes the position and size of the window and, in browse and 'Paste Special' windows, the sort order. 'Restore Position' will return the setting of the window to standard.

Mac OS X users can close all open windows while clicking the close box of a window while holding down the Alt key.

In multi-user systems, each user can use the 'Save Position' function to save their own window positions, sizes and sort orders. This information is stored in each client database, so it will not be included in the normal daily back-up file made from the server. To back up this information, use the 'Client Text Backup' option: please refer to the 'System Module' manual for full details.

About Enterprise by HansaWorld

This command on the Info menu (Windows and Linux) and the Enterprise menu (Mac OS X) shows the copyright information for Enterprise by HansaWorld. The version of the program you are using is also shown. Return to the program by clicking the close box.
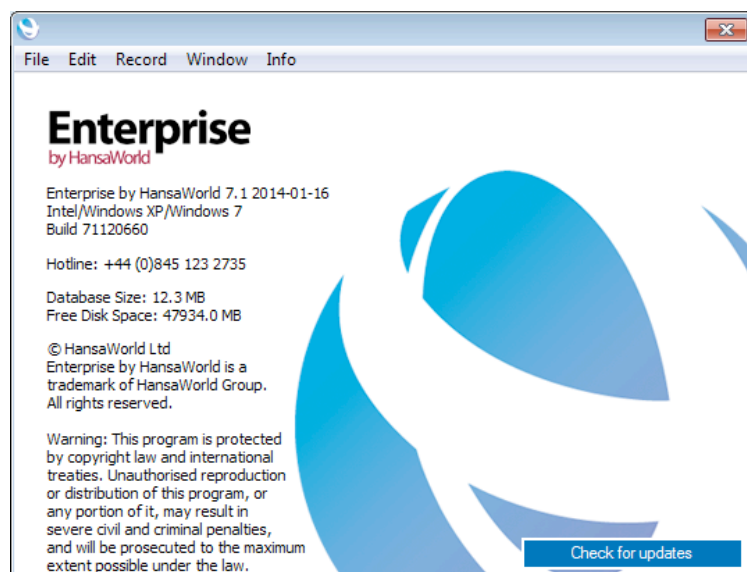
If you need to contact your local HansaWorld representative with a technical query, you should first find out the precise version date and build number from this window.

This window also shows the size of your Enterprise by HansaWorld database and the amount of disk space available on the hard disk on which it is stored. In multi-user systems, these figures refer to the server.

Modules and Registers

Modules

Enterprise by HansaWorld is divided into several different areas, or modules. Each module corresponds to a different department in a normal company. Each one contains the tools that the equivalent company department requires to carry out its daily tasks. For example, the Sales Ledger module contains the tools to raise Invoices, receive money and manage debt-chasing campaigns.

To change to a different module, click the [Module] button in the Master Control panel, or use the Ctrl-0 (zero) (Windows and Linux) or ⌘-0 (Mac OS X) keyboard shortcuts. The following list window appears—
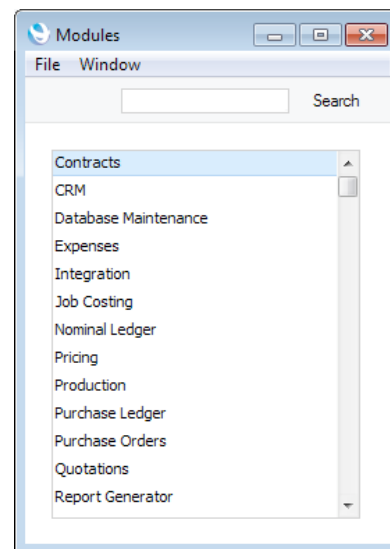
Choose a module by double-clicking. If you prefer to use the keyboard, type the first few characters of the name of the module you want and then press the Enter or Return key twice. You can also use the arrow keys on your keyboard to help with navigation.

As soon as you change module, the register buttons in the lower part of the Master Control panel will change to represent the registers in the new module. If you have any list windows open (e.g. lists of settings, documents or reports), their contents will change as well.

Registers

Each module contains a number of Registers or Files, in which your data is stored. You can open each register using the buttons in the bottom section of the Master Control panel. The following illustration shows the registers available in each module. Please refer to the manuals describing the individual modules for full details about each register.

To work with a register (for example, if you need to enter a new Sales Order), first go into the appropriate module using the [Module] button in the Master Control panel or the Ctrl-0/⌘-0 keyboard shortcut. Click the relevant register button in

the bottom section of the Master Control panel. A browse window will open, listing all the existing records in the register (in this example, all Sales Orders). Then, click [New] in the Button Bar and a blank record window will appear in which you can enter a new record.

Registers in the Enterprise by HansaWorld Modules

Nominal Ledger	Transactions	Simulations	Account Reconciliation	Accounts	Objects	Budgets	Revised Budgets	Brought Fwd Balances
Sales Orders	Orders	Contacts	Items	Prices	Sales Contracts			
Sales Ledger	Invoices	Receipts	Contacts	Items	Item Groups	Internal Invoices		
Purchase Orders	Purchase Orders	Purchase Quotations	Internal Orders	Purchase Items	Items	P/Order Processes	Contacts	Shipment Notification
Purchase Ledger	Purchase Invoices	Payments	P/Order Contracts	Contacts	E-Purchase Invoices	BuyBacks		
Stock	Deliveries	Goods Receipts	Stock Depreciations	Stock Movements	Returned Goods	Ret. Goods to Suppliers	Stocktaking	Stock Revaluations
System	Companies	Persons	Accounts	Objects	Currencies	Exchange Rates	Forms	Activities

Working with Records

Current Record

When you wish to work with a particular record, you can open its record window using one of the following methods. All methods give the same result.

- Double-click the record in a browse window.

- Select the record in a browse window and press Enter.

With the record opened in a record window, you can edit every field in the usual way. Some fields may be locked due to relations to other functions in the program. If this is the case, Enterprise by HansaWorld will tell you.

New Record

You can create a new record from a browse window or a record window, using the following methods—

- Click [New] in the Button Bar;

- Select 'New' from the Record menu; and

- Use the Ctrl-N (Windows and Linux) or ⌘-N (Mac OS X) keyboard shortcut.

A blank record will be opened in a record window.

Duplicate Record

You can copy a record from a browse window or a record window. Select the record you want to copy and—

- Click [Duplicate] in the Button Bar;

- Select 'Duplicate' from the Record menu; or

- Use the Ctrl-K (Windows and Linux) or ⌘-Y (Mac OS X) keyboard shortcut.

A new record will be created. Relevant data from the original record is transferred, and you only need to enter some of the fields. In many cases, date fields will not be copied, but instead will be given new values.

Delete Record

1. Open the record window for the record you want to delete.

2. Select 'Delete' in the Record menu.

You cannot delete a record that is used by other transactions, such as an Account.

! ***You cannot undo the deletion of a record.***

In most cases, you cannot delete a record directly from a browse window. You must open the record first. The exception is a Mail, which you can only delete from the browse window.

You can prevent a particular user or group of users from deleting records using Access Groups. For full details about Access Groups, please refer to the 'System Module' manual.

Working with Companies

An Enterprise by HansaWorld database can contain more than one Company. This feature can be useful if your business is one where there are separate departments or subsidiary companies that keep separate accounts. Their data can be stored in a single database, in separate partitions known as "Companies".

You should only use this feature to differentiate between different departments if you intend to account for each of them separately. If you keep a single set of accounts covering your whole organisation, you only need have a single Company in your database.

Companies are stored in the Company register in the System module. You can add new Companies at any time: this process is described in the 'Changing and Adding Companies' section above on page 55. Adding a new Company will mean that you will have to apply for a new Enabler Key.

If you have more than one Company in your Company register, it is recommended that you specify a Short Code for each one—

Each time you log in to your Enterprise by HansaWorld system, you will be asked to choose a Company to work with—
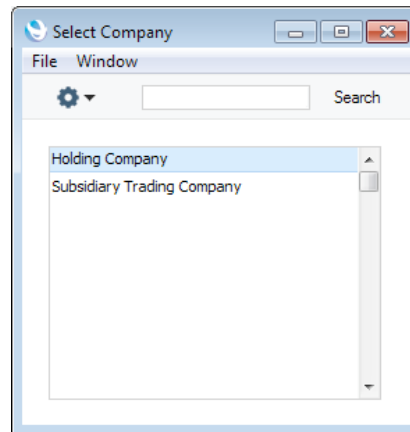
The names in this list are taken from the Name field in the Company register.

Once you have logged in, the Short Code of the Company ("H" in the example illustrated) will be included in the title of every window, while the full Company Name will be included in the title of the Master Control panel—
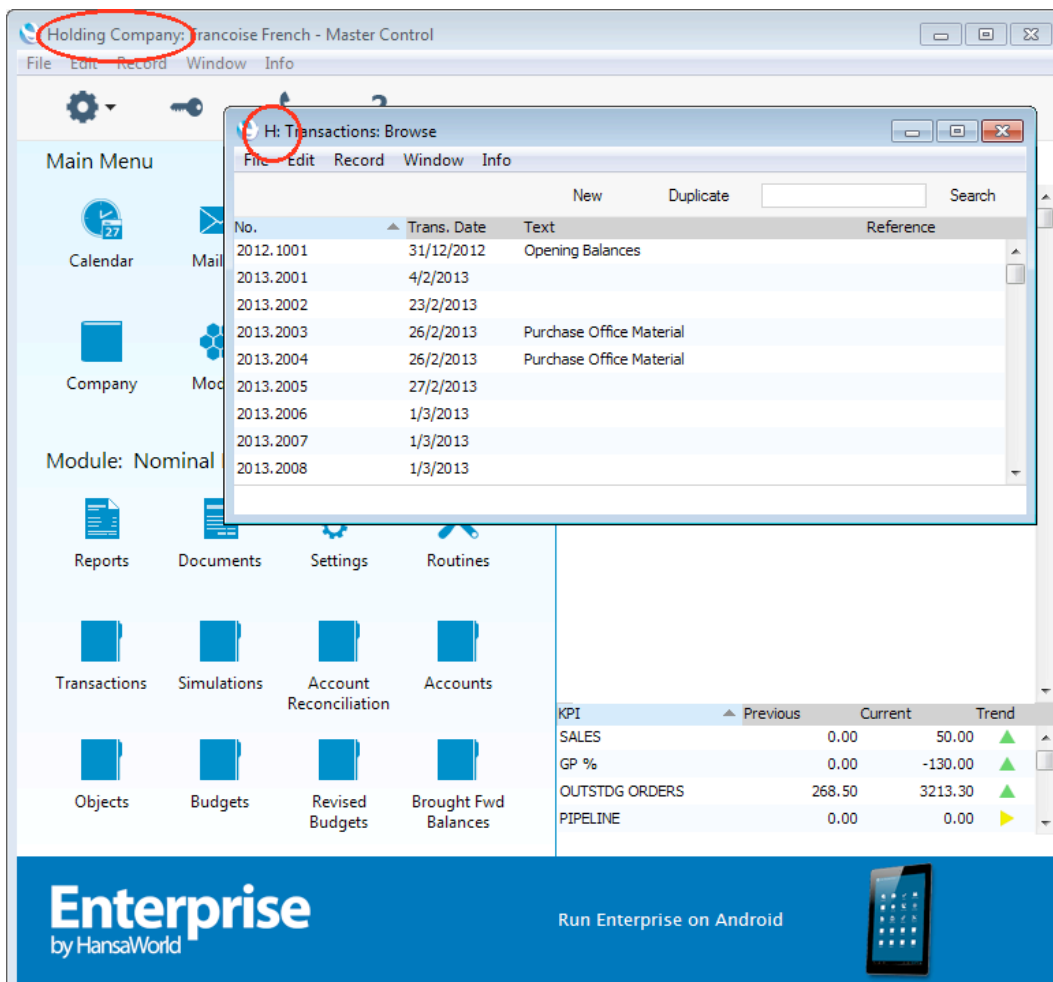
If you need to change Companies, there is no need to quit Enterprise by HansaWorld and restart. Instead, you can click the [Company] button in the Master Control panel or use the Ctrl-O (alpha O) (Windows and Linux) or ⌘-O (Mac OS X) keyboard shortcut to select the new Company. Once you have done

this, the Short Code in each window title will display the Company to which the information in the window belongs, while the title of the Master Control panel will include the Name of the Company you are currently in—
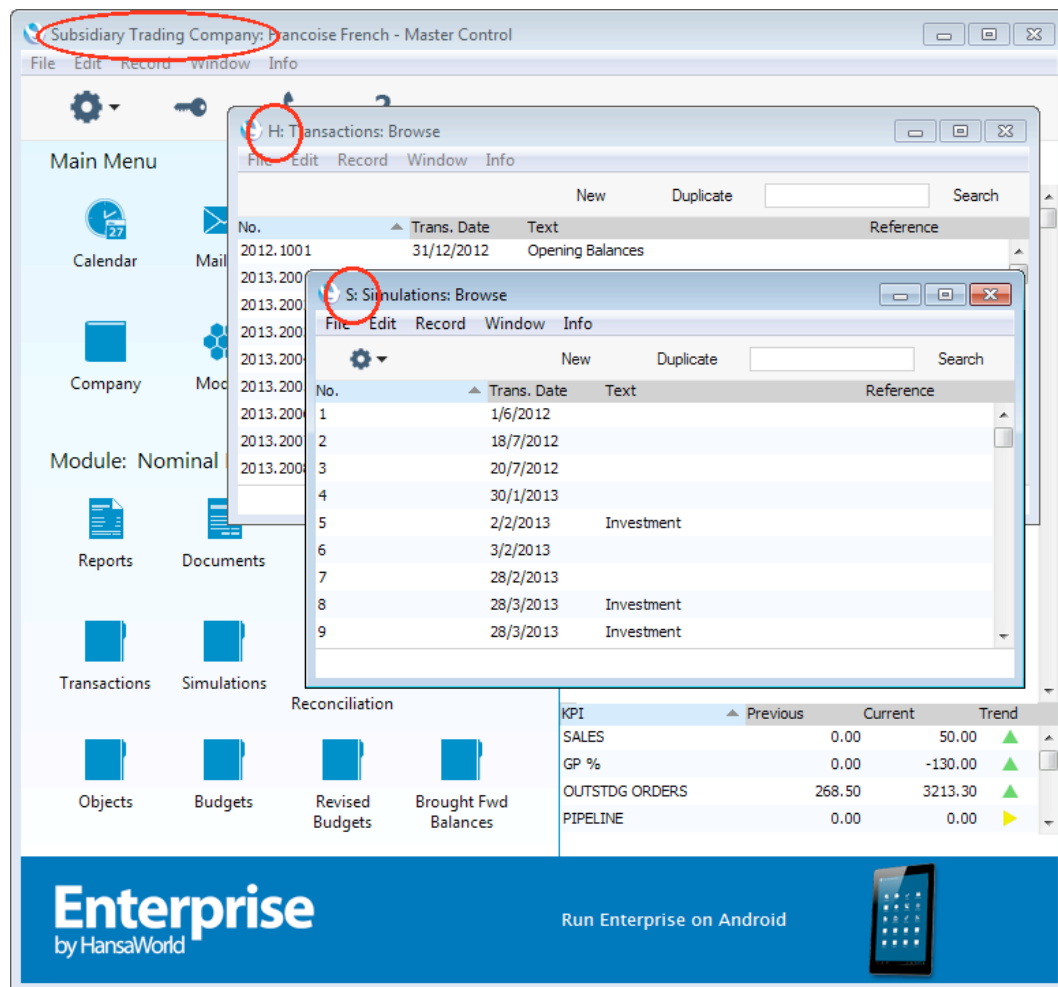
In this illustration, the 'Transactions: Browse' window lists Transactions belonging to Company H, while the 'Simulations: Browse' window lists Simulations belonging to Company S. Only one Master Control panel can be open at any time, so the Company Name in its title ("Subsidiary Trading Company" in the illustration) is always that of the current Company. This is the Company whose information will be shown in any new windows that you open, and the Company in which any new records that you create will be saved. If you want to return to work in Company H, click the [Company] button in the Master Control panel (or use the Ctrl-O/⌘-O keyboard shortcut) once again.

The first time you log in to a different Company, all windows from the previous Company will be closed. For example, if you change from Company H to Company S, all windows from Company H will be closed. But when you go back to Company H, any open windows from Company S will remain open.

If you need to make a change to a record in a particular Company, that Company must be your current Company. For example, you have a Contact record from Company H open in a record window. If Company S is your current Company, you will not be able to make changes to the Contact record. You must change to Company H first, using the [Company] button in the Master Control panel or the Ctrl-O/⌘-O keyboard shortcut.

Note that if you are logged into two Companies as described here, you will take up two user "slots". For example, if you have purchased ten users, this means

that ten employees can be logged in to your Enterprise by HansaWorld system at any one time. However, if one employee is logged in to two Companies at the same time, this will count as two of those ten log-ins.

Usually, each Company will be completely separate: there will be no common information. If you want to copy information from one Company to another, you can do so using one of two methods—

1. By dragging and dropping. For example, to copy a Contact record from one Company to another, open the 'Contacts: Browse' window in the first Company, change to the second Company using the [Company] button in the Master Control panel or the Ctrl-O/⌘-O keyboard shortcut, and open the 'Contacts: Browse' window in that Company as well. Then click on the relevant Contact record and drag it from one browse window to the other. This method is suitable for copying individual records. The Payment Terms used in the copied Contact must exist in both Companies.

2. Using the export and import functions in the System module. This method is suitable for transferring the entire contents of a register or setting from one Company to another.

Shared Registers

You can choose to make the information in certain registers available to every Company in your database. Such registers are termed "Shared Registers".

For example, you may choose to make the Contact register a Shared Register so that you use the same Contact list in all your Companies. This will mean that all Contacts will be available to all Companies. You will not be able to isolate a particular single Contact so that it can only be used by a particular single Company. However, you will be able to make the same Contact list available to four of your Companies and have a completely separate Contact list in a fifth Company.

If you are using Global Users, it is strongly recommended that you share the Access Groups setting, to make the same Access Groups available to every Company. The Global Users feature allows Users to log in to several Companies using the same Signature and password and is described in more detail below on page 294.

To set up a Shared Register, follow these steps—

1. Working in any Company, enter the Technics module by selecting 'Technics' using the [Module] button in the Master Control panel. To be able to do this, you should have logged in as a Person that has access to the Technics module: this is described below on page 286. In a multi-user system, you should be the only user logged in.

2. Open the 'Settings' list by clicking the [Settings] button in the Master Control panel or using the Ctrl-S/⌘-S keyboard shortcut.

3.   Double-click 'Shared Registers' in the list. The following window opens—
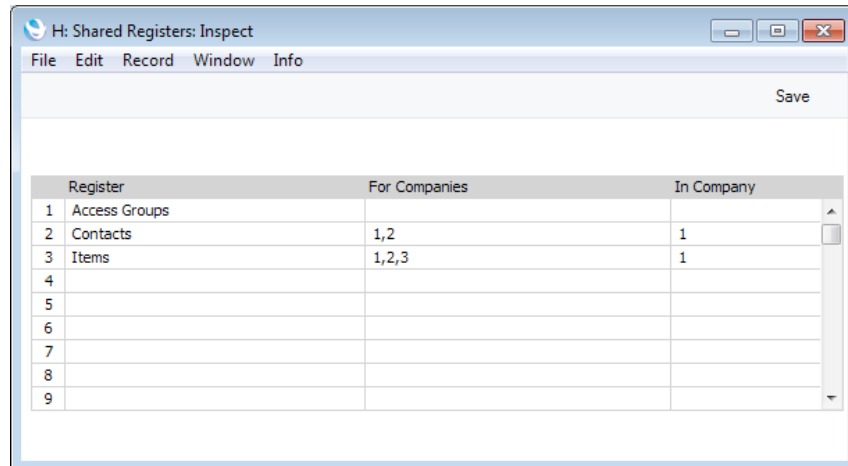
4.   List the registers that you want to be shared in the Registers column. Use the 'Paste Special' feature (Ctrl-Enter/⌘-Enter) to ensure each register is spelt correctly (an incorrect spelling will mean that the register will not be shared).

5.   Use the For Companies column to specify the Companies that will be able to use the shared register: enter the Codes of each Company that will share the register, separated by commas.

   In the example illustrated above, Companies 1 and 2 will share the Contact register, while Companies 1, 2 and 3 will share the Item register. Company 3 will have its own, separate, Contact register. When you enter a new Contact in Company 1, for example, it will immediately be made available for use in Company 2. When you enter a new Item in Company 2, it will immediately be made available for use in Companies 1 and 3.

   If you leave the For Companies field empty for a particular register, that register will be made available to every Company. This is the case for the Access Groups setting in the example illustrated above.

6.   Use the In Company column to specify the Company in which the shared register will be stored.

   In the example illustrated above, the shared Contact and Item registers will be stored in Company 1. Note that you cannot store the shared Contact register in Company 3, because that Company will have its own Contact register.

   If you leave the In Company field empty for a particular register, that register will be stored in Company 0. Company 0 is a partition of the database usually used to store information that is available to every Company (Mails, Mailboxes and Conferences are always stored in Company 0). This is the case for the Access Groups setting in the example illustrated above.

7.   Click the [Save] button to save and close the window, or click the close box if you don't want to save changes. Any changes will be implemented immediately: there's no need to restart.

If you decide to store the shared register in Company 0, if any of the registers in any Company contained any records before they were shared, these records will no longer be available. If you decide to store the shared register in another Company (e.g. in Company 1 as in the illustration), you are effectively sharing that Company's register. So, in the example, any records already in the Contact

register in Company 1 will be made available to the other Companies, but you will no longer be able to use any Contacts already in Company 2. If you want to carry on using these Contacts, you should export them before sharing the register and then import them after sharing the register. To export them, use the 'Base Registers' Export function in the Integration module. To import them, use the 'Automatic' or 'Manual file search' Import functions in the System module. Make sure you are working in the correct Company (1 or 2 but not 3 in the example) when importing. If you have Contacts in several Companies and want to carry on using them all, you should export them from each Company in turn, creating several export files. By default, on import, if a Contact Number has been used more than once, it will end up being used for the Contact in the first file imported. For example, Contact Number 001 refers to Contact Name A in Company 1 and to Contact Name AA in Company 2. Having shared the Contact register and assuming you import the Contacts from Company 1 followed by those from Company 2, Contact Number 001 will now refer to Contact Name A. If you want to change this behaviour, change the Replace Mode in the files before importing them, as described above on page 134.

If you share the Account register, only the static information in the Account register (e.g. Account Number and Name, Account Type and so on) will be shared. There will not be a single balance for each Account made up from the Transactions in all Companies. Separate account balances will be maintained for each Account in each Company. If you want there to be a single balance for each Account made up from the Transactions in all Companies, use the Consolidation module.

It is possible to remove a register from the Shared Registers setting, but you should proceed with care. Before doing so, you may want to copy the records in the shared register to the separate Companies. To do this, use the 'Unshare Registers' Maintenance function in the Technics module. You will need to log in to every Company first. For example, the Contact register stored in Company 1 is shared between Companies 1, 2 and 3, and the Contact register stored in Company 4 is shared between Companies 4 and 5. The 'Unshare Registers' function will copy the Contacts in Company 1 to Companies 2 and 3, and the Contacts in Company 4 to Company 5. Attachments will be copied as well including links to other records if those records are in registers that are also shared. After running this function, you can then remove the register from the Shared Registers setting, and you should then restart Enterprise by HansaWorld. If you remove the register from the Shared Registers setting without running the 'Unshare Registers' function first, you will no longer be able to use any records entered since you first shared the register, but you will regain access to any records that were previously in each Company.

You can also share blocks. There are two types of block: the setting that is a set of fields and check boxes (e.g. Account Usage S/L, Account Usage P/L, Locking); and the setting that is a series of rows (e.g. Payment Modes, VAT Codes). To do this, use the Shared Blocks setting in the Technics module, following the same steps as described above for the Shared Registers setting. You cannot apply the 'Unshare Registers' function to a block.

Attachments and Personal Desktop

Attachments

You can connect files, notes or other records to any record in Enterprise by HansaWorld. These connected objects are known as "Attachments".

Every record window contains an [Attachments] button in the top right-hand corner. If a record has an Attachment, the button has the icon on the left, otherwise it has the icon on the right.

Click this button to work with Attachments (or select 'Attachments' from the Record menu). A list of objects currently attached to the record will be opened—
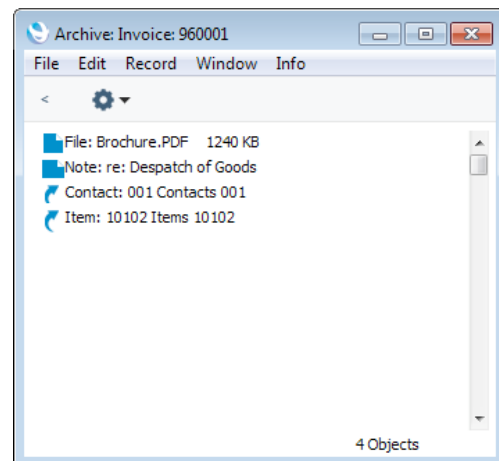
This list has its own Operations menu, which contains the functions necessary to attach, view and remove Attachments—
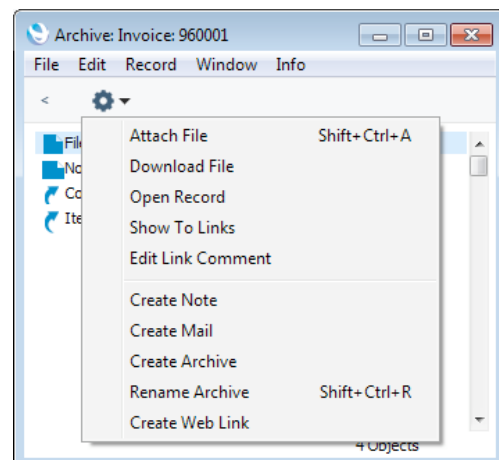
You must save a record at least once before you can add any Attachments.

Attaching Files to Records

To attach a file to a record, open the record in question and click the [Attachments] button. Select 'Attach File' from the Operations menu. An 'Open File' dialogue box will open, allowing you to locate the file to be attached. Find the file and click [Open]. The file will be attached to the record. Its filename will appear in the list of Attachments with the prefix "File:". You can attach as many files as you like to a single record.

The 'Attach File' function attaches a file to a record by copying the file into a folder called "Attach" that is in the same folder as your Enterprise by HansaWorld application. In multi-user systems, the "Attach" folder should be on the server. This means that you will still be able to download and read the attached file, even after the original has been deleted. If you want to attach a large file to a record, make sure (using the disk space indicator in the 'About Enterprise by HansaWorld' window) that the hard disk containing your Enterprise by HansaWorld application has sufficient space. As the file is uploaded to the server, a progress indicator appears so that you can monitor its progress.

! ***The "Attach" folder must be present in the folder containing your Enterprise by HansaWorld application if you want to attach files to records. Do not rename any of the files in the "Attach" folder.***

Reading Files

You can read a file that has been attached to a record in one of three ways. In the first two cases, a 'Save File' dialogue box will be opened, asking you where the file is to be saved.

1. By double-clicking on the file in the list of Attachments. When the file has been saved to your hard disk, your default browser will be opened so that the file can be opened using the appropriate helper application (not Mac OS X).

2. By clicking on the file in the list of Attachments and selecting 'Download File' from the Operations menu. The file is saved to your hard disk, but no attempt is made to open it using a helper application.

3. By clicking on the file in the list of Attachments and selecting 'Open Record' from the Operations menu. The file is saved to the "Tmp" folder in the folder containing your Enterprise by HansaWorld application, and it will then be opened using the appropriate helper application.

Attaching Notes or Comments to Records

You can attach notes or comments to records. To do this, open the record in question and click the [Attachments] button. Select 'Create Note' from the Operations menu. A window will open, where you can type in your note.
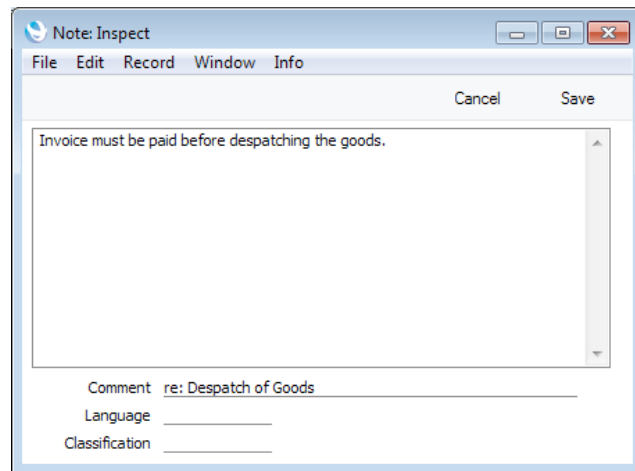
Enter a Comment (text that will identify the note in the list of Attachments) and click [Save] to save. The note will appear in the list of Attachments with the prefix "Note:". You can attach as many notes as you like to a single record.

Reading and Changing Notes

You can read a note or comment that has been attached to a record in one of three ways—

1. By clicking on the note in the list of Attachments and selecting 'Open Record' from the Operations menu;

2. By double-clicking on the note in the list of Attachments; and

3. By clicking on the note in the list of Attachments and selecting 'Save' from the Record menu.

Whichever method you use, the note will be opened in its own window where you can read or edit it.

Printing Notes

A note or comment that has been attached to a record can be printed when you print the record. For example, a note that has been attached to an Invoice can be printed on the Invoice document. This feature is included in the Invoice, Activity, Receipt Form, Payment Form, Reservation, Purchase Order, Order, Internal Sales Order, Quotation, Rental Quotation, Stock Movement and VAT Correction documents. If more than one note has been attached to a record, only the first note will be printed.

If you want notes and comments to be printed in this way, you should include the "Note" field in each of your Form designs—

It is recommended that you use the Word Wrap feature as shown in the illustration. Otherwise, long notes will be truncated when they are printed.

If you generally attach many notes to records, you can specify that the note with a specific Comment will be printed, not the first note. You will then need to ensure that every time you attach a note intended for printing to a record in a particular register, you always use the same Comment. For example, you may want to print a note about special offers on Invoices. Each time you attach a note to an Invoice, use the same Comment (e.g. "Special Offer"). Then, when adding the "Note" field to the Invoice Form, specify this Comment ("Special Offer" in the example) as the Field Argument—

You can only include one "Note" field in a particular Form.

Form design in fully described in the 'System Module' manual.

Changing the Names of Attachments

If you want to change the name of a file or note as it appears in the list of Attachments, highlight it and select 'Edit Link Comment' from the Operations menu. A window opens where you can type in a new name.
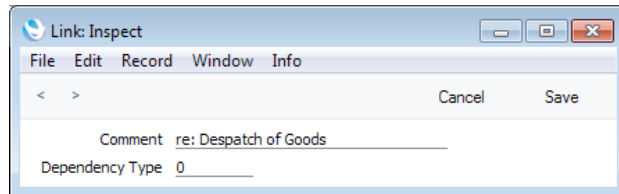
Click [Save] to save and close the window, or [Cancel] if you don't want to save changes. You may have to close and re-open the list of Attachments for the change to take effect.

If the Attachment is a note, you can also change its name by double-clicking and editing the Comment in the 'Note: Inspect' window.

Attaching Records to Other Records

You can attach records to other records by dragging and dropping from the browse window of one register onto the [Attachments] button of another. For example, to attach a Contact record to an Invoice, open the Invoice in a record window and then open the 'Contacts: Browse' or the 'Paste Customer' window. Find the correct Contact in the list, click on the Contact Number and drag it to the [Attachments] button of the Invoice. The Contact record will then appear in the Invoice's list of attachments. Alternatively, if the Contact record is already open, you can drag its [Attachments] button onto that of the Invoice. You can also select a range of Contact records in the browse window by clicking while holding down the Shift key, and then drag them all to the [Attachments] button.

Later, when viewing the Contact record in the example above, you might wish to see a list of the other records to which it has been attached. Open the list of Attachments and select 'Show To Links' from the Operations menu. The records the Contact has been attached to will be listed below a dotted line.
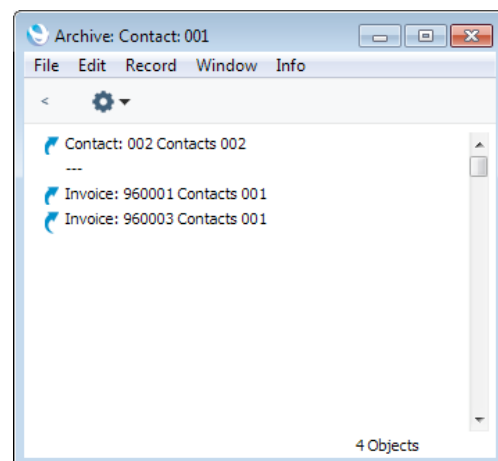
Viewing Attached Records

You can read a record that has been attached to another record in one of three ways—

1. By clicking on the record in the list of Attachments and selecting 'Open Record' from the Operations menu;

2. By double-clicking on the record in the list of Attachments; and

3. By clicking on the record in the list of Attachments and selecting 'Save' from the Record menu (or pressing the Enter key).

Whichever method you use, the linked record will be opened in its own window where you can read or edit it in the usual manner.

Attaching Reports to Records

To attach a report to a record, first print the report to screen, and open the record in question. The Button Bar of the report window contains an [Attachments] button—
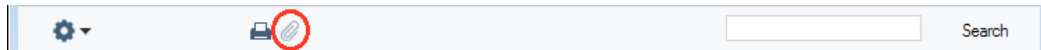
Drag this button to the [Attachments] button of the record. The report will be attached to the record. The name of the report will appear in the list of Attachments with the prefix "File:".

When you attach a report to a record, the report is first printed to file and that file is then attached to the record. The report file is stored in the "Attach" folder that is in the same folder as your Enterprise by HansaWorld application. In multi-user systems, the "Attach" folder should be on the server. If you need to read the report later, you will effectively be reading the file, not producing the report again. The information it contains will be correct for the moment when it was originally produced, not for the moment when you are reading it. This may be useful if you have attached the report to a Mail for discussion with another member of staff. When you read the report later, it will be opened in a standard report window, so you can select 'Recalculate' from the Operations menu if you need to update the report to include the latest information in the database.

!   ***The "Attach" folder must be present in the folder containing your Enterprise by HansaWorld application if you want to attach reports to records. Do not rename any of the files in the "Attach" folder.***

Reading Reports

You can read a report that has been attached to a record in one of three ways. Whichever method you use, the report will be opened in a standard report window.

1. By double-clicking on the report in the list of Attachments.

2. By clicking on the file in the list of Attachments and selecting 'Download File' from the Operations menu.

3. By clicking on the file in the list of Attachments and selecting 'Open Record' from the Operations menu.

Removing Attachments

To remove an attachment of any kind from a record, highlight it in the list of Attachments and either press the Backspace key on your keyboard or select 'Clear' from the Edit menu.

Attaching Records to Mails

You can attach records to Mails in one of two ways—

1. Where the Mail already exists, you can drag the record from its browse window to the [Attachments] button of the Mail, as described in the 'Attaching Records to Other Records' section above on page 201.

2. Where the Mail does not exist, open the record and click its [Attachments] button. Select 'Create Mail' from the Operations menu. A new Mail will be opened. Complete the Mail in the usual way and save. The new Mail will be attached to the record automatically, and the recipient of the Mail will be able to open the record using the 'Show To Links' Operations menu function.

Remember that Mails themselves are records. Therefore you can attach Mails to other Mails or to other records. Every feature described in this section applies to Mails as much as to other records.

Mails are fully described in the 'Mail' manual.

Copying Attachments from one Record to Another

You can copy an Attachment of any kind from one record to another as follows—

1. Open the record with the Attachment (the 'source' record) and click its [Attachments] button.

2. Open the record that is to receive the Attachment (the 'destination' record).

3. Drag the Attachment from the list of Attachments to the [Attachments] button of the 'destination' record (or to its list of Attachments).

4. Hold down the Shift key while dragging if you do not want to remove the Attachment from the 'source' record.

Organising Attachments: Archives

When a record has many Attachments, you can organise them into Archives. An Archive is a folder that can contain Attachments of all kinds, including other Archives.

1. Open the list of Attachments.

2. Select 'Create Archive' from the Operations menu. The 'Create Archive' window opens, where you can give the new Archive a name—
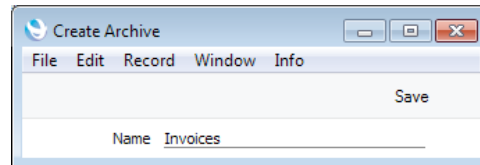
    When you click the [Save] button, the new Archive will appear at the top of the list of Attachments—
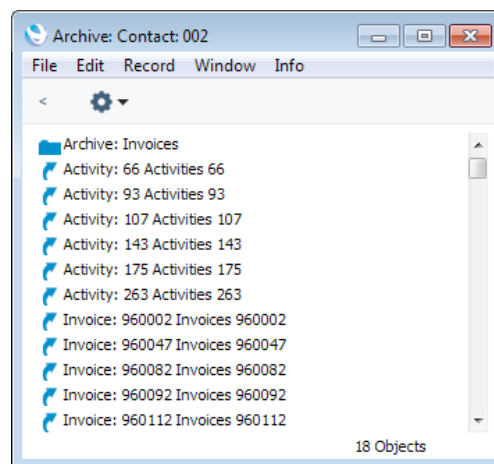
3. Move the Attachments into the Archive by dragging and dropping onto it.

4. If you want to work with an Attachment that is in an Archive, double-click the Archive. The contents of the Archive are then shown in the window, whose title changes to show the name of the Archive.
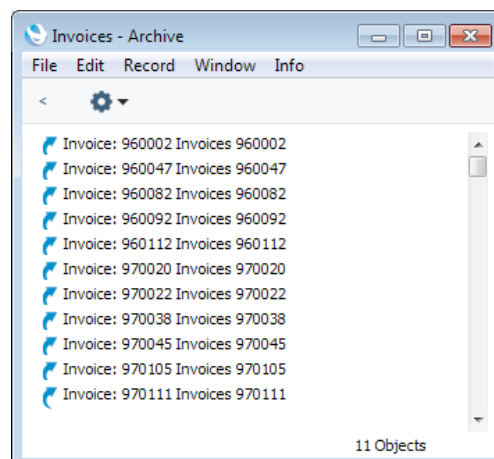
To go back to the top level (or previous level) list of Attachments, click the button with the arrow icon (located towards the top left-hand corner of the window)—

5. If you want to rename the Archive, first open it as described in step 4 above and then select 'Rename Archive' from its Operations menu.
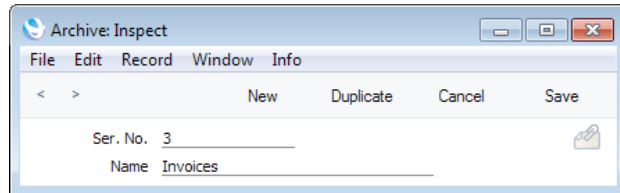
Enter the new Name of the Archive and click [Save].

6. You can remove an Attachment from an Archive in one of two ways. If you want the Attachment to remain attached to the record, drag it to the main list of Attachments or to another Archive. To remove the Attachment altogether, click on it and either press the Backspace key on your keyboard or select 'Clear' from the Edit menu.

7. To remove an Archive, click on it in the main list of Attachments and either press the Backspace key or select 'Clear' from the Edit menu. You can only remove empty Archives. To empty an Archive, you must remove its contents item by item as described in step 6 above.

Personal Desktop

As well as being able to connect files, notes or records to any record in Enterprise by HansaWorld (as described immediately above), you can also attach them to your Master Control panel. They will be listed in the area on the right of the Master Control panel, known as the "Personal Desktop". You can also list important reports, documents, Maintenance functions, settings and registers in the Personal Desktop. You can therefore configure your Personal Desktop so that it gives you immediate access to the areas of Enterprise by HansaWorld that are most important to you (i.e. removing the need to change modules, find records in browse windows and find reports in list windows). The Personal Desktop is therefore similar to a list of Bookmarks in a browser.

If you want to use the Personal Desktop, you must first set up a Mailbox for yourself. To do this, open the Persons register in the System module, highlight your record in the 'Persons: Browse' window and choose 'Create Mailbox' from the Operations menu. This process is described in full in the 'Mail' manual. In a multi-user system, each user that will be using the Personal Desktop should have their own Mailbox.

! ***You must have a Mailbox if you want to use the Personal Desktop.***

Once you have a Mailbox, your name will be shown in the title bar of the Master Control panel, and the contents of your Personal Desktop will be listed in the area on the right—

Company identifier and name of current user

Two Archives: used to ensure there is a managable number of objects in the Personal Desktop. Double-click to view contents

Links to two reports, one Maintenance function and two documents. Double-click to activate Invoices

Double-click to open Invoice register

Double-click to open individual Invoice
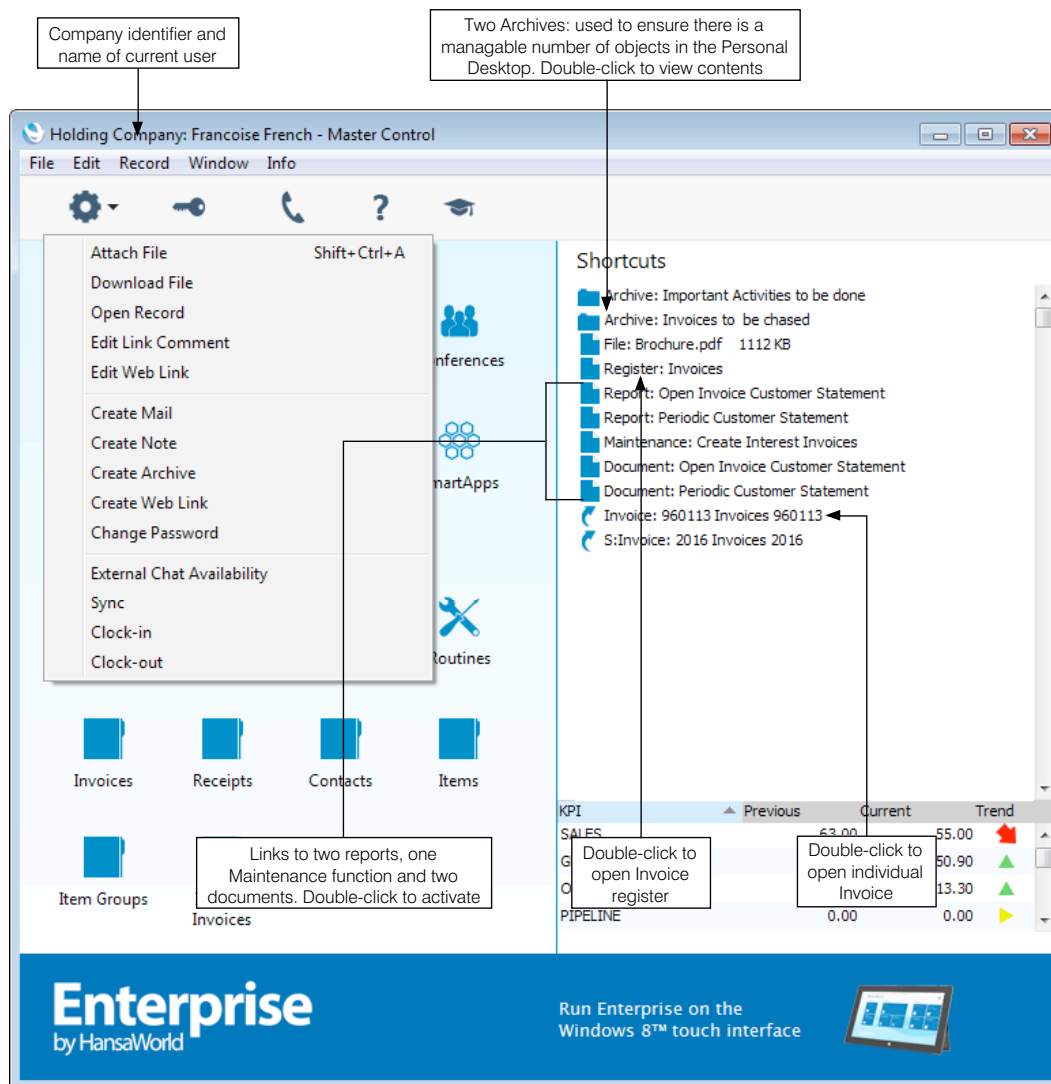
Other users cannot view the contents of your Personal Desktop. So, if someone else logs in to Enterprise by HansaWorld on your machine using the [Login] button in the Master Control panel, your Personal Desktop will disappear, to be replaced with theirs.

If you are using Windows or Linux, the Master Control panel's Operations menu contains various functions that you can use when working with the Personal Desktop, as shown in the illustration above. If you are using the Mac OS X version of the Enterprise by HansaWorld application, you will find these functions on the drop-down menu that appears when you click the [+] button immediately above the Personal Desktop, as illustrated on the next page.
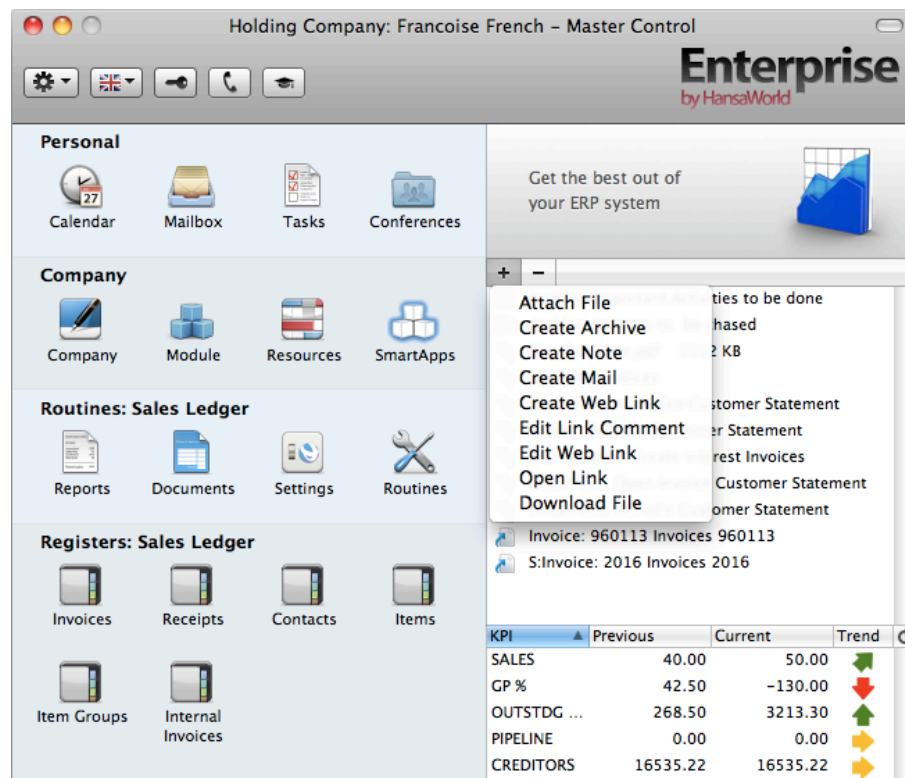
Records in your Personal Desktop

You can place records in your Personal Desktop using the following methods—

1. By dragging the record from its browse window and dropping it on the Personal Desktop. For example, to place a Contact record in the Personal Desktop, open the 'Contacts: Browse' window and find the correct Contact in the list. Click on the Contact Number and drag it to the Personal Desktop. You can also select a range of Contact records in the browse window by clicking while holding down the Shift key, and then drag them all to the Personal Desktop.

2. By opening the record and dragging its [Attachments] button onto the Personal Desktop.

3. By opening the record and selecting 'Send to Desktop' from the Record menu. The record should have been saved at least once before you use this function (i.e. the title of the window should be 'Inspect' or 'Update', not 'New').

Records are shown in the Personal Desktop with the name of the register followed by the record identifier. In the illustration above, the penultimate item ("Invoice: 960113") is an example (960113 is the Invoice Number).

The illustration also shows that the Personal Desktop can contain records from different Companies. In the illustration, the current Company is Company H (shown in the title bar of the Master Control panel, next to the name of the current user). "H" is short for Holding Company in the example database. The final item in the Personal Desktop in the illustration ("S: Invoice: 2016") is an Invoice that belongs to Company S (a Subsidiary Company). Any record that does not belong to the current Company will be shown in the Personal Desktop with its Company Short Code before the name of the register. So, in this example, if the current user were to quit Enterprise by HansaWorld and restart, selecting Company S, then Invoice 960113 would appear in the Personal

Desktop as "H: Invoice: 960113" and Invoice 2016 would appear simply as "Invoice: 2016".

You can open a record in the Personal Desktop using one of these methods—

1. By clicking on the record in the Personal Desktop and selecting 'Open Record' from the Operations menu (Windows and Linux) or 'Open Link' from the + menu (Mac OS X);

2. By double-clicking on the record in the Personal Desktop;

3. By clicking on the record in the Personal Desktop and selecting 'Save' from the Record menu; and

4. By clicking on the record in the Personal Desktop and pressing the Enter or Return key.

Whichever method you use, the record will be opened in its own window where you can read or edit it in the usual manner. If you choose to open a record that is not in the current Company, you will be asked to log in to the relevant Company before the record is opened.

Settings, Reports, Documents and Maintenance functions in your Personal Desktop

To place a setting, report, document, import or export function or Maintenance function in your Personal Desktop, simply open the appropriate list window and then drag an item from the list to the Personal Desktop.

For example, to place the Open Invoice Customer Statement in your Personal Desktop (as shown in the example illustration above), first use the [Module] button in the Master Control panel to enter the Sales Ledger and then click the [Reports] button, also in the Master Control panel. Click on 'Open Invoice Customer Statement' in the list and drag this text to your Personal Desktop.

To work with a setting, report, document or Maintenance function, use one of these methods—

1. Click on the item in the Personal Desktop and select 'Open Record' from the Operations menu (Windows and Linux) or 'Open Link' from the + menu (Mac OS X);

2. Double-click on the item in the Personal Desktop;

3. Click on the item in the Personal Desktop and select 'Save' from the Record menu; and

4. Click on the item in the Personal Desktop and press the Enter or Return key.

Whichever method you use, the setting or the specification window for the report, document or Maintenance function will open. You can also attach a report itself to your Personal Desktop: please refer to the 'Reports in your Personal Desktop' section below on page 210.

Registers in your Personal Desktop

To place a register in your Personal Desktop, simply drag it from the Master Control panel to the Personal Desktop. For example, to place the Invoice register in your Personal Desktop (as shown in the example illustration above), first use the [Module] button in the Master Control panel to enter the Sales Ledger. Click on the [Invoices] button in the Master Control panel and drag it to your Personal Desktop.

To work with a register, use one of these methods—

1. Click on the item in the Personal Desktop and select 'Open Record' from the Operations menu (Windows and Linux) or 'Open Link' from the + menu (Mac OS X);

2. Double-click on the item in the Personal Desktop;

3. Click on the item in the Personal Desktop and select 'Save' from the Record menu; and

4. Click on the item in the Personal Desktop and press the Enter or Return key.

Whichever method you use, the normal browse window for the register in question will be opened. If, as in the example illustrated above, the database contains more than one Company, the browse window will list the records in the register in the current Company.

Notes and Comments in your Personal Desktop

You can place notes or comments in your Personal Desktop. To do this, bring the Master Control panel to the front and select 'Create Note' from the Operations menu (Windows and Linux) or from the + menu (Mac OS X). A window will open, where you can type in your note.
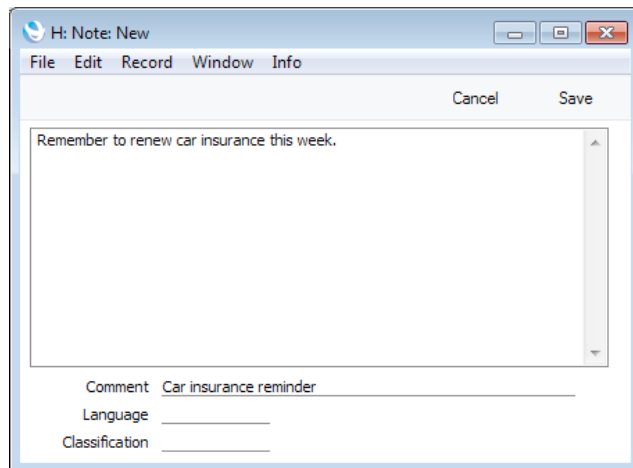
Enter a Comment (text that will identify the note in the Personal Desktop) and click [Save] to save. The note will appear in your Personal Desktop with the prefix "Note:". You can place as many notes as you like in your Personal Desktop.

You can read a note or comment in your Personal Desktop in one of four ways—

1. By clicking on the note in the Personal Desktop and selecting 'Open Record' from the Operations menu (Windows and Linux) or 'Open Link' from the + menu (Mac OS X);

2. By double-clicking on the note in the Personal Desktop;

3. By clicking on the note in the Personal Desktop and selecting 'Save' from the Record menu; and

4. By clicking on the note in the Personal Desktop and pressing the Enter or Return key.

Whichever method you use, the note will be opened in its own window where you can read or edit it.

Changing the Names of Items in your Personal Desktop

If you want to change the name of a file or note as it appears in your Personal Desktop, highlight it and select 'Edit Link Comment' from the Operations menu (Windows and Linux) or from the + menu (Mac OS X). A window opens where you can type in a new name.
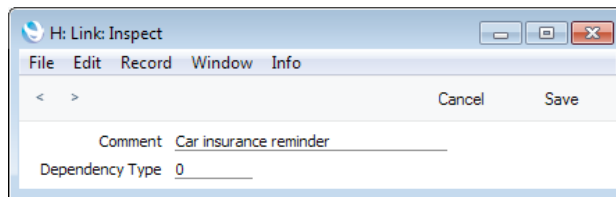
Click [Save] to save and close the window, or [Cancel] if you don't want to save changes.

You can also change the name of a note by opening it and editing the Comment in the 'Note: Inspect' window.

Reports in your Personal Desktop

To place a report in your Personal Desktop, first print the report to screen. The Button Bar of the report window contains an [Attachments] button: simply drag this button to the Personal Desktop. The name of the report will appear in the list of Attachments with the prefix "File:".

To work with a report, use one of these methods—

1. Click on the item in the Personal Desktop and select 'Open Record' from the Operations menu (Windows and Linux) or 'Open Link' from the + menu (Mac OS X);

2. Double-click on the item in the Personal Desktop; and

3. Click on the item in the Personal Desktop and select 'Save' from the Record menu; and

4. Click on the item in the Personal Desktop and press the Enter or Return key.

Whichever method you use, the report will be opened in a standard report window.

When you attach a report to the Personal Desktop, the report is first printed to file and that file is then attached to the Personal Desktop. The report file is stored in the "Attach" folder that is in the same folder as your Enterprise by HansaWorld application. In multi-user systems, the "Attach" folder should be on the server. If you need to read the report later, you will effectively be reading the file, not producing the report again. The information it contains will be correct for the moment when it was originally produced, not for the moment when you are reading it. The report will be opened in a standard report window, so you can select 'Recalculate' from the Operations menu if you need to update the report to include the latest information in the database.

!

The "Attach" folder must be present in the folder containing your Enterprise by HansaWorld application if you want to attach reports to records. Do not rename any of the files in the "Attach" folder.

Web Links

You can place links to web pages in your Personal Desktop. Follow these steps—

1. Choose 'Create Web Link' from the Operations menu (Windows and Linux) or from the + menu (Mac OS X). A window will open, where you can enter a Name for the link (this Name will identify the link in your Personal Desktop)—
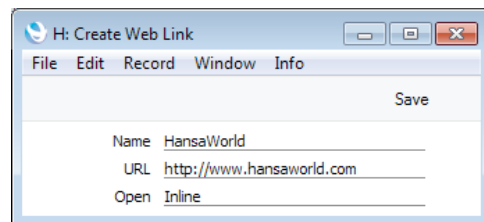
   Enter the URL (including http:// or https://), and choose "Inline" or "External" in the Open field, using 'Paste Special'. If you choose "Inline", the web page will be opened in a new window inside Enterprise by HansaWorld. If you enter "External", the web page will be opened in your default browser.

2. When you save, the link will appear in your Personal Desktop with the prefix "Web Link:". The Web Link will now be operational.

Removing Items from your Personal Desktop

To remove an item of any kind from your Personal Desktop, highlight it and either press the Backspace key on your keyboard or select 'Clear' from the Edit menu. If you are using the Mac OS X version of the Enterprise by HansaWorld application, you can also highlight the item to be removed and click the [-] button immediately above the Personal Desktop.

Organising Items from your Personal Desktop: Archives

When you have many items in your Personal Desktop, you can organise them into Archives. An Archive is a folder that can contain Attachments of all kinds, including other Archives.

1. Bring the Master Control Panel to the front by clicking on it, by using the Ctrl-M/⌘-M keyboard shortcut or by selecting 'Master Control' from the File menu.

2. Select 'Create Archive' from the Operations menu (Windows and Linux) or from the + menu (Mac OS X). The 'Create Archive' window opens, where you can give the new Archive a name—
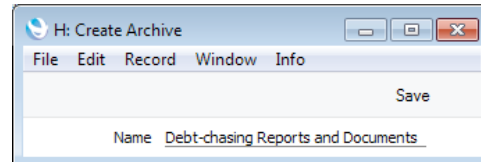
When you click the [Save] button, the new Archive will appear towards the top of the Personal Desktop
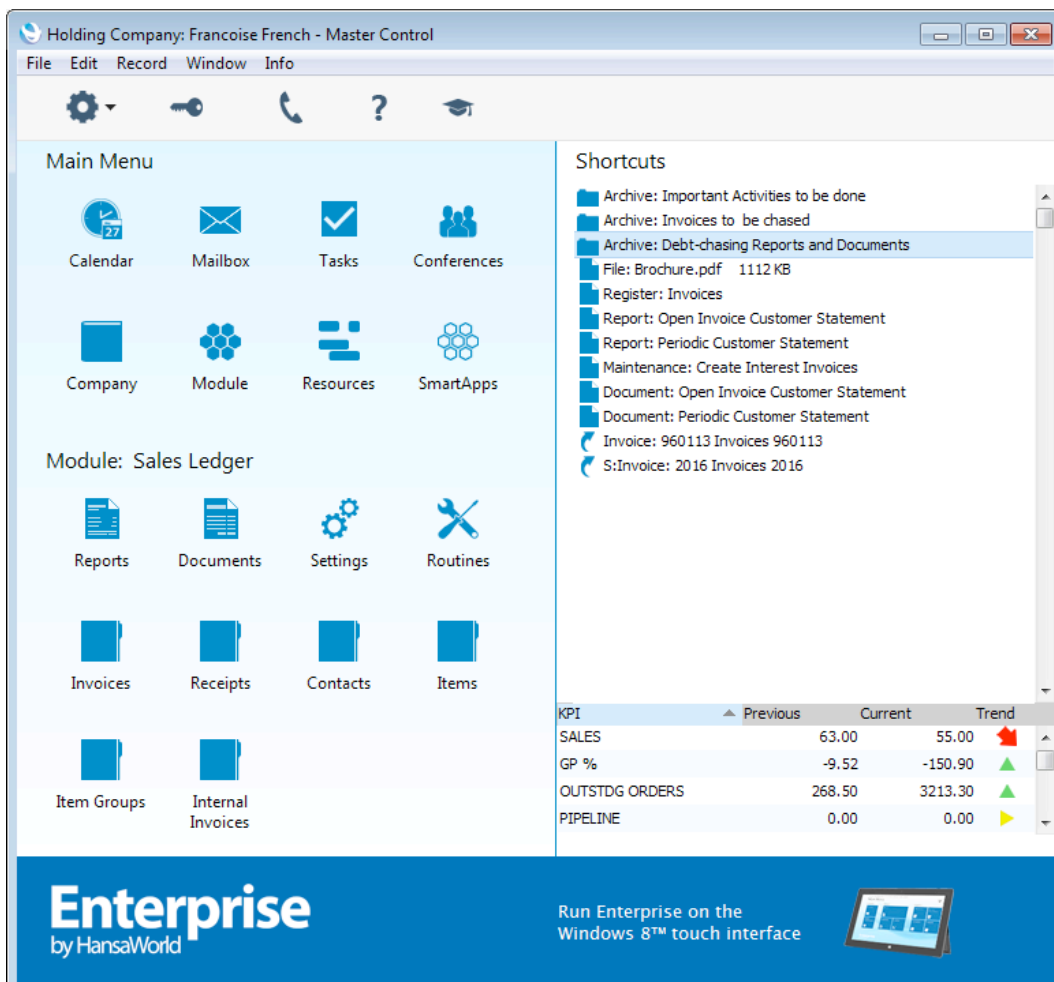
3. Move the relevant items into the Archive by dragging and dropping onto it.

4. If you want to work with an item that is in an Archive, double-click the Archive. A new window will be opened, listing the items that are in the Archive. This window has the same properties, features and functions as a

list of Attachments, so you can work with it in the manner described in the 'Attachments' section above on page 204.
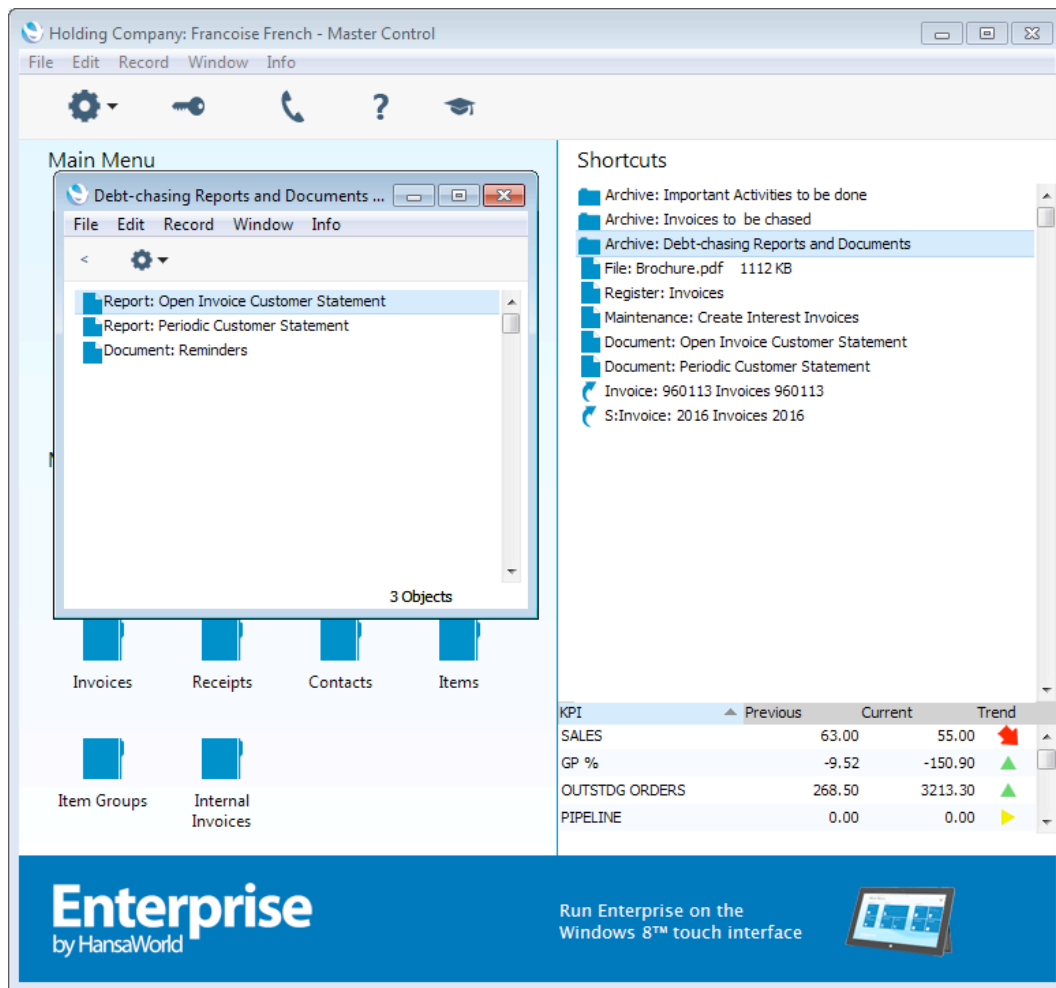
If the Archive contains another Archive, double-click the second Archive to open it. The contents and title of the window will change to those of the second Archive. To go back to the top level (or previous level) Archive, click the button with the arrow icon (located towards the top left-hand corner of the window)—

5. If you want to rename the Archive, first open it as described in step 4 above and then select 'Rename Archive' from its Operations menu.
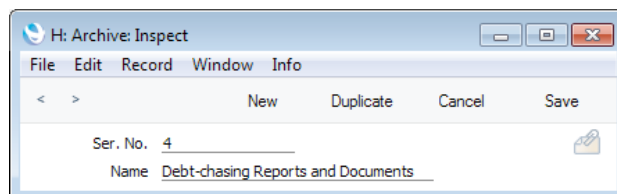
Enter the new Name of the Archive and click [Save].

6. You can remove an item from an Archive in one of two ways. First, you can drag it to the Personal Desktop or to another Archive. Otherwise, to remove the item altogether, click on it and either press the Backspace key on your keyboard or select 'Clear' from the Edit menu. If you are using the Mac OS

X version of the Enterprise by HansaWorld application, you can also highlight the item to be removed and click the [-] button immediately above the Personal Desktop.

7. To remove an Archive, click on it in the Personal Desktop and either press the Backspace key or select 'Clear' from the Edit menu (or click the [-] button). You can only remove empty Archives. To empty an Archive, you must remove its contents item by item as described in step 6 above.

Key Performance Indicators

The lower part of the Personal Desktop is occupied by Key Performance Indicators (KPIs)—
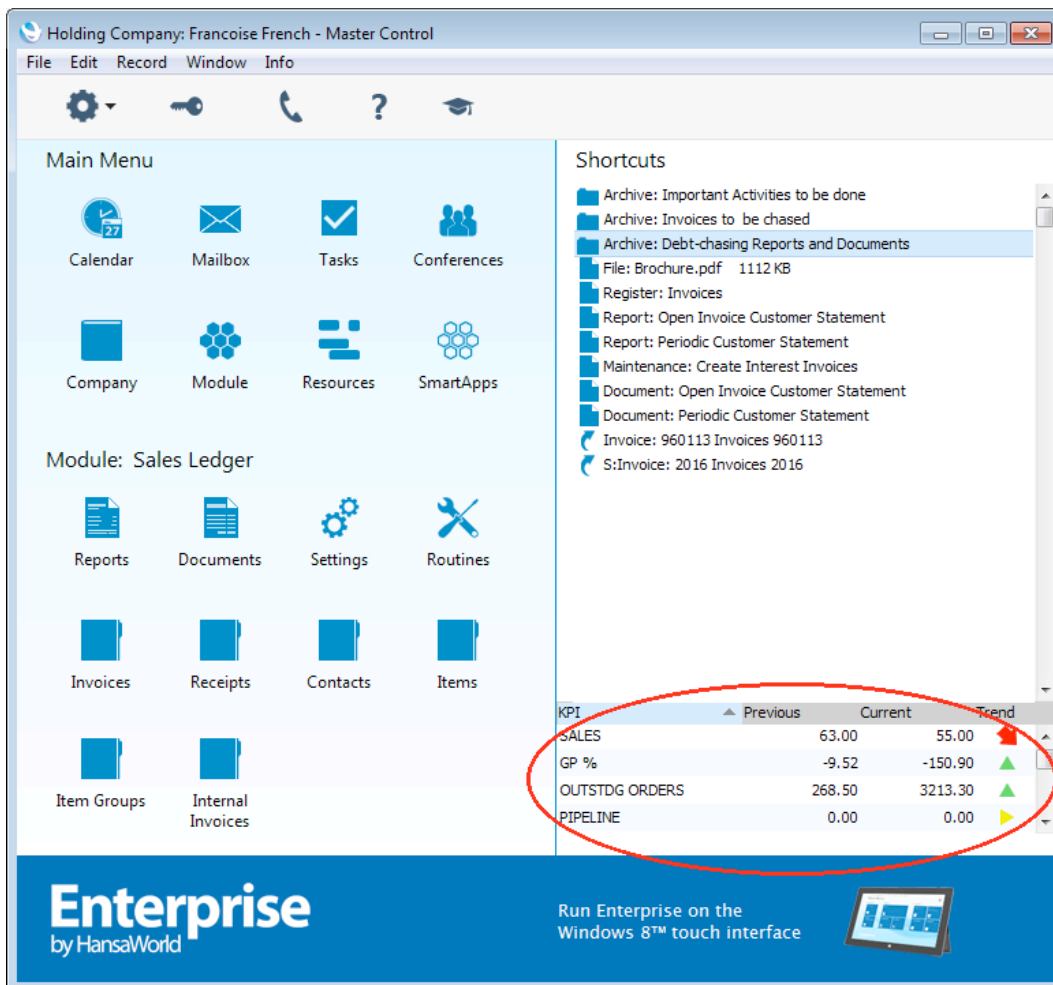
KPIs summarise the activity of the company in specified areas during the current week, month or quarter, and compare that activity with the previous period. If you have more than one Company in your database, the KPI figures will be those for the Company you are currently working in.

You can configure your company's KPIs so that different ones will be seen by different users. So, if someone else logs in to Enterprise by HansaWorld on your machine using the [Login] button in the Master Control panel, your KPIs will disappear, to be replaced with theirs.

The Trend column illustrates the difference between the Prev. and Current figures and can contain the following icons—

▲	The Trend is positive by at least 35%, or the Prev. figure only is zero.
◄	The Trend is positive by between 10% and 35%.
►	The Trend is between 10% and -10%.
◄	The Trend is negative by between 10% and 35%.
▼	The Trend is negative by at least 35%, or the Current figure only is zero.

By default, KPI figures will be updated once an hour. If you would like to update them immediately and you are using the Mac OS X version of Enterprise by HansaWorld, click the ↻ button to the right of the Trend column.

Depending on how an individual KPI has been configured, you may be able to click on it and be taken to a web page. A useful web page might be your HansaWorld SmartView page where you can analyse the statistics in more detail. Please refer to your local HansaWorld representative for more information about HansaWorld SmartView. If no web page has been assigned to a KPI, clicking on it will open a report showing how the KPI figure has been calculated. For example, clicking on a "Sales Excluding VAT" or "Sales Including VAT" KPI will cause an Invoice Journal report covering the relevant period to be opened.

For details about configuring KPIs, please refer to the description of the KPIs setting in the 'System Module' manual.

Keyboard Shortcuts

Menu	Function	Windows/Linux	Mac OS X
File Menu	Master Control	Ctrl-M	⌘-M
	Print (Printer Icon)	Ctrl-P	⌘-P
	Quit	Ctrl-Q	⌘-Q
Edit Menu	Undo	Ctrl-Z	⌘-Z
	Cut	Ctrl-X	⌘-X
	Copy	Ctrl-C	⌘-C
	Paste	Ctrl-V	⌘-V
	Select All	Ctrl-A	⌘-A
Record Menu	Next ([▶] button)	PgDn	PgDn or ⌘-+
	Prev ([◀] button)	PgUp	PgUp or ⌘--
	Save ([Save], [Run] buttons)	Shift-Enter	Shift-Enter
	New ([New] button)	Ctrl-N	⌘-N
	Duplicate ([Duplicate] button)	Ctrl-K	⌘-Y
	Delete	Ctrl-Shift-D	⌘-Shift-D
	Attachments		⌘-Shift-A
Window Menu	Save Position		⌘-Shift-S
	Restore Position		⌘-Shift-T
Open Registers		Ctrl-1 to 8	⌘-1 to 8
Record Window	Paste Special	Ctrl-Enter	⌘-Enter
	Open Browse Window	F3	⌘-Shift-G
	Open Linked Record	F2	⌘-Shift-V
Operations Menu	Create Activity	Ctrl-Shift-C	⌘-Shift-C
(standard	Create Invoice	Ctrl-F	⌘-F
shortcuts)	Item Status	Ctrl-I	⌘-I
	OK	Ctrl-G	⌘-G
	Open NL Transaction	Ctrl-Shift-T	⌘-Shift-T
	Status (e.g. Order Status)	Ctrl-Shift-R	⌘-Shift-R
	Search	Ctrl-F	⌘-F
Report Window	Scroll Down	PgDn	PgDn or ⌘-+
	Scroll Up	PgUp	PgUp or ⌘--
	Scroll To End	End	End (⤵)
	Scroll To Beginning	Home	Home (⤴)
Routines	Reports	Ctrl-R	⌘-R
	Documents	Ctrl-D	⌘-D
	Settings	Ctrl-S	⌘-S
	Exports	Ctrl-E	⌘-E
	Imports	Ctrl-Shift-I	⌘-Shift-I
Other	Change Company	Ctrl-O (alpha O)	⌘-O (alpha O)
	Conferences Window	Ctrl-Shift-O	⌘-Shift-O
	Task Manager	Ctrl-T	⌘-T
	Close Window	Alt-F4 or Esc	⌘-W or Esc
	Close All Windows		Alt-Close Box
	Change Module	Ctrl-0 (zero)	⌘-0 (zero)
	Select Whole Word	Ctrl-Shift-← or →	Alt-Shift-← or →

Enterprise
by HansaWorld

Accounting Principles

Chapter 3: Accounting Principles

Managing your own business is often a rewarding undertaking, but with it come a number of obligations. One is the requirement to keep your accounts up to a certain standard. The legal requirements differ with the type of business and the country of operation, but regardless of these there can be great advantages in having your books in order. This chapter describes some of the basic concepts used in accounting, and their integration into Enterprise by HansaWorld.

Internal and External Documents

There are two basic types of documents produced by an accounting system: external and internal documents. External documents, such as invoices, payment vouchers, VAT reports and tax returns, are produced because someone outside the business needs them. These are termed "Documents" in Enterprise by HansaWorld. Internal documents are used inside your company to make decisions about different things. Examples are price information, sales statistics, credit limits, payment forecasts etc. These are termed "Reports" in Enterprise by HansaWorld.

Accounting material should be handled with care. You need the information it provides to control and to develop your business, and you are also required by law to keep it up to date and archived in a certain way.

Both the reports handed in to authorities, banks etc. and those you make for your own use are based on a basic series of transactions. The records of these basic transactions (sales invoices, cash ledger vouchers, purchase invoices, bank statements, personnel records and loans) are found among the documents of any business.

Transaction Records

A transaction record is the proof of a transaction, e.g. a receipt for something you have bought, or a bank statement showing that an invoice has been paid by one of your customers. Every event in the business that involves its finances should be supported by a transaction record.

You should record all financial events in date order as they occur. When you record an event in your accounting system, you will do so by creating a set of journal postings known as a "transaction". This transaction will classify the event according to certain accounting rules, allowing it to be included in the correct area of your reports and ensuring you can recollect the event later. Each transaction will be distinguished by a unique sequence number. You should keep their supporting documents (the hard copies of the transactions) in a file, marked with the same sequence numbers (and with the date on which the transaction occurred). The transaction should also contain a code, or account, classifying its nature. This is where your Chart of Accounts comes in as a tool for the systematic recording of financial events.

Transactions in Enterprise by HansaWorld

Enterprise by HansaWorld features a high level of integration between the different modules and the Nominal Ledger, where all transactions are recorded.

Whenever you process a transaction in the Sales or Purchase Ledgers in Enterprise by HansaWorld, an equivalent Nominal Ledger Transaction will normally be created automatically. For example, when you approve an Invoice and send it to a Customer, a Nominal Ledger Transaction will be created automatically to post amounts to the Sales, Debtor and VAT Accounts. Simultaneously, the Sales Ledger and all reports will be updated. Similarly, when you receive a payment, you will update the Sales Ledger, and an automatic Nominal Ledger Transaction will update the Debtor Account and the Bank or Cash Account as appropriate. In general terms, a record that causes a Nominal Ledger Transaction to be created (e.g. an Invoice or Stock Movement) is usually referred to as a "Sub System record" or "Sub System transaction" in Enterprise by HansaWorld and in these manuals.
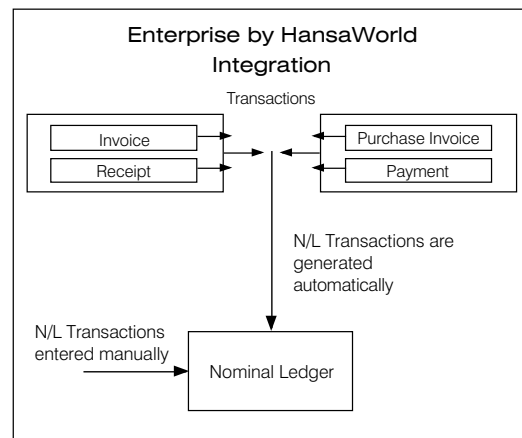
Through a large number of settings and parameters, you can set up the accounting environment so that the correct Sales Accounts, cost centres, Cost Accounts etc. are updated when necessary. The level of automation available is

extensive, but Enterprise by HansaWorld also allows you full manual control over the accounting environment. By default, when you install Enterprise by HansaWorld and import the sample Chart of Accounts supplied with the program, full integration will be in operation, but you can partially or wholly switch this off as required.

Below are described some of the more common Sub System transactions.

Sales Invoices

Invoices are demands for payment sent to Customers. You will create ("raise") them in the Sales Ledger, which therefore will keep track of how much is owed to your business by whom. The raising of an Invoice causes a Nominal Ledger Transaction to be created that debits the Debtor Account (which keeps a tally of how much your company is owed), credits a Sales Account (it is normal practice to maintain more than one Sales Account to keep a record of the sales of different types of product) and, in most cases, credits a VAT Account. This creation of a Nominal Ledger Transaction will be handled automatically. Below is shown a typical such Transaction.

There are a number of methods that you can use to choose the Accounts that will be used in this Transaction. You can set the Debtor Account according to the Customer Category, you can use different Sales Accounts for the various Item Groups or individual Items, and you can control the VAT Account through the VAT Code. In addition, the Transaction can include Cost of Sales postings to the Stock and Cost of Sales Accounts. The number of options is great, and they are described in detail in this section.

Each individual Invoice, when approved, determines how the consequent Nominal Ledger Transaction is to be structured. The Accounts used are chosen as follows—

Sales Account

Sales Accounts record the sales levels of different types of Items in the Nominal Ledger. To view and, if necessary, change the Sales Account that will be used

when you sell an Item, click flip B when you enter an Invoice. The column marked 'A/C' shows the Sales Accounts that will be used for each Item.

When you specify an Item Number in an Invoice row a default Sales Account will be placed in the A/C field. You can overwrite this default if necessary. The default will be chosen as follows—

1. If there is a Price List shown on the 'Price List' card of the Invoice and there is a record in the Price register for the Item/Price List combination, the Sales Account will be taken from that Price record. If this Sales Account is blank, or there is no appropriate record in the Price register—

2. The Sales Account will be taken from the relevant Item record (in the Item register). If this is blank—

3. The Sales Account will be taken from the Item Group specified for the Item. If this is blank, or if no Item Group has been specified for the Item, or if you have not entered an Item Number in the Invoice row—

4. The Sales Account in the Account Usage S/L setting will be used.

In the cases of points 2-4, the relevant Sales Account for the Zone to which the Customer belongs will be used. There are three Zones (Domestic, EU and Export), and each can have a different Sales Account.

If the selected Account is missing from the Account register, you will be given the message "Sales Account missing, check Account Usage S/L" when you mark the Invoice as OK and try to save it.

VAT Account

When you enter an Invoice, you must specify a VAT Code in each row. This code refers to a specific VAT Code record, which will determine the Output VAT Account in the subsequent Nominal Ledger Transaction and the rate at which VAT will be charged. Before entering Invoices, you should have entered the VAT Code records that you will need in the VAT Codes setting in the Nominal Ledger.

When you enter Invoice rows, you cannot leave the VAT Code field (marked 'V-Cd', visible on flip B) blank. A default will be placed in this field, chosen as follows—

1. The Sales VAT Code in the record for the Customer in the Contact register will be used. Usually, you should only specify a Sales VAT Code for an individual Customer if for some reason your usual VAT accounting method does not apply to them (e.g. the Customer is a charity). If this is blank—

2. The VAT Code will be taken from the appropriate row for the Item or Item Group in the Customer's Price List. If this is blank, the Item is not listed in the Customer's Price List, or the Customer doesn't have a Price List—

3. The VAT Code will be taken from the relevant Item record in the Item register. If this is blank—

4. The VAT Code will be taken from the Item Group specified for the Item. If this is blank, or if no Item Group has been specified for the Item, or if you have not entered an Item Number in the Invoice row—

5. The VAT Code entered in the Account Usage S/L setting will be used.

In the cases of points 3-5, the relevant VAT Code for the Zone to which the Customer belongs will be used. There are three Zones (Domestic, EU and Export), and each can have a different VAT Code.

If the selected VAT Code is missing from the VAT Codes setting, you will be given the message "Code not registered" when you try to save the Invoice.

As shown in the illustration above, the VAT Code will be copied to the Transaction row crediting the Sales Account. If you would like it to be copied to the Transaction row crediting the VAT Output Account as well, use the Add VAT Code to VAT A/C rows option in the Transaction Settings setting in the Nominal Ledger.

Debtor Control Account

When you specify the Customer in an Invoice, a Debtor Account will be chosen and shown on the 'Price List' card. You can overwrite this default if necessary. This Account will be chosen as follows—

1. The Debtors Account specified in the Customer Category to which the Customer belongs will be used. If this is blank, or if the Customer does not belong to a Customer Category—

2. The Debtors Account entered in the Account Usage S/L setting will be used.

If an Invoice is a cash Invoice, it will debit a Cash Account instead of a Debtor Account. A cash Invoice is one with a "Cash" type Payment Term. The Cash Account will be chosen as follows—

1. The Cash Account will be taken from the Payment Term specified in the Invoice. If this is blank—

2. The Cash Account entered in the Account Usage S/L setting will be used.

If the selected Account does not exist in the Account register, you will be given the message "Account not registered" when you try to save the Invoice. If you have not specified a default Debtor Account in any of the settings mentioned above, the message will be "Debtors Account missing, check Account Usage S/L".

Stock Account and Cost Account

When you sell goods from stock, the Nominal Ledger Transaction created from an Invoice can include postings for the cost of goods, and for the stock outtake (together these two postings are known as "Cost Accounting" or "Cost of Sales" postings in Enterprise by HansaWorld). You can specify that these postings will be made when you approve Invoices or when you approve Deliveries, or you can choose not to make these postings at all.

Cost accounting postings will usually only be made for Stocked Items. If you have specified that cost accounting postings will be made when you approve Invoices, this will mean that, in addition to posting to the Sales, VAT and Debtor Accounts, Nominal Ledger Transactions generated from Invoices will debit the specified Cost of Sales Account and credit the specified Stock Account. Further settings controlling the operation of cost accounting are discussed in the 'Stock Module' manual.

The Cost of Sales Account debited by such cost accounting postings will be determined as follows—

1. If you are not using the Use Item Groups for Cost Accounts option in the Cost Accounting setting in the Stock module, the Cost Account for the Item will be used. If you are using this option, the Cost Account specified on the 'A/C' card of the Item Group to which the Item belongs will be used.

2. In all other circumstances (e.g. the Cost Account for the Item or Item Group is blank), the Cost Account specified in the Account Usage Stock setting will be used.

In all cases, the appropriate Cost of Sales Account for the Zone of the Customer will be used.

The Stock Account credited by such cost accounting postings will be determined as follows—

1. The Stock Account specified for the stock Location will be used. If this is blank, or if no stock Location was specified in the Invoice—

2. If you are using the Use Item Groups for Cost Accounts option, the Stock Account specified on the 'A/C' card of the Item Group record will be used.

3. In all other circumstances, the Stock Account specified in the Account Usage Stock setting will be used.

Various models (known as "Cost Models") are available by which the value of the cost accounting postings will be calculated (for example, cost price, FIFO price, weighted average cost price). You can use a different Cost Model for each Item or Item Group, or you can use a single default Cost Model. Full details can be found in the section describing the Cost Accounting setting in the 'Stock Module' manual.

If any of the selected Accounts do not exist in the Account register, you will be given the messages "Cost Account missing" or "Stock Account missing" when you try to save the Invoice.

Round Off Account

If you are using the option to round the Invoice amount to the nearest whole monetary unit (Euro, Pound etc.), you must specify a Round Off Gain Account in the Account Usage S/L setting. Optionally you can also specify a Round Off Loss Account in the same setting: if you do not, rounding gains and losses will both be posted to the Round Off Gain Account. To switch the rounding option on, use the Round Off and Currency Round Off settings in the System module.

Receipts

When a Customer makes a payment against an Invoice, the transaction is known as a Receipt. In the Nominal Ledger, the raising of a Receipt credits the Debtor Account and debits the Bank or Cash Account. As with Invoices, you will usually enter Receipts in the Sales Ledger, where you will allocate them to the appropriate Invoice(s), and the consequences in the Nominal Ledger will be handled automatically. Normally, a Receipt will generate a Nominal Ledger Transaction like this—

When Nominal Ledger Transactions are generated from Receipts, the Accounts used are selected as follows.

Debtor Control Account

The Debtor Control Account for the Invoice being paid will be transferred to the Receipt. For details of how this is calculated, please refer to the 'Debtor Control Account' section under 'Sales Invoices' above on page 222.

If you do not allocate the Receipt to a specific Invoice (i.e. it is an "On Account" or "Prepayment" Receipt), the Debtors On Account A/C entered in the Customer Category or the On Account A/C specified in the Account Usage S/L setting (in order of priority) will be credited.

Bank or Cash Account

The Bank or Cash Account posting will be determined by the Payment Mode that you specify in the Receipt. This will refer to a record in the Payment Modes setting, available in the Sales and Purchase Ledgers. You should list in this setting the various payment methods that you and your Customers use, such as cheque, cash and credit card. You can attach a different Account to each payment method, allowing you to receive payments into different bank and cash accounts.

If you receive a payment in a foreign currency, the Rate Loss, Rate Gain and Rate Round Off Accounts will be used. Cash discounts will be posted to the relevant Cash Discount Accounts, and write-offs from the Sales Ledger will use

the Write Offs Account. You should specify these Accounts in the Account Usage S/L setting.

If any of the selected Accounts do not exist in the Account register, you will be given a message when you try to save the Receipt informing you which Account is missing.

Purchase Invoices

Purchase Invoices are demands for your company to make payments. You will usually record them in the Purchase Ledger, which you will use to monitor these invoices and to record payments against them. The Purchase Ledger allows you to find out how much money you owe to your creditors, and you can use it to make a forecast of future payments.

Most transactions in the Purchase Ledger mirror similar transactions in the Sales Ledger. Therefore, as with a Sales Invoice, a Nominal Ledger Transaction created from a Purchase Invoice will normally affect three Accounts: the Creditor Account will be credited, one or more Purchase Accounts will be debited and, in most cases, the VAT Account will also be debited. Defaults for the Accounts affected are taken from the Account Usage P/L setting, and they are selected using the priority rules described below.

Purchase/Cost Account

Purchase Accounts (also known as Cost Accounts) record the levels of purchases of different types of Items. When you enter a Purchase Invoice, you should enter a Purchase Account in each row (in the column marked 'A/C'). Different rows can have different Purchase Accounts.

In some instances a default Purchase Account will be placed in the A/C field in the first row of a Purchase Invoice. This default will appear if you have specified a Cost Account on the 'Accounts' card of the Contact record for the Supplier. You might specify such a default for Suppliers of services (such as electricity or telephone services), whose Purchase Invoices will always be posted to the same Account.

When you create Purchase Invoices from Purchase Orders and Goods Receipts, the Purchase Account in each row will depend on the set of Purchase Order Item Transfer Control options in the Purchase Invoice Settings setting in the Purchase Ledger. These options operate in the following manner—

Consolidate Items to Supplier Cost Account

> The ordered Items will be grouped together in a single row in the Invoice indicating that they are to be posted to the same Cost Account (taken from the Cost Account on the 'Accounts' card of the Contact record for the Supplier). If the Items on the Purchase Order have different VAT Codes, there will be a separate row on the Invoice for each VAT Code. Objects specified in Purchase Order rows will not be transferred to the Invoice.

Consolidate by Items and Project

> The Purchase Invoice will feature a separate row for each received Item/Project/Object combination on the Purchase Order. The Cost Accounts will be the Purchase Accruals Accounts for the Item Groups to which the Items belong (if you are using the Use Item Groups for Cost Accounts option in the Cost Accounting setting in the Stock module) or the Purchase Accruals Account on the 'Purchase Cost' card of the Account Usage Stock setting (otherwise). If there is no Purchase Accruals Account, the Cost Account on the 'Accounts' card of the Contact record for the Supplier will be used. Objects specified in Purchase Order rows will be transferred to the corresponding rows in the Invoice.

Transfer Each Row Separately

> Each ordered Item will have its own row on the Invoice. The Cost Accounts will be the Purchase Accruals Account on flip B of the Purchase Order, the Purchase Accruals Accounts for the Item Groups to which the Items belong (if you are using the Use Item Groups for Cost Accounts option in the Cost Accounting setting in the Stock module) or that on the 'Purchase Cost' card of the Account Usage Stock setting (otherwise), or the Cost Account on the 'Accounts' card of the Contact record for the Supplier. Objects specified in Purchase Order rows will be transferred to the corresponding rows in the Invoice.

VAT Account

When you enter a Purchase Invoice, you must specify a VAT Code in each row. This code refers to a specific VAT Code record, which will determine the Input VAT Account in the subsequent Nominal Ledger Transaction and the rate at which VAT will be charged. Before entering Purchase Invoices, you should have entered the VAT Code records that you will need in the VAT Codes setting in the Nominal Ledger.

When you enter Purchase Invoice rows, you cannot leave the VAT Code field (marked 'V-Cd') blank. A default will be placed in this field, chosen as follows—

1. The Purchase VAT Code in the record for the Supplier in the Contact register will be used. If this is blank—

2. The VAT Code specified for the relevant Account in the Account register will be used. If this is blank—

3. The VAT Code specified in the Account Usage P/L setting will be used.

In the last case, the relevant VAT Code for the Zone to which the Supplier belongs will be used. There are three Zones (Domestic, EU and Export), and each can have a different VAT Code.

Although you can specify VAT Codes for both Suppliers and Accounts (as described in points 1 and 2 above), it is important you do not mix these methods of setting default VAT Accounts. You should only specify a VAT Code for a Supplier if for some reason the standard VAT rates will not apply to them.

If the selected VAT Code is missing from the VAT Codes setting, you will be given the message "Code not registered" when you try to save the Purchase Invoice.

As shown in the illustration above, the VAT Code will be copied to the Transaction row debiting the Purchase/Cost Account. If you would like it to be copied to the Transaction row debiting the VAT Input Account as well, use the Add VAT Code to VAT A/C rows option in the Transaction Settings setting in the Nominal Ledger.

Creditor Control Account

When you specify the Supplier in a Purchase Invoice, a Creditor Account will be chosen and shown on the 'Comment' card. You can overwrite this default if necessary. This Account will be chosen as follows—

1. The Creditor Account specified for the Supplier in the Contact register will be used. If this is blank—

2. The Creditor Account will be taken from the Supplier Category to which the Supplier belongs. If the Supplier does not belong to a Supplier Category but instead belongs to a Customer Category, the Creditor Account will be taken from there. If these Accounts are blank, or the Supplier does not belong to a Category of either type—

3. The default Creditors Account entered in the Account Usage P/L setting will be used.

4. If you have switched on the Prel. Book check box in the Purchase Invoice, a Preliminary Creditors Account will be used, taken from the Account Usage P/L setting. When you finally approve the Purchase Invoice, this preliminary transaction will be replaced with a final transaction, using the correct Creditor Account determined as above.

If an Invoice is a cash Invoice, it will credit a Cash Account instead of a Creditor Account. A cash Invoice is one with a "Cash" type Payment Term. The Cash Account will be chosen as follows—

1. The Cash Account will be taken from the Payment Term specified in the Invoice. If this is blank—

2. The Cash Account entered in the Account Usage P/L setting will be used.

If any of the selected Accounts is missing from the Account register, you will be given the message "Account not registered" when you try to save the Purchase Invoice. If you have not specified a default Creditor Account in any of the settings mentioned above, the message will be "Creditor Account missing. Check Account Usage P/L" or, if step 4 above applies, "Preliminary Account not found, check Account Usage P/L".

Payments

A Payment is the Purchase Ledger equivalent of a Receipt: it is the transaction that occurs when you pay a Supplier's Purchase Invoice. In the Nominal Ledger, the raising of a Payment debits the Creditor Account and credits the Bank or Cash Account. You will usually record Payments in the Purchase Ledger, where you will allocate them to the appropriate Invoice(s), and the consequences in the Nominal Ledger will be handled automatically. Normally, a Payment will generate a Nominal Ledger Transaction like this—

When Nominal Ledger Transactions are generated from Payments, the Accounts used are selected as follows.

Creditor Control Account

The Creditor Control Account for the Purchase Invoice being paid will be transferred to the Payment. For details of how this is calculated, please refer to the 'Creditor Control Account' section under 'Purchase Invoices' above on page 227.

If you do not make the Payment against a specific Purchase Invoice (i.e. it is an "On Account" or "Prepayment" Payment), the Creditors On Account A/C entered

in the Contact record for the Supplier will be debited. If this is blank, the On Account A/C in the Supplier Category to which the Supplier belongs will be used. If the Supplier does not belong to a Supplier Category but instead belongs to a Customer Category, the Creditors On Account A/C in that Customer Category will be used. If these Accounts are blank, or the Supplier does not belong to a Category of either type, the On Account A/C in the Account Usage P/L setting will be debited.

Bank or Cash Account

The Bank or Cash Account posting will be determined by the Payment Mode that you specify in the Payment. This will refer to a record in the Payment Modes setting, available in both the Sales and Purchase Ledgers. You should list in this setting the various payment methods that you use, such as cheque, cash and credit card. You can attach a different Account to each payment method, allowing you to issue payments from different bank and cash accounts.

If you need to make a payment in a foreign currency, the Rate Loss, Rate Gain and Rate Round Off Accounts will be used. Cash discounts will be posted to the relevant Cash Discount Accounts. You should specify these Accounts in the Account Usage P/L setting.

If any of the selected Accounts do not exist in the Account register, you will be given a message when you try to save the Payment informing you which Account is missing.

Expenses

The Expenses module functions as a creditors/debtors ledger for employees. Here you can record advances and settlements for each individual, and Enterprise by HansaWorld can post each event to the Nominal Ledger automatically. To use the Expenses ledger, you must assign an Account for advances and settlements to each Person. Normally, you will use the same Account for each employee, separating the individuals with the help of Objects (see below). Enter this Account Number on the 'Accounts' card of each Person record. Having done this, you can record expense claims in the Expense register in a similar manner to Purchase Invoices, and advances and payments to employees in the Personnel Payment register in a similar manner to Payments.

Credits and Loans

Most companies have one or more loans, and you must keep records of the management of the loans, i.e. interest payments, instalments etc.

Stock

In every business where stocks are kept, there are by necessity differences between recorded stocks, physical stocks and stock values, for the simple reasons that things break or disappear or that mistakes are made in shipping, recording etc. In Enterprise by HansaWorld, stock values are kept both in the Stock module and as Account balances in the Nominal Ledger. It is very difficult to have absolute agreement between FIFO stock levels and Nominal Ledger Stock Account balances, and every business must decide for itself how important it is to minimise differences. There is a price to be paid for precision. The smaller the tolerance for errors, the greater the control apparatus will be, and the greater the cost. There is a trade-off of control costs against precision that every company must decide for itself.

The Stock module contains separate registers for Goods Received, Deliveries, Stock Movements (internal stock transfers between Locations) and Stock Depreciations. Whenever you enter and approve a new record in any of these

registers, the physical stock levels of the Items involved and the stock valuation in the Nominal Ledger will both be updated automatically. In the second case, each stock record causes a Nominal Ledger Transaction to be generated, thus updating the stock valuation in the Nominal Ledger. Stock levels and valuations can also be updated automatically from Invoices.

Whenever you remove an Item from stock (e.g. using a Delivery or Stock Depreciation), the value of that Item will be calculated using a Cost Model. This value will be subtracted from the stock valuation in the Nominal Ledger. The Cost Model is also used by the Stock List report to calculate the value of your stock. You can choose the Cost Model that is most suitable for your business: the available options are Cost Price, % of Base Price (i.e. % of sales price), Weighted Average, FIFO ("First In First Out") and LIFO ("Last In First Out"). In the case of Items with Serial Numbers, you can also use a Cost Model that connects the actual value of an Item to its Serial Number. Please refer to the 'Stock Module' manual for more details about Cost Models.

The following examples illustrate the receiving of Items into stock, valuing them and delivering them. The values in the illustrations are calculated using the FIFO Cost Model: if you are using a different Cost Model, the workflow will be the same but the values may differ.

Illustrated below is an example Goods Receipt, recording the arrival of three units of Item 10118 into stock at a price of 4.00 each—

This is the Nominal Ledger Transaction generated by the Goods Receipt, which updates the stock valuation in the Nominal Ledger with the value of the goods received into stock—

	Account	Objects	Description	Additional Description	Base 1 Debit	Base 1 Credit	V-Cd
1	740		Stock Valuation		12.00		
2	820		Purchase Accruals, Domestic			12.00	
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							

Transaction: Inspect — No. 6165, Trans. Date 23/3/2014, Reference; Text 503 UK Trading Company Ltd, GBP

Difference Base 1 — 0.00 — Total — 12.00 — 12.00
Difference Base 2 — 0.00 — Total — 19.05 — 19.05

When you receive goods into stock, the Stock Account will be debited with the cost of goods, and a Creditor Suspense Account (usually given the terms "Purchase Accruals Account" or "Purchase Control Account" in the program and in these manuals) will be credited until the Purchase Invoice arrives. The Stock Account used is the one specified in the Locations setting in the Stock module or, if that is blank, in the Account Usage Stock setting.

Depending on local accounting conventions, you can add purchase costs, freight and customs costs to the stock value in the Goods Receipt record, or leave them out until the Purchase Invoice arrives. If you add them at the time of receipt into stock, their values will be added to the Stock Account, and credited against the Freight and Customs Accrual Accounts specified in the Account Usage Stock setting—

	Account	Objects	Description	Additional Description	Base 1 Debit	Base 1 Credit	V-Cd
1	740		Stock Valuation		110.00		
2	821		Purchase Accruals, Inside EU			100.00	
3	816		Purchase Accruals - Freight			5.00	
4	817		Purchase Accruals - Customs			5.00	
5	468		Base Currency Round Off		0.00		

No. 6166   Trans. Date 23/3/2014   Reference

Text 006 Estonian Export, GBP

Difference Base 1 0.00   Total 110.00   110.00
Difference Base 2 0.00   Total 174.61   174.61

After receiving two further shipments of Item 10118 into stock, the Stock List report (Detailed version illustrated below) will provide a stock valuation. As the default valuation method (Cost Model) is FIFO, the stock valuation will be calculated using the individual FIFO values from the relevant Goods Receipts—

Stock List
Radio Import/Export Limited
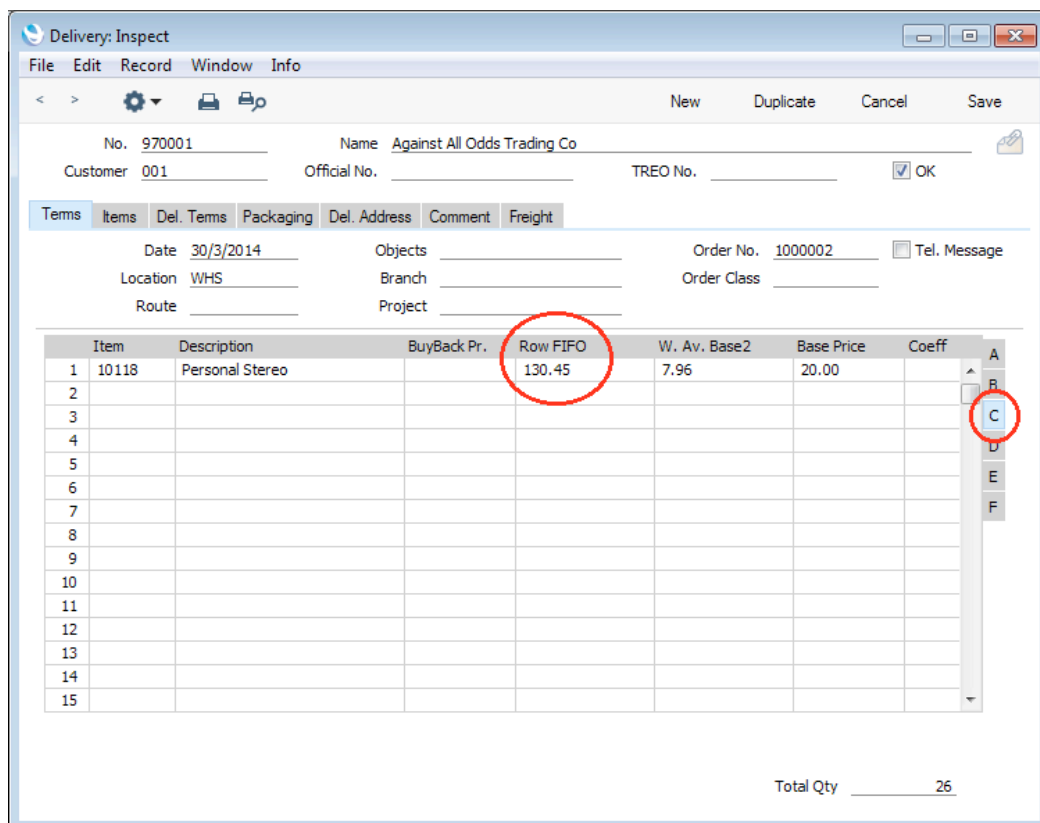
Enterprise by HansaWorld, Print date: 28/3/2014 12:50
Items 10118
All Groups
All Item Classifications
Exchange Rates at Goods Receipt
Method: FIFO

Include Consignment Stock

Item No	Name		Balance	Unit Cost	Unit Value
	Incoming Stock Trans.				
10118	Personal Stereo				
	GREC:6165	23/3/2014	3	4.00	12.00
	GREC:6167	26/3/2014	15	5.15	77.25
	GREC:6168	28/3/2014	8	5.15	41.20
			26	5.0173	130.45
			26		130.45

You can also produce Stock List reports using alternative Cost Models e.g. Weighted Average—

When you sell goods, stock balances will be reduced and the Stock Account will be credited. The value credited to the Stock Account and debited to the Cost of Sales Account will be calculated using the usual Cost Model (FIFO in this example).

In the following example, we will sell and ship all 26 units of Item 10118. In the Delivery record that records this shipment, the total FIFO value of these 26 units will be placed automatically in the Row FIFO field on flip C when we mark the Delivery as OK and save it. (Although this field is named "Row FIFO", it actually shows the cost of sales value of the delivered Items and therefore shows the total FIFO, LIFO, Weighted Average or other value of the delivered Items, depending on the Cost Model. The example currently being described uses the FIFO Cost Model.)

This total cost of sales (in this case, FIFO) value will be the figure credited to the Stock Account and debited to the Cost of Sales Account in the Nominal Ledger Transaction created when you approve the Delivery (i.e. mark it as OK and save it, after which it can no longer be modified)—

The Item History report in the Stock module shows that because we are using the FIFO Cost Model, this total cost of sales value is calculated using the average FIFO value per unit of the Items sold—

In this case, because we sold our entire stock, there is no difference between the stock value and the Stock Account value.

In the following example, we have received into stock twenty units of Item 10127 using two separate Goods Receipt records. The first Goods Receipt records the receiving of ten units at a price of 8.00 per unit, and the second records the receiving of ten at a price of 9.00 per unit—

We will deliver 12 units of Item 10127. In the Delivery record, their total cost of sales (FIFO) value is shown on flip C to be 98.00 (i.e. 8.1667 per unit)—

Again, this total cost of sales value will be the figure credited to the Stock Account and debited to the Cost of Sales Account in the Nominal Ledger Transaction created when we approve the Delivery—

As the FIFO Cost Model is being used, the price per unit in the Delivery and consequent Nominal Ledger Transaction in this example is calculated on a strict FIFO basis. This dictates that the units shipped were all ten of those purchased at the earlier price (8.00 per unit) and two of those purchased at the later price (9.00), as follows—

$$\frac{(10 \times 8) + (2 \times 9)}{12} = 8.1667$$

This is shown when we produce an Item History report after issuing the Delivery—

The Stock List now values the remaining eight units at 9.00 each, the purchase price per unit in the second Goods Receipt record—

In Enterprise by HansaWorld, you will always create Deliveries from Orders. Included in each Order record (in the footer of the 'Items' card) is a Gross Profit figure. Usually and as illustrated below, this is calculated using the standard Cost Prices of the Items on the Order, although you do have the option to calculate it using their cost of sales values. The standard Cost Price of an Item is the Cost Price recorded in the Item register. Standard Cost Prices will be shown on flip C of each Order: in this example, the standard Cost Price per unit of Item 10127 is 10.00—

This calculation is also used in the GP, Orders report in the Sales Orders module—

You can have the standard Cost Price of each Item updated to be the last actual purchase price (the one used in the most recent Goods Receipt record). You can do this using two methods—

1. The Stock module contains an 'Update Item Cost Price' Maintenance function. This is not an automatic function: it is your decision whether and when to use it. Each time you run this function, it will transfer the last purchase price to the Cost Price field of each Item record.

2. If you would like the Cost Price of an Item to be updated automatically with the latest purchase price each time you enter and approve a Goods Receipt, use one of the Upd. Cost Price At Goods Receipt options in each Item record ('Costs' card).

In the example above, the Gross Profit of the Order would have been reduced by 12 if you had updated the Cost Price of Item 10127 using either method before you created the Order.

Chart of Accounts

Accounts are the Nominal Ledger headings that you use to classify all financial transactions: each Nominal Ledger Transaction described above posts to two or more Accounts. The organisation of these Accounts is known as a "Chart of Accounts": a systematic list of how assets, liabilities, income and expenses are to be classified and thus the basis for your accounting reports. The logic that you use in this classification determines the usefulness of your reports. Drawing up a satisfactory Chart of Accounts requires careful consideration.

In designing a Chart of Accounts, it is usual practice to group Accounts together according to type. For example, all Sales Accounts should have similar Account Numbers, different Bank Accounts should have similar Account Numbers and so on. This will ensure that they appear together in reports. You should leave room in the structure so that you can insert new Accounts, the need for which is currently unforeseen, in the right place. If your business develops into new products, for example, you should be able to create Sales Accounts for those new products with similar Account Numbers to the existing Sales Accounts.

In traditional accounting systems, a Chart of Accounts is divided into account classes, following a decimal classification. Two or three classes are reserved for Balance Sheet Accounts, one class is normally reserved for internal accounting and year-end operations, and the remaining five or six classes are used for revenue and cost classification.

Typical Charts of Accounts, including that supplied as a template with Enterprise by HansaWorld, follow the model illustrated below. They usually divide Accounts into two groups, named after the report in which they appear.

Profit & Loss   This report shows the trading profit or loss of your business, usually at the end of a month or year.

Balance Sheet   This report shows the assets, liabilities and capital of your business at the moment of printing.

Enterprise by HansaWorld

Sample Structure of Chart of Accounts

	Description	Account Number Range	Account Type
Profit & Loss (P & L)	Sales	100-199	Income
	Cost of Sales	200-299	Expense
Gross Profit = Sales - Cost of Sales			
	Overheads	300-599	Expense
Net Profit = Gross Profit - Overheads			
Balance Sheet	Fixed Assets	600-699	Asset
	Current Assets	700-799	Asset
	Current Liabilities	800-899	Liability
Net Current Assets = Current Assets - Current Liabilities			
	Long Term Liabilities	900-949	Liability
Total Net Assets = Fixed Assets + Net Current Assets - Long Term Liabilties			
	Equity	950-999	Equity
	Profit/Loss Year To Date	Net Profit from P & L	Income
Total Equity = Equity + Profit/Loss Year To Date			

! ***Your Chart of Accounts should be drawn up in consultation with your accountant or financial adviser.***

Please refer to the 'Importing Sample Data' section above on page 61 for details about using the template Chart of Accounts supplied with Enterprise by HansaWorld.

Objects

A properly formulated Chart of Accounts allows you to analyse your company's activities, but the level of this analysis is limited. For example, it may allow you to analyse your sales and cost of sales by type of Item, but you will not also be able to analyse them by geographical area, type of business, salesperson or department.

Normally, a typical business will require three basic levels of analysis—

*   The KIND of income or expense - material, labour, transport, telephone etc.

*   The COST CENTRE, i.e. the department or organisational unit that carries the responsibility for incurring the expense or realising the revenue.

*   The COST BEARER, normally the output, product or service produced.

In some businesses, there is a requirement to add further dimensions that are not subdivisions of the above, such as geographical areas.

Conceptually, the accounting situation can be illustrated using a three-dimensional table—

In traditional accounting systems, each accounting transaction will be classified using the Chart of Accounts. A Chart of Accounts is a *list* of Accounts. By definition it is one-dimensional. Through various means, Accounts in this list will be divided into sub-classes down one or more levels, and the result is a hierarchical tree structure of classifications.
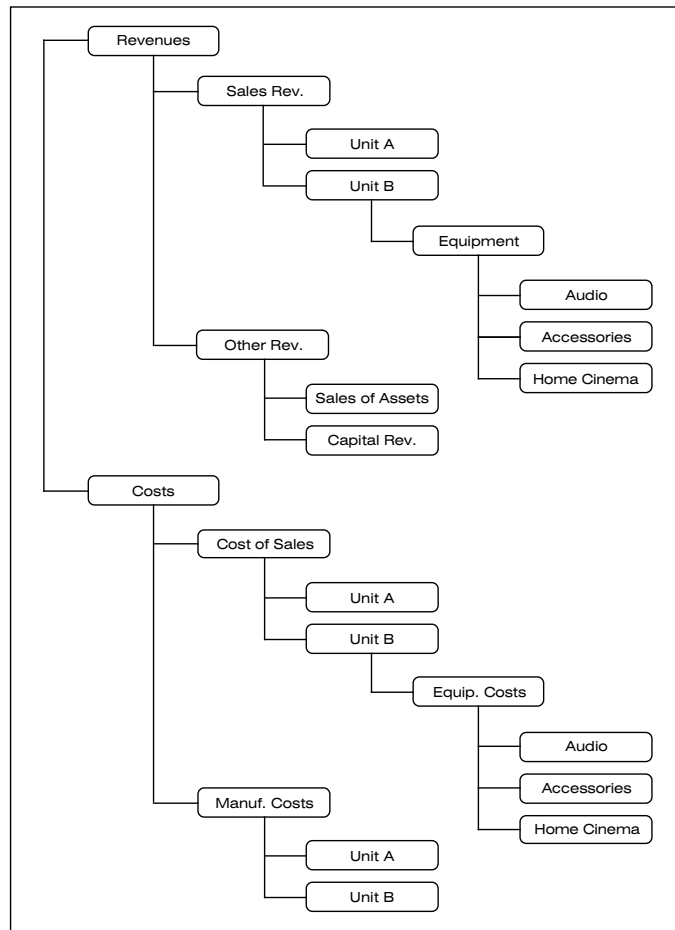
A result of the hierarchical tree structure classification is inevitably that cost type, profit centre and cost bearer classifications are scattered all over the Chart of Accounts. This makes the description of reports complicated and cumbersome, since information will have to be picked up individually from many different Accounts, in order to produce different types of "Functional" result reports.

To simplify the structure many accounting systems subdivide the "account string" into different parts, each indicating cost type, department, project, product etc. This is only a partial solution. The only logically viable solution to truly multi-dimensional accounting is to use an "Object" classification in each accounting transaction. Using this method, the Chart of Accounts will contain account specifications for the _kind_ of revenue, expenditure, asset, liability or equity, while the Objects will represent the remaining information (i.e. cost type, department, project, product etc). Each accounting transaction will consist of an Account Number, an amount, a date, and one or more Object classifications. Referring to the illustration above, a wages payment for selling radios in Unit B would contain the following information—

Number	970001
Date	010114
Account	300 Wages & Salaries
Text	"Any written description"
Amount	Debit 15420.25
Objects	Unit B, Audio Sales

This Object classification makes it simple to show every transaction entered for each product, unit and cost type, and to produce separate profit and loss statements for each section of the business (e.g. to show the profitability of Unit B and of Audio Sales).

The use of Objects is not limited to Income and Cost Accounts. You can use Objects with all types of Accounts, including Asset, Liability and Equity Accounts.

In the following section we will show how you can use Objects in Enterprise by HansaWorld to obtain the information and analysis that you need to improve the efficiency of your business.

Objects in Enterprise by HansaWorld

You can use Objects in Enterprise by HansaWorld to classify your transactions in various ways. In this section, we will illustrate the use of Objects using as an example the requirement to analyse sales by geographical area, type of business, salesperson and type of Item. If your business has several offices or branches, you could also use Objects to analyse the sales performance of each office or branch. In fact, you can assign up to 30 Objects to each transaction (with 20 being a more practical limit), providing you with very extensive reporting possibilities. To set up such a system, follow these steps—

1. The first step is to define Object Types, using the setting in the Nominal Ledger. In the example, we will need four Object Types for geographical area, type of business, type of Item and sales person—
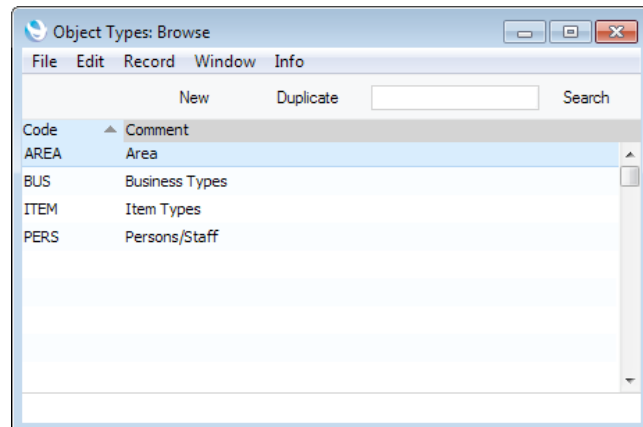
2. The next step is to define the Objects themselves, using the Object register that is available in both the Nominal Ledger and System module. Each Object should belong to an Object Type—
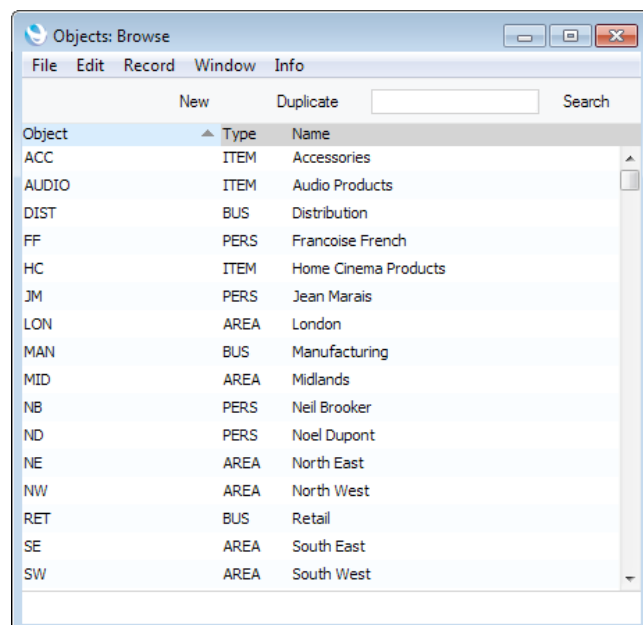
3. When you enter a record to the Person register in the System module for each member of staff, you can assign one Object on the 'Accounts' card—

In this example, we will illustrate using these staff Objects to analyse sales made by each salesperson. The relevant Object will automatically be used in all sales made by each Person.

Staff Objects are also used in the Expenses module. If you will be using this module, it is recommended that you use a different Expenses Control Account for advances and settlements (Account 826 in the illustration above) for each Person. If this is not possible, you should at least use a separate Object for each Person. If you do not have a unique Account/Object combination for each Person, the Periodic Personnel Statement report will not be correct because it will not be able to calculate separate balances for each Person.

4. When you enter a Customer record to the Contact register, you can assign Objects to it. These Objects will automatically be used in all sales transactions involving the Customer. You can assign several Objects to a Customer, separating each Object using commas. The Object field can contain up to 60 characters. As mentioned above, this means you can assign up to 30 Objects to a Customer, taking the commas into account. However, it is recommended that you use Object Codes with at least two characters, so the more usual limit is 20 Objects.

For each Customer, enter one Object belonging to the "AREA" and "BUS" Types in the Sales Objects field on the 'Accounts' card, separated by a comma—

Do not enter more than one Object belonging to the same Type, because you cannot use more than one Object belonging to the same Type in a sales transaction. There is no need to enter an Object representing the sales person, because this will be supplied to each sales transaction from the Person register.

The Object field is in some ways similar to the Classification field on the 'Contact' card. Both fields can contain several entries separated by commas, and sometimes the information will be the same in both fields. The Classification field will provide analysis for CRM purposes (marketing, mailshots, etc.), while the Object field will provide accounts analysis in the Nominal Ledger. In this example, the geographical area and type of business of the Customer is useful information for both purposes, so it should be entered both in the Classification field and in the Sales Objects field.

The Purch. Objects field operates in the same way as the Sales Objects field, but is used for Suppliers (i.e. in purchase transactions).

5. When you enter each Item to the Item register, you can similarly assign Objects to it, using the Objects field on the 'Pricing' card. In this example, enter an Object belonging to the "ITEM" Type. As shown in the illustration, you should typically use Objects representing the general type of Item, not the exact model (i.e. an Object for Audio Equipment is to be preferred to an Object for the Digital Radio)—

6.   As already mentioned, the Objects assigned to each Customer, Person and Item will automatically be transferred to all sales transactions. However, there may be Customers or Items that do not have Objects, perhaps because there was insufficient information to be able to assign the correct Objects when the record was first created (e.g. it was not possible to assign an Object belonging to the "BUS" Type because the nature of the Customer's business was not known). As a result, sales transactions using these Customers or Items will not contain the complete set of Objects, so the subsequent Object analysis will be incomplete if not inaccurate.

To guard against this, use the Object Type Control setting in the Nominal Ledger to ensure that every sales transaction contains Objects belonging to the correct Types—

In the example illustrated above, we have specified that whenever we use an Account between 100 and 199 (i.e. any of our Sales Accounts) or one between 200 and 299 (i.e. any of our Cost of Sales Accounts), it must be together with Objects belong to each of the "AREA", "BUS", "PERS" and "ITEM" Object Types. We will not be able to save the transaction if an Object belonging to at least one of these Types is missing. Accounts 100 and 199 are separated by a colon, signifying a range i.e. all Accounts between 100 and 199. Use a comma to separate the two ranges 100:199 and 200:299: this has been done in the example to illustrate separating two ranges of Accounts, although in this case as shown on the last line we could also use one large range to the same effect.

7. Whenever you use the Customer in a Sales Invoice or in any record that will eventually lead to an Invoice (i.e. Quotation, Order, Project, Service Order), the Customer's Objects and that of the Salesman will be brought in automatically. In the case of the Order, they will be visible in the Objects field on the 'Terms' card. When you add Items to the Order, their Objects will be brought in to flip B of the 'Items' card—

8. If you need to raise a Purchase Order for the Items on the Sales Order, the Objects from the Items will be brought in to flip B of the Purchase Order. As mentioned in step 4, you can specify separate Purch. Objects in each Contact record for use in purchase transactions. In this example, a Purch. Object ("SUPP") has been specified for the Supplier and this will be brought in automatically to the Objects field on the 'Terms' card—

From the Purchase Order, these Objects will be transferred to the Goods Receipt—

In the resulting Nominal Ledger Transaction (illustrated on the next page), the Objects representing the Items are assigned both to the credit postings to the Purchase Accruals Account and to the debit postings to the Stock Account. The Object representing the Supplier is assigned to the credit postings to the Purchase Accruals Account.

There are various options that you can use to control the postings to which Objects will be assigned. In this example, the Supplier Object has not been assigned to the debit postings to the Stock Account because we are not using the Supplier Object on Stock A/C option in the Account Usage P/L setting.

When you create the Purchase Invoice from the Purchase Order, the Objects will again be included—

These Objects will be transferred to the debit postings to the Purchase Accruals Account(s)—

In this example, the Supplier Object has not been assigned to the posting to the Creditor Account because the Objects on Creditors A/C option in the Account Usage P/L setting is not being used, and it has not been assigned to the posting to the Input VAT Account because we are also not using the Objects on VAT Account option (again in the Account Usage P/L setting).

9.   On the sales side, the Customer, Person and Item Objects will all be transferred from the Order to the Delivery and to the resulting Invoice—

At any stage in the process, you can change the Objects (subject to Object Type Control if you are using that setting as described in step 6 above) or add extra ones if you need to. If a record already contains an Object and you decide to choose a new Object using the 'Paste Special' feature, type the comma or colon before opening the 'Paste Special' list. This will cause the next Object to be added to the one(s) already there. Otherwise, the previous Object will be overwritten.

Usually, the 'Paste Special' list of Objects is the standard one—
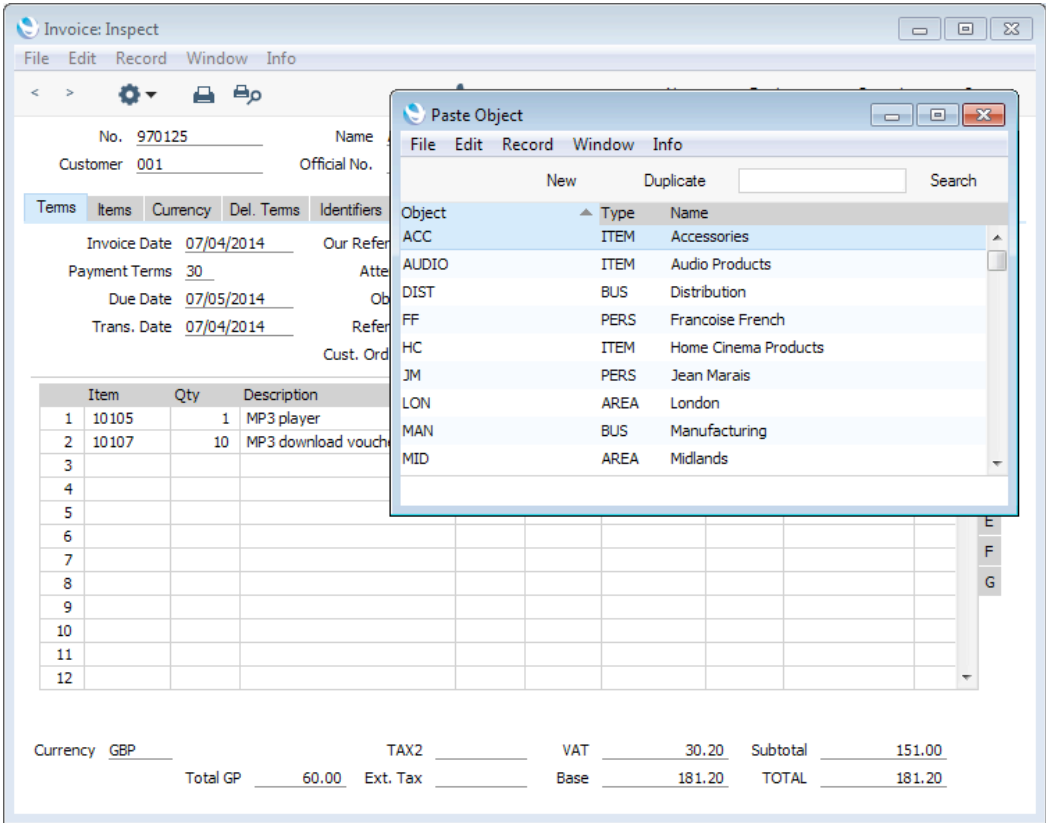
You can find the Object that you need by sorting the list by Object, Type or Name.

However, if you are using the Object Type Control feature, the standard 'Paste Special' list when opened from the Invoice will be replaced by the 'Assisted Object Entry' window—

In the example illustrated above, we opened the 'Assisted Object Entry' window from the Object field on flip B of the 'Items' card. The window therefore prompts us to enter Objects belonging to the "AREA", "BUS", "PERS" and "ITEM" Object Types, since we have to use Objects belonging to these Object Types together with all Sales Accounts. Using 'Paste Special' in the usual way, enter an Object belonging to each Type in the appropriate field. 'Paste Special' here will only list the Objects belonging to the Type in question. Use the Extras field if you want to add another Object belonging to a fifth Type.

10. When we approve and save the Invoice, the "MID" and "RET" Objects from the Customer, the "FF" Object from the Person and the appropriate Object from the Item will be attached to the postings to the Sales and the Cost of Sales Accounts. These Objects will be arranged in alphabetical order automatically—

As on the purchase side, there are various options that you can use to control the postings to which Objects will be assigned. In this illustration, we are using the Object on Stock Account option in the Cost Accounting setting, so Objects have also been attached to the posting to the Stock Account. We are not using the Objects on Debtors A/C option in the Account Usage S/L setting, so Objects have not been assigned to the posting to the Debtor Account. We are also not using the Objects on VAT Account option (again in the Account Usage S/L setting): if we were, the "MID" and "RET" Objects from the Customer and the "FF" Object from the Person would be assigned to the posting to the Output VAT Account.

11. As shown in the previous steps, once you have allocated Objects to your Customers, Persons and Items, they will be transferred via every Invoice to the Nominal Ledger automatically. After entering some more transactions to make the example more complete, you can now produce Profit & Loss reports for each Object, or for any Object combination. For example, to see the profitability of sales to retail Customers, produce a report for the "RET" Object—

This is the resulting report—

You can also produce a Profit & Loss report for a particular Object Type, to compare the profitability of each Object belonging to that Object Type. For example, you could produce a report for the "PERS" Object Type, to compare the profitability of the sales made by each Person or, as shown in

the illustration below, on the "BUS" Object Type, analysing the profitability of sales to Customers of each business type—

If you need to see individual profit figures for each Object belonging to the "BUS" Object Type, produce an Object Results report for this Object Type—
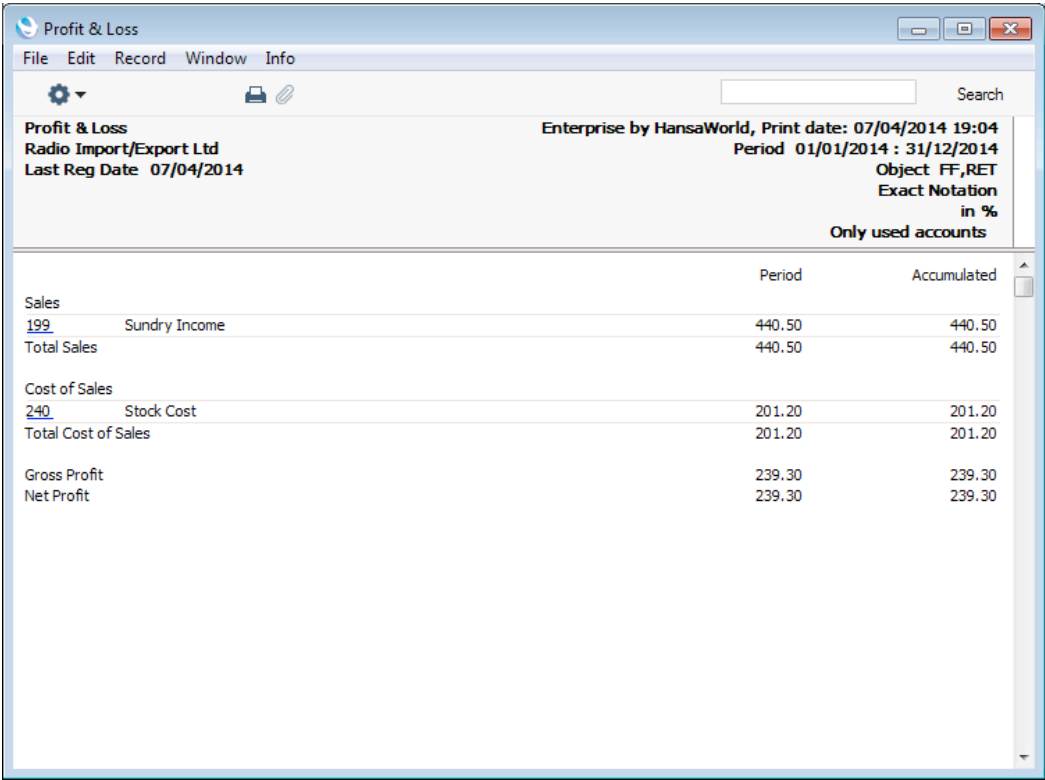
If you need to see individual profit and margin figures for each Object belonging to the "BUS" Object Type, produce an Object/Quantity Results report for this Object Type—

You can also produce reports for a combination of Objects. For example, to report on sales by Person FF to retail Customers, produce a report for the "FF" and "RET" Objects, separated by a comma—

Because you specified two Objects separated by a comma, the calculations in the report will only use those postings with both Objects—

The Nominal Ledger report offers exceptionally powerful multi-level Object analysis. For example, you can use it to list the sales Person FF made to each member of the "BUS" Object Type, by entering Object "FF" in the Loop 2 field and Object Type "BUS" in the Loop 3 field (the Loop 2 and Loop 3 fields are on card 2 of the specification window). In this example, we are reporting on Accounts 199 (sales) and 240 (cost of sales)—

This is the resulting report (produced using the Show Object and Balances Only options for clarity)—

Nominal Ledger						

Nominal Ledger   Enterprise by HansaWorld, Print date: 07/04/2014 19:06
Radio Import/Export Ltd   **Account 199,240**
Last Reg Date 07/04/2014   **Period 01/01/2014 : 31/12/2014**
Values in GBP   **Not Reconciled**
       Reconciled

Account	Name		Fwd balance	Debit	Credit	Balance
Object:	FF	Francoise French				
Object:	DIST	Distribution				
199	Sundry Income		0.00	0.00	87.30	-87.30
Object:	MAN	Manufacturing				
199	Sundry Income		0.00	0.00	140.30	-140.30
Object:	RET	Retail				
199	Sundry Income		0.00	0.00	440.50	-440.50
Object:	FF	Francoise French				
Object:	DIST	Distribution				
240	Stock Cost		0.00	52.00	0.00	52.00
Object:	MAN	Manufacturing				
240	Stock Cost		0.00	77.00	0.00	77.00
Object:	RET	Retail				
240	Stock Cost		0.00	201.20	0.00	201.20
		Balance	0.00	330.20	668.10	-337.90

If we change the Loop 2 field to the "PERS" Object Type, the report will show the sales made by each Person (i.e. each member of the "PERS" Object Type) to each Business Type—

Nominal Ledger						

Nominal Ledger   Enterprise by HansaWorld, Print date: 07/04/2014 19:10
Radio Import/Export Ltd   **Account 199,240**
Last Reg Date 07/04/2014   **Period 01/01/2014 : 31/12/2014**
Values in GBP   **Not Reconciled**
       Reconciled

Account	Name		Fwd balance	Debit	Credit	Balance
Object:	FF	Francoise French				
Object:	DIST	Distribution				
199	Sundry Income		0.00	0.00	87.30	-87.30
Object:	MAN	Manufacturing				
199	Sundry Income		0.00	0.00	140.30	-140.30
Object:	RET	Retail				
199	Sundry Income		0.00	0.00	440.50	-440.50
Object:	JM	Jean Marais				
Object:	DIST	Distribution				
199	Sundry Income		0.00	0.00	138.80	-138.80
Object:	MAN	Manufacturing				
199	Sundry Income		0.00	0.00	197.00	-197.00
Object:	RET	Retail				
199	Sundry Income		0.00	0.00	85.50	-85.50
Object:	NB	Neil Brooker				
Object:	DIST	Distribution				
199	Sundry Income		0.00	0.00	83.00	-83.00
Object:	MAN	Manufacturing				
199	Sundry Income		0.00	0.00	135.50	-135.50
Object:	RET	Retail				
199	Sundry Income		0.00	0.00	36.50	-36.50
Object:	ND	Noel Dupont				
Object:	DIST	Distribution				

12. If you need more detail, you can create a Key Financial Ratio report with the appropriate Key Ratios. For example, you can create a report that will show the sales made by each Person to each Business Type together with profitability figures. This is a sample report definition—

	Code	Comment	Definition	Hide
1				No
2		SALESPERSON		No
3	3	F. French (Sales)	-OBJRESULT("100:199","FF")	No
4	4	F. French (Cost of Sales)	-OBJRESULT("200:299","FF")	No
5	5	GROSS PROFIT	KEY(3)+KEY(4)	No
6		GROSS MARGIN	KEY(5)/KEY(3)*100	No
7				No
8	8	J. Marais (Sales)	-OBJRESULT("100:199","JM")	No
9	9	J. Marais (Cost of Sales)	-OBJRESULT("200:299","JM")	No
10	10	GROSS PROFIT	KEY(8)+KEY(9)	No
11		GROSS MARGIN	KEY(10)/KEY(8)*100	No
12				No
13	13	N. Brooker (Sales)	-OBJRESULT("100:199","NB")	No
14	14	N. Brooker (Cost of Sales)	-OBJRESULT("200:299","NB")	No
15	15	GROSS PROFIT	KEY(13)+KEY(14)	No
16		GROSS MARGIN	KEY(15)/KEY(13)*100	No
17				No
18	18	N. Dupont (Sales)	-OBJRESULT("100:199","ND")	No
19	19	N. Dupont (Cost of Sales)	-OBJRESULT("200:299","ND")	No
20	20	GROSS PROFIT	KEY(18)+KEY(19)	No
21		GROSS MARGIN	KEY(20)/KEY(18)*100	No

Row 3 will print the total sales value for Person FF (i.e. the total of all postings with Object "FF" to the Sales Accounts between 100 and 199) while row 4 will print the cost of those sales and row 5 will subtract the costs from the sales, Please refer to the 'Nominal Ledger' manual for more details about configuring Key Financial Ratio reports.

When you produce the report, specify the "BUS" Object Type. This will cause the report to contain separate sections for each Object belonging to that Object Type—

This is the resulting report—

As shown above, the Object feature is a very powerful one, allowing you to produce profitability reports in the Nominal Ledger for any cost centre (e.g. departments, Customer and Item types, employees and geographical areas) on its own or in any combination.

If you have the Job Costing module, you can also assign a dedicated Object to each Project. This Object will be attached automatically to every transaction related to the Project (e.g. Items supplied, work done, expenses incurred), so Project profitability will be easy to ascertain. Any work carried out by an employee will contain that employee's Object in addition to the ones for the Project and the Customer, once again allowing very detailed analysis. More details about this can be found in the 'Job Costing' manual.

All Objects can span several years. This is a consequence of the continuous database used by Enterprise by HansaWorld, where the end of year is simply a user-defined reporting interval. The Object balances are thus automatically transferred from one fiscal year to the next. This gives you the ability to keep track of the budget and results of an Object (e.g. a building project) for several years.

You can close an Object, to prevent further postings to it. Working in the Object register (in the Nominal Ledger or the System module), tick the Closed check box to close it. If you want to open the Object again later, you simply click in the box again to remove the check.

Hierarchical Objects

A hierarchical Object is one that consists of a string or sequence of Objects. Instead of having to remember to assign several Objects to each Transaction, when you use hierarchical Objects, you only need assign one Object and the others will be assigned automatically. This makes assigning Objects easier and faster and reduces the risk of making mistakes.

You can define a hierarchical Object in the Object register by entering the string or sequence of Objects in the Hier. Objects field. In the following example, we have defined an Object for the Person NB. In the Hier. Objects field we have entered Objects for the department and the office for which that Person works. These Objects must already exist in the Object register—

When you use the "NB" Object in a transaction of any kind, the string of Objects in the Hier. Objects field (in this case, "DEPT1" and "OXFORD") will also be assigned automatically. The example below shows the "NB" Object being used in an Expense record recording travel expenses—

In the Nominal Ledger Transaction resulting from this Expense record, the Hier. Objects will be added to the "NB" Object automatically. So, whenever you record a cost incurred by or a sale made by this Person, using the single "NB" Object will guarantee the correct assignment of the "DEPT1" and "OXFORD" Objects as well, in alphabetical order—

Hierarchical Objects are very useful when you need to need to enter Nominal Ledger Transactions (journal postings) manually, because in this case no Objects will be offered by default. They help ensure you always assign the correct Objects, and the correct number of Objects. In the example illustrated below, we are entering a Nominal Ledger Transaction recording Person NB's salary, and we have just entered the "NB" Object—

As soon as we press the Tab, Enter or Return key to move to the next field, the string of Hier. Objects from the "NB" Object will be added to that Object—

You can include a hierarchical Object in the definition of another. Illustrated below is an Object representing NB's company car—

Since we have entered "NB" in the Hier. Objects field and "NB" itself contains hierarchical Objects, when we use the "ASTRA_1" Object to record the running costs of this car, it will expand to the combined contents of "ASTRA_1" and "NB", assigning those costs to the correct Person, department and branch—

As already mentioned, when you enter Nominal Ledger Transactions (journal postings) manually, no Objects will be offered by default. The hierarchical Object feature will help ensure that anyone entering a Nominal Ledger Transaction will attach every relevant Object to each posting.

Who needs to know about your business

There are several parties who have an interest in your accounts: you, other owners, creditors and banks, employees and not least the tax authorities. Your auditor's job is to certify your accounts on behalf of all the interested parties. He or she will check your books to certify that they give a "true and fair" representation of the state of affairs.

Sometimes it feels as if all this apparatus of reports and accounts is just too much trouble. Used in the right way, however, a good accounting system improves the control of the business. There are, indeed, more examples of companies that have failed because of bad accounting than of too good…

Practical use of accounting information

Accounting information is useful in many situations. You can use it as a foundation for your budgeting, when you want to find out if a certain deal is profitable or not or to monitor the performance of a department, a market segment etc.

Getting capital

From time to time you need to persuade banks or other financiers that your business is solid and profitable, e.g. when you need to borrow money for an investment. A good accounting system allows you to find the information they require quickly, and to make a credible presentation.

Tax returns

Your accounts provide all the information needed to produce the different types of tax returns.

VAT declaration

All VAT registered companies must produce a number of periodical reports, of which the VAT return is the most important. If you are above the threshold amount for trade within EU, there are some other reports that need to be made.

The VAT return comes from your accounts. It follows a prescribed format, and your accounts should reflect the VAT requirements, to make it easy to produce the report.

The End of a Financial Year

At the end of the financial year, the books are closed and a new year is started. The final accounts are produced, the auditors will produce their report, and management will produce their report to the owners' annual meeting. After approval, in the case of limited companies, the annual report is filed with the relevant authority.

Companies will have their own methods for recording profit/loss at the end of a financial year. A typical method is described in steps 4-9 below: this method may not be suitable for every company in every country. For example, it will not be suitable for companies in Portugal: the procedure for ending a financial year in Portugal is described in the 'Nominal Ledger' manual. Please refer to your financial adviser for more advice on this subject.

1. If you are registered for VAT, the first step should be to print a VAT Report for the final quarter of the year (and separately for earlier quarters if this has not already been done).

2. For each quarter, you should then enter a Transaction in the Transaction register transferring the VAT amount payable/receivable into the VAT Payments Account (if you are using the sample Chart of Accounts supplied with Enterprise by HansaWorld, this is Account 835). This Transaction would debit the VAT Outputs Payable Account (830) and credit the VAT Inputs Receivable Account (831), with a balancing posting to the VAT Payments Account. You must enter this Transaction in the quarter to which it belongs, preferably as the last Transaction of the period. Please refer to the 'Importing Sample Data' section above on page 61 for details about using the template Chart of Accounts supplied with Enterprise by HansaWorld.

You can transfer the amount payable/receivable from/to your bank account using a further Transaction when payment is made/received.

3. Print out the following Nominal Ledger reports, using the whole year as the report period in each case. These will provide both a hard copy record of the year's business and the basis for the end-of-year work that will now be carried out by your auditors.

Nominal Ledger   The Nominal Ledger report is an important part of the final accounts of a business. It is a list of every Transaction, classified by Account and listed in the order in which they were entered.

Transaction Journal

The Transaction Journal is a list of every Transaction, in Transaction Number order.

Profit & Loss   The Profit & Loss report summarises the income and expenditure (and therefore the operating profit or loss) of the business during the fiscal year. The result shown on the Profit & Loss report should agree with ('balance') the result on the Balance Sheet.

Balance Sheet   The Balance Sheet shows the financial status - at a particular point in time - of the company showing Assets, Liabilities and Equity capital.

System Documentation

The System Documentation report in the System module describes the accounting system being used. This includes descriptions of the Chart of Accounts, accounting rules etc. This allows an outsider to understand how you have arrived at the final accounts.

4. Ensure your Chart of Accounts (i.e. Account register) includes Accounts defined as shown in the illustration—

5. The Accounts defined in step 4 above should not appear in the Definitions for your Profit & Loss report, but should be part of the profit calculation in the Balance Sheet. In the sample Chart of Accounts supplied with Enterprise by HansaWorld, these are lines 90, 100 and 105 of the Balance Sheet Definition. To check this, ensure you are in the Nominal Ledger and click the [Settings] button in the Master Control panel or use the Ctrl-S/⌘-S keyboard shortcut. Then, double-click 'Report Settings' in the subsequent list. Then, highlight 'Balance Sheet' in the list on the left-hand side of the 'Report Settings' window and click the [Definition] button. The following window opens—

Double-click in turn on lines 90, 100 and 105 (or the equivalents if you are not using the sample Chart of Accounts and/or Balance Sheet report definition supplied with Enterprise by HansaWorld) and ensure they are defined as shown—

Line 90 in the sample Balance Sheet Definition is the equity calculation. It causes the balances of all Accounts between 950 and 970 to be shown in the Balance Sheet, together with a total figure for equity.

Line 100 in the sample Balance Sheet Definition is the profit calculation. This line does not have any Text and therefore it will not be printed in the report.

In line 105 the Type is "Sum" and so it will print the result of the calculation in line 100.

6. Once your auditors have concluded their work and any consequent Transactions have been entered, refer to step 3 above and print out the reports again, as final records of the year just ended. These will be the basis for the end-of-year accounts presented to the owners or directors. The Net Profit in the Profit & Loss Report should be the same as the Profit/Loss this YTD shown in the Balance Sheet. Make a note of this figure.

7. You should now post the profit or loss for the year just ended to the Result of Current Fiscal Year Account (Account 960 in the sample Chart of Accounts and in step 4 above). Do this by entering a new record to the Transaction register dated the last day of the year just ended. If your company made a profit, this Transaction should debit the Special Account for Y/E profit Postings (Account 99999 in step 4 above) and credit the Result of Current Fiscal Year Account with the value noted in step 6. If your company made a loss, the debits and credits should be reversed.

8. Save the Transaction and print the Balance Sheet, Profit & Loss report and Trial Balance to screen. You should now find that the YTD Profit figure on the Balance Sheet is zero, and the Balance Sheet and Profit & Loss Report should balance. Finally, check that your Trial Balance report for the last year still balances.

9. You should now bring the profit/loss figure forward to the next year. Do this by entering a new record to the Transaction register dated the first day of the new year. You will need to update the Fiscal Years and, if you are using it, the Number Series - Transactions settings as described in steps 10 and 12 below before you can do this. If your company made a profit, this Transaction should debit the Result of Current Fiscal Year Account and credit the Retained Earnings Account (Account 970 in step 4 above) with the value noted in step 6. If your company made a loss, the debits and credits should be reversed.

	Account	Objects	Description	Additional Description	Base 1 Debit	Base 1 Credit	V-Cd
1	960		Result of Current Fiscal Year		21948.68		
2	970		Retained Earnings			21948.68	

Transaction: Inspect — No. 1 — Trans. Date 1/1/2014 — Reference — Text 2013 profit brought forward

Difference Base 1	0.00	
Difference Base 2	0.00	

Total 21948.68   21948.68
Total 34839.17   34839.17

The result of the two Transactions in steps 7 and 9 is that the forward balance for Account 960 will be the result of the previous year in the Balance Sheet for the next year. The final balance for Account 970 will be the accumulated results of all previous years in the Balance Sheet for the next year.

You should now ensure you are ready for the new year. Follow these steps—

10. Using the Fiscal Years setting in the Nominal Ledger, register the new financial year on the first blank line. Do not insert the new year at the top of the list because Fiscal Years must be listed in chronological order. Do not remove past Fiscal Years. It is recommended that you only add Fiscal Years one at a time, as you need them. This will help prevent accidentally saving transactions in future years. Click [Save] to save.

	Code	Start	End
1	2008	1/1/2008	31/12/2008
2	2009	1/1/2009	31/12/2009
3	2010	1/1/2010	31/12/2010
4	2011	1/1/2011	31/12/2011
5	2012	1/1/2012	31/12/2012
6	2013	1/1/2013	31/12/2013
7	2014	1/1/2014	31/12/2014
8			
9			
10			
11			

11. You should now define the periods that you will commonly use when producing reports. This is done using the Reporting Periods setting, again in the System module. In this case, you should insert the new periods at the top of the list because the first period in the list is offered as a default whenever you produce a report. To insert a new period at the top of the list, click on row number 1 and press the Enter or Return key. Enter the Reporting Periods that you need and click [Save] to save.

	From	To	Code	Comment
1	1/1/2014	31/12/2014	2014	Current Financial Year
2	1/1/2014	31/3/2014	Q1	First Quarter
3	1/4/2014	30/6/2014	Q2	Second Quarter
4	1/7/2014	30/9/2014	Q3	Third Quarter
5	1/10/2014	31/12/2014	Q4	Fourth Quarter
6	1/1/2014	31/1/2014	1	January
7	1/2/2014	28/2/2014	2	February
8	1/3/2014	31/3/2014	3	March
9	1/4/2014	30/4/2014	4	April
10	1/5/2014	31/5/2014	5	May

12. If you are using Number Series that are date dependent, you should update them to take account of the new year. This is particularly important for Number Series that will be used when you create records remotely (e.g. Deliveries and Invoices from Sales Orders). There are many Number Series settings in various modules in Enterprise by HansaWorld: be sure to change every one that you have used.

Don't forget to make sure that any defaults set in the Number Series Defaults setting in the System module and in records in the Person register ('Number Series' card) refer to Number Series in the new year.

13. Finally, you can use the Locking setting in the System module to "lock" the previous year, preventing the accidental posting of transactions to that year.

Further details of each of these steps can be seen in the sections describing the respective functions in the 'System Module' and 'Nominal Ledger' manuals.

Enterprise
by HansaWorld

Starting Work

Chapter 4: Starting Work in Enterprise by HansaWorld

If you have been following this manual in sequence, you should by now have created a new database into which you have entered information about your company, the current Fiscal Year, a set of VAT Codes and a Chart of Accounts. If this is not the case, please turn back to the 'Creating a New Database' section above on page 32 (if you need to create a new database) or the 'Importing Sample Data' section above on page 61 (for suggestions about basic accounting information and configuration) before proceeding.

Settings

As you start using each module for the first time, it is a good idea to check the different settings in that module. Some settings have default values that you should be aware of and may wish to change, and some represent a special functionality that you might be able to use.

! *Remember, you can import many settings to a new database. If you alter the Chart of Accounts after importing it, you will probably have to change the settings that use Accounts as well (for example, the various Account Usage settings, VAT Codes, Payment Modes and report definitions).*

User Accounts

One of your first tasks in creating a new database should be to create a User Account for each member of your staff. One reason for doing this is to protect your data: User Accounts allow you to assign a password to each User. It's a good idea to do this even in a single-user system: protecting your database with a password might prove to be a wise precaution if your computer is stolen.

Each User Account can consist of the following components, some of which are optional—

1. The basic component of a User Account is a record in the Person register in the System module. Creating a record in this register for each member of staff allows you to assign passwords to them. Using this register together with the Access Groups setting (also in the System module) allows you to ensure each member of staff only has access to the modules and functions that are relevant to their job.

2. Each User can have their own Mailbox. Mailboxes allow members of staff to send and receive mail, and to use the Personal Desktop.

   If the User is a Named User, you must create a Mailbox for them. If the User is a Concurrent User, you should only give them a Mailbox if you have purchased an Extra Mailbox for them. Full details about Named and Concurrent Users can be found in the section describing the Person register in the 'System Module' manual.

3. Each User can also have their own record in the Contact register. This will contain any or all of their telephone, mobile and home numbers, Skype name, SIP user name, extension number and email address. This record must exist if the User will use Enterprise by HansaWorld to make calls through an Asterisk-based or TAPI switchboard, and it is recommended that it exists if the User will use Enterprise by HansaWorld to send text (SMS) messages.

4. If you have more than one Company in your database and you want a User to have access to some or all of those Companies, you can create a Global User record for that User. This will make it easier to manage that User's access rights, passwords, Calendar and Task Manager.

Access Groups

Access Groups allow you to control the access that each User has to your Enterprise by HansaWorld system. For example, if the User is a sales person, you may want to grant them access to Quotations and Sales Orders while preventing them from using the Nominal Ledger.

If you have more than one Company in your database, it is recommended that you share the Access Groups setting. This means that the same Access Groups will be made available to every Company. If you want to share the Access Groups setting, you should do so while the setting is empty. Please refer to page 194 above for details about sharing this setting, and then return to this section for details about entering Access Groups.

Follow these steps—

1. Select the System module by using the Ctrl-0 (zero) (Windows and Linux) or ⌘-0 (Mac OS X) keyboard shortcut to open the list of modules and double-clicking 'System'. If the System module is not available in the list of modules, this will probably be because you have not granted yourself access to the System module in the Configuration setting. Please refer to the 'Modules, Users and Companies' section above on page 54.

2. Use the Ctrl-S (Windows and Linux) or ⌘-S (Mac OS X) keyboard shortcut to open the list of Settings and double-click 'Access Groups'.

3. The 'Access Groups: Browse' window opens, listing the Access Groups that already exist. To create a new Access Group, click the [New] button above the list, or highlight an Access Group in the list and click the [Duplicate] button. The 'Access Group: New' window opens—

4. There are two ways of configuring an Access Group—

    i.   You can exclude members of the Access Group from everywhere in your Enterprise by HansaWorld database except those areas that you list in the grid. This is known as "Starting from No Access".

    ii. You can allow members of the Access Group to go everywhere in your Enterprise by HansaWorld database except to those areas that you list in the grid. This is known as "Starting from Full Access".

    Bear this choice in mind while configuring your Access Groups as described in the following steps. When you come to assign an Access Group to a User (step 7 in the 'User Accounts (Named Users and Concurrent Users with Mailboxes)' section below on page 290), you will also specify whether that User will start from No Access or from Full Access.

The example illustration below shows a "Starting from No Access" Access Group. Members of this Access Group will only have access to two modules - Sales Orders and Stock. The Sales Orders module is featured in the first row of the grid, so this will be the active module when they first log in to Enterprise by HansaWorld. They will be allowed access to every function in those modules, except the Number Series - Goods Receipts setting.

5. To add a new item to the grid, place the insertion point in the Type field in the first empty row. Then, open the 'Paste Special' list of possible entries using the Ctrl-Enter (Windows and Linux)/⌘-Enter (Mac OS X) key combination—

If you double-click "Module", this will allow you to give or deny access to an entire module. Otherwise, you can give or deny access to specific registers, settings, reports, documents and functions.

6. After choosing a Type, press Tab or Return to move the insertion point to the Item field and use 'Paste Special' (Ctrl-Enter or ⌘-Enter) once again to open a list of options. This list will depend on the Type. For example, if you entered "Module" in the Type field, the 'Paste Special' list from the Item field will contain a list of modules—
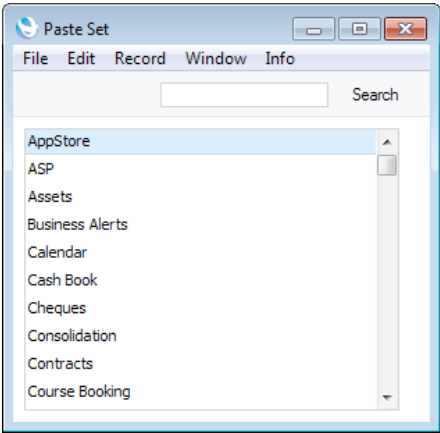
7. Choose an Item (in this example, a module) by double-clicking, and then press Tab or Return to move the insertion point to the Level field. Then, use 'Paste Special' once again to choose a Level of access. The options listed by 'Paste Special' will again vary depending on the Type. The full list of options is as follows—
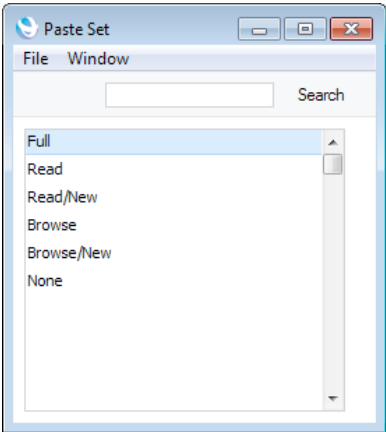
You can use the following two options with any Type—

Full   Allows full access to the Item.

None   Denies all access to the Item.

If the Type is "Document", this Level will allow Users to print from browse and record windows, but any further access will be denied. For example, a User with no access to the Invoice document will be able to open an Invoice record and print it. They will not be able to choose which Invoices are to be printed from the 'Documents' list window, and they will not be able to change the Form used when Invoices are printed.

You can only use the remaining options when the Type is "Register" or "Setting", with one exception noted in the text—

Browse   Allows Users to open the register or setting and to see the records it contains in a list. Users will be able to search the list. Users will not be able to open, modify or create individual records.

Browse/New   Allows Users to open the register or setting and to see the records it contains in a list. Users will be able to search the list. Users will not be able to open or modify individual records, but they will be able to create new ones (although not by duplicating existing ones).

Read   Allows Users to open the register or setting and to see the records it contains in a list. Users will be able to search the list. Users will be able to open individual records but not to modify them or to create new ones.

                      You can also use this Level when the Type is "Report", in which case Users will be able to print the report to screen but not to a printer or to a text file.

Read/New   Allows Users to open the register or setting and to see the records it contains in a list. Users will be able to search the list. Users will be able to open individual records but not to modify them. They will be able to create new records (including by duplicating existing ones).

If you want to allow 'Paste Special' access to a register or setting to which access is otherwise denied, you should grant Browse or Read access to that register or setting. For example, if a User only has access to the Invoice register, you should grant them Browse or Read access to the Contact and Item registers if you want them to be able to choose Customers and Items using 'Paste Special' when they enter new Invoices.

8.   After choosing the Level, press Tab or Return and then use 'Paste Special' again to choose an Open Type. This only applies if the Type is Register. When Users open the register, the Open Type will determine whether a browse window or a record window will open. If a record window opens, this will allow the User to enter a new record immediately.

9. After adding all the necessary rows to the Access Group as described in steps 5-8, save it by clicking the [Save] button in the top right-hand corner of the window or using the Shift-Enter key combination. Then, create other Access Groups as required.

In particular, in multi-user systems it is recommended that at least one member of staff acts as a system administrator, able to use the Technics module on a client machine when other users are logged in. To implement this, create an Access Group that explicitly grants full access to the Technics module—

An Access Group that grants access to the Technics module allows you to carry out certain tasks (e.g. working with Global Users, configuring timed back-ups and changing the Master Password) on a client machine.

User Accounts (Named Users and Concurrent Users with Mailboxes)

When you create a new Enterprise by HansaWorld database as described in the first chapter of this manual, you will create at least one User Account, consisting of a Person record, a Mailbox and a Contact record. If you have a single Company in your database, follow the steps below to create similar additional User Accounts for Named Users and for Concurrent Users with Mailboxes. If you have more than one Company, you should read this section in combination with the 'User Accounts when you have more than one Company' section below on page 294.

Before following these steps, you should first make sure that you have recorded the correct number of Users (Named plus Concurrent) (in the Total Users field), Concurrent Users (in the Concurrent Enablers field) and Mailboxes for

Concurrent Users (in the Extra Concurrent Mailboxes field) in the Configuration setting in the System module. Named Users by definition include Mailboxes, so there is no separate field for the number of Mailboxes for Named Users.

1. If you are not already in the System module, select it using the [Module] button in the Master Control panel or the Ctrl-0 (zero) (Windows and Linux) or ⌘-0 (Mac OS X) keyboard shortcut.

2. Open the Person register by clicking the [Persons] button in the Master Control panel. The 'Persons: Browse' window will open, listing the Persons (i.e. the User Accounts) that already exist—
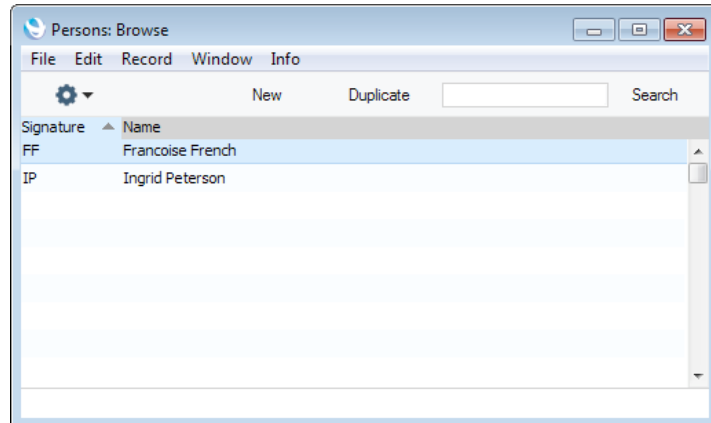
3. Choose 'Create User' from the Operations menu—
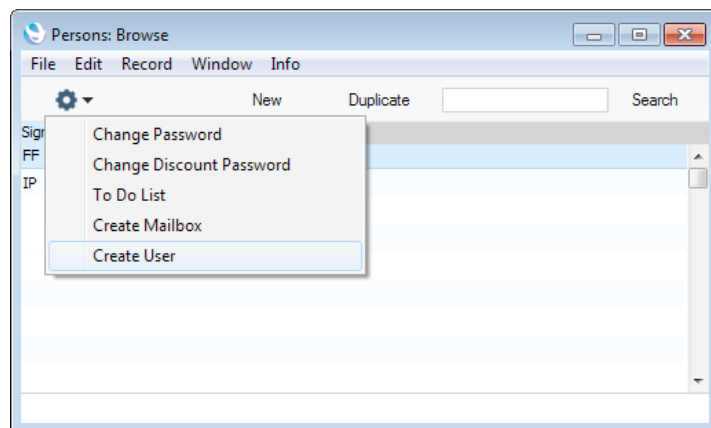
    The 'Create User' window appears—

4.   You must enter a User Name and Full Name to create a new User Account and you should enter a password, but the other information is optional. The User Name is the log-in identity code the User should enter when logging in to Enterprise by HansaWorld.

5.   When you click the [Save] or [Save and New] buttons, a new User Account will be created. In the case of [Save], the 'Create User' window will be closed, returning you to the 'Persons: Browse' window. In the case of [Save and New], a new 'Create User' window will be opened, allowing you to begin creating another User Account.

When you click [Save] or [Save and New], behind the scenes the process of creating a new User Account includes the following—

• a new record for the User will be created in the Person register;

• a new Mailbox will be created for that User; and

• a new record for the User will be created in the Contact register, containing the information that you entered in the optional section of the 'Create User' window. You may want to edit this record, as described in step 7 in the next section.

The Person record, Mailbox and Contact record will be correctly linked together, so the User Account will be fully operational when the User logs in for the first time.

6. The User Account will now be fully operational, and the User will be able to log in and begin work.

    At any time, you can change the User's password. Highlight the new User in the 'Persons: Browse' window (you may need to close and re-open the 'Persons: Browse' window (step 2 above) before the new User is included in the list), and choose 'Change Password' from the Operations menu—
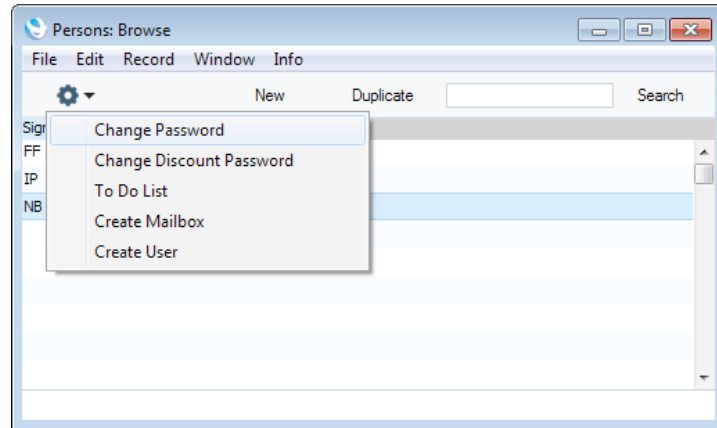
The 'Change Password' window opens—
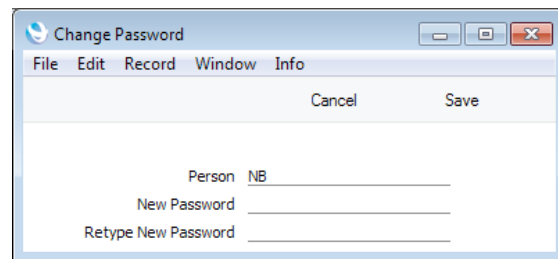
Enter the Password twice to ensure that it is correct. Click the [Save] button or use the Shift-Enter key combination to close the window and save: use the close box if you do not want to save changes. The password is case-sensitive. Note that to change the User's password using this method it is not necessary to know the old password. This method is intended for system administrators and you should therefore use Access Groups to ensure that only system administrators have access to the Person register.

The User can also change their own password at any time. This is described above on page 140. You may want to use the Password Security setting in the System module to ensure Users regularly change their passwords, and to ensure they use passwords that meet certain requirements.

7. The User Account is now fully operational and protected by a password. But before the User logs in for the first time, you may want to give them an Access Group, to restrict the access they have to your Enterprise by HansaWorld system.

    Double-click the User's name in the 'Persons: Browse' window. The 'Person: Inspect' window opens—

Click in the Access Groups field and open the 'Paste Special' list using the Ctrl-Enter/⌘-Enter key combination. A list of the Access Groups that you created following the instructions above on page 281 will appear. Choose one by double-clicking. If necessary, you can enter more than one Access Group, separated by commas.

Use the Start Access Level field to specify whether the User will start from No Access or from Full Access. Please refer to step 4 in the 'Access Groups' section above on page 282 for details.

By default, it will be assumed that the User is a Named User. If this is not the case (i.e. the User is a Concurrent User with Mailbox), choose "Concurrent" as the User Type.

While the Person record is open, you may want to attach a picture of the User to the record. This is described below on page 317.

Save the record by clicking the [Save] button in the top right-hand corner of the window or using the Shift-Enter key combination. Now, when the User logs in, their access to your Enterprise by HansaWorld system will be controlled by the Access Group you have just assigned to them.

Remember to assign the system administrator's Access Group (illustrated above on page 286) to the appropriate User(s).

User Accounts (Concurrent Users without Mailboxes)

The procedure described immediately above will create a new User Account that consists of a Person record, a Contact record and a Mailbox. Therefore, you cannot use it if you need to create a new User Account for a Concurrent User who will not have a Mailbox. In this case, you need to create the Person and Contact record components separately, and then connect them together yourself. Follow these steps—

1. If you are not already in the System module, select it using the [Module] button in the Master Control panel or the Ctrl-0 (zero) (Windows and Linux) or ⌘-0 (Mac OS X) keyboard shortcut.

2. Open the Person register by clicking the [Persons] button in the Master Control panel. The 'Persons: Browse' window will open, listing the Persons (i.e. the User Accounts) that already exist.

3. Click the [New] button in the Button Bar at the top of the browse window.

   The 'Person: New' window opens, allowing you to open a new Person record. A Person record is the most basic component of a User Account: once created, it will allow the User to log in to your Enterprise by HansaWorld system.

   You must enter a Signature and a Name as shown in the illustration below. The Signature is the log-in identity code the User should enter when logging in to Enterprise by HansaWorld. You can assign an Access Group and Start Access Level to the Person, as described in step 7 in the previous section. Choose "Concurrent" as the User Type.

4. Click the tabs (named 'Access', 'Number Series', 'Sales', etc) to enter more information about the member of staff. For full details of each field, please refer to the 'System Module' manual.

5. Click the [Save] button in the top right-hand corner of the window. The record will be saved in the Person register.

6. The window title changes to 'Person: Inspect', giving you a chance to check you have not made any mistakes in entering the record.

7   If the new User will use Enterprise by HansaWorld to make calls through an Asterisk-based or TAPI switchboard, you must create a record in the Contact register for them. Optionally, you may also need this Contact record if the new User will use Enterprise by HansaWorld to send text (SMS) messages. For example, if a User sends a text (SMS) message, the mobile phone number in their Contact record will be used as the source of that text (SMS) message. This mobile number can also be taken from the User's Person record, but you may prefer to store it in a Contact record where the User can change it themselves. In a large system, you probably would not want to give Users access to the Person register, as this would allow them to change access rights and passwords.

To create a Contact record for a User, click in the Contact Code field in their Person record and open the 'Paste Special' list using the Ctrl-Enter/⌘-Enter keyboard command. When the 'Paste Contact' window opens, click the [New] button. The 'Contact: New' window opens, allowing you to enter a new Contact record—

Enter the User's name and their contact details (telephone and mobile numbers, Skype name, SIP user name, Extension (if you are using TAPI), etc). Do not tick the Customer, Supplier, Guest or Dealer boxes in the top right-hand corner but you can tick the Employee box (this is used in the

Human Resources Management module). Click the [Save] button in the top right-hand corner of the window. The record will be saved in the Contact register and closed.

The Contact Number of the new Contact record will be copied to the Contact Code field in the Person record automatically, connecting the Person record to the Contact record—

Save the Person record again.

8. Close the record by clicking the close box or using the Alt-F4 (Windows and Linux), ⌘-W (Mac OS X) or Esc (all platforms) keyboard shortcuts.

9. If you have a number of personnel to enter, click [New] instead of [Save] in step 7 above (or use the Ctrl-N/⌘-N keyboard shortcut). The Person record will be saved and closed, and a blank window will be opened, allowing you to enter another record straight away.

10. When you close the last Person record in step 8 above, you will be returned to the 'Persons: Browse' window, which now lists the members of staff that you have just registered. Click on each one in turn and allocate a password by selecting 'Change Password' from the Operations menu, as described in step 6 in the previous section. If you do not allocate a password to each new User, they or anyone happening upon one of the new Signatures will be able to log in without specifying a password.

User Accounts when you have more than one Company

If you have more than one Company in your database, bear in mind when creating a User Account in a particular Company that the resulting record in the Person register will be specific to the Company in which you are working. However, the connected Mailbox is not Company-specific in this way. Mailboxes are stored in Company 0, a partition of the database that stores information available in every Company. This allows mail to be sent between Persons in different Companies. One implication of this is that all Persons across all Companies should have different Signatures (User Names i.e. log-in identity codes). If there are two or more Persons in different Companies with the same Signature, they will not be able to have their own Mailbox. For example, if you have given the Signature "RS" to Robert Smith in Company 1, you cannot also use "RS" for Roberta Smith in Company 2.

The remainder of this section only applies to systems where Users need to be able to work in more than one Company. In this situation, you should add a Global User component to each User's User Account. This allows the following—

i. A single password will apply to every Company. When the User sets or changes the password in one Company, it will be copied to the other Companies immediately.

ii. If the User creates an Activity, it will always be saved in the same Company, irrespective of the Company in which the User was working at the time. Users in other Companies will be aware of the Activity, even if they do not have access to the Company in which the Activity was saved.

iii. You will be able to give the User different access rights in each Company. If you need to change those access rights, you can do so in a single Global User record: there will be no need to log in to each Company individually to make the change.

If you do not use Global Users, an alternative is to create Person records for each User in each Company with the same Signature. For example, if RS needs access to Companies 1, 3 and 5, create Person records with "RS" as the Signature in those three Companies (and one Mailbox). When compared to using Global Users, there are several disadvantages to following this course of action—

a. The User will need to set separate passwords in each Company. The password can be the same, but when the User sets or changes it in one Company, it will not be copied to the other Companies.

b. If the User creates an Activity, it will usually only be visible in the Company in which it was created. Users in other Companies will not be aware of the Activity. The User may end up with different Activities in different Companies, which will make their Calendar and Task Manager difficult to manage.

c. You will be able to give the User different access rights in each Company. However, if you need to change those access rights, you will need to do so in each Company individually. Depending on the number of Companies, this could be a time-consuming process.

d. If the User is a Named User, creating Person records in more than one Company will take up more than one Named User licence. For example,

creating Person records in three Companies will take up three Named User licences.

To configure your database to use Global Users, follow the steps described below. If you are working from a client you must make sure you are the only user logged into the system before you can change the settings described in steps 1-3. Steps 2, 3 and 5 require you to work in the Technics module, so you should be logged in as a system administrator. Please refer to page 286 and step 7 on page 290 above.

1. Open the Optional Features setting in the System module and choose to Use Global Users—
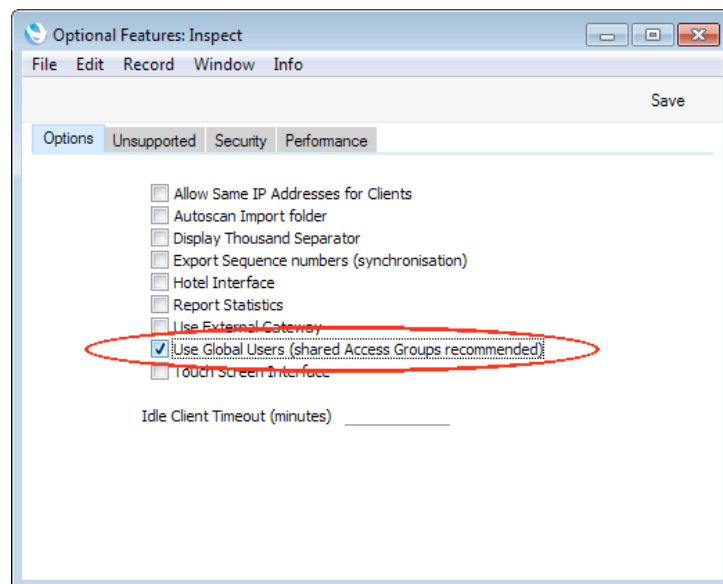
2. Change to the Technics module and open the Global CRM Settings setting—
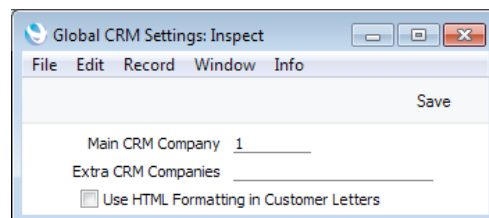
 In the Main CRM Company field, specify the Company in which, by default, each Global User's Activities will be stored.

 Please refer to the description of the Main CRM Company in step 5 below for full details of the purpose of this field. For the reasons described in that description, it is recommended that the Main CRM Company should be a Company to which every User will have access.

3. Remaining in the Technics module, use the Shared Registers setting to share the Access Groups setting, as described above on page 194.

4. Working in the Main CRM Company, create User Accounts as described in the 'User Accounts (Named Users and Concurrent Users with Mailboxes)' and 'User Accounts (Concurrent Users without Mailboxes)' sections above on pages 286 and 291 respectively, depending on the type of User. If you need to create a Contact record for a Concurrent User as described in step

7 in the 'User Accounts (Concurrent Users without Mailboxes)' section, again you must be working in the Main CRM Company.

5. The next step is to create the Global Users.

    Global Users are stored in Company 0. Company 0 is a partition of the database that stores information that is available to every Company. This means you can be working in any Company when you need to work with Global Users. However, you may find it advantageous to work in the Main CRM Company because you will be given some assistance with entering data.

    If you are not already there, change to the Technics module and open the Global User register by clicking the [Global Users] button in the Master Control panel. When the 'Global Users: Browse' window opens, click the [New] button. The 'Global User: New' window appears—

> **Signature**   If you are working in the Main CRM Company, when you enter a User's Signature, their Name, Access Groups, Start Access Level, User Type, Contact Code and Email Address will all be brought in from their Person record in the same Company.

Main CRM Company

> This will be copied from the Global CRM Settings setting (step 2 above). Although you can change the Main CRM Company for a particular Global User, it is not recommended that you do so. Bear the points in the following paragraphs in mind before making any changes. If you do change a Global User's Main CRM Company and you need to create a Contact record for that Global User as described at the end of step 4 above, you must create

this Contact record working in the Main CRM Company specified in the Global User record.

A Global User's Main CRM Company is used for two purposes. First, whenever the Global User saves a new Activity for the first time, it will be stored in their Main CRM Company (irrespective of the Company the Global User is working in at the time). The Global User must therefore have access to this Company in order to be able to store Activities there. Second, whenever the Global User or anyone else opens the Global User's Calendar or Task Manager, they will be shown a list of the Global User's Activities stored in that Global User's Main CRM Company (again irrespective of the Company being worked in at the time).

Any User in an Enterprise by HansaWorld system can create Activities for any other User. Therefore, it is recommended that you use the same Main CRM Company for every Global User. For example, Global User 1's Main CRM Company is Company 1, and Global User 2's Main CRM Company is Company 2. Every Activity created by Global User 1 will be stored in Company 1. So, if Global User 1 creates an Activity for Global User 2, it will be stored in Company 1. But Global User 2 (or anyone else) will not be aware of that Activity because when they open their Calendar they will see Activities stored in their Main CRM Company, which is Company 2.

Although the Global User can be working in any Company when they save a new Activity for the first time, that Global User or anyone else must be working in the Main CRM Company if they need to open or edit an existing Activity.

Access Groups, Start Access Level, 'Companies' card

If you want the Global User to have access to every Company, and the same level of access to those Companies, leave the grid on the 'Companies' card empty and specify Access Groups and a Start Access Level on the 'Access' card as shown in the illustration below.

In this example, you must have a "SALES" Access Group available to every Company, hence the recommendation in steps 1 and 3 above to share the Access Groups setting. If you have not shared the Access Groups setting, you must enter a "SALES" Access Group in every Company. If one Company does not have a "SALES" Access Group, User NB will have full unlimited access to that Company.

If you only want the Global User to have access to some Companies, and/or you want to give them different levels of access to each Company, list the Companies together with Access Groups and Start Access Levels in the grid on the 'Companies' card, as illustrated below—

This example gives User NB access to Company 1 (controlled by the "SALES" Access Group) and to Company 2 (controlled by the "SALES" and "ORD" Access Groups). User NB will have no access at all to any other Companies in the database.

As shown in this illustration, wherever you need to specify Access Groups (in Person records and on the 'Access' and 'Companies' cards of Global User records), you can specify several Access Groups, separated by commas. If you specify the same item in more than one of these Access Groups (e.g. if the "SALES" Access Group gives Full access to the Contact register while the "ORD" Access Group only gives Browse access to that register), the User will be given the level of access specified in the last-mentioned Access Group (Browse access from the "ORD" Access Group in this example).

If you add a single row to the matrix on the 'Companies' card, the Global User will only have access to the Company specified in that row (with one exception, described in the next paragraph). So, if you want the Global User to have access to every Company, but with varying levels of access, you will need to list every Company in the matrix. If you want to give a User access to most or all of your Companies, choose 'Add All Companies' from the Operations menu. This will cause

every Company to be listed on the 'Companies' card. If the User exists in a particular Company (i.e. the User has a Person record in that Company), the User's Access Group in that company will be brought into the list as well. If you want to list the Companies where the User already exists (i.e. Companies in which the User has Person records), choose 'Add Companies Where This User Exists' from the Operations menu.

As previously mentioned, if you add a single row to the matrix on the 'Companies' card, the Global User will only have access to the Company specified in that row. However, if the User exists in a second Company (i.e. the User has a Person record in that Company), they will also be given access to that second Company, with the level of access specified in the Person record.

6. Save the Global User by clicking the [Save] button. The Global User is made operational immediately, but the User or anyone happening upon their Signature will be able to log in without specifying a password. Any passwords the User may have had before the Global User was created will be lost.

    Return to the 'Global Users: Browse' window, highlight the new Global User in the list and choose 'Change Password' from the Operations menu. Enter the Password twice to ensure that it is correct. Click the [Save] button or use the Shift-Enter key combination to close the window and save. This password will apply to every Company to which the Global User has access.

    After logging in, the Global User will be able to choose their own password. This is described above on page 140. They will only need to change their password once: they can do this in any Company, and any change will apply to every Company immediately.

Persons and Global Users

The Global User feature is intended to make the administration of User Accounts easier. It means the User only has to remember a single password, and it allows the system administrator to administer access rights from a single screen, without the need to log in to every Company separately.

If a User Account contains a Global User component, there is no compulsory need for it also to contain a Person component at all, in any Company. If a User Account does not contain a Person component, the User will still be able to log in and use most Enterprise by HansaWorld features. However, a Person record contains many fields that are missing from a Global User record, such as Object, Account (for advances and settlements) and Cost and Price Per Hour (used in the Job Costing module). If you need to use some or all of these fields, you must create Person records (with the same Signature) in the relevant Company or Companies. For example, if you will use the Expenses module to administer a User's expense claims, you must create a Person record with an Account and Object for that User in the Company/ies in which these claims will be made. If the Person will carry out chargeable work that you will administer through the Job Costing module, then again you should create a Person record in the relevant Company/ies. Creating a Person record in more than one Company will allow you to charge the User's work at different rates depending on the Company responsible for the work. Finally, you should create Person records for a Global User in every Company from which that Global User will

send Text (SMS) messages. Please refer to page 174 above for details about sending Text (SMS) messages.

Some fields such as Access Group, Name, Language and Contact Code are common to the Global User and Person records. If both fields contain values, those in the Global User record will be given priority.

Bear in mind when planning Persons in a multi-Company database that if there are no Global Users then each Company must contain at least one Person record with a password. If a Company does not contain a Person record, it will be completely open: anyone will be able to access any part of it without restriction. However, as soon as you create the first Global User record with a password, access to all Companies will be restricted.

Entering the First Customers, Suppliers and Contact Persons

Information about your Customers, Suppliers and Contact Persons and all other companies and individuals with whom you have some contact is stored in a single register, the Contact register. This register is available in many modules including Sales and Purchase Orders, the Sales and Purchase Ledgers, and Contracts, Quotations, CRM and Service Orders if installed. Storing Customers, Suppliers, Contact Persons and other companies and individuals together in one register means that you can make full use of the Calendar, Task Manager, Mails and Letters with companies and individuals of all kinds. It also means that you will only have to maintain a single record for a company who is both a Customer and a Supplier. You should store all other companies (e.g. leasing companies, factoring companies, sales leads, etc) in the Contact register as well, together with the contact persons that work for those companies.

Throughout these manuals (including in the index), the terms "Customer" and "Supplier" are used to refer to records in the Contact register. Those records do not necessarily represent firms that have purchased goods or services from your business, or sold goods or services to you, and in fact can represent any company that is a potential customer or supplier.

The term "Customer" is usually used when describing the use of a record in the Contact register in a sales context, while "Supplier" is used in a purchase context. "Supplier" implies that the Supplier box in the header of the Contact record has been checked.

As soon as contact is established between your business and a potential client or supplier, you should record their details in the Contact register. You should register their relationship with you (e.g. "Prospect" or "Lead") using the Contact Classification field on the 'Contact' card of the Contact record. Mark the record as a Customer or a Supplier or both using the check boxes in the header, depending on their potential or actual relationship to your company. These check boxes will allow you to use the record in sales or purchase transactions as appropriate.

The term "Contact Person" is used in these manuals when referring to an individual person: this may be a private individual or someone who works for a Customer or Supplier. In the latter case, you will have separate records in the Contact register for the Customer or Supplier and for the individual Contact Person. The Contact Person and Customer or Supplier will be linked using the Contact Relations register.

The term "Contact" is used in these manuals when referring to any record on the Contact register. A Contact can therefore be a Customer, a Supplier or a Contact Person.

On the sales side, you can group Customers of a similar type together using Customer Categories. Every Customer belonging to a Category will be given the same default Price List, Discount Matrix and Debtor Account, saving you the work of having to specify these in the Contact records for the individual Customers. Defining and assigning Customer Categories also makes modification easier: if you need to change the Discount Matrix, for example, you

only need to make one change (to the Customer Category), rather than many (to each of the Customer records). If you specify information both for a Customer Category and in the Contact record of an individual Customer belonging to that Category, the information in the Contact record will take precedence. For example, if you specify a Price List in a Customer Category and in a Customer belonging to that Category, the one in the Customer will be used. Before entering Customers, therefore, it is recommended that you enter some Customer Categories, using the setting in the Sales Ledger. This setting is described in the 'Customers, Suppliers and Contact Persons' manual.

Similarly, on the purchase side you can group Suppliers of a similar type together using Supplier Categories. Every Supplier belonging to the same Category will be given the same default On Account and Creditor Accounts, saving you the work of having to specify these for each one individually. A company that is both a Customer and Supplier can belong both to a Customer Category and to a Supplier Category. Before entering Suppliers, therefore, it is recommended that you enter some Supplier Categories, using the setting in the Purchase Ledger. This setting is also described in the 'Customers, Suppliers and Contact Persons' manual.

Before recording Customers and Suppliers in the Contact register, you should first make sure you have entered all relevant Payment Terms (used to calculate Due Dates and settlement discounts in Invoices) in the Payment Terms setting. This setting is described in the 'Sales Ledger' manual.

To enter your first record in the Contact register, follow these steps—

1. Select one of the modules mentioned in the first paragraph using the [Module] button in the Master Control panel or the Ctrl-0 (zero) (Windows and Linux) or ⌘-0 (Mac OS X) keyboard shortcut. The same Contact register is available in all these modules. If these modules are not available, this will probably be because you have not granted yourself access to them in the Configuration setting. Please refer to the 'Modules, Users and Companies' section above on page 54.

2. Open the Contact register by clicking the [Contacts] button in the Master Control panel. The 'Contacts: Browse' window will open, listing the existing Contacts. In a new database, the only existing Contacts will be connected to Person records, created by the 'Create User' process described in step 5 in the 'User Accounts (Named Users and Concurrent Users with Mailboxes)' section above on page 286.

3. Click the [New] button in the Button Bar at the top of the browse window.

4. If you are in Estonia, Latvia or the UK and you are using the default settings, a 'New Contact' window will open—
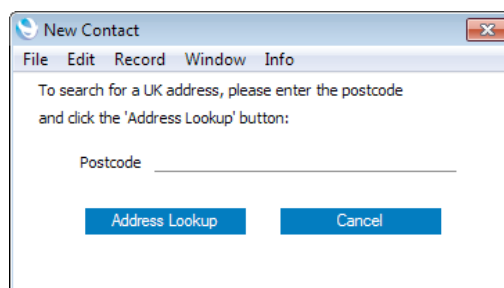
In Estonia or Latvia, if you are entering a Customer or Supplier, enter their Company Registration Number. If you are in the UK, enter the postcode (with or without space). Then, click the [Address Lookup] button. In the UK, a list of premises will then be opened, where you can select the correct

building number, building name or company name. The 'Contact: New' window will then open, containing the company name and full address, obtained from a central database. Address Lookup is a chargeable Cloud Service. To use it, you must have registered your database in Estonia, Latvia or the UK using the Automatic Internet Enabler method, as described above on page 66. If you do not want the 'New Contact' window to open (i.e. you want to go straight to an empty 'Contact: New' window), use the Don't use Address Lookup when creating new Contacts option in the Contact Settings setting in the Sales Ledger or CRM module.

5. The 'Contact: New' window shown below opens. If you chose to use the Address Lookup feature, the name and address of the Customer or Supplier will be filled in for you. If you did not use the Address Lookup feature, or you are not in Estonia, Latvia or the UK, the window will be empty.

Use this window to enter information about a Customer, Supplier or Contact Person. Notes about the more important fields can be found beneath the illustration: for full details about every field, please refer to the 'Customers, Suppliers and Contact Persons' manual.

Customer, Supplier

Mark the Contact as a Customer or Supplier or both as appropriate, using the check boxes at the top of the window.

Marking the Contact as a Customer or Supplier does not necessarily mean it has purchased goods or services from your business, or sold goods or services to you: the company can also be a potential customer or supplier to your business.

Marking the Contact as a Customer makes it available to the sales registers (e.g. Quotations, Sales Orders, Sales Invoices, Deliveries). Similarly, marking it as a Supplier makes it available to the purchase registers (e.g. Purchase Orders, Purchase Invoices, Goods Receipts). You can use both Customers and Suppliers in Activities (i.e. in the Calendar and Task Manager), Customer Letters and Mails.

If in step 1 you opened the Contact register in a sales-orientated module (e.g. Sales Ledger or Sales Orders module), the new record will be marked as a Customer automatically. If you opened the Contact register in a purchase-orientated module (e.g. Purchase Ledger or Purchase Orders module), the new record will be marked as a Supplier automatically.

If the Contact is a Customer or Supplier, the grid at the bottom of the 'Contact' card will list the Contact Persons working for them. Please refer to the 'Contact Persons' section below on page 310 for full details.

Invoice Address   In a new database, the address lines will not be named, as shown in the illustration above. If you would like to name these fields, so that addresses are entered consistently, please refer to the 'Naming Address Fields' section below on page 307.

Payment Terms   You will see two Payment Terms fields if you click the tab marked 'Terms' in the middle of the screen. Choose using 'Paste Special' (Ctrl-Enter or ⌘-Enter) the Sales Payment Terms that you will offer to the Contact as a Customer and/or the Purchase Payment Terms that you will be given by the Contact as a Supplier. These Payment Terms will be used in all sales and purchase transactions (e.g. Quotations, Sales and Purchase Orders, Sales and Purchase Invoices).

Reminders   Check the Reminders box if the Contact is a Customer to whom you will want to send Open Invoice Customer Statements and Reminders for late payment.

On Account   Check this box if the Contact is a Customer who will send you payments on account (i.e. payments without Invoices e.g. deposits) or a Supplier to whom you will send payments on account.

Credit Limit   If the Contact is a Customer and you set a Credit Limit on the 'Terms' card, refer to the Credit Limit setting in the Sales Ledger to specify what should happen if they exceed it.

Price List   Use the Price List field on the 'Pricing' card if the Contact is a Customer and you want to offer them special (non-retail) prices. The Price List feature is described in the 'Items and Pricing' manual.

VAT Code   On the 'Company' card, you should only specify Sales and/or Purchase VAT Codes for Customers and Suppliers to whom the standard VAT rates will not apply (e.g. charities). If you do need to specify a VAT Code, you can do so using the 'Paste Special' feature (Ctrl-Enter/⌘-Enter).

VAT Zone   While on the 'Company' card, you should also choose the correct VAT Zone for the Customer or Supplier. This will ensure VAT will be calculated correctly. Please refer to the 'VAT and Zones' section below on page 313 for more details.

Cost Account   Using the 'Paste Special' feature, specify a Cost Account on the 'Accounts' card if the Contact is a Supplier and you would like a particular Cost Account (i.e. Purchase Account) to be offered as a default when you enter new Purchase Invoices. This can be useful in the cases of Suppliers of services such as electricity or telephone services, whose Purchase Invoices are usually debited to the same Account.

Account Operator   While on the 'Accounts' card and if the Contact is a Supplier, enter the name of their Bank in the Account Operator field, and their Bank Account Number and their Bank's Sort Code and IBAN Code in the relevant fields. This information will be used if you need to send electronic payments to the Supplier.

6. Click the [Save] button in the top right-hand corner of the window. The Contact will be saved in the Contact register.

7. The window title will change to 'Contact: Inspect', giving you a chance to check you have not made any mistakes in entering the record.

8. Close the record by clicking the close box or using the Ctrl-F4 (Windows and Linux) or ⌘-W (Mac OS X) keyboard shortcut.

9. If you have a number of Contacts to enter, click [New] instead of [Save] in step 4 above (or use the Ctrl-N/⌘-N keyboard shortcut). The Contact will be saved and closed, and a blank window will be opened, allowing you to enter another Contact straight away. If you need to enter Customers, it's a good idea in step 1 above to open the Contact register from the Sales Ledger or the Sales Orders module. All new records will be marked as Customers automatically. If you need to enter Suppliers, open the Contact register from the Purchase Ledger or the Purchase Orders module to ensure all new records are marked as Suppliers automatically.

It is a good idea to repeat the above process for a few Contacts in order to familiarise yourself both with the data entry process and with the Contact entry screen. However, if you are changing to Enterprise by HansaWorld from another computer program, it is likely that you will want to import your Contacts from a text file created by your old system. If you wish to do this, please follow the import instructions described in the 'Importing Sample Data' section above on page 61 to import your text file. This procedure, although described there as being used to import the sample Chart of Accounts and other information supplied with Enterprise by HansaWorld, is in fact an all-encompassing import function that will bring in whatever is in the selected text file and save it in the appropriate place in your Enterprise by HansaWorld database. For details of the composition of the text file (field order, etc), please refer to your HansaWorld representative.

Naming Address Fields

In a new database, the address fields (for both the Invoice and Delivery Addresses) in the 'Contact: New' and 'Contact: Inspect' windows will be unlabelled—

You can assign names to these fields, to help ensure addresses are entered consistently by every user. Follow these steps—

1. Using the [Module] button in the Master Control panel (or the Ctrl-0 (zero) or ⌘-0 keyboard shortcut), ensure you are in the CRM module.

2. Open the list of settings by clicking the [Settings] button in the Master Control panel or using the Ctrl-S or ⌘-S keyboard shortcut and double-click 'User Defined Field Labels - Contacts'.

3. When the 'User Defined Field Labels - Contacts: Inspect' window opens, click the 'Address' tab in the centre of the screen—

4. Assign a name to each address line as appropriate—

In the UK and US, it is recommended that you use the fifth line of the address for the postcode/ZIP Code. This will enable you to use the [Map] button in the 'Business Communicator' window and (UK only) the "Update Address" feature. In other countries, the [Map] button requires the postcode/ZIP Code equivalent to be in the third line. The [Map] button is described above on page 176.

5. After saving, these names will appear in the 'Contact: New' and 'Contact: Inspect' windows (and also in the 'Invoice: New' and 'Invoice: Inspect' windows)—

In some installations, you may need to close Enterprise by HansaWorld and restart for the change to take effect.

Contact Persons

As described in the previous sections, Customers, Suppliers and Contact Persons are all stored in the Contact register. In this section, we describe linking Contact Persons to the company they work for.

1. The first step is to enter a Contact record representing the company. Mark the company as a Customer or Supplier or both, as appropriate. Ensure you save this record before moving to step 2.

2. The next step is to enter a Contact record representing a person working for the company (i.e. a Contact Person). Choose 'Create New Contact' from the Operations menu, as illustrated on the next page.
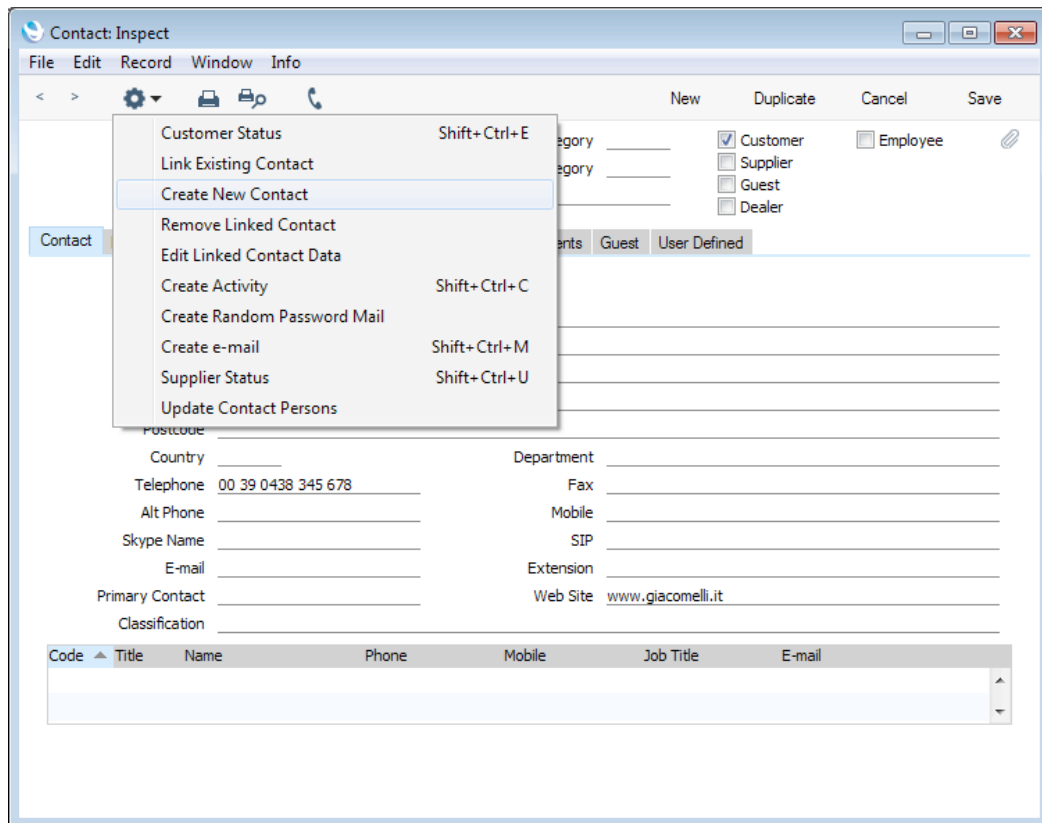
A new record will be created in the Contact register and will be opened in a new window entitled 'Contact: Inspect'. This means the record has already been saved and is being opened to allow you to enter the Contact Person's name and contact details if these are different to those of the parent company—
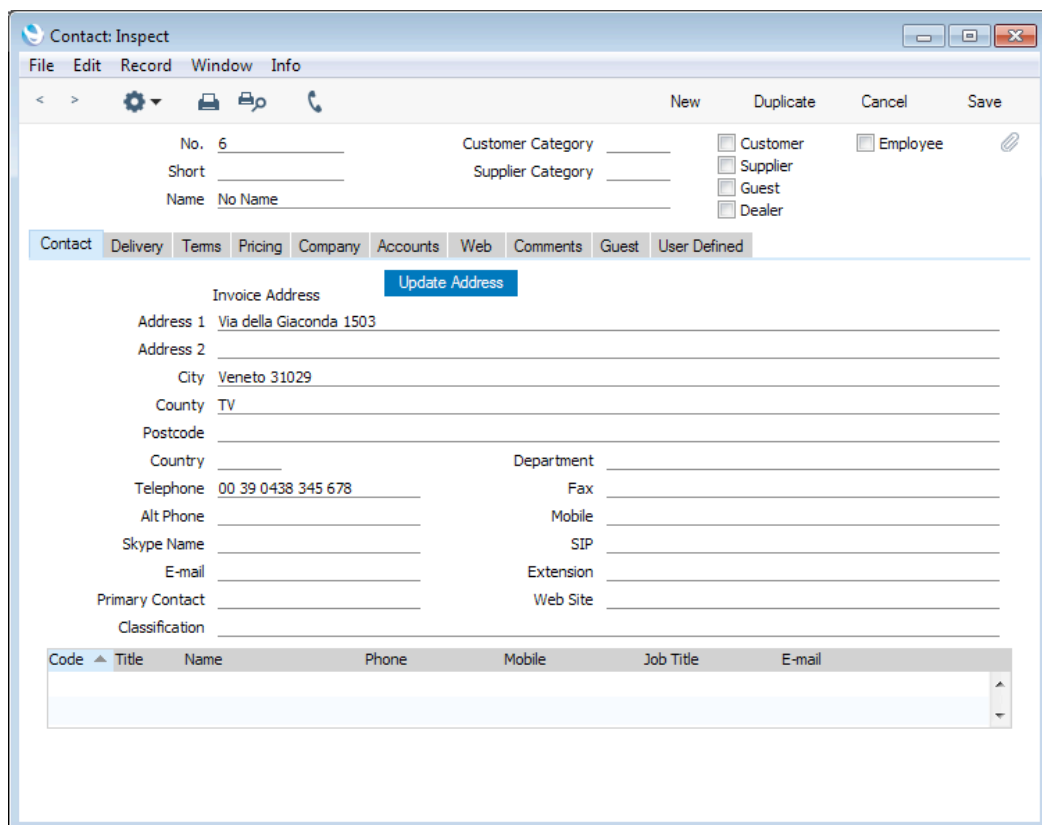
The address details, telephone and fax will be copied from the parent company. Enter the Contact Person's name and appropriate contact information. As the Contact Person works for a company that has been marked as a Customer or a Supplier, you should not check these boxes in the Contact Person record.

3. Save the Contact Person and close the record by clicking the close box. The Contact Person is now included in the list at the bottom of the 'Contact' card of the parent company's Contact record—

This list will contain all the Contact Persons working for the Customer or Supplier. As with all lists in Enterprise by HansaWorld, you can sort this one by clicking on a column heading. If you need to open the Contact record of a Contact Person, double-click a line in this list.

For more details about working with Contact Persons (e.g. what to do if a Contact Person stops working for a Customer or Supplier), please refer to the 'Linking Contact Persons and Companies - the Contact Relations Register' section in the 'Customers, Suppliers and Contact Persons' manual.

VAT and Zones

When you sell or purchase an Item, the calculation of VAT will be controlled by two factors: the VAT Code and the Zone of the Customer or Supplier. Whenever you specify a VAT Code (e.g. in an Item record or when setting overall defaults in the Account Usage S/L and Account Usage P/L settings), you should do so for each Zone.

When you sell an Item, the correct VAT Code for the Zone of the Customer will be placed in the Quotation, Order or Invoice automatically. VAT will then be calculated as follows, depending on the Zone—

Domestic, Inside EU (Post VAT), Outside EU (Post VAT)

VAT will be calculated according to the percentage in the VAT Codes setting. In the Nominal Ledger Transaction resulting from the Invoice, VAT will be credited to the

> Output Account from the VAT Code and debited to the Debtor Account.

Inside EU, Outside EU

> VAT will not be calculated, even if the VAT Code is not zero-rated. The Nominal Ledger Transaction resulting from the Invoice will not include a VAT element.

When you purchase an Item, the correct VAT Code for the Zone of the Supplier will be placed in the Purchase Order or Purchase Invoice automatically. VAT will then be calculated as follows, depending on the Zone—

Domestic, Inside EU (Post VAT), Outside EU (Post VAT)

> VAT will be calculated according to the percentage in the VAT Codes setting. In the Nominal Ledger Transaction resulting from the Purchase Invoice, VAT will be debited to the Input Account from the VAT Code and credited to the Creditor Account.
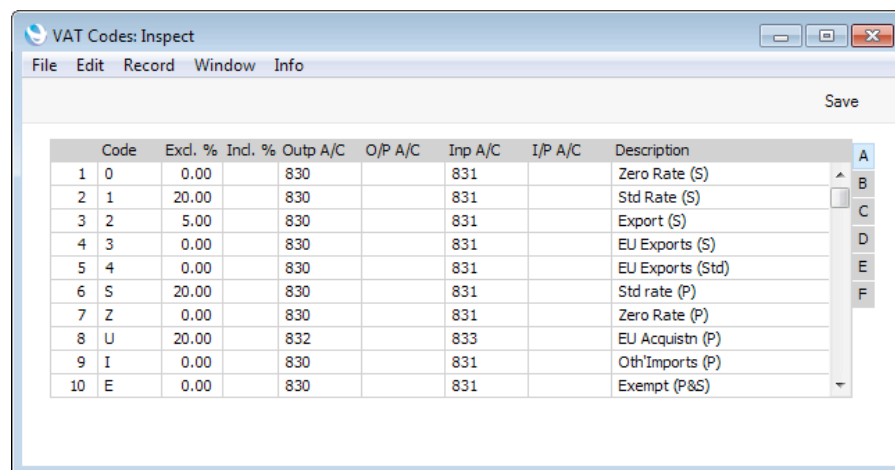
Inside EU   Invoices received from other countries in the EU do not carry VAT. However, depending on the nature of the Invoice, VAT can be payable.

> VAT will be calculated according to the percentage in the VAT Codes setting. In the Nominal Ledger Transaction resulting from the Purchase Invoice, VAT will be debited to the Input Account from the VAT Code and credited to the Output Account from the VAT Code. Therefore, you may need to use a dedicated VAT Code for VAT on EU Acquisitions, with an Output Account that is not used in any other VAT Code (VAT Code "U" in the illustration below).

Outside EU   VAT will not be calculated. The Nominal Ledger Transaction resulting from the Invoice will not include a VAT element.

You cannot change the Zone in a Quotation, Order, Invoice or other transaction. You must therefore take care to specify the correct Zone for each Customer and Supplier.

Entering the First Items

The Item register contains information about the products and services that you sell. This register is available in the Sales Orders, Purchase Orders and Sales Ledger modules, and in the Contracts, Production, Quotations, Service Orders and Job Costing modules if installed.

You can group Items of a similar type together using Item Groups. You can give every Item belonging to the same Group the same default Sales and Cost Accounts, Credit Account and VAT Codes, saving you the work of having to specify these for each Item individually. Defining and assigning Item Groups also makes modification easier: if you need to change the Cost Account, for example, you only need make one change (to the Item Group), rather than many (to each of the Items). Before entering Items, therefore, it is recommended that you enter some Item Groups, using the register in the Sales Ledger.

To enter your first Item, first select one of the modules mentioned in the first paragraph using the [Module] button in the Master Control panel or the Ctrl-0 (zero) (Windows and Linux) or ⌘-0 (Mac OS X) keyboard shortcut. Then, click the [Items] button in the Master Control panel. The 'Items: Browse' window is opened, showing a list of Items already entered. To create a new Item, click the [New] button above the list or use the Ctrl-N/⌘-N keyboard shortcut. Alternatively, highlight an Item similar to the one you want to enter and click [Duplicate] (or use Ctrl-K/⌘-Y).

Use the 'Item: New' window shown below to enter information about an Item. Notes about the more important fields can be found beneath the illustration: for full details about every field, please refer to the 'Items and Pricing' manual.

When an Item record is complete, click the [Save] button in the top right-hand corner of the window. The Item will be saved in the Item register. The window title will change to 'Item: Inspect', giving you a chance to check you have not made any mistakes in entering the record.

Close the record by clicking the close box or using the Ctrl-F4 (Windows and Linux) or ⌘-W (Mac OS X) keyboard shortcut. If you have a number of Items to enter, click [New] instead of [Save] as described above (or use the Ctrl-N/⌘-N keyboard shortcut). The Item will be saved and closed, and a blank window will be opened, allowing you to enter another Item straight away.

If you wish to import Items from your old accounts system, please follow the import instructions in the 'Importing Sample Data' section above on page 61 to import a text file created by that system. For details of the composition of this text file, please refer to your HansaWorld representative.

Base Price	The Base Price is the standard retail price of the Item. For more details about Pricing, please refer to the 'Items and Pricing' manual.
Unit	The Unit is the quantity to which the Base Price refers. For example, the Unit could be a single entity, a pair or a dozen. The 'Items and Pricing' and 'Sales Ledger' manuals contain more information about Units, including selling Items using different Units, selling Items by area or volume and producing stock reports in different Units.
Item Type	Choose an Item Type, as follows—
Plain	Use this Type for non-physical Items that you will not keep in stock e.g. delivery charges.
Stocked	Use this Type for physical Items that you will keep in stock. Stock levels and values will always be maintained for Stocked Items. You can obtain a stock list and valuation at any time using the Stock List report in the Stock module.
	You should choose a stock valuation method (or "Cost Model") for your Stocked Items. This will be used by the Stock List report to value your stock and will also determine the cost of sales value of each Item when you sell one. You can set an overall valuation method in the Cost Accounting setting in the Stock module. If you want to use a different valuation method for a particular Stocked Item, choose it on the 'Cost Model' card of the Item record or in the Item Group if the Item belongs to one.

You should also choose a Cost of Sales Account for a Stocked Item. Again, you can do this in the Item record ('A/C' card) or in the Item Group if the Item belongs to one. You should also set a default Cost of Sales Account in the Account Usage Stock setting in the Stock module.

Structured
Use this Type for Items that you will build from components at the moment of delivery. You will never keep a Structured Item in stock, only its components.

You should specify a Recipe for each Structured Item, on the 'Recipe' card. The Recipe is a list of the components that you will use to build the Item: define each Recipe in the Recipes setting in the Stock module.

When you sell a Structured Item, it will of course be shown on all paperwork (e.g. the Invoice). If you would like the components to be listed as well, tick the Paste Components during Entry box on the 'Recipe' card.

Service
Use this Type for chargeable time, e.g. consultancy, labour, training. If you do not have the Job Costing module, these Items can also be Plain Items. Outside that module Plain and Service Items are handled in a similar manner. If you have the Job Costing module, these Items should be Service Items to take full advantage of the time recording features in that module.

Picture
You can attach a picture of the Item. This is described immediately below.

Cost Price
The Cost Price on the 'Costs' card is the standard purchase price of the Item. If necessary, you can have this updated automatically each time you receive the Item into stock. Use the Upd. Cost Price at Goods Receipt options on the same card to control this feature.

Pictures

You can attach pictures to records in the Person and Item registers. Follow these steps—

1. Open the record in question. The record must already have been saved at least once (i.e. the window title must be 'Inspect' or 'Update').

2. Click the [Attachments] button (with the paper clip icon) or select 'Attachments' from the Record menu. A list of objects currently attached to the record is opened.

3.   Choose 'Attach File' from the Operations menu of this list.
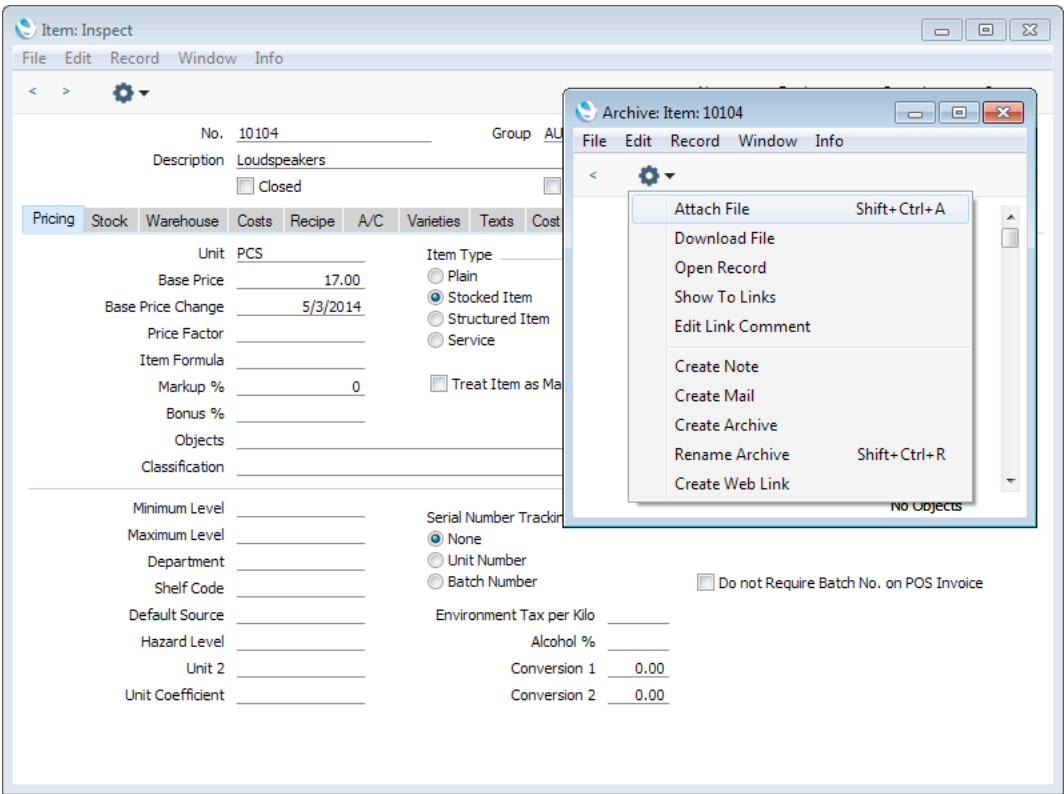
4.   Locate the picture file on your hard disk and click [Open]. The picture will be attached to the record. It must be a .jpg file. The maximum picture size is 280 x 280 pixels: larger pictures will be cropped.
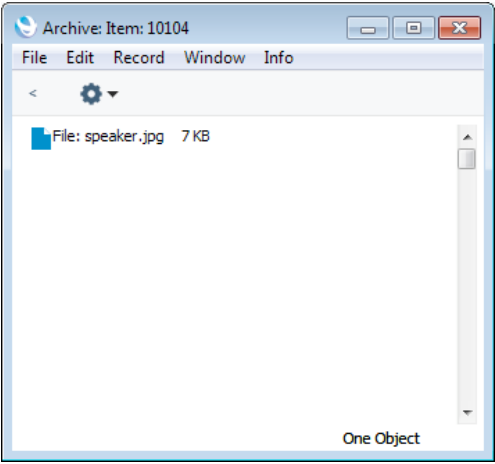
5. After the picture file has uploaded, you may need to close and reopen the record to see the picture—

You can design your Invoice Form so that Invoices will be printed including the pictures that you have attached to your Item records. Designing Forms is described in the 'System Module' manual.

In the Mac OS X version of Enterprise by HansaWorld, you can attach pictures to Person and Item records as described above, but you can also use the [Add picture] button underneath the picture field—

When you click this button, the 'Buddy Picture' window opens—

If the picture is already on your hard disk, click the [Choose] button to locate it. Alternatively, click the button with the camera icon marked 'Take a video snapshot' to take a photograph of the Item using your computer's camera.

In both cases you can then scale the picture using the slider and, if the picture is too big, move the picture by dragging so that the part you need is in the centre of the frame (the part outside the frame will be cropped).

Finally, click the [Set] button to add the picture to the Item. After uploading, the picture will appear in the list of attachments, with the name "image.jpg"—
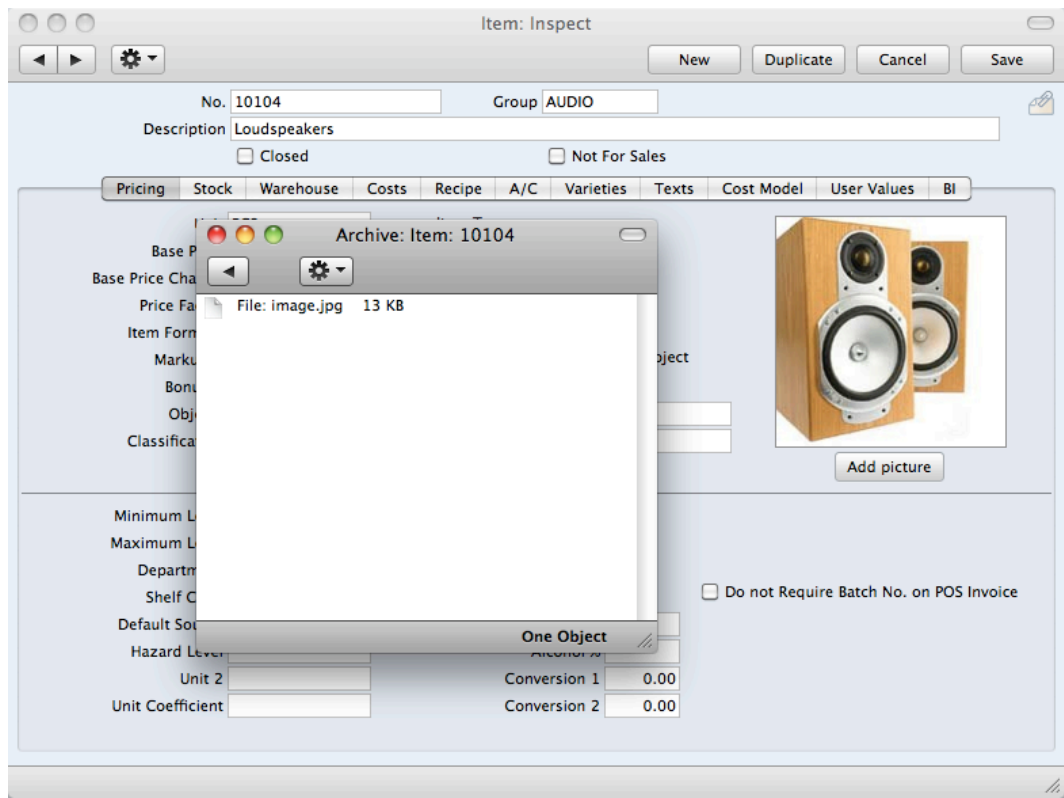
When you use 'Paste Special' to add Items to records such as Quotations, Orders and Invoices, one variant of the 'Paste Item' window will display the Item pictures to help you choose the correct one. This window (illustrated below) uses Apple's "Cover Flow" technology as well as including the standard 'Paste Special' features (described above on page 148).
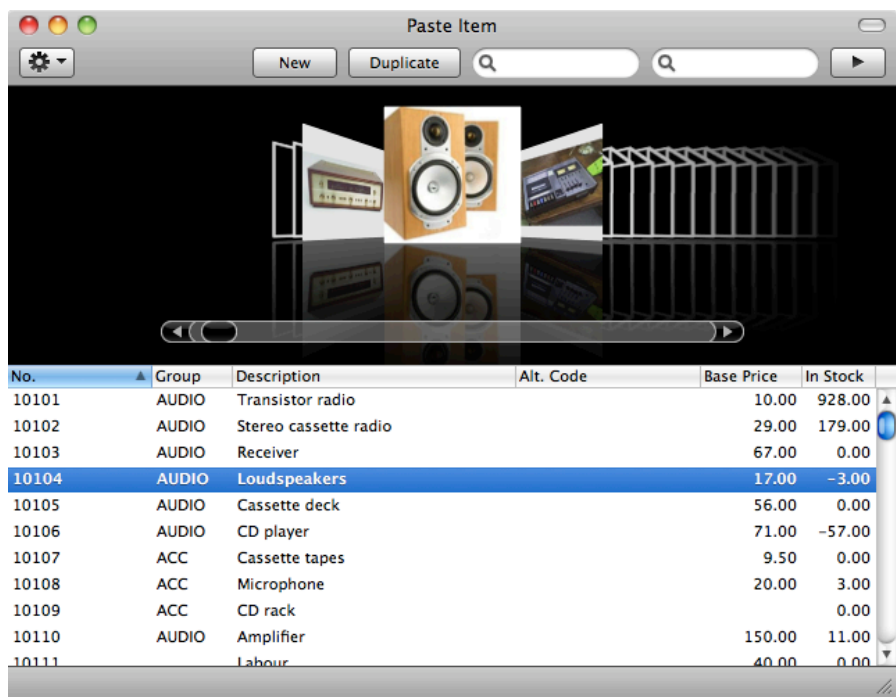
If you wish to use this variant of the 'Paste Item' window, choose 'System Default' as the Item Paste Special option in the Local Machine setting in the User

Settings module. If you are not using Mac OS X, the System Default option will cause the standard 'Paste Item' window to be used.
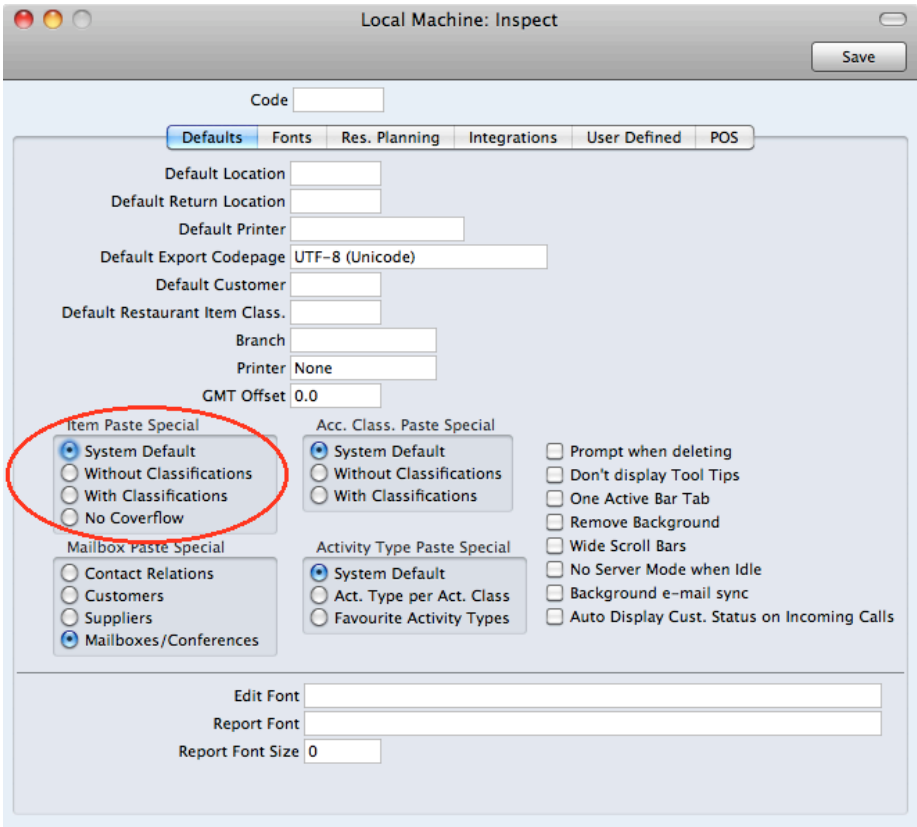
In a multi-user system, the options in the Local Machine setting are specific to each client machine, allowing different options to be used on different clients.

Entering Opening Balances

Unless you are starting a new business and intend to use Enterprise by HansaWorld to administer your accounts from the first day, you will need to enter some opening balances. If you are starting to use Enterprise by HansaWorld at the beginning of the fiscal year, these opening balances will take the form of the closing balances for each Account for the end of the previous year. If you are starting to use Enterprise by HansaWorld in the middle of the fiscal year, there will be two components to opening balance figures: the closing balances for each Account for the end of the previous year and Account balances for the current year to date.

To carry out this task, you should equip yourself with as much information as you can in the form of transaction data and reports produced by the old system, in order to make this task as easy as possible.

We recommend that you change during a current financial year. You should enter Account balances for the previous year and then enter individually all current year transactions registered so far. This will a) make you familiar with Enterprise by HansaWorld, and b) automatically give you a check of the old transactions.

You should already have specified the current and, if appropriate, previous financial years using the Fiscal Years setting and entered the Chart of Accounts and VAT Codes you wish to use. A sample Chart of Accounts that you can use or adapt is supplied with Enterprise by HansaWorld. If this is not suitable, you can import your own chart from a text file or enter it manually. For more instructions about this process, please refer to the section entitled 'Importing Sample Data' above on page 61.

If you will be using Currencies, you should also enter the Currencies used in your business (in the Currency register in the System module) together with Exchange Rates (in the Exchange Rate register in the same module). If any Accounts will have Currency balances, enter the appropriate Currency in the relevant Account records. You should specify in the Base Currency setting in the System module that your local Currency is to be used as Base Currency 1 and the Default Base Currency and, if you are using the Dual-Base currency conversion system you should also specify in the same setting the Currency that is to be used as Base Currency 2. The Dual-Base system will be useful for companies that have offices in two countries that need to report in both Currencies, for companies operating in countries where there is a second Currency (usually the US Dollar or Euro) in common use in addition to the national one, and for companies in the Euro zone who retain their old national Currency for comparison purposes. Full details about this process can be found in the 'Multi-Currency' manual.

If you will not be using Currencies, it is still a good idea (and a recommended course of action) to enter one record in the Currency register to represent your local Currency, and to specify in the Base Currency setting in the System module that this is your Base Currency 1 and Default Base Currency. This will make it easier to start using Currencies in the future if you need to do so while having absolutely no impact on your work before that time comes.

Once you have entered your Fiscal Year, Chart of Accounts, VAT Codes and Currencies it's a good idea to enter all the opening balances at once. Ideally, this process should be completed before you start to enter new Transactions but

it is possible to change the opening balances at any time during the financial year.

When entering opening balances, the level of detail is up to you. Factors influencing this decision may be the number of Transactions, the time available to enter these Transactions, whether you can import them (otherwise, you will have to enter them manually) and the level of detail required in your reports. It might be that you enter or import all Transactions individually (in the form of Invoices, Receipts, Purchase Invoices, Payments and Nominal Ledger Transactions) or it might be that you enter a single opening balance for each Account. Full details covering the necessary data entry processes follow in the next sections.

Once you have entered your opening balances in their chosen form, print the reports you usually use and compare them with the reports from your old system. These reports should include the Trial Balance, Profit & Loss and Balance Sheet from the Nominal Ledger, and Debtors and Creditors reports from the Sales and Purchase Ledgers respectively.

Opening Balances in the Nominal Ledger

In the Nominal Ledger, the task of entering opening balances can have two stages—

i.   You should enter balances for each Account as they stood at the end of the previous fiscal year. You can use the Brought Forward Balances register or the Simulation register for this task. This information should be available in the Trial Balance report obtained from your old system.

You can enter a single opening balance figure for each Account, or you can divide the opening balance figure into individual postings. This decision may depend on the Account itself.

The advantages of using the Brought Forward Balance register for this purpose are that you can save unbalanced Brought Forward Balance records, and you can return to a Brought Forward Balance record to change it. This allows you to enter opening balances as a gradual process, saving frequently. The disadvantage is that the Account Reconciliation register does not recognise balances entered in the Brought Forward Balance register. So, if you are entering opening balances for Bank Accounts as individual postings that later you will need to reconcile with your bank statement, as may be the case in the UK, you will need to use the Simulation register. You can return to saved Simulations to edit them, again allowing the process of entering opening balances to be a gradual one. While a Simulation must balance before you can save it, you can save a Simulation periodically with a posting to a temporary balancing Account on the last line until it is complete. You can then convert it to a Transaction, after which the postings will be made available to the Account Reconciliation register.

If you want to use the Brought Forward Balance register, refer to steps 1-8 below. If you want to use the Simulation register, refer to steps 9-17.

ii. If appropriate, enter Transactions for the current year to date, using the Transaction register. Please refer to steps 18-24 below.

Once you have entered all balances and Transactions, print out a Trial Balance and compare it with that obtained from your old system. Any discrepancies should be investigated immediately: any delay will make this more difficult.

The following sections assume you have already defined a Chart of Accounts and a set of VAT Codes.

To enter Account balances as they stood at the end of the previous financial year to the Nominal Ledger using the Brought Forward Balance register, follow these steps—

1. Select the Nominal Ledger module using the [Module] button in the Master Control panel or the Ctrl-0/⌘-0 keyboard shortcut.

2. Click the [Brought Fwd Balances] button in the Master Control panel to open the Brought Forward Balance register.

3. When the 'Brought Forward Balances: Browse' window opens, click [New] on the Button Bar to open a new record.

4. Enter the information as shown in the following illustration. Full details of the fields are to be found in the 'Nominal Ledger' manual. It is recommended that you choose a Transaction Date that is at the end of the previous fiscal year and that is, in any case, prior to the date when you will be starting work with Enterprise by HansaWorld.

Use each row in the grid to enter the balances of each Account, taking the figures from the Trial Balance report produced by your old system.

If you are not using Currencies, enter the balances in the Base 1 Debit and Credit fields.

If you have Accounts with balances in Base Currency 2, enter those balances in the Base 2 Debit and Credit fields on flip B (click the small button marked "B" on the right of the grid to see these fields). If you have Accounts with balances in a foreign Currency (i.e. not in Base Currency 1 or 2), use the fields on flip C. You should also enter home Currency balances for these Accounts on flip A: no Currency conversion will take place

because users will have many different methods of converting opening balance figures.

5. The Brought Forward Balances screen has 500 rows, allowing you to enter opening balances for up to 500 Accounts in a single record. If you need to enter a significant number of opening balances, it is recommended that you save the Brought Forward Balances record periodically, by clicking the [Save] button in the top right-hand corner. The record does not have to balance for you to save it. Account balances will be updated as soon as you save the record. However, if you discover a mistake at a later date, you will be able to correct the record without difficulty.

6. If you run out of rows, click the [New] button (or use the Ctrl-N/⌘-N keyboard shortcut). The Brought Forward Balances record will be saved and closed, and a new empty record will be opened, allowing you to enter more opening balances.

7. If you are using Objects, you should enter a separate record to the Brought Forward Balances register for each Object and one for the total. For example, if you have a Cash Account with a balance of 100.00 that is divided between two departments so that 49.00 belongs to Department 1 and 51.00 to Department 2, enter three Brought Forward Balance records as follows—

   1st record, Cash Account, no Objects, total figure (100.00)
   2nd record, Cash Account, Object for Dept 1, figure for Dept 1 (49.00)
   3rd record, Cash Account, Object for Dept 2, figure for Dept 2 (51.00)

8. Finish with [Save] when you have entered the last balance, and close the window by clicking the close box.

To enter Account balances as they stood at the end of the previous financial year to the Nominal Ledger using the Simulation register, follow these steps—

9. Select the Nominal Ledger module using the [Module] button in the Master Control panel or the Ctrl-0/⌘-0 keyboard shortcut.

10. Click the [Simulations] button in the Master Control panel to open the Simulation register.

11. When the 'Simulations: Browse' window opens, click [New] on the Button Bar to open a new record.

12. Enter the information as shown in the following illustration. Full details of the fields are to be found in the Nominal Ledger manual. It is recommended that you choose a Transaction Date that is at the end of the previous fiscal year and that is, in any case, prior to the date when you will be starting work with Enterprise by HansaWorld.

If you are entering a single opening balance figure for each Account, use each row in the grid to enter these balances, taking the figures from the Trial Balance report produced by your old system. If you are entering opening balances as individual postings, enter each posting on a separate row. You can enter single opening balance figures for some Accounts, and individual postings for others. For example, you can enter previously unreconciled postings to your Bank Account(s) individually, so that you can reconcile them with your bank statement later. Please refer to the description of the Account Reconciliation register in the 'Nominal Ledger' manual for details about reconciling postings with your bank statement.

If you are not using Currencies, enter the balances in the Base 1 Debit and Credit fields.

If you have Accounts with balances in Base Currency 2, enter those balances in the Base 2 Debit and Credit fields on flip C (click the small button marked "C" on the right of the grid to see these fields). If you have Accounts with balances in a foreign Currency (i.e. not in Base Currency 1 or 2), use the fields on flip D. In both cases, enter the Currency itself on flip D as well. You should also enter home Currency balances for these Accounts on flip A: no Currency conversion will take place because users will have many different methods of converting opening balance figures.

13. The Simulation screen has 300 rows, allowing you to enter opening balances for up to 300 Accounts in a single record. If you need to enter a significant number of opening balances, it is recommended that you save the Simulation record periodically, by clicking the [Save] button in the top right-hand corner. The record has to balance for you to save it, so each time you need to save, you can make a balancing posting to a temporary balancing Account as shown in the illustration above. If you discover a

mistake at a later date, you will be able to correct the record without difficulty.

14. If you run out of rows, click the [New] button (or use the Ctrl-N/⌘-N keyboard shortcut). The Simulation record will be saved and closed, and a new empty record will be opened, allowing you to enter more opening balances.

15. If you are using Objects, you should enter a separate row in the Simulation for each Object, but not a separate row for the total. For example, if you have a Cash Account with a balance of 100.00 that is divided between two departments so that 49.00 belongs to Department 1 and 51.00 to Department 2, enter two rows in the Simulation as follows—

    1st row, Cash Account, Object for Dept 1, figure for Dept 1 (49.00)
    2nd row, Cash Account, Object for Dept 2, figure for Dept 2 (51.00)

16. Finish with [Save] when you have entered the last balance, and close the window by clicking the close box.

17. When you save a Simulation, it will not update Account balances immediately. This means you can save it many times, making sure that it contains no mistakes.

    When you are sure the Simulation is correct, close it by clicking the close box. On returning to the 'Simulations: Browse' window and highlight the Simulation in the list. Choose 'Create NL Transactions' from the Operations menu in the top left-hand corner of the window—
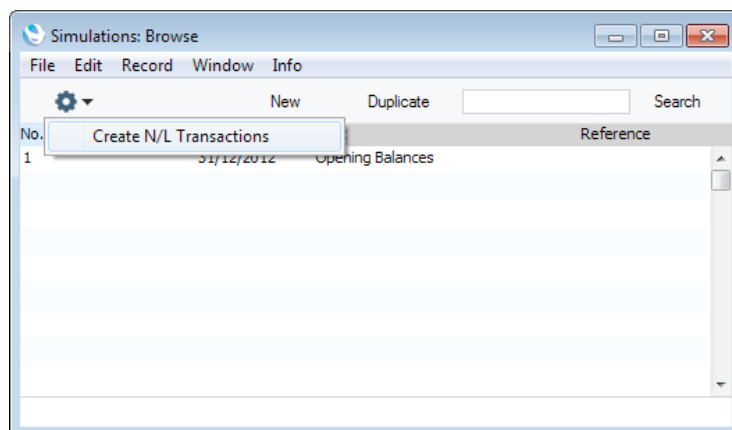
    A Nominal Ledger Transaction will be generated from the Simulation. This Transaction will update the balances of each Account. You cannot change a Transaction once it has been created, hence the need to make sure the Simulation was correct before creating the Transaction. This is also the reason for entering opening balances in the Simulation register and not directly to the Transaction register. Transactions are described in more detail below in points 18-24.

    If you created more than one Simulation, you can highlight them all in the 'Simulations: Browse' window before choosing the 'Create NL Transactions' function. Nominal Ledger Transactions will be generated from each highlighted Simulation. To highlight several Simulations, click on the first one, hold down the Shift key on your keyboard and click on the last one.

If you are starting to use Enterprise by HansaWorld in the middle of a financial year, you should now enter the Transactions for the current year so far. You should enter these from the original documentation, not copy them from

Transaction Journal reports produced from your old system. This will ensure that you do not enter any Transactions that relate to the Sales or Purchase Ledger. These will be entered later. Follow these steps—

18. Using the [Module] button in the Master Control panel, ensure you are in the Nominal Ledger.

19. Click the [Transactions] button in the Master Control panel to open the Transaction register.

20. When the 'Transactions: Browse' window opens, click [New] in the Button Bar to open a new record.

21. Enter the information as shown in the following illustration. Full details of the fields are to be found in the 'Nominal Ledger' manual. Ensure you use the same Transaction Date that was used when entering the Transaction to your previous system.

Use the Base 1 Debit and Credit fields to record values in your home Currency. Please refer to the 'Multi-Currency' manual for details about using foreign Currencies in Nominal Ledger Transactions.

22. The Transaction screen does not have an OK check box, so Account Balances are updated as soon as you save the Transaction. Therefore, before saving the Transaction, make sure that no mistakes have been made. One check is that the Debit and Credit totals are the same. Once you have saved the Transaction, you will not be able to change it.

23. Click the [Save] button (or use the Shift-Enter keyboard shortcut) to save the Transaction. Alternatively, if you click the [New] button (or use the Ctrl-N/⌘-N keyboard shortcut), the Transaction will be saved and closed, and a new empty record will be opened, allowing you to enter another Transaction.

You can use another feature when you need to enter several Transactions quickly in one sitting and don't want to interrupt your typing by reaching for the mouse. Enter the debits in a Transaction first and then, with the cursor in the Base 1 Credit field in the final credit row, press the Return or Enter key

twice. The first pressing causes the correct credit amount to be entered for you, balancing the entry. The second saves, closes and commits the Transaction to the Nominal Ledger and opens a new, empty, Transaction.

24. Finish with [Save] when you have entered the last Transaction, and close the window by clicking the close box.

Opening Balances in the Sales Ledger

It is worth repeating that there can be two components to opening balance figures in the Sales Ledger: the final Customer balances from the previous fiscal year and, if you will be starting to use Enterprise by HansaWorld in the middle of a fiscal year, Customer balances for the current year to date.

In considering Customer balances from the previous year, you only need to take account of those that are open (i.e. unpaid). You can enter these in one of two ways—

- as a single outstanding balance for each Customer; or

- as separate outstanding Invoices per Customer.

In considering Customer balances for the current year to date, the following options are available—

- the minimum is to enter a balance for each Customer as a single figure (in fact, you will need to enter an Invoice total and a Receipt total, representing totals for the current fiscal year to date, enabling you to reconcile your bank account and to keep your Aged Debtor report accurate);

- the opposite extreme is to enter all Invoices raised so far in the current fiscal year, and all Receipts;

- a compromise route to reduce the amount of work required is to enter monthly Invoice and Receipt balances for each Customer;

- a final option that you can use if you are changing to Enterprise by HansaWorld from an older computerised system is to import the current year's Invoices and Receipts from a text file. Please refer to your local HansaWorld representative if you would like to consider this option.

In deciding which procedure to use, one factor to consider is credit control. If you need to produce statements that itemise and age previous Invoices, it will not be enough simply to enter a total balance for each Customer. Instead, you will need to enter individual Invoices and Receipts. If, however, you do not issue statements or it is acceptable for a single opening balance figure to appear on your statements, entering a single opening balance figure per Customer will be sufficient. If you do not issue Invoices or you do not give credit, you may not need to enter any opening balances at all in the Sales Ledger.

If you need to enter opening balances in the Sales Ledger, you should first ensure that you have entered your Customers in the Contact register using the process described in the section entitled 'Entering the First Customers, Suppliers and Contact Persons' above on page 302. If you are entering individual Invoices, you should also ensure that you have entered the Items that you sell in the Item register, as described in the 'Entering the First Items' section above on page 315. Depending on your old system, you may be able to import this information from text files. Finally, if you are entering Receipts in any form (i.e. individual Receipts, or monthly or year-to-date Receipts) make sure you have entered all relevant Payment Modes (i.e. payment methods), so that you

can post the Receipt amounts to the correct Bank or Cash Account. Payment Modes are described below on page 334.

Nominal Ledger Settings

You should enter Sales Ledger opening balances in the form of Invoices and Receipts. Any Invoices and Receipts from the previous fiscal year that you enter should not be posted to the Nominal Ledger if you have already entered previous-year Nominal Ledger opening balances to the Brought Forward Balance or Simulation registers as described in the previous section. The Nominal Ledger opening balances include balances for the Accounts affected by Invoices (e.g. the Debtors Account) and so to post to those Accounts from opening balance Invoices is to post the same amounts twice. Therefore, before you can enter your Sales Ledger opening balances, you need to ensure that Invoices and Receipts from the previous fiscal year will not update the Nominal Ledger.

Using the [Module] button in the Master Control panel, ensure that you are in the Nominal Ledger. Click [Settings] in the Master Control panel or use the Ctrl-S/⌘-S keyboard shortcut. In the subsequent list, double-click 'Sub Systems'. The following window appears—
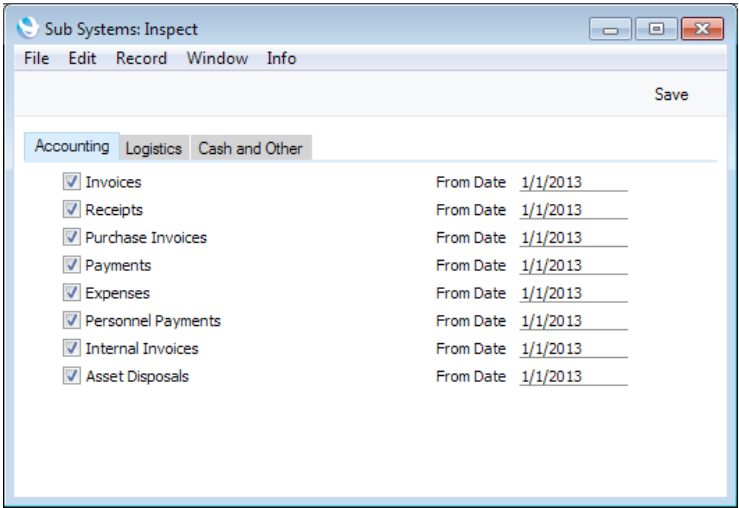
Tick the boxes to indicate which records ("Sub Systems") are to update the Nominal Ledger automatically, and specify dates when that updating should begin. In the illustration, for example, we have specified that approving (marking as OK and saving) an Invoice dated later than 1/1/2011 will cause a Nominal Ledger Transaction to be created. This Transaction will update the Nominal Ledger by debiting a Debtor Account and crediting a Sales Account and, if appropriate, a VAT Account. If the Invoice is dated earlier than 1/1/2013, a Nominal Ledger Transaction will not be created and so the Nominal Ledger will not be updated. We have also specified that the other Sub Systems should behave in the same way.

It is recommended that for each Sub System you enter the first day of your fiscal year. When you enter previous-year opening balances, use a date prior to the Sub System date. This will ensure that Nominal Ledger Transactions will be created when expected and that they will not be created for opening balances. If it takes longer than expected to enter opening balances, you can continue doing so and start to create new records without needing to worry about the consequences in the Nominal Ledger. For example, you can enter previous-year Invoices and Receipts (dated prior to the dates in the Sub System setting) at the same time as issuing new Invoices. The Sub Systems setting will ensure the Nominal Ledger is only updated when it should be.

If you are starting to use Enterprise by HansaWorld in the middle of a financial year, you should already have entered the Nominal Ledger Transactions for the current year so far, as described in the 'Opening Balances in the Nominal Ledger' section above on page 325. If, as was recommended, you entered these from the original documentation and did not copy them from Transaction Journal reports produced from your old system, you will not have any current year Transactions that relate to the Sales or Purchase Ledger. These will now be created automatically from the Invoices and Receipts (and Purchase Invoices and Payments) that you are about to enter, providing that they are dated later than the Sub System date (the first day of your fiscal year). If you did enter current year Transactions relating to the Sales or Purchase Ledger as part of the previous exercise, you will not want them created again when you enter Invoices and Receipts. In this case, make the Sub System date later (a few days before the date when you will start originating transactions in Enterprise by HansaWorld). This means you will be able to enter Invoices for the current year to date and to issue new Invoices simultaneously without needing to worry about the consequences in the Nominal Ledger.

If you are not certain whether you have entered current year Transactions relating to the Sales or Purchase Ledger, produce a Trial Balance report for the current year and check the balances for your Sales, Purchase, Debtor and Creditor Accounts. If these are zero, you have not entered these Transactions. If they are the same as those on the Trial Balance produced from your old system, you have entered these Transactions already. Please refer to the 'Printing Reports' section below on page 339, for instructions about printing a Trial Balance report.

Once the Sub Systems setting is to your satisfaction, save and close the window by clicking [Save] in the Button Bar.

! ***Note that if you have entered previous-year opening balances in the Nominal Ledger, you should not post any Sales, Purchase or Stock opening balances to your Nominal Ledger. To do so will duplicate the work you have already done and will immediately render your accounts inaccurate.***

Sales Ledger Settings

Before entering the first opening balance, there is a single setting in the Sales Ledger that you need to check if you will be entering Receipts for the fiscal year to date.

Use the [Module] button in the Master Control panel to enter the Sales Ledger and click the [Settings] button, also in the Master Control panel. In the subsequent list window, double-click on 'Payment Modes'.
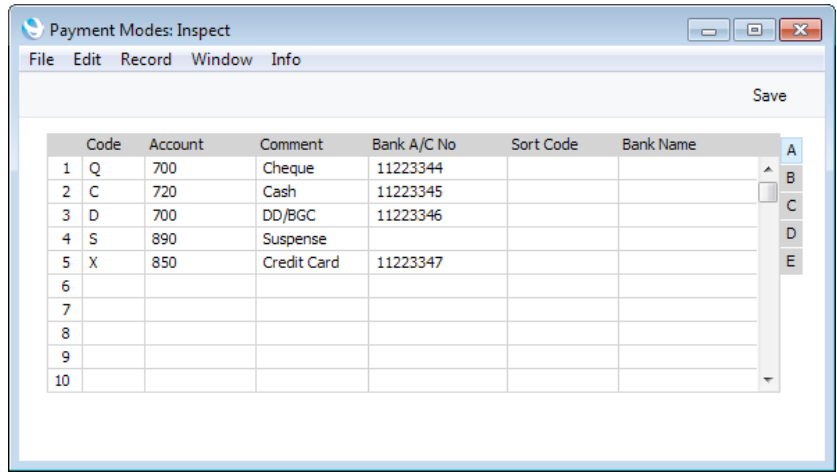
Payment Modes represent the different methods that your Customers will use to pay your Invoices and you will use to pay your Suppliers. Typical examples are cash, cheque, direct debit and credit card. If necessary, each Payment Mode can post to a different Account, to represent payments into or from different bank accounts, into or from petty cash or by credit card.

If you imported the sample Chart of Accounts supplied with Enterprise by HansaWorld as described in the 'Importing Sample Data' section above on page 61, you will also have imported some basic Payment Modes. If you have modified the Chart of Accounts supplied, or you have created your own, ensure that the Account Numbers shown in the second column now refer to the correct Account e.g. the bank or cash Accounts that are to be debited when monies are received and credited when payments are made (remember, you can use 'Paste Special' (Ctrl-Enter/⌘-Enter) if necessary).

To create a new Payment Mode, simply click in the first blank row and enter a unique Code. Then enter the other details as appropriate, referring to the 'Sales Ledger' manual if necessary, and clicking flips B-E to complete the entry.

Click [Save] when you have finished.

Then, close the 'Settings' list using the close box.

Opening Balances

The process described below applies to the entering of opening balances both from the previous fiscal year and for the current year to date.

You are now ready to enter the first Invoice. Follow the steps described below. If you are entering a single opening balance figure per Customer, either for the previous fiscal year or for the current year to date, you will need to do this by entering it in an Invoice. If so, omit step 7 in the following procedure.

1. If you are not already in the Sales Ledger module, move into it using the [Module] button in the Master Control panel.

2. Click the [Invoices] button in the Master Control panel to open the Invoice register.

3. When the 'Invoices: Browse' window opens, click [New] in the Button Bar to open a new record.

4. When the 'Invoice: New' window opens, the Invoice and Transaction Date fields will both contain the current date taken from the system clock. Depending on the Base Currency setting in the System module, the Currency field may also contain a default (your home Currency).

    If you are entering a single opening balance figure for each Customer, you might like to use a separate numbering sequence for opening balances (use the Number Series - Invoices setting in the Sales Ledger to set up numbering sequences). If you are entering individual Invoices, you will need to use the Invoice Number and Date of the original Invoice. In multi-user systems, an Invoice Number will be allocated when you save the Invoice for the first time, but you can enter the Invoice Number yourself before saving to be sure that it is correct. When entering individual Invoices for the current year to date, it is recommended that you enter these Invoices in number

order from a single client computer to ensure each Invoice retains the number with which it was originally issued.

5. Place the insertion point in the Customer field and activate 'Paste Special' using the Ctrl-Enter (Windows and Linux) or ⌘-Enter (Mac OS X) keyboard shortcut. The 'Paste Customer' window appears, showing a list of the Customers recorded in the Contact register. Select a Customer by clicking on its row and pressing the Return key twice. The first pressing causes the Customer Number to be transferred to the field in the Invoice, and the second will move information about the Customer (Name, Address etc.) to the Invoice.

6. Use the Tab or Return key to move the insertion point to the Date field. In the case of Customer balances from the end of the previous fiscal year, ensure that this is set to a date that is earlier than the cut-off date you specified in the Sub Systems setting.

7. If you are entering individual Invoices, move the insertion point to the Item field and press Ctrl-Enter or ⌘-Enter again. Select the correct Item from the list and press Return twice. The insertion point is moved to the Qty field. Enter the number of items sold, and press Tab or Return. Check that the Unit Price is correct and repeat for each item on the Invoice.

8. If you are entering single opening balances, do not enter an Item Number as described in step 7 and instead move the insertion point to the Qty field and enter a quantity of 1. Press Tab or Return and enter the text "Opening Balance" in the Description field. Enter an amount (excluding VAT) in the Unit Price field.

9. Until you are familiar with the Invoice screen, it is a good idea to check that every field is correct. Clicking the named tabs marked 'Currency', 'Delivery', 'Identifiers', etc causes different information about the Invoice to be shown, while the tabs marked A-F display further information about the Invoice items. Pay particular attention to the Sales Account and VAT Code fields on flip B. These defaults are taken from the Item record or, if not specified there, from the Account Usage S/L setting. It will be the latter in the case of single opening balances, as then you are not referring to the Item register.

10. At the bottom of the Invoice the total is shown, together with the VAT amount and the total payable amount.

11. Click [Save] to save the Invoice.

    The window title changes to 'Invoice: Inspect'. You can now correct any mistakes before you click the OK check box in the bottom left-hand corner. With the OK box checked, clicking the [Save] button once again approves the Invoice and commits it to your Sales Ledger. After this you may not change the individual fields. You must approve Invoices before you can allocate Receipts to them and for them to appear in the Periodic Customer Statement.

12. Finish with [New] if you wish to enter another Invoice. Or, if you are entering all Invoices for the current fiscal year, click [Duplicate]. This will create a new Invoice which will be a copy of the one just saved. This will save you having to enter Customer details, etc, again if they are the same.

13. Finish with [Save] when you have entered the last Invoice, and close the window by clicking the close box.

Entering Receipts

As with entering Invoices, you can get a lot of help with entering your Receipts using the shortcuts built in to Enterprise by HansaWorld. Perhaps the most useful tool is the 'Paste Special' command (Ctrl-Enter/⌘-Enter). You can use 'Paste Special' whenever you enter data in a field that refers to another register or setting.

There is no need to enter any Receipts from the previous fiscal year, because you should only have entered outstanding Invoices from that year. You should only follow the steps described below for Receipts from the current year to date (i.e. only if you are starting to use Enterprise by HansaWorld in the middle of a fiscal year).

1. Open the 'Receipts: Browse' window by ensuring you are in the Sales Ledger and clicking the [Receipts] button in the Master Control panel.

2. When the 'Receipts: Browse' window opens, click [New] or use the Ctrl-N (Windows and Linux) or ⌘-N (Mac OS X) keyboard shortcut to open a new record.

3. The 'Receipt: New' window is shown. You can use a single window to enter all your Receipts from the earlier part of the year, even if they are in different Currencies and Payment Modes.

4. Enter the data in the top of the window. Select a Payment Mode using 'Paste Special' (Ctrl-Enter/⌘-Enter) to open a list of the Payment Modes you created earlier. Make sure the Transaction Date is correct.

5. For each Receipt, enter the Invoice Number in the first column (or use 'Paste Special' to choose from a list of unpaid Invoices) and press the Return key.

6. If you have an Invoice that is part-paid, alter the Received Value field to show the amount paid.

7. If any receipt uses a different Payment Mode to that specified in the top of the window, move to flip C to enter a Payment Mode to be used for that row only. Again, use 'Paste Special' to ensure the correct one is selected.

8. When you have entered every Receipt, you should check what you have entered. If you find any errors you can change them as needed. When you are satisfied, click the OK check box in the lower left-hand corner.

9. When you click [New] or [Save], the Receipt is approved and after this may not deleted or changed.

Opening Balances in the Purchase Ledger

When entering opening balances in the Purchase Ledger, you should follow the same basic decisions and procedures described in the Sales Ledger section above on page 331, using the Purchase Invoice and Payment registers in the Purchase Ledger. Before entering opening balances, use the Sub Systems setting in the Nominal Ledger to make sure that your previous year Purchase Ledger opening balances will not be posted to the Nominal Ledger, as described in the Sales Ledger section above.

Opening Balances in the Stock Module

When entering opening balances in the Stock module, the precise procedure to be followed will be determined by the nature of your business and the Items that are sold. Again, as in the Sales Ledger, the accuracy of the opening balances increases with the level of detail entered, but the time required by the task increases as well.

You should decide whether to—

*   enter each example of each Item in stock at the moment of implementing Enterprise by HansaWorld. You may prefer this option if the cost price of each Item is often subject to fluctuation, and you must use it for Items that carry serial numbers;

*   enter a single line for each Item together with a quantity and an average purchase price; or

*   use a combination of the two methods.

Before entering opening balances in the Stock module, you should first ensure that all Items have been entered using the process described in the 'Entering the First Items' section above on page 315. Ensure that you have selected the Stocked Item option on the 'Pricing' card of each Item whose stock levels are to be maintained. Depending on your old system, you may be able to import Item data from text files.

You should also use the Goods Receipt check box and date in the Sub Systems setting in the Nominal Ledger to make sure that your stock control opening balances will not be posted to the Nominal Ledger, as described in the Sales Ledger section above on page 332.

When entering opening balances in the Stock module, follow the same basic procedures described in the Sales Ledger section above on page 331, using the Goods Receipt register.

Importing Opening Balances

If you are changing to Enterprise by HansaWorld from another computer program, it is likely that you will want to import opening balances for all three ledgers from text files created by your old system. If you wish to do this, please follow the import instructions described in the 'Importing Sample Data' section above on page 61 to import your text file. This procedure, although described there as one used to import a Chart of Accounts, is in fact an all-encompassing function that will import whatever is in the selected text file and save it in the appropriate place in your Enterprise by HansaWorld database. For details of the composition of the text files, please refer to your HansaWorld representative. Ensure that they contain opening balances as they were at the beginning of the fiscal year and all subsequent transactions as described in the previous sections.

Printing Reports

You can produce many different reports from Enterprise by HansaWorld. Detailed descriptions of each report will be found in the manuals describing each module. You should, however, always print a Transaction Journal for the Transactions entered during one work session. The same goes for the Invoice Journal in the Sales Ledger.

Having completed the process of entering your opening balances, you should now print a Trial Balance and compare it with a Trial Balance produced from your old system.

To print a Trial Balance, follow these steps—

1. Ensure you are in the Nominal Ledger module using the [Module] button in the Master Control panel and click the [Reports] button, also in the Master Control panel.

2. The following window will be shown. This is a list of the reports that you can produce from the Nominal Ledger.
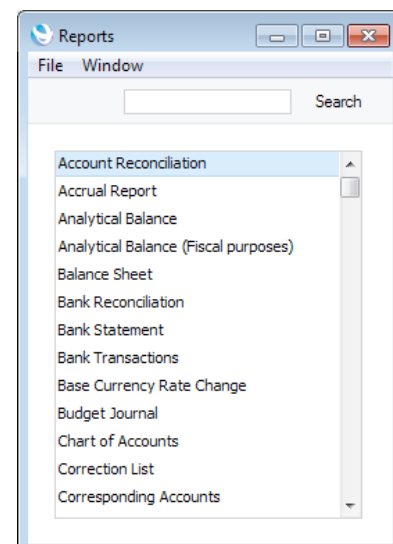
3. Scroll to the bottom of the list and choose 'Trial Balance' by double-clicking. You can also type the first few characters of the name of the report ("trial" in this example) and then press the Enter or Return key twice to confirm your choice. The 'Specify Trial Balance' window appears.

4. To report on your opening balances, you should enter in the Period field a period from the beginning of the current fiscal year to the current date. Separate the start and end dates of this period using a colon (:), as shown in the illustration. You can leave all the other fields blank, ensuring that all Accounts, Currencies etc will be included in the report.

5. Use the Media options at the bottom of the window to choose a print destination (for example, 'Printer' or 'Screen'), and click the [Run] button to produce the report.

6. If you printed to screen and now wish to print on a printer, simply click the Printer icon in the Button Bar of the report window.

Enterprise
by HansaWorld

Index

Index

A

B

D

E

Q

R

S

T

Z