HansaWorld Enterprise

Integrated Accounting, CRM and ERP System for Macintosh, Windows, Linux, PocketPC 2002 and AIX

Quotations

Program version: 4.2 2004-11-20

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Preface

The HansaWorld Enterprise range of products contains a number of powerful accounting, CRM and ERP systems for the Windows, Macintosh, Linux, PocketPC 2002 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 XP version.

This manual covers Hansa’s Quotations module. Prior to reading it, you should already be familiar with Hansa’s Work Area (its modules, registers, windows, menus and buttons, covered in the ‘Introduction to HansaWorld Enterprise’ manual) and the Customer and Item registers (described in the ‘Customers and Suppliers’ and ‘Items and Pricing’ manuals respectively), the Sales, Purchase and Nominal Ledgers and the Sales Order module.

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

Information in this document is subject to change without notice and does not represent a commitment on the part of HansaWorld. The Software described in this document is a sophisticated information management system. Features are liable to alteration without notice. This documentation is not intended as a *de facto* representation of the system, but as an overview of its facilities. It cannot be exhaustive in all respects. Whilst effort is made to ensure the accuracy of the information published concerning the features and use of HansaWorld software, it is still possible that certain functions mentioned may not be fully implemented, may not be available under certain circumstances, or may possibly relate to a future release of the software. Errors and omissions excepted. HansaWorld accepts no contingent liabilities. All HansaWorld software related transactions are subject to HansaWorld's Conditions of Sale and Software Licence Agreement. All rights reserved.

How these manuals are organised

Introduction to HansaWorld Enterprise

Introduction	Installing HansaWorld Enterprise, the basic ideas
Work Area	Basic elements of HansaWorld Enterprise: modules, registers, windows, menus, functions, buttons
Accounting Principles	About the place of HansaWorld Enterprise 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
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 and Suppliers	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 reporting
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

HansaWorld Enterprise

Quotations

The Quotations Module

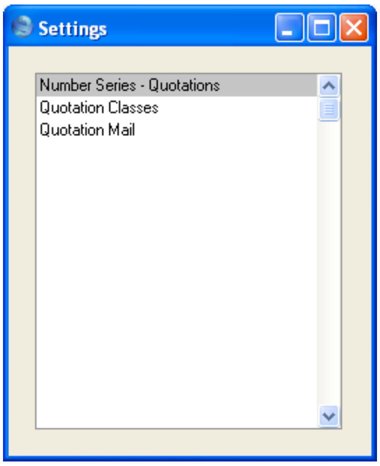
Use the Quotations module to create Quotations for sending to Customers and subsequently to convert the Quotations to Orders or Invoices. It can be used for call management: you can specify Contact Dates for each Quotation, making it easy to produce lists of calls to be made on a particular date.

The module is fully integrated with the Sales Orders module and the Sales Ledger.

Settings

Introduction

The following settings are available in the Quotations module—



To edit a setting, ensure you are in the Quotations module using the Modules menu and click the [Settings] button in the Master Control panel or select 'Settings' from the File menu. The list shown above appears. Then, double-click the relevant item in the list.

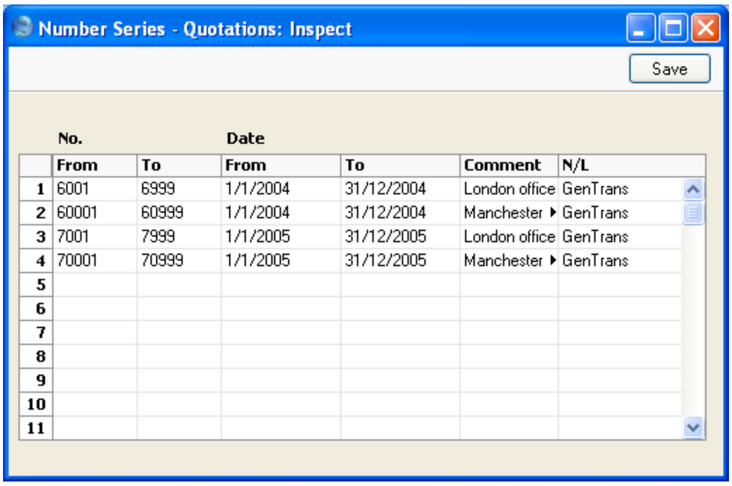
Number Series - Quotations

Each record in the Quotation register has its own unique identifying number, based on a sequential series. When you enter a new Quotation, the next number in the series is used. If required, you can have a number of such sequences running concurrently, perhaps representing different years, different departments or different quotation types

Use this setting to define these sequences, or Number Series. The different series should not overlap. If you do not enter any Number Series, Quotation Numbers will start at 1 and continue consecutively.

When you enter a Quotation, the next number in the first Number Series entered to this setting will be used as a default; change to the next number in any other Number Series using ‘Paste Special’.

When you double-click ‘Number Series - Quotations’ in the ‘Settings’ list, the following window appears—



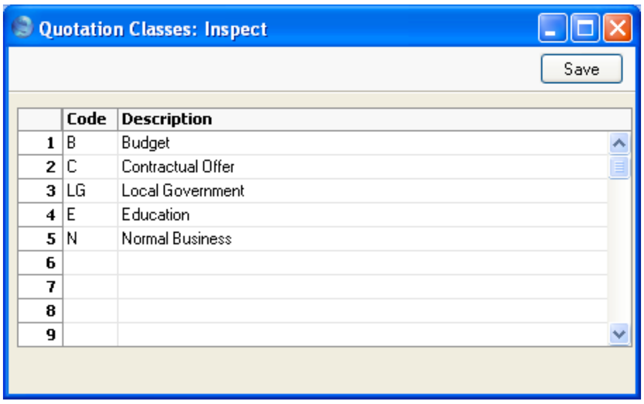
Enter each required Number Series on the first blank line and, when finished, click the [Save] button in the Button Bar to save the changes. To close the window without saving changes, click the close box.

The N/L field common to all Number Series settings is not used in this instance.

Quotation Classes

The Quotation Class is a means of analysing Quotations for reporting or prioritising. When entering a Quotation, you can assign it to a Quotation Class. This will be visible in the 'Quotations: Browse' window. The Quotation Class can be used as a search criterion in most reports in the Quotations module.

The 'Quotation Classes: Inspect' window lists the available Quotation Classes: to enter a new item, click in the first blank row.



In the Quotation Class entry window, enter the following data.

Code Enter the Code for the Quotation Class in this field. The code may contain up to five characters, and you may freely mix letters and numbers.

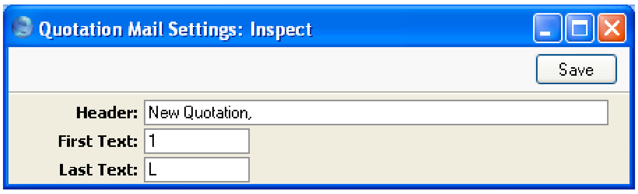
Description To make it easier to remember what the different codes stand for, you can enter a short descriptive text here.

Click the [Save] button in the Button Bar to save the changes. To close the window without saving changes, click the close box.

Quotation Mail

You can use the ‘Create E-Mail’ function on the Operations menu of the Quotation screen to create Mails containing details of Quotations, allowing you to send Quotations to Customers by email.

Use this setting to define the standard pieces of text that will appear in all Mails created using this function.



Header

Enter the short piece of text that is to appear in the Subject line of the Mail.

First Text

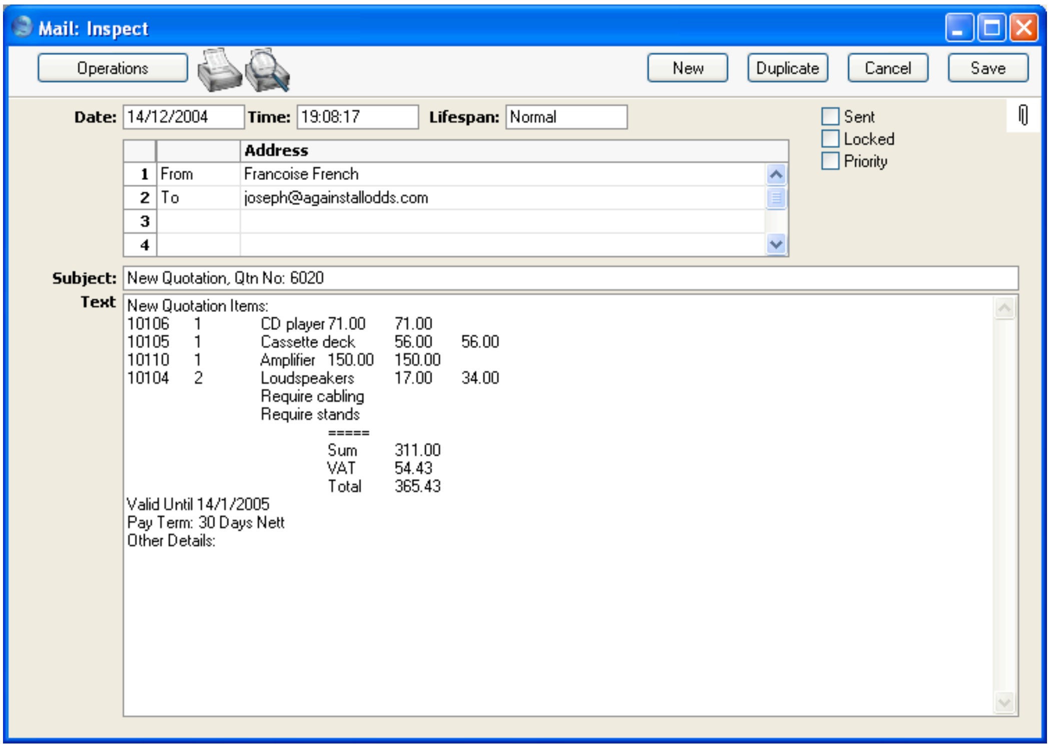
Paste Special Standard Text register, CRM module

Specify here the Code of a record in the Standard Text register in the CRM module. This record will contain the text that will appear at the beginning of the main body of the Mail, before the Quotation’s Items are listed. In the example Mail shown overleaf, the text “New Quotation Items: ” has been taken from the specified Standard Text record (i.e. that whose Code is “1”).

Last Text

Paste Special Standard Text register, CRM module

Again, specify the Code of a record in the Standard Text register. The text in this record will appear in the main body of the Mail, after the Quotation’s Items are listed and after the Valid Until Date and the Payment Terms. In the example Mail shown overleaf, the text “Other Details: ” has been taken from the specified Standard Text record (i.e. that whose Code is “L”).

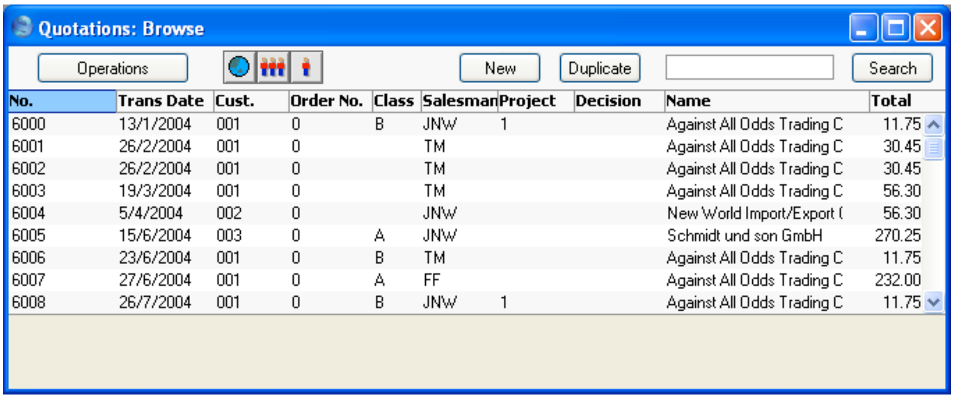

Mail: Inspect
Operations
New
Duplicate
Cancel
Save
Date: 14/12/2004
Time: 19:08:17
Lifespan: Normal
Sent
Locked
Priority
Address
1 From Francoise French
2 To joseph@againstallodds.com
3
4
Subject: New Quotation, Qtn No: 6020
Text
New Quotation Items:
10106 1 CD player 71.00 71.00
10105 1 Cassette deck 56.00 56.00
10110 1 Amplifier 150.00 150.00
10104 2 Loudspeakers 17.00 34.00
Require cabling
Require stands
=====
Sum 311.00
VAT 54.43
Total 365.43
Valid Until 14/1/2005
Pay Term: 30 Days Nett
Other Details:

The Quotation Register

This is the basic register for recording Quotation information.

In the Quotations module, select ‘Quotations’ from the Registers menu, or click the [Quotations] button in the Master Control panel.

The ‘Quotations: Browse’ window is opened, showing Quotations already entered.



No.	Trans Date	Cust.	Order No.	Class	Salesman	Project	Decision	Name	Total
6000	13/1/2004	001	0	B	JNW	1		Against All Odds Trading C	11.75
6001	26/2/2004	001	0		TM			Against All Odds Trading C	30.45
6002	26/2/2004	001	0		TM			Against All Odds Trading C	30.45
6003	19/3/2004	001	0		TM			Against All Odds Trading C	56.30
6004	5/4/2004	002	0		JNW			New World Import/Export (	56.30
6005	15/6/2004	003	0	A	JNW			Schmidt und son GmbH	270.25
6006	23/6/2004	001	0	B	TM			Against All Odds Trading C	11.75
6007	27/6/2004	001	0	A	FF			Against All Odds Trading C	232.00
6008	26/7/2004	001	0	B	JNW	1		Against All Odds Trading C	11.75

Quotations are shown sorted by Quotation Number. You can change the sort order by clicking on one of the other column headings.

The functions on the Operations menu are described in the ‘Operations Menu’ section below on page 39.

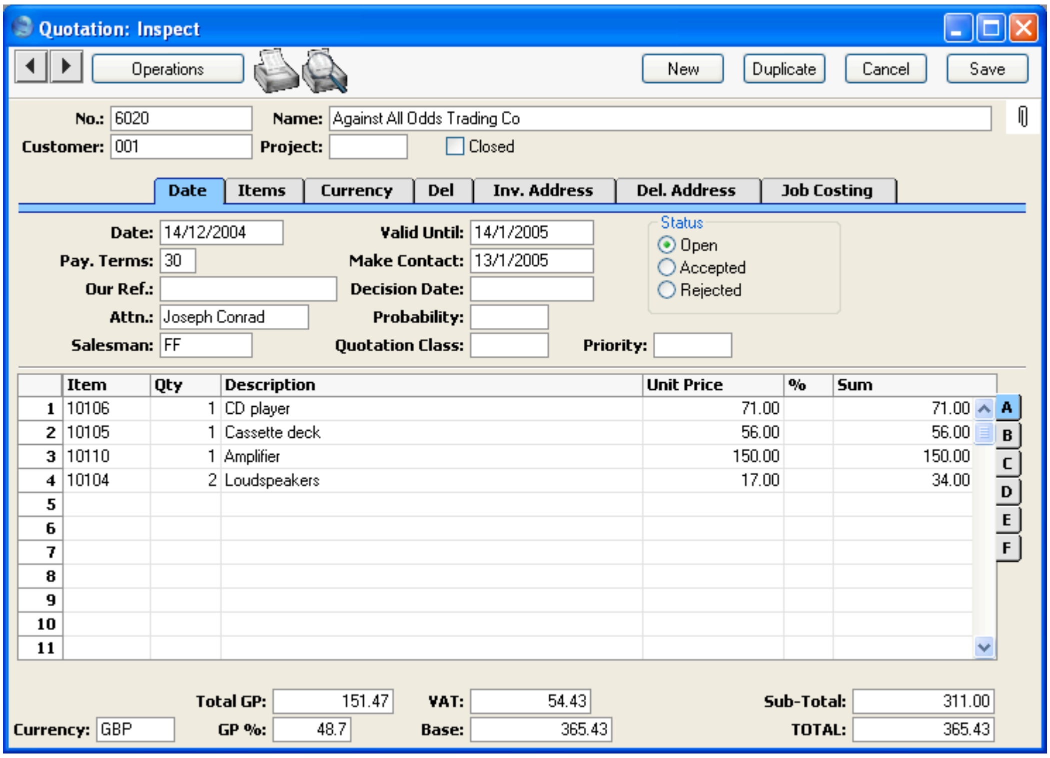
Entering a Quotation

Hansa provides several shortcuts to simplify your work when entering Quotations. You may for example enter the current date into a date field with the ‘Paste Special’ function. This can also be used to simplify the entering of Item Numbers, Customer Numbers, Quotation Classes etc. The ‘Paste Special’ function is fully described in the ‘Work Area’ chapter in the ‘Introduction to HansaWorld Enterprise’ manual.

To enter a new Quotation, click [New] in the Button Bar or use the Ctrl-N (Windows and Linux) or ⌘-N (Macintosh) keyboard shortcut. Alternatively, select a Quotation similar to the one you want to enter, and click [Duplicate] on the Button Bar.

The 'Quotations: New' window is opened, empty if you clicked [New] or containing a duplicate of the highlighted Quotation.

You can also create a Quotation by dragging a Customer from the 'Customers: Browse' window to the 'Quotations: Browse' window. In this case, a new Quotation is opened complete with full Customer information.



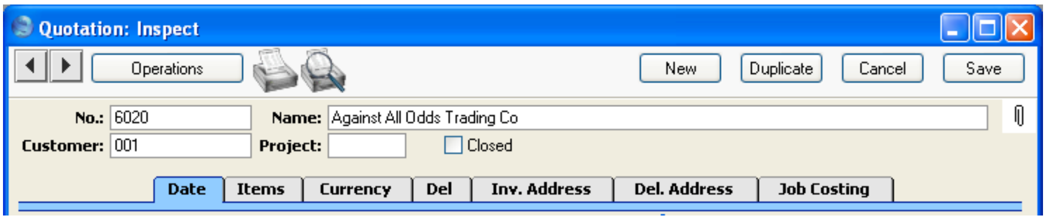
!

You are not bound by the values suggested by Hansa. For most fields you can change the pre-set values into something that suits you better. Changes made here are valid only for this particular Quotation.

Since the amount of information stored about each Quotation will not fit on a single screen, the 'Quotation: New' window has been divided into seven cards. At the top of each is the header. This contains the Quotation Number, the Customer Number and Name, and the Project Number. The last is only used if the Job Costing module is present. There are seven named buttons ('tabs') in the header.

By clicking the tabs you can navigate between cards. The header is always visible, thus providing a reminder of the Customer whose Quotation you are working with.

Header



No. **Paste Special** Select from another Number Series

The Quotation Number: when creating a new Quotation, Hansa will enter the next unused number from the first record in the Number Series - Quotations setting. You may change this number, but not to one that has already been used. If you are working in a multi-user environment, the Quotation Number is assigned when the Quotation is saved.

Customer **Paste Special** Customers in Customer register

Enter the Customer Number or use the ‘Paste Special’ function. When you press Return, the Customer’s name, address and other information will be entered into the appropriate fields.

Name The Customer Name is entered after you have entered the Customer Number.

Project **Paste Special** Project register, Job Costing module (if installed)

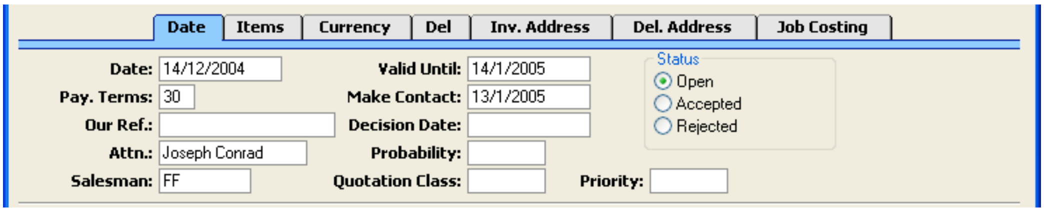
If the Job Costing module is installed, you can enter a Project Number here to signal that this Quotation is connected with a specific Project. The Customer Number and Name, Objects and Salesman from the Project will be brought in automatically. Please refer to the ‘Job Costing’ manual for more details.

Closed

Check this box when the Quotation is no longer required. Orders and Invoices cannot be created from Closed Quotations, which will be excluded from all reports.

In most circumstances, when a Customer decides not to go ahead with a Quotation, you should mark it as Rejected and not Closed. This will mean the Quotation Decision Statistics report will use it in calculating an average acceptance rate (the percentage of Quotations that are converted to Orders). Closed Quotations are not included in this calculation, so marking Rejected Quotations as Closed will mean the result of the calculation will be inaccurate.

Date Card



Date — **Paste Special** Choose date

The date of the Quotation: the current date according to the computer's clock is used as a default.

Valid Until — **Paste Special** Choose date

The last date of validity of this Quotation. This can be shown on any documentation relating to the Quotation.

Status

At any time a Quotation can be in one of three states, to help with the work flow and for reporting purposes. These states are as follows—

Open

When you first enter a Quotation, it will be marked as Open. The Quotation Stock report can be used to list Open Quotations.

Accepted

When the Customer agrees to go ahead with a Quotation, you should mark it as Accepted. The Probability (below) will be changed to 100%, and the current date will be placed in the Decision Date field.

Rejected

When the Customer decides not to go ahead with a Quotation, you should mark it as Rejected. The Probability (below) will be changed to 0%, and the current date will be placed in the Decision Date field. You cannot create Orders from Rejected Quotations.

Pay Terms

Paste Special	Payment Terms setting, Sales/Purchase Ledger
Default taken from	Customer (Sales Pay. Terms)

The Payment Terms registered for this Customer in the Customer register are entered as a default by Hansa. These will be transferred to any Orders and Invoices raised from the Quotation. In addition simply to ensuring that the correct Payment Terms appear on Invoices (in the Language of the Customer if necessary), entering basic Payment Terms records using the Sales Ledger setting can enable a system of early settlement discounts to be established.

Make Contact

Paste Special	Choose date

As a reminder, enter the date on which the Customer is next to be contacted regarding this Quotation.

You can use the Make Contact Date as a search criterion in the Quotation Journal report: you can therefore use this report to produce daily call sheets.

Alternatively, you can use Activities both to produce daily ‘to do’ lists and to maintain contact histories. You can generate Activities from Quotations using the ‘Create Activity’ function on the Operations menu: the Make Contact Date of the Quotation will be copied to the Start Date of such Activities, thus ensuring that follow-up calls are correctly scheduled.

Our Ref

Use this field if you need to identify the Quotation by means other than the Quotation Number. A default will be taken from the Our Ref field on the ‘Ser Nos’ card of the Person record of the current user. References entered here will appear on any Orders and Invoices created from the Quotation.

Decision Date	**Paste Special**	Choose date

The date when the Customer will make or did make their final decision about this Quotation.

This field will automatically be set to the current date when the Quotation is marked as Accepted or Rejected and saved.

In Open Quotations, this date is used by the Pipeline report to predict future monthly sales. The Quotation Forecasting report is a list of Open Quotations sorted by Decision Date, although the Decision Date is not itself shown in the report.

In Accepted and Rejected Quotations, this date is used by the Quotation Decision Statistics and the Quotation Salesman Statistics reports, which analyse the time taken for Quotations to be accepted or rejected.

Attn.	**Paste Special**	Contact Persons register, CRM module (if present)
	Default taken from	Customer

Record here the person for whose attention this Quotation is to be marked. If the CRM module is installed, the 'Paste Special' list will show all available Contact Persons for the current Customer.

Probability

Use this field to record the percentage probability that an Order will result from the Quotation. This figure is used by the Quotation Forecasting report, and also by the Forecast report in the Sales Orders module. If you leave this field blank, the probability will be assumed to be 100% in these reports.

If you change the Status of the Quotation to Accepted, the Probability if previously blank will be set to 100%. If you change the Status to Rejected, the Probability will be set to 0%.

Salesman	**Paste Special**	Person register, System module
	Default taken from	Customer

Register the Salesman responsible for the Quotation here. Quotation Journal reports can be produced for each Salesman and, once converted into an Order or Invoice, there are many reports in the Sales Orders and Sales

Ledger modules that can be broken down by Salesman. It is also possible to assign commission on Items sold, using the Bonus setting in the Sales Ledger, the Bonus % field on the 'Pricing' card of the Item screen or the Bonus field on the 'Bonus' card of the Person screen.

This field is also used by the Limited Access module: please refer to the description of the Sales Group field on the 'Del' card below on page 31 for details.

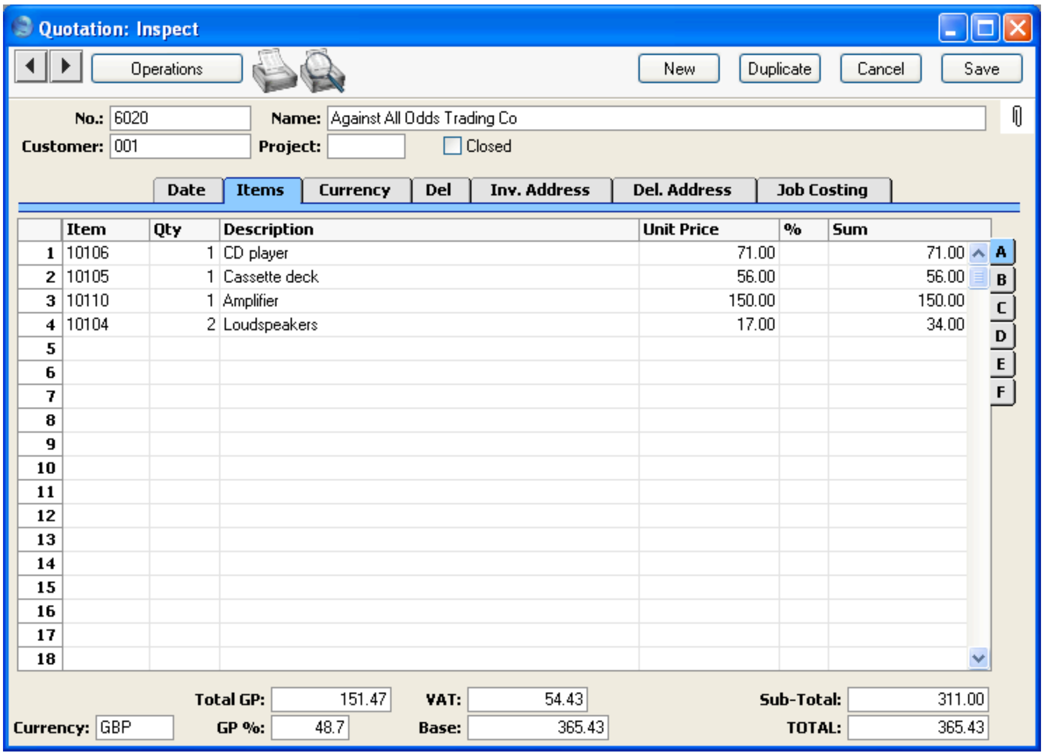
Quotation Class **Paste Special** Quotation Classes setting, Quotations module

An optional Quotation Class for the record. Quotation Classes permit the analysis of Quotations for reporting or prioritising. One use might be to distinguish those which are open, won or lost.

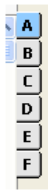
When each Quotation is converted to an Order, you can choose to have the Quotation Class copied to the Order Class field in the new Order. Do this by checking the Transfer Quotation Class to Order check box in the Order Settings setting (Sales Orders module).

Priority You can use this field to grade the importance of each Quotation. This is for information only.

Items Card



Use the grid on the 'Items' card to list the Items on the Quotation. This grid is divided into six horizontal flips. When you click on a flip tab (marked A-F), the two or three right-hand columns of the grid are replaced.



Before adding any rows to a Quotation, ensure that the Price List, Currency and Exchange Rate specified are correct. If an Exchange Rate is specified, all prices transferred from the Item register will be converted. However, if the Exchange Rate is altered after rows have been added, their prices will not be converted.

To add rows to a Quotation, click in any field in the first blank row and enter appropriate text. To remove a row, click on the row number on the left of the row and press the Backspace key. To insert a row, click on the row number where the insertion is to be made and press Return.

You can also bring Items into a Quotation by opening the ‘Items: Browse’ window, selecting a range of Items by clicking while holding down the Shift key, and dragging them to the Item field in the first empty Quotation row.

Flip A

Item **Paste Special** Item register

With the cursor in this field, enter the Item Number, Alternative Code or Bar Code for each Item included on the Quotation. Pricing, descriptive and other information will be brought in from the Item record. If you leave this field blank, you can enter any text in the Description field, perhaps using the row for additional comments to be printed on Quotation documentation.

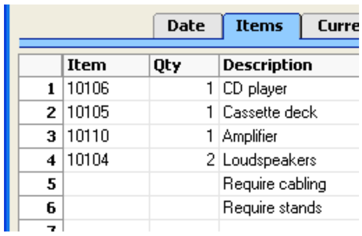
If the Item is a Structured Item whose Paste Components during Entry check box is on, its components will be listed on the following rows when you enter a Quantity. If you decide to change the Quantity, be sure to change the Quantities of the components as well.

Qty Enter the number of units offered. Press Return to calculate the Sum, and the cursor will move to the Item field on the next row.

Description **Default taken from** Item

This field shows the name of the Item, brought in from the Item register. If you want to add an extra description, you can do so: there is room for up to 100 characters of text. If you need more space, you can continue on the following line.

If you have entered various translations of the Description on the ‘Texts’ card of the Item screen, the correct translation will be brought in according to the Language of the Quotation (specified on the ‘Del’ card). In addition, Hansa will take any rows of text that have been entered on the ‘Texts’ card of the Item record without a Language and move them into the Description field, as shown below.



Unit Price

The Unit Price of the Item according to the valid Price List for this Customer. If the Customer has no Price List specified, or the Item is not on the Price List in question, the Base Price from the Item record is brought in. If there is a Price List applying to this Quotation, it will be shown on the 'Del' card.

This figure will include VAT (and TAX) if the Price List specified is one that is Inclusive of VAT or if you have specified on the 'Debtors' card of the Account Usage S/L setting in the Sales Ledger that Base Prices include VAT (or VAT and TAX).

If a Currency and Exchange Rate have been specified, the figure shown will be in the Currency concerned (i.e. having undergone currency conversion).

In multi-user systems, you can prevent certain users from changing any Unit Price in a Quotation using Access Groups (by denying access to the 'Change Unit Prices' Action). Access Groups are described in the 'System Module' manual.

%

Discount percentage. If you have allocated a Discount Matrix that includes this Item to the Customer, the correct discount percentage (quantity discount) for the Item Number and Quantity will be calculated automatically. If you offer quantity discounts based on Item Groups, be sure to select 'Recalculate Discount' from the Operations menu when the Quotation is complete. This will recalculate the discount percentage for each Item. You can change to an *adhoc* percentage if necessary. If there is a Discount Matrix applying to this Quotation, it will be shown on the 'Del' card. Please refer to the 'Items and Pricing' manual for more details about Discount Matrices.

In the Round Off setting in the System module, you can determine whether the discount is to be applied to the Unit Price before it has been multiplied by the Quantity, or to the Sum. In certain circumstances (where there is a very small unit price and a large quantity) this choice can cause the calculated discount to vary, due to the rounding system used in Hansa. Please refer to the 'System Module' manual for details and an example.

The percentage entered here can act as a discount, margin factor or markup. This is controlled using the Discount Options setting in the System module: again, please refer to the 'System Module' manual for details.

Sum

The total for the row: Quantity multiplied by Unit Price less Discount. Changing this figure will cause the Discount Percentage to be recalculated. This figure will include VAT (and TAX) if the Price List specified is one that is Inclusive of VAT or if you have specified on the 'Debtors' card of the Account Usage S/L setting that Base Prices include VAT (or VAT and TAX).

This figure will be rounded up or down according to rounding rules set for the Currency in the Currency Round Off setting in the System module.

Flip B

A/C **Paste Special** Account register, System module

The Nominal Ledger Sales Account for this Item, which will be credited with the Sum in the Nominal Ledger Transactions generated by Invoices eventually created from this Quotation. A default is offered, taken from the record in the Price register for the Item/Price List combination. If there is no such record, or it has no Sales Account specified, the default will be taken from the Item record. If none is specified there, it will be taken from the Item Group or from the 'Sales' card of the Account Usage S/L Setting. You can change this default in any Quotation row if necessary.

Objects	**Paste Special**	Object register, Nominal Ledger/System module
	Default taken from	Item

You can assign up to 20 Objects, separated by commas, to this Item and all transactions generated from it. You might define separate Objects to represent different departments, cost centres or product types. This provides a flexible method of analysis that can be used in Nominal Ledger reports.

In any Nominal Ledger Transactions generated from Invoices eventually raised from this Quotation, any Objects specified here will be assigned to the credit posting to the Sales Account and, if cost accounting is being used, the debit posting to the Cost Account. This assignment will merge these Objects with those of the parent Quotation (shown on the 'Del' card).

The Objects specified here are also transferred to the corresponding row of any Delivery eventually resulting from this Quotation row. They will be assigned to the debit posting in any Nominal Ledger Transactions generated from those Deliveries.

V-Cd	**Paste Special**	VAT Codes setting, Nominal Ledger

The VAT Code entered here refers to a VAT Code record defined in the VAT Codes setting in the Nominal Ledger. It determines the rate at which VAT will be charged on this Item and the VAT Account to be credited, when the Invoice is raised. A default is offered, taken from the Sales VAT Code field in the Customer record. If that field is empty, the default is taken from the Item, the Item Group or from the 'Sales' card of the Account Usage S/L setting. You can change this default in a particular Quotation row if necessary.

Flip C

Cost	**Default taken from**	Item (Cost Price + Extra Cost)

The Cost Price is used in Gross Profit and Margin calculations. You can change this figure if necessary.

GP The Gross Profit for the Quotation row is calculated by subtracting the Cost Price (multiplied by the Quantity) from the Sum. The figure is therefore absolute, not a percentage.

Flip D

Price Factor **Default taken from** Item

The Price Factor is the quantity of the Item that can be bought by the Unit Price. For example, if the Unit Price of an Item refers to a box of 24 units, its Price Factor will be 24. The Price Factor will be brought in to the Quotation from the Item record automatically. When you enter a quantity, Hansa will calculate the Sum using the formula Sum = (Quantity/Price Factor) * Unit Price.

Recipe **Paste Special** Recipe register, Stock module

Default taken from Item

If the Item is a Structured Item, its Recipe is recorded here, brought in from the Item record. A Structured Item is essentially an Item that is assembled by your company from purchased components: its Recipe lists those components with quantities. Recipes are set up using a register in the Stock module.

Flip E

Unit, Unit Qty, Unit Pr. of Unit

These fields allow you to quote for an Item using a different Unit to that specified on the ‘Pricing’ card of the Item record.

If you enter a Unit that has a Qty Factor here, the Quantity and pricing for the Quotation row will change accordingly. For example, an Item is usually sold in single units. If you sell two dozen of them, you can enter the Unit representing one dozen (i.e. one whose Qty Factor is “12”) in this Unit field and “2” in the Unit Qty field. The Quantity on flip A will change to “24” (i.e. 2 x 12) and the pricing will be adjusted accordingly. The Unit Price of Unit field will show the price for one dozen (i.e. the price of one of the new Unit).

Use ‘Paste Special’ from the Unit field to choose from a list of Units.

Use ‘Recalculate Weight and Volume’ from the Operations menu to update the Total Quantity, Weight and Volume on the ‘Del’ card of the Quotation.

Width, Height, Depth

Default taken from Item

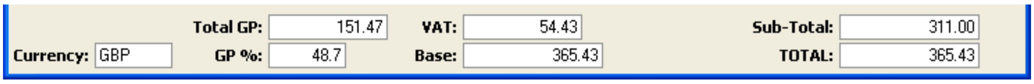
These fields contain the dimensions of the Item. You can use them together with the Unit Qty field if the Item is sold by area or volume. Please refer to the description of the Units setting in the ‘Sales Ledger’ manual for details and an example.

Flip F

Inv. Date, Inv. No. If you have raised an Invoice from the Quotation using the ‘Invoice’ function on the Operations menu, the Invoice Number and Date of that Invoice will be shown here.

The remaining fields on flip F are only used if you have linked the Quotation to a Project. Please refer to the ‘Job Costing’ manual for details.

Footer



In addition to the Currency, the Quotation Footer contains various running totals as described below. Whenever a Quotation row is added or changed, these totals are updated.

Currency

Paste Special Currency register, System module

Default taken from Customer (Sales Currency) or Default Base Currency

The Currency of the Quotation: the exchange rate is shown on the ‘Currency’ card where it can be modified only for this particular Quotation if necessary. Leave the field blank to use the home Currency (unless you have set a Default Base Currency, in which case this will be offered as a default and should be treated as your home Currency).

If the Customer record has a Currency specified on the 'Pricing' card, only that Currency can be used. Otherwise, any Currency can be used.

If you change the Currency after adding Items to the Quotation, the prices of those Items will be converted automatically and immediately using the appropriate Exchange Rate for the date of the Quotation.

Total GP The total gross profit for the Quotation.

GP% The overall gross profit for the Quotation, shown as a percentage.

VAT The VAT total for the Quotation.

This figure is rounded up or down according to rounding rules set for the Currency (in the Currency Round Off setting in the System module). If no Currency has been specified, or the Currency in question has not been entered in the Currency Round Off setting, the rounding rules are taken from the Round Off setting (also in the System module).

VAT is calculated after the Sum of each row has been rounded up or down according to rounding rules set in the Currency Round Off setting.

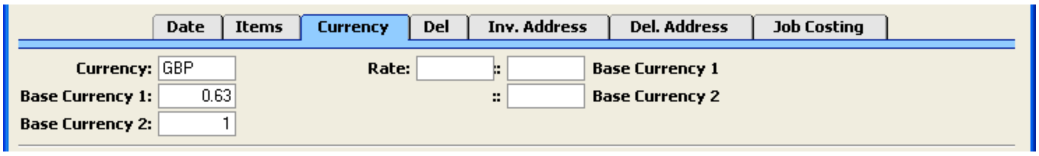
Base This shows the Quotation total including VAT in the home Currency (or in Base Currency 1 as defined in the Base Currency setting in the System Module). It is not used if the Currency of the Quotation is blank.

Sub-Total The total for the Quotation, excluding VAT.

TOTAL The total for the Quotation, including VAT.

This figure is rounded up or down according to rounding rules set for the Currency (in the Currency Round Off setting in the System module). If no Currency has been specified, or the Currency in question has not been entered in the Currency Round Off setting, the rounding rules are taken from the Round Off setting (also in the System module).

Currency Card



Currency

Paste Special Currency register, System module

Default taken from Customer (Sales Currency) or Default Base Currency

The Currency of the Quotation (also shown in the footer of the 'Items' card) is shown together with the exchange rate which can be modified only for this particular Quotation if necessary. Leave the field blank to use the home Currency (unless you have set a Default Base Currency, in which case this will be offered as a default and should be treated as your home Currency).

If you change the Currency after adding Items to the Quotation, the prices of those Items will be converted automatically and immediately using the appropriate exchange rate for the date of the Quotation. If you change the exchange rate, use the 'Update Currency Price List Items' function on the Operations menu to re-convert the prices of Items already in the Quotation.

Exchange Rates

Default taken from Base Currency Rates setting and/or Exchange Rate register, System module

The current exchange rates for the specified Currency will be entered here by Hansa. Ensure that they are correct before adding Items to the Quotation to ensure the correct currency conversion takes place.

One of two conversion methods will be used. 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. The second method is a simple conversion from the foreign

Currency to the home Currency, applicable to the majority of worldwide Currency transactions. These are described below.

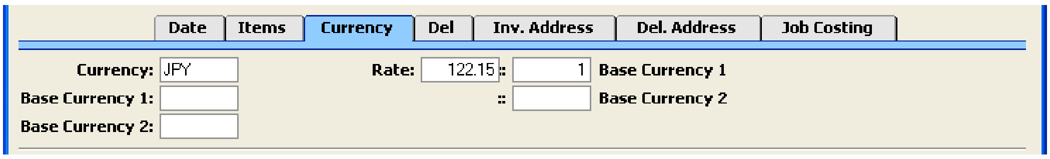
Exchange Rates (Dual-Base System)

In the example shown above, the Currency of the Quotation is the Euro. Base Currency 1 is the home Currency (GBP, Pounds Sterling) and Base Currency 2 is the Euro. The fields on the left show in the form of a ratio the exchange rate between the two base Currencies (taken from the latest record in the Base Currency Rates setting). The illustration shows that GBP0.63 buys one Euro.

Note that European Monetary Union (EMU) regulations specify that the ratios must always show how many units of the home or foreign Currency can be bought with one Euro.

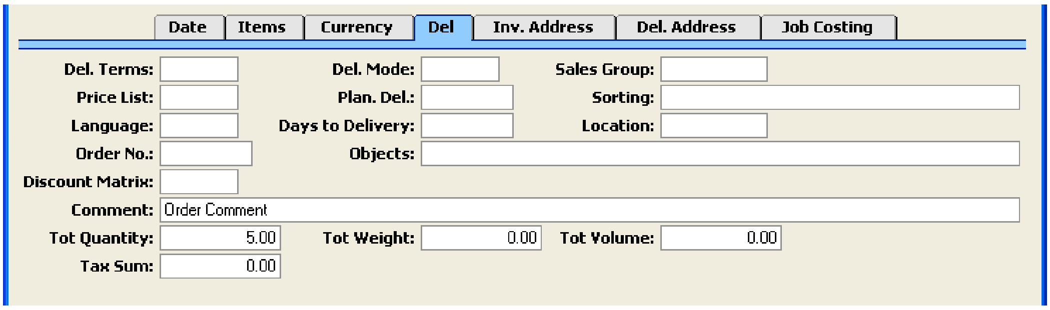
Exchange Rates (Simple Currency Conversion System)

In the case of a simple currency conversion system, the Rate and right-hand Base Currency 1 fields are used to show a simple exchange rate between the foreign and home Currencies. In the example shown below, the home Currency is US Dollars (USD) and the foreign Currency Japanese Yen (JPY). JPY122.15 buys USD1.00.



For further examples, please refer to the ‘Currency’ manual.

Del. Card



Del. Terms

Paste Special Delivery Terms setting, Sales/Purchase Orders module

Default taken from Customer (Sales Del. Terms)

Specify the Delivery Terms for this Quotation here. You will tend to use this field for international Customers: examples might be Cost, Insurance, Freight or Free On Board.

For each Delivery Term record you can specify an appropriate description in different Languages: the Language for the Quotation (described below on page 32) will therefore determine the translation to be printed on any documentation produced from the Quotation.

Del. Mode

Paste Special Delivery Modes setting, Sales Orders module

Default taken from Customer (Sales Del. Mode)

Enter the mode of shipping used for this Quotation. Examples might be Post or Courier, or might specify the name of the courier that you will eventually use to supply the goods on the Quotation.

For each Delivery Mode record you can specify an appropriate description in different Languages: the Language for the Quotation (described below on page 32) will therefore determine the translation to be printed on any documentation produced from the Quotation.

Sales Group

Default taken from	Salesman
Paste Special	Sales Groups setting, System module

The Sales Group is brought in from the Person record after you have entered a Salesman (on the 'Date' card). If the Limited Access module is present, this field can be used to prevent a user from seeing all Quotations in the 'Quotations: Browse' window by restricting their view to their own Quotations or to those of their Sales Group.

Please refer to the section describing the Person register in the 'System Module' manual for full details of the Limited Access module.

Price List

Paste Special	Price List register, Pricing module
Default taken from	Customer, Customer Category or Payment Term

Specify here the Price List that will determine the prices used on this Quotation. Ensure you have chosen the correct Price List before adding rows to the Quotation: if you forget, use the 'Update Currency Price List Items' function on the Operations menu to change the prices of Items already added to the Quotation.

When you add a row to the Quotation and specify an Item, Hansa searches either in the Price register or in the Quantity Dependent Price register for the single record representing the Item/Price List combination and brings in the Unit Price from there. If the Price List is a Discount Price List, Hansa will search in the Price register. Otherwise, it will search in the Quantity Dependent Price register. If no appropriate Price or Quantity Dependent Price record is found, the Unit Price will be brought in from the Item record.

If the Price List specified is one which is Inclusive of VAT, the Unit Prices and Sums of each Quotation row will include VAT.

When you create a new Quotation and specify the Customer, Hansa will first look to the Customer record for an appropriate Price List. If none is specified there, the Price List for the Customer Category to which the

Customer belongs will be used. If this is blank, or the Customer does not belong to a Category, Hansa will look to the Payment Term record allocated to the Customer. If the Payment Term is subsequently changed for this Quotation only, the Price List will only be changed if it is blank.

In multi-user systems, you can prevent certain users from changing the Price List in a Quotation using Access Groups (by denying access to the 'Change Price Lists' Action). Access Groups are described in the 'System Module' manual.

Plan. Del | **Paste Special** Choose date

The planned shipment date. The format of this field is determined by the Planned Delivery setting. Available options are free text, date, week number or year-week (four characters).

You should use this field when you need to deliver on a particular fixed date. If you need to deliver a certain number of days after the Order Date (an unknown date when issuing the Quotation), use the Days to Delivery field (below).

Sorting | **Default Taken from** Sort Key of Customer

The Sort Key (post code or your own routing code) of the Customer will be copied here. When an Order is created from this Quotation, it will be used by the Sorted Order List report, a list in Sort Key order of Orders with a particular Planned Delivery Date. This report can be used as an aid for delivery drivers.

Language | **Paste Special** Languages setting, System module

Default taken from Customer

The Language used for this Customer. This determines the text to be transferred from different registers and settings, for example the Item Name, text for Payment Terms and Payment Mode, the selection of document forms etc. Leave the field blank to use the base Language.

You can also use the Language to determine the Form that will be used when you print the Quotation, and the printer that will be used to print it. This can include sending the document to a fax machine, if your hardware can support this feature. Do this in the 'Define Document' window for the Quotation document, as described in the 'Work Area' chapter in the 'Introduction to HansaWorld Enterprise' manual. You can change the Language before printing the Quotation, to ensure it is printed on the correct printer or fax machine.

Days to Delivery You can use this field to schedule deliveries when Orders are created from Quotations. If the Planned Delivery field of the Quotation (above) is blank, the Planned Delivery field of the Order can be set to a certain number of days after the Order Date. Specify that number here.

This feature requires the Planned Delivery setting (in the Sales Orders module) to be configured as a date.

Location

Paste Special	Locations setting, Stock module
Used as default in	Orders, Deliveries

If it is known that the stock which will eventually be used to satisfy this Quotation is to be taken from a particular Location, specify that Location here.

If a Main Location has been specified in the Stock Settings setting, leaving the field blank means that stock from that Location will be used. Note, however, that the Require Location option in the same setting has no power over this field. If this option is in use, you will not have to enter a Location here, but you will have to specify one in any Deliveries eventually resulting from this Quotation.

A default Location can be brought in from the 'Bonus' card of the user's Person record.

If the 'Item Status' window is on screen (described in the 'Operations Menu' section of the 'Items and Pricing' manual), the quantities shown will refer to the Location specified here.

Order No. In the case of a Quotation that you have converted to an Order (using the 'Order' function on the Operations menu), the Order Number of that Order will be shown here. If you have created more than one Order the last Order Number will be shown. Quotations with an Order Number will not be shown in the Quotation Stock report, even if their Status is Open.

Objects **Paste Special** Object register, Nominal Ledger/System module

Default taken from Customer

You can assign up to 20 Objects, separated by commas, to this Quotation. You might define separate Objects to represent different departments, cost centres or product types. This provides a flexible method of analysis that can be used in Nominal Ledger reports.

In any Nominal Ledger Transactions generated from Invoices eventually raised from this Quotation, any Objects specified here will be assigned to the credit posting to the Sales Account(s), the debit posting to the Cost Account (if cost accounting is being used), and the debit posting to the Debtor Account (if you are using the Objects on Debtor Account option in the Account Usage S/L setting).

Any Objects specified for the Customer will be copied to here as a default, as will any Objects specified in the Person records for the Customer's Salesman or the current user.

Discount Matrix **Default taken from** Customer or Customer Category

If there is a Discount Matrix applying to this Quotation, it will be shown here. The field cannot be changed. Discount Matrices are used to administer quantity discounts.

Comment **Default taken from** Customer

Record here any comment about this Quotation. Comments in the Order Comment field of the Customer record will be entered here as a default.

Tot Quantity This field shows the total number of Items on the Quotation and is updated automatically whenever the Invoice is saved. If this figure becomes inaccurate for any reason, use the 'Recalculate Weight and Volume' function on the Operations menu to update it.

Tot Weight **Default taken from** Items

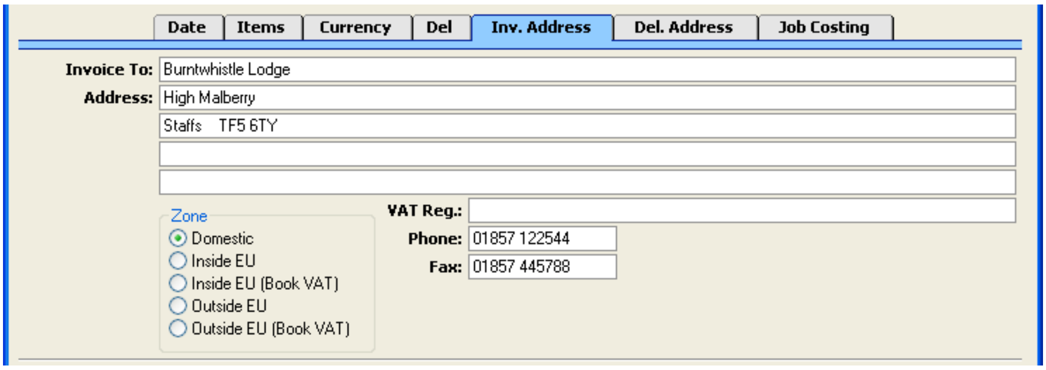
This field will contain a calculated value based on the Quantity and the Weight of the Items, and is updated automatically whenever the Invoice is saved. If the Weight of one of the Items is changed or if this figure becomes inaccurate for any other reason, use the 'Recalculate Weight and Volume' function on the Operations menu to update this field.

Tot Volume **Default taken from** Items

This field will contain a calculated value based on the Quantity and the Volume of the Items, and is updated automatically whenever the Invoice is saved. If the Volume of one of the Items is changed or if this figure becomes inaccurate for any other reason, use the 'Recalculate Weight and Volume' function on the Operations menu to update this field.

Tax Sum When defining VAT Code records using the setting in the Nominal Ledger, it is possible to specify that an additional tax, such as an environmental tax, be levied. If the VAT Code of any of the rows of the Quotation is one where such an additional tax has been defined, the amount of that tax will be shown in this field. The amount will be recalculated as Items are added to the Quotation. When an Invoice eventually results from the Quotation, this figure will be transferred to the Ext. Tax field in the footer area of the Invoice.

Inv. Address Card



Invoice to Address Default taken from Customer

The Customer's mailing address, as it has been entered on the 'Contact' card of the Customer record. If you need to change something for this Quotation only, you can do so here. Permanent changes should be made in the Customer register.

This field always shows the address of the Customer shown in the header, even if an Invoice To company has been specified on the 'Terms' card of the Customer record.

Zone **Default taken from** Customer

These radio buttons show the Zone for this Customer, brought in from the Customer record. The Account Usage S/L setting allows different defaults for the Sales Account and the VAT Account to be set up for each Zone, which will be used in any Invoices produced from this Quotation. The setting cannot be changed for this Quotation: all changes should be made in the Customer register before entering Quotations.

VAT No. **Default taken from** Customer

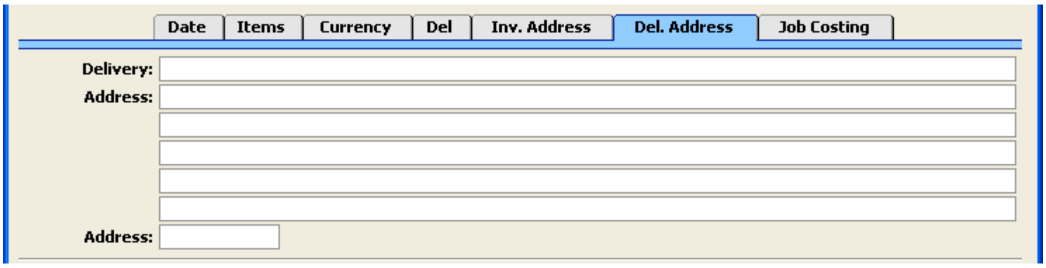
The Customer's VAT registration number. Although not vital for the purposes of producing a Quotation, it is important that the Customer's VAT Number is known if they are in the "Within EU" Zone and an Invoice is produced from the Quotation as this information is then required for EU VAT reporting purposes.

Hansa contains a feature whereby it will check that the VAT Number entered here is in the correct format for the Customer's Country. The correct format should be defined in the VAT Number Masks setting in the System module. If the Customer's Country is blank, the Country from the Company Info setting will be used. If that is blank, no validation check will be made.

Phone, Fax **Default taken from** Customer

The Customer's telephone and fax numbers, as entered on the 'Contact' card of the Customer record.

Del. Address Card



Delivery Address **Default taken from** Customer

Enter the Delivery Address here, if different from the Invoice Address or the usual Delivery Address shown on the 'Delivery' card of the Customer record.

Address **Paste Special** Delivery Addresses setting, Sales Orders module

If the Customer is one with several Delivery Addresses (e.g. it has several branches), these can be recorded in the Delivery Addresses setting in the Sales Orders module. Select the correct one for this Quotation using the 'Paste Special' function. The full Delivery Address will be brought in to the fields above. Usually, only Delivery Addresses for this Customer and those with no Customer specified will be included in the 'Paste Special' list. If you would like the 'Paste Special' list to contain all Delivery Addresses, check the Paste All Delivery Addresses box in the Order Settings setting in the Sales Orders module.

Job Costing Card

The fields on the 'Job Costing' card are only used if you have linked the Quotation to a Project. Please refer to the 'Job Costing' manual for details.

When the Quotation is complete, click the [Save] button: it will then be saved in the Quotation register.

Inspecting and Changing Quotations

You can change a Quotation at any time, e.g. add or decrease the offered Quantity of a certain Item, remove or add rows etc. To do so, follow these steps—

1. Click the [Quotations] button in the Master Control panel or select 'Quotations' from the Registers menu. The 'Quotations: Browse' window is opened, listing all Quotations.

2. Double-click on the record you want to inspect or change. The window 'Quotations: Inspect' will appear. This is identical to the 'Quotation: New' window described above.

3. If you want to increase the quantity of a certain item, place the cursor in the Qty field and enter the new value. The Sum (and the figures in the footer area) will change accordingly.

4. If you want to insert a new row, select a row by clicking on the row number and press Enter. An empty new row is inserted, and the existing ones are moved down. Enter relevant data in the fields according to the description above.

5. If you want to delete a row, select it by clicking on the row number and choose 'Clear' from the Edit menu or press the Backspace key. The row is deleted, and the others are moved up.

6. To close the Quotation, click the close box. You will be asked if you would like to save the changes you have just made. You will be returned to the 'Quotations: Browse' window.

Printing Quotations

There are two ways to print a Quotation.

1. While entering or inspecting a Quotation, click the Printer icon in the Button Bar or select 'Print' from the File menu. If you want to print to screen, click the Preview icon.

2. Click the [Documents] button in the Master Control panel or select 'Documents' from the File menu. Double-click 'Quotations' in the 'Documents' list window. Enter the Quotation Number (or a range of numbers) to be printed and press [Run].

Whichever method is used, the Form used is determined as follows—

1. Using the Form register in the System module, design the quotation form and name it “QUOTE”. Use the ‘Properties’ function on the Operations menu to assign a Document Type of “Quote”. A sample “QUOTE” is supplied with Hansa: this can be modified to suit your requirements. Full instructions for using the Form register can be found in the ‘System Module’ manual.

2. Select the Quotations module using the Modules menu.

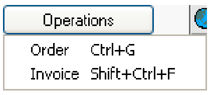
3. Click the [Documents] button in the Master Control panel or select ‘Documents’ from the File menu. The ‘Documents’ list window is opened: highlight ‘Quotations’.

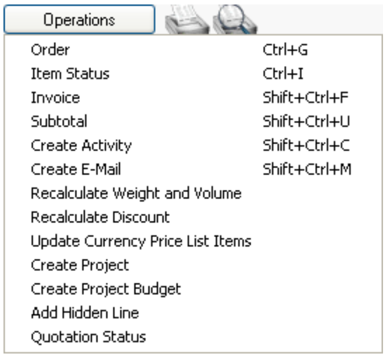
4. Select ‘Define Document’ from the Operations menu.

5. In the subsequent window, enter “QUOTE” in the Form field of the first line (you can use ‘Paste Special’ to ensure the spelling is correct).

6. Click [Save] to save the Quotation Form definition. From now on, the quotation form that you have designed will be used, from the ‘Documents’ function and from the Printer icon.

Operations Menu



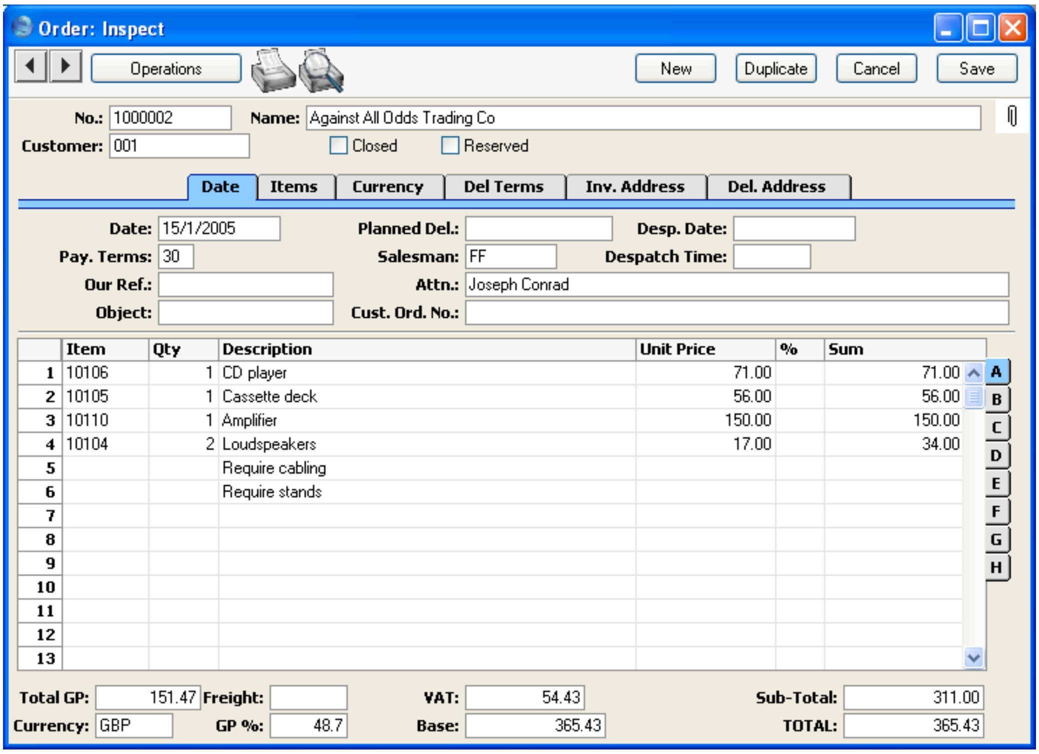


When you are working with Quotations, the Operations menu contains the commands shown above. The menu to the left shows the commands available from the ‘Quotations: Browse’ window: highlight a single Quotation in the list before selecting a function. On the right is that available from the ‘Quotation: New’ and ‘Quotation: Inspect’ windows.

Order

To convert a Quotation into an Order, select ‘Order’ from the Operations menu. You can do this from the ‘Quotations: Browse’ window (highlight a single Quotation in the list before selecting the function) or from the ‘Quotation: New’ or ‘Quotation: Inspect’ windows (all changes to the Quotation must be saved using the [Save] button before the Order can be created).

A new record is created in the Order register (in the Sales Orders module). It is opened in a new window entitled ‘Order: Inspect’. This means that it has been created and saved and is being opened for amendment and approval.



Virtually all the information entered for the Quotation is transferred to the appropriate fields of the Order, reducing the typing load and minimising the risk of error. Any information entered to the Quotation Class field will be transferred to the Order Class field if you are using the Transfer Quotation Class to Order option in the Order Settings setting (Sales Orders module). The Planned Delivery field of the Order can have its value determined by the Planned Delivery field of the Quotation or, if this is blank, by the Days to Delivery field on the ‘Del’ card of the Quotation. The former alternative will be used when it is necessary to schedule delivery for a fixed date, while the latter will be used for deliveries that are to be made a certain number of days after the Order Date.

There is no restriction on the number of Orders that can be created from a single Quotation record, but no Order will be created if the Quotation has been Closed or Rejected. Also, no Order will be created if there is no valid record in the Number Series - Sales Orders setting (in the Sales Orders module). This might be a fault in the setting itself, or it might be because the default Order Number on the 'Ser Nos' card of the current user's Person record or in the Number Series Default setting (in the System module) is not in a valid Number Series. This problem will usually occur at the beginning of a new year. If a change is made to the 'Ser Nos' card of the Person record, you will need to quit Hansa and restart for it to take effect.

For a full description of the screen, please refer to the 'Sales Orders' manual.

To close the screen, click the close box. You will be asked if you would like to save any changes that you may have made.

The Order Number will be copied to the 'Del' card of the Quotation: it will become visible when you re-open the Quotation and will also be shown in the 'Quotations: Browse' window.

Item Status

This function provides instant feedback for the Item shown in the Order row containing the cursor or highlighted in the 'Paste Special' window listing Items, showing in a new window the quantity in stock, the quantity on order and the quantity shippable.

Please refer to the 'Items and Pricing' manual for full details.

Invoice

Just as with creating Orders, it is possible to create an Invoice record directly from a Quotation. The Invoice can be edited and approved in the usual way.

To do this, select 'Invoice' from the Operations menu. This can be done from the 'Quotations: Browse' window (highlight a single Quotation in the list before selecting the function) or from the 'Quotation: New' or 'Quotation: Inspect' windows (all changes to the Quotation must be saved using the [Save] button before the Invoice can be created).

A new record is created in the Invoice register (in the Sales Ledger). It is opened in a new window entitled 'Invoice: Inspect'. This means that it has been created and saved and is being opened for amendment and approval.

Virtually all the information entered for the Quotation is transferred to the appropriate fields of the Invoice, reducing the typing load and minimising the risk of error.

There is no restriction on the number of Invoices that can be created from a single Quotation record, but no Invoice will be created if the Quotation has been Closed or Rejected. It is not necessary to create an Order first. However if an Order has been created it is preferable to create the Invoice from the Order screen, to ensure stock levels remain accurate. If this sequence is not followed, stock levels will be changed on Delivery (from the Order screen) and on Invoice (from the Quotation screen). Stock levels will not be changed for a second time when the Invoice is raised from the Order screen.

For a full description of the screen, please refer to the 'Sales Ledger' manual.

To close the screen and return to the Quotation, click the close box. You will be asked if you would like to save any changes that you may have made. The Invoice Number will be copied to each Quotation row: it will be visible on flip F.

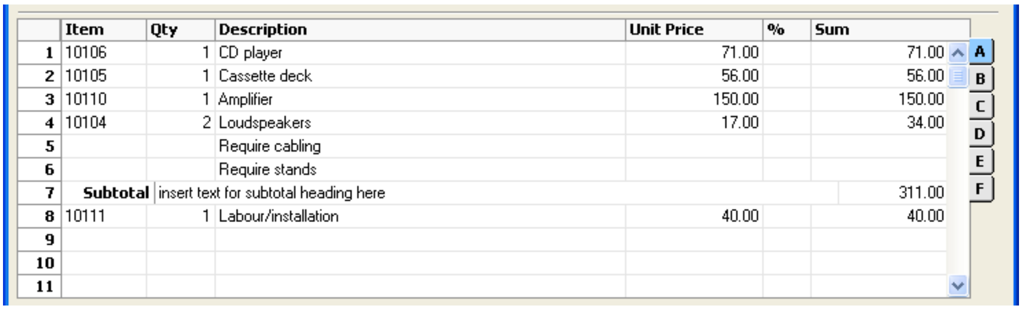
If the function does not create an Invoice, the probable causes are—

1. The Quotation has been marked as Closed or Rejected.

2. There is no valid record in the Number Series - Invoices setting (in the Sales Ledger). This might be a fault in the setting itself, or it might be because the default Invoice Number on the 'Ser Nos' card of the current user's Person record or in the Number Series Default setting (in the System module) is not in a valid Number Series. This problem will usually occur at the beginning of a new year. If a change is made to the 'Ser Nos' card of the Person record, you will need to quit Hansa and restart for it to take effect.

Subtotal

Use this function to include subtotals in Quotations. Place the cursor anywhere in a row in the grid on the 'Items' card (or highlight the entire row by clicking on the row number), and select this function from the Operations menu. A special "Subtotal" row is inserted in the grid below the row containing the cursor. A subtotal is placed in the Sum field in this new row, the sum of the previous rows. In the field to the left of the Sum you can type some explanatory text, which will be shown on the Quotation when it is printed. If there is already a row showing a subtotal, only the Items below that row are included in the new subtotal.

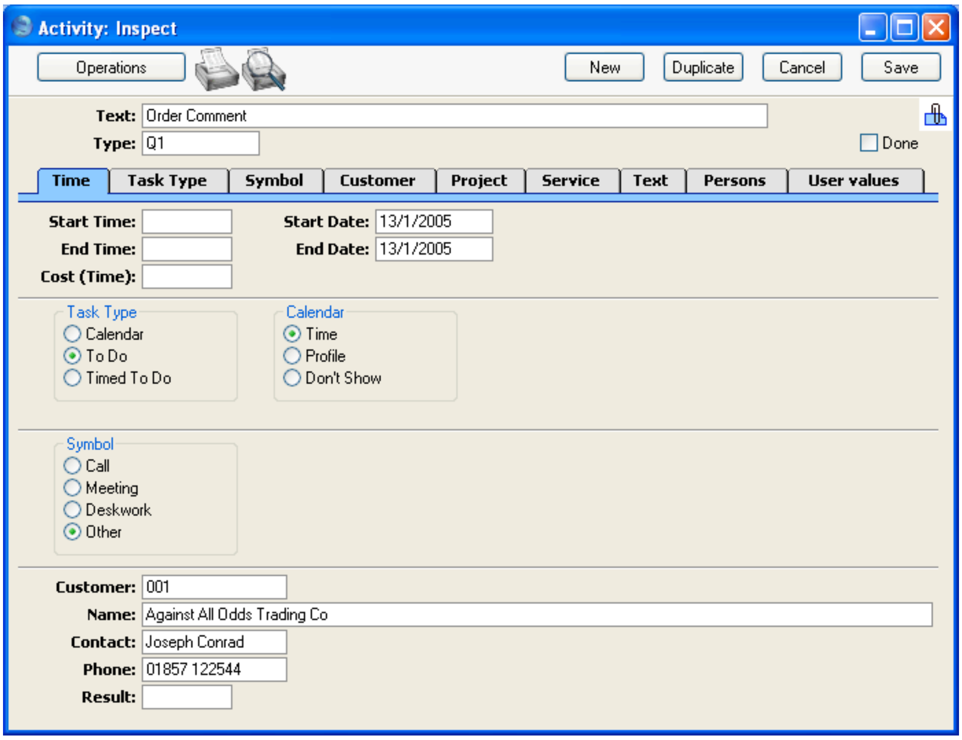


	Item	Qty	Description	Unit Price	%	Sum
1	10106	1	CD player	71.00		71.00
2	10105	1	Cassette deck	56.00		56.00
3	10110	1	Amplifier	150.00		150.00
4	10104	2	Loudspeakers	17.00		34.00
5			Require cabling			
6			Require stands			
7	Subtotal	insert text for subtotal heading here				311.00
8	10111	1	Labour/installation	40.00		40.00
9						
10						
11						

Create Activity

You can use this function to create records in the Activity register in the System module. This can be useful to schedule a call to check that the Quotation has been received or to attempt to convert it into a sale. The Activity Type given to Activities created by this function will be taken from the Activity Types, Sub Systems setting in the CRM module. The Task Type of the new Activities will be To Do, and the Symbol will be Other.

When the function is selected, the following screen appears, by which a new Activity record can be created—



A new record is opened in a window entitled ‘Activity: Inspect’. This means that it has already been saved, and is being opened for checking. The Start Date of the Activity will be the Make Contact Date of the Quotation if there is one, otherwise it will be the Quotation Date. The Person of the Activity will be the Salesman from the Quotation, and the initials of the current user will appear in the Cc field. After amendment if necessary, save the record in the Activity register by clicking the [Save] button in the Button Bar and close it using the close box. Alternatively, if you no longer require the Activity, remove it using the ‘Delete’ function on the Record menu. In either case, you will be returned to the Quotation window.

The Quotation and the Activity will remain connected to each other through the Attachments facility. This allows you to open the Quotation quickly and easily when reviewing the Activity, or to open the Activity from the Quotation. When viewing the Activity or Quotation, click the button with the paper clip image to open a list of attachments. Then double-click an item in this list to open it.

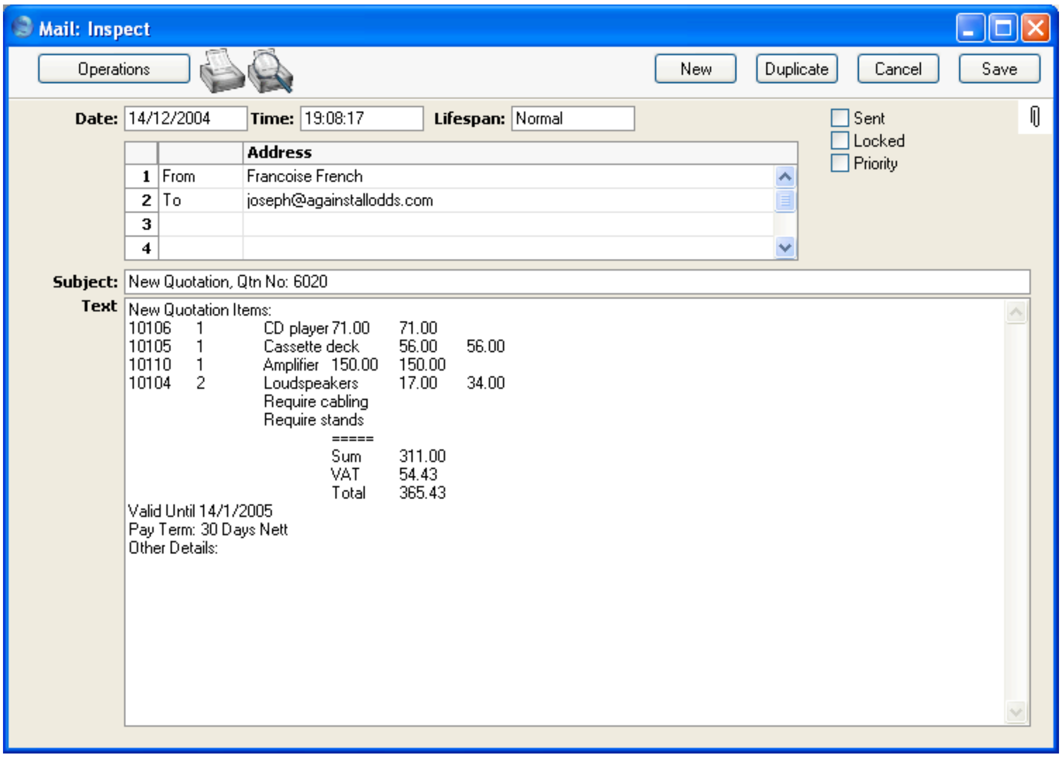
The Quotation does not have to be saved before creating an Activity.

Please refer to the ‘CRM’ manual for full details of the ‘Activity: Inspect’ window and the Activity Types, Subsystems setting.

Create E-Mail

You can use this function to create a Mail containing details of the Quotation, which you can use to send the Quotation to the Customer by email.

When the function is selected, the following screen appears, by which a new Mail can be created—



A new record is opened in a window entitled ‘Mail: Inspect’. This means that it has already been saved and is being opened for checking. The current user will be the default sender of the Mail. The To field will contain the email address of the Contact Person or the Customer from the Quotation. The text in the Subject field (“New Quotation, ” in the example illustrated above) is taken from the Header field in the Quotation Mail setting. The Quotation Number is also shown. The Quotation Mail setting also allows two Standard Texts to be included in the Mail. The first of these is shown at the beginning of the Text field (“New Quotation Items: ” in the illustration). This is followed by a list of Items from the Quotation, with Prices and Quantities. The Valid Until Date and the Payment Terms then appear, followed by the second Standard Text (“Other Details: ” in the illustration). An html version of the Quotation will be attached to the Mail.

You can reformat the main body of the Mail to suit your requirements, and change the recipient if necessary, perhaps to the Mailbox of a member of staff. If you are then ready to send the Mail, check the Sent box. Finally, save the Mail by clicking the [Save] button in the Button Bar. If you are using the Lock and Send E-Mails Automatically option in the Mail Settings setting in the Technics module and the Mail contains an external email address (i.e. one with the @ sign), it will now be sent automatically. If you are not using this option, select 'Send E-mail' from the Operations menu after the Mail has been saved. Finally, close the Mail using the close box. You will be returned to the Quotation window.

If the function does not create a Mail, the probable causes are—

1. The current user does not have a Mailbox.

2. The Contact Person and the Customer from the Quotation do not have email addresses.

3. The Quotation has not been saved.

If you wish to use this function to send Mails to other members of staff, Hansa's Mail functions must be in use and the recipient should have a Mailbox. If you need to send Mails to Customers, the External Gateway module must be in use, and the E-Mail SMTP Server setting must be configured. Please refer to the 'Mail' manual for full details of Hansa's mailing facilities.

Recalculate Weight and Volume

As Items are added to a Quotation, the Total Quantity and their total Weight and Volume are shown on the 'Del' card, calculated from the Quantity and from the Item records. If the Weight or Volume of an Item is changed or if these figures become inaccurate for any other reason, they can be recalculated using this function.

Recalculate Discount

If the Customer has a Discount Matrix, a discount percentage representing a quantity discount will be placed in the % field of each Quotation row automatically whenever you specify an Item and Quantity. This is used when calculating the Sum. If there is a Discount Matrix applying to the Quotation, it will be shown on the 'Del' card.

Discount Matrices allow you to apply quantity discounts automatically, based on value, quantity, weight or volume. If the Discount Matrix is one that uses Item Groups rather than Items and more than one Item from the same Item Group has been used in the Quotation, the discount for those Items should be calculated from the overall quantity for that Item Group. To do this, select 'Recalculate Discount' from the Operations menu once the Quotation is complete. You can also use this function if you change the Discount Matrix record itself before the Quotation is approved, to apply the Discount Matrix changes to the Quotation. You should save the Quotation before using this function.

Update Currency Price List Items

Occasionally, you might enter a complex Quotation with the wrong exchange rate or Price List, or the exchange rate might change significantly between the entry of the Quotation and its final approval. In such a situation, it is not necessary to re-enter the Quotation. Amend the exchange rate or Price List as appropriate and then select this function. All the prices will be converted correctly.

Create Project

Please refer to the 'Job Costing' manual for a description of this function.

Create Project Budget

Please refer to the 'Job Costing' manual for a description of this function.

Add Hidden Line

This function allows you to ensure certain rows do not appear when the Quotation is printed or sent by email.

Enter the Quotation so that the rows to be printed are above those that are not to be printed. Then, place the cursor in the first row that is not to be printed. This cannot be the first row of the Quotation. Select this function and a new row is inserted. This new row and all those below it will not be printed.

Quotation Status

This function produces a report summarising all aspects of the current Quotation.

The Customer Register

The Customer register is described in the 'Customers and Suppliers' manual.

The Item Register

The Item register is described in the ‘Items and Pricing’ manual.

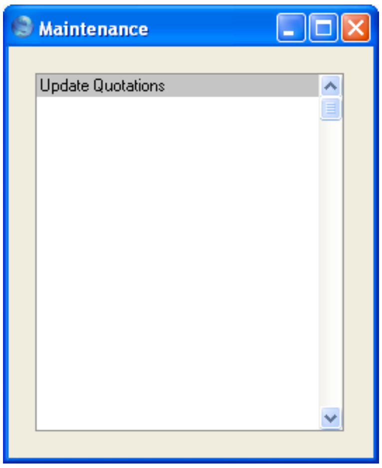
The Price Register

The Price register is described in the ‘Items and Pricing’ manual.

Maintenance

Introduction

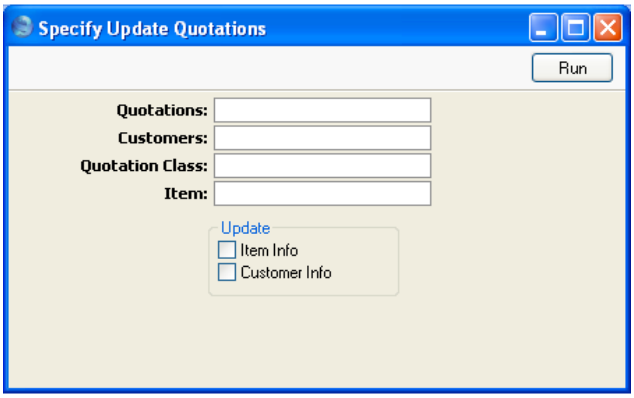
Maintenance functions allow you to carry out certain updating tasks, usually involving batch processing and encompassing all or many of the records in the affected register. There is one such function available in the Quotations module. To use it, select 'Maintenance' from the File menu. The following window appears—



Double-click the item in the list. A specification window will then appear, where you can decide how the function is to operate. Click [Run] to operate the function.

Update Quotations

This function updates selected Quotations with new details from the Item, Price and Customer registers.



Quotations — **Range Reporting** Numeric

To update particular Quotations, enter a Quotation Number or a range of Quotation Numbers here.

Customers — **Paste Special** Customers in Customer register

Range Reporting Alpha

To update all Quotations issued to a particular Customer, enter a Customer Number or range of Customer Numbers here.

Quotation Class — **Paste Special** Quotation Classes setting, Quotations module

To update all Quotations of a particular Class, enter a Quotation Class here.

Item — **Paste Special** Item register

To update a particular Item wherever it appears in Quotations, enter an Item Code here.

Update

Use these alternatives to determine the information to be changed by the function.

Item Info

Prices, Cost Prices and Sales Accounts will be changed as well as Item Names and Descriptions. This includes reference to any Price Lists or Discount Matrices that may apply.

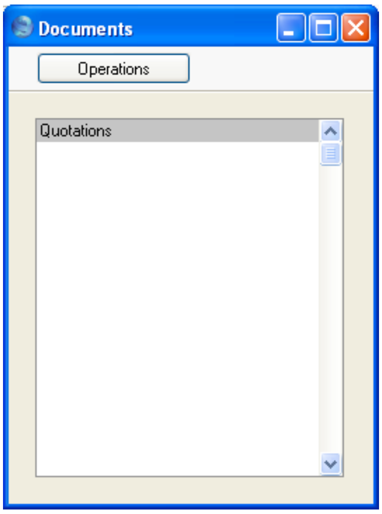
Customer Info All details taken from the Customer record including Name, Address, Payment Terms, Objects, Currency, Price List and Language will be changed. If the Currency or Price List is changed, the prices already in a Quotation will not be updated, unless the Item Info option above is chosen as well.

Press the [Run] button to start the updating process.

Documents

Introduction

Use the ‘Documents’ function to print particular documents or Forms in batches. To begin printing documents, select ‘Documents’ from the File menu or click the [Documents] button in the Master Control panel. The window illustrated below appears, listing the single document that can be printed from the Quotations module.



To print a document, follow this procedure—

1. Highlight the single item in the list.

2. If you want to fax the document and your hardware can support this feature, select ‘Fax’ from the Operations menu.

3. Double-click the document name or press the Enter key. A specification window will then appear, where you can determine the documents that you want to be printed (e.g. which Quotations are to be printed). This specification window is described in detail below.

4. Click [Run] to print the documents.

5. Close the ‘Documents’ window using the close box.

To determine the Form that will be used when the document is printed, follow this procedure—

1. Design a Form (or change the sample Form supplied to reflect your own requirements) using the Form register in the System module. This process is fully described in the 'System Module' manual. The sample Form supplied has the Form Code "QUOTE".

2. Change to the Quotations module and open the 'Documents' window using the 'Documents' item on the File menu or by clicking the [Documents] button in the Master Control panel.

3. Highlight the item in the list and select 'Define Document' from the Operations menu. In the subsequent window, assign a Form (or more than one Form) to the document: this window is fully described in the 'Documents' section of the 'Work Area' chapter in the 'Introduction to HansaWorld Enterprise' manual. For example, different Forms can be used determined perhaps by the Language of the Customer or the Number Series of the Quotation. In this instance, enter "QUOTE" in the Form field of the first line.

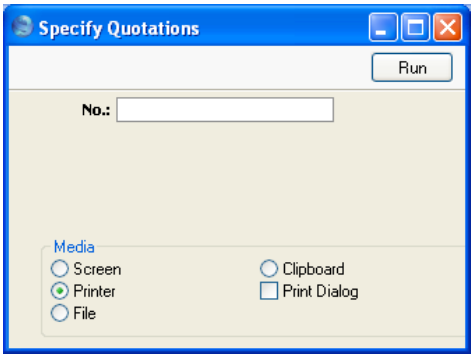
4. The 'Define Document' function only needs to be used once. After this has been done, Form selection will be automatic.

The process for selecting Quotations to be printed is described below. Leave all the fields in the specification window blank if documents for all the Quotations in the database are to be printed. If it is necessary to restrict the number of documents printed, use the fields as described.

Where specified below, it is often possible to report on a selection range, such as a range of Quotation Numbers. To do this, enter the lowest and highest values of the range, separated by a colon. For example, to report on Quotations 001 to 010, enter "001:010" in the Number field. Depending on the field, the sort used might be alpha or numeric. In the case of an alpha sort, a range of 1:2 would also include 100, 10109, etc.

Quotations

Hansa can produce a printed Quotation document to be sent to the Customer.



Enter a Quotation Number or a range of Quotation Numbers separated by a colon to select the records for printing.

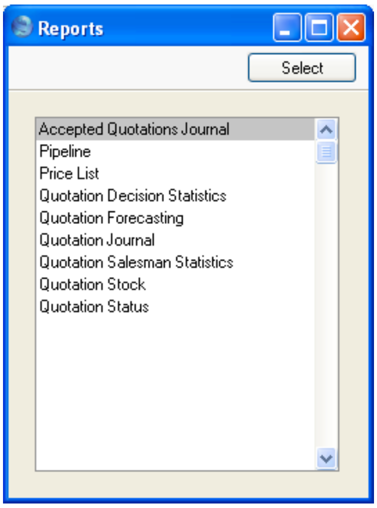
A single Quotation can also be printed from a record window by clicking the Printer icon, or printed to screen by clicking the Preview icon.

Reports

Introduction

As with all modules, to print a report in the Quotations module, select 'Reports' from the File menu or click [Reports] in the Master Control panel. Then, double-click the appropriate item in the list.

The following reports are available in the Quotations module—



A specification window will then appear, where you can decide what is to be included in the report. Leave all the fields in this window blank if the report is to cover all the Quotations in the database. If it is necessary to restrict the coverage of the report, use the fields as described individually for each report.

Where specified below, it is often possible to report on a selection range, such as a range of Customers, or a range of Items. To do this, enter the lowest and highest values of the range, separated by a colon. For example, to report on Customers 001 to 010, enter "001:010" in the Customer field. Depending on the field, the sort used might be alpha or numeric. In the case of an alpha sort, a range of 1:2 would also include 100, 10109, etc.

Use the Media options at the bottom of the specification window to determine the print destination of the report. The default is to print to screen.

You can initially print to screen and subsequently send the report to a printer by clicking the Printer icon at the top of the report window.

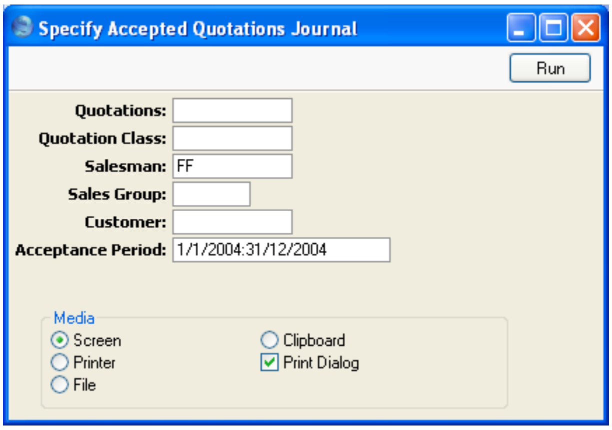
Once you have entered the reporting criteria and have chosen a print destination, click [Run].

With a report in the active window, use the 'Recalculate' command on the Operations menu to update the report after making alterations to background data. You can use the 'Reopen Report Specification' command on the same menu to update the report using different reporting criteria.

Accepted Quotations Journal

The Quotation History lists Accepted Quotations, showing resulting Invoices and any linked Projects.

When printed to screen, the Accepted Quotations Journal report has Hansa's Drill-down feature. Click on any Quotation, Invoice or Project Number in the report to open the corresponding record.



Quotations **Range Reporting** Numeric

Enter a Quotation Number or a range of Numbers. The report will only show Accepted Quotations that have a Decision Date.

Quotation Class **Paste Special** Quotation Classes setting, Quotations module

Enter a Quotation Class code to list Quotations of a single Class.

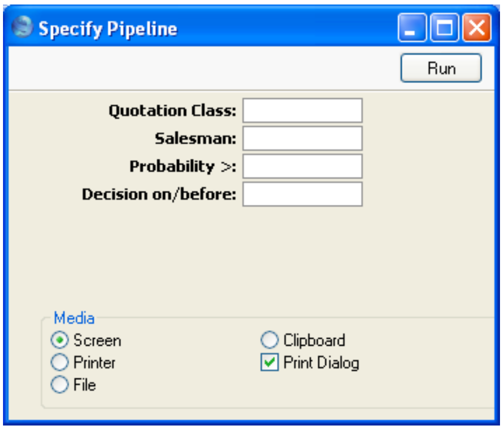
Salesman	**Paste Special**	Person register, System module
	To limit the report to Quotations generated by a single Salesman, enter their initials here.	
Sales Group	**Paste Special**	Sales Groups setting, System module
	To list Quotations with a particular Sales Group (shown on the 'Del' card), enter that Sales Group here.	
Customer	**Paste Special**	Customers in Customer register
	Enter a Customer Number to list the Quotations sent to a single Customer.	
Acceptance Period	**Paste Special**	Reporting Periods setting, System module
	The report period: Quotations whose Decision Date falls in this period will be shown in the report.	

Pipeline

This report can be used to predict future sales, based on the current stock of open Quotations, their Decision Dates and the probabilities that they will be converted to Orders. Open Quotations are those whose Status is Open, that are not Closed and from which no Order has been created.

The report is a list of open Quotations sorted by Decision Date, showing for each the Quotation Number, the Customer Name, the Salesman, the Probability, the Decision Date, and the total value excluding VAT. Total values of Quotations in each calendar month in the Decision Date range are provided. Below this list, there is a summary section showing the number of open Quotations, the average, highest and lowest Quotation values, and the expected sales values. These are calculated by multiplying the Quotation value by the Probability.

When printed to screen, the Pipeline report has Hansa's Drill-down feature. Click on the Quotation Number of any Quotation in the report to open that Quotation record.



Quotation Class **Paste Special** Quotation Classes setting, Quotations module

Enter a Quotation Class code to limit the report to Quotations of a single Class. If you enter a number of Classes separated by commas, the report will list Quotations belonging to all of those Classes.

Salesman **Paste Special** Person register, System module

To limit the report to Quotations generated by a single Salesman, enter their initials here.

Only Probability >

To restrict the report to Quotations whose Probability is greater than a certain figure, enter that figure here.

Decision on/before

Paste Special Choose date

Quotations whose Decision Date is later than the date specified here will not be shown in the report.

Price List

For full details of this report, please refer to the 'Items and Pricing' manual.

Quotation Decision Statistics

This report analyses the time taken for Quotations to be Accepted or Rejected, and provides an average rate of acceptance. It has three sections—

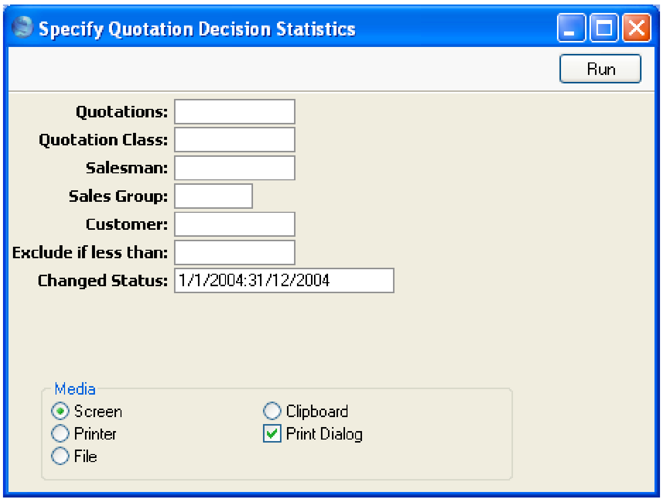
1. The first section is a simple list of the Accepted and Rejected Quotations whose Decision Date falls in the report period. This list shows for each Quotation the Quotation Number, Customer Number and Name, Salesman, the Quotation and Decision Dates and the difference between the two, the Status and the total value excluding VAT.

2. Using the Quotations listed above, the second section compares statistics for Accepted and Rejected Quotations. The number of Quotations of either type is shown, together with the total value, the average value and the average time taken for the decision to be made.

3. The final section shows as a percentage how many of the Quotations in the first section have been Accepted. When the report is produced using a lengthy report period, this figure will provide you with an accurate average acceptance rate (the percentage of Quotations that are converted to Orders), provided you reliably mark all Quotations as Accepted or Rejected as appropriate, and that you do not mark Rejected Quotations as Closed. Closed Quotations are not included in the calculation, so marking Rejected Quotations as Closed will mean the result of the calculation will be inaccurate.

   This section of the report also shows the shortest and longest decision times, the highest and lowest values, and the total gross profit. These figures are for Accepted Quotations only.

When printed to screen, the Quotation Decision Statistics report has Hansa's Drill-down feature. Click on the Quotation Number of any Quotation in the report to open that Quotation record.



Quotations — **Range Reporting** — Numeric

Enter a Quotation Number or a range of Numbers. The report will only show Quotations that have been Accepted or Rejected and that have a Decision Date.

Quotation Class — **Paste Special** — Quotation Classes setting, Quotations module

Enter a Quotation Class code to list Quotations of a single Class.

Salesman — **Paste Special** — Person register, System module

To limit the report to Quotations generated by a single Salesman, enter their initials here.

Sales Group — **Paste Special** — Sales Groups setting, System module

To list Quotations with a particular Sales Group (shown on the 'Del' card), enter that Sales Group here.

Customer — **Paste Special** — Customers in Customer register

Enter a Customer Number to list the Quotations sent to a single Customer.

Exclude if less than

To restrict the report to Quotations whose total value excluding VAT is greater than a certain figure, enter that figure here.

Changed Status	**Paste Special**	Reporting Periods setting, System module

The report period: Quotations whose Decision Date falls in this period will be shown in the report.

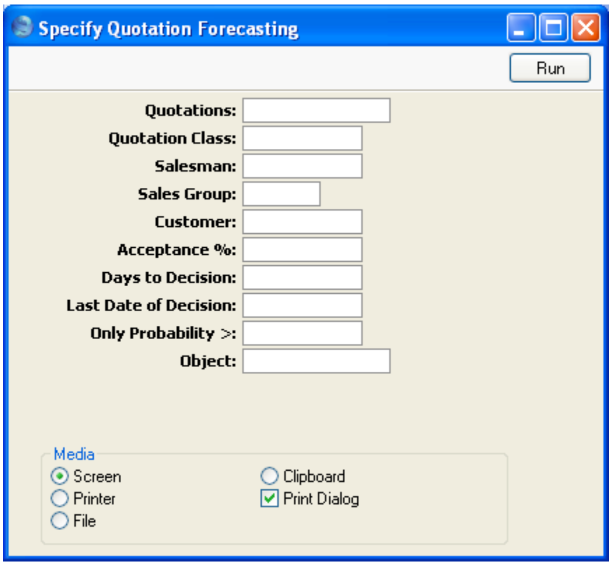
Quotation Forecasting

You can use this report to predict future sales, based on the current stock of open Quotations and the probabilities that they will be converted to Orders. Open Quotations are those whose Status is Open, that are not Closed and from which no Order has been created.

The report is a list of open Quotations sorted by Decision Date, showing for each the Quotation Number, the Customer Number and Name, the Salesman, the Quotation and Valid Until Dates, and the total value excluding VAT. There is an option to show an estimated Decision Date for each Quotation as well. Below this list, there is a summary section showing the number of open Quotations, the average, highest and lowest Quotation values, and the expected sales values. These are calculated by multiplying the Quotation value by the Probability.

This report is similar to the Pipeline report described above. The purpose of the Pipeline report is to provide estimates of monthly revenue based on Open Quotations and their individual Decision Dates. The Quotation Forecasting report allows you to override the Probabilities and Decision Dates entered in individual Quotations and instead to use average probabilities and decision times based on past experience.

When printed to screen, the Quotation Forecasting report has Hansa's Drill-down feature. Click on the Quotation Number of any Quotation in the report to open that Quotation record.



Quotation No.	**Range Reporting**	Numeric
	Enter a Quotation Number or a range of Numbers. Only open Quotations in the range will be listed.	
Quotation Class	**Paste Special**	Quotation Classes setting, Quotations module
	Enter a Quotation Class code to limit the report to Quotations of a single Class.	
Salesman	**Paste Special**	Person register, System module
	To limit the report to Quotations generated by a single Salesman, enter their initials here.	
Sales Group	**Paste Special**	Sales Groups setting, System module
	To list Quotations with a particular Sales Group (shown on the 'Del' card), enter that Sales Group here.	
Customer	**Paste Special**	Customers in Customer register
	Enter a Customer Number to list the Quotations sent to a single Customer.	

Acceptance % The summary section at the end of the report contains three figures for the total sales value to be expected from the Quotations listed, as follows—

Total The total value of the Quotations listed in the report.

Probability from Quotations

The total value of the Quotations listed in the report, multiplied by their average Probability.

Calc Acceptance value

The total value of the Quotations listed in the report, multiplied by the percentage figure entered here. This may be useful in situations where the Probabilities in the Quotations are not reliable and where there is a known rate of conversion. Use the Quotation Decision Statistics report to produce an accurate figure for the known rate of conversion.

Days to Decision

Enter the average number of days required for Quotations to be Accepted or Rejected. This figure can be obtained from the Quotation Decision Statistics report.

If this field contains a value, the report will contain an extra column showing an estimated decision date for each Quotation. This will be calculated by adding the number of days specified here to the Quotation Date.

Last Date of Decision

Paste Special Choose date

Quotations whose estimated decision date is later than the date specified here will not be shown in the report. The estimated decision date for a Quotation is calculated by adding the Days to Decision (above) to its Quotation Date.

This field will have no effect on the report if the Days to Decision field above is empty.

Only Probability >

To restrict the report to Quotations whose Probability is greater than a certain figure, enter that figure here.

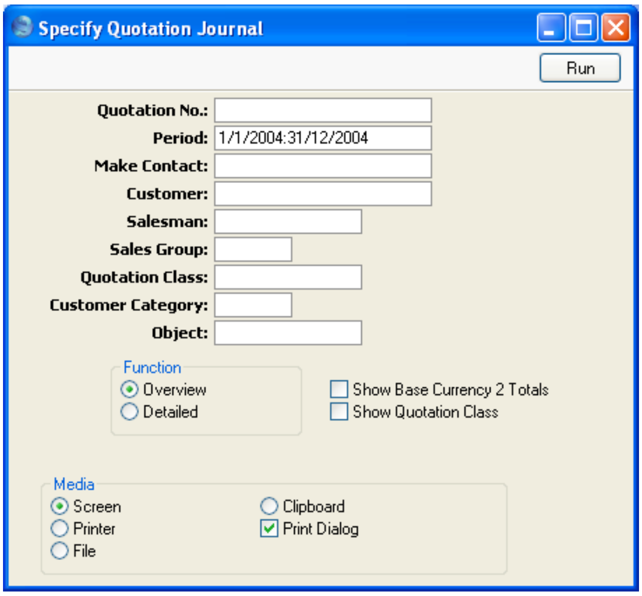
Object **Paste Special** Object register, Nominal Ledger/System module

To limit the report to Quotations containing a single Object, enter that Object here. This refers to Objects entered at Quotation level, not those entered for Quotation rows. If you enter a number of Objects separated by commas, only those Quotations featuring all the Objects listed will be shown.

Quotation Journal

This report shows the Quotations entered in the system. Closed Quotations are not listed.

When printed to screen, the Quotation Journal has Hansa's Drill-down feature. Click on the Quotation Number of any Quotation in the report to open that Quotation record.



Quotation No. **Range Reporting** Numeric

Enter a Quotation Number or a range of Numbers.

Period | **Paste Special** | Reporting Periods setting, System module

Enter the start and end dates of the period covered by the report.

Make Contact | **Paste Special** | Reporting Periods setting, System module

Range Reporting | Date

To list Quotations with a particular Make Contact date, enter that date here.

Customer | **Paste Special** | Customers in Customer register

Enter a Customer Number to list the Quotations sent to a single Customer.

Salesman | **Paste Special** | Person register, System module

To limit the report to Quotations generated by a single Salesman, enter their initials here.

Sales Group | **Paste Special** | Sales Groups setting, System module

To list Quotations with a particular Sales Group (shown on the 'Del' card), enter that Sales Group here.

Quotation Class | **Paste Special** | Quotation Classes setting, Quotations module

Enter a Quotation Class code to list Quotations of a single Class.

Customer Category

Paste Special | Customer Categories setting, Sales Ledger

Enter a Customer Category to list the open Quotations that have been issued to Customers belonging to that Category.

Object | **Paste Special** | Object register, Nominal Ledger/System module

To limit the report to Quotations containing a single Object, enter that Object here. This refers to Objects entered at Quotation level, not those entered for Quotation rows. If you enter a number of Objects separated by commas, only those Quotations featuring all the Objects listed will be shown.

Function Use these options to control how much detail is included in the report.

Overview This option produces a report with a single line per Quotation, showing the Quotation Number, Date, Make Contact Date, Customer, Currency and Quotation Total including VAT.

Detailed In addition to the information shown in the Overview, this option includes the full Customer address, telephone number and Payment Terms and lists all Items on the Quotation individually.

Show Base Currency 2 Totals

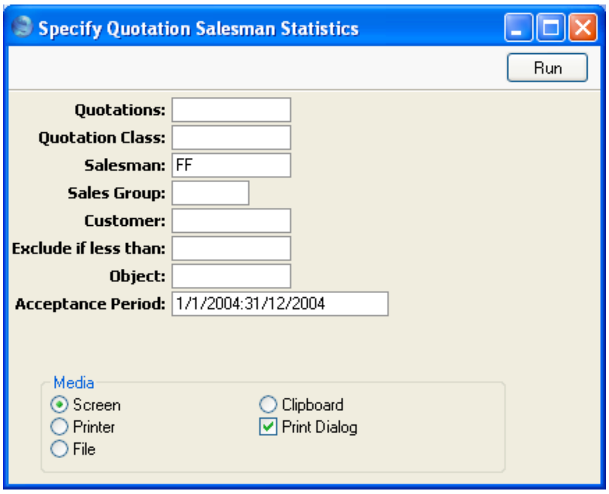
By default, the report contains figures in the home Currency (Base Currency 1) for the total value of the Quotations listed including and excluding VAT. Check this box if you would like these figures to be expressed in Base Currency 2 as well. If the Show Quotation Class box below is also checked, the totals for each Class will be expressed in both Currencies.

Show Quotation Class

This option sorts the Quotations by Class and provides total values including and excluding VAT for each Class. Quotations that do not have a Class will not be listed.

Quotation Salesman Statistics

This report analyses the time taken for each Salesman to gain acceptance for their Quotations. It is a simple list showing for each Salesman the total, average, highest and lowest Quotation values excluding VAT, the number of Quotations accepted during the report period, and the shortest and longest decision times.



Quotations — **Range Reporting** — Numeric

Enter a Quotation Number or a range of Numbers. The report will only show Accepted Quotations that have a Decision Date.

Quotation Class — **Paste Special** — Quotation Classes setting, Quotations module

Enter a Quotation Class code to list Quotations of a single Class.

Salesman — **Paste Special** — Person register, System module

To limit the report to Quotations generated by a single Salesman, enter their initials here.

Sales Group — **Paste Special** — Sales Groups setting, System module

To list Quotations with a particular Sales Group (shown on the 'Del' card), enter that Sales Group here.

Customer	**Paste Special**	Customers in Customer register

Enter a Customer Number to list the Quotations sent to a single Customer.

Exclude if less than

To restrict the report to Quotations whose total value excluding VAT is greater than a certain figure, enter that figure here.

Object	**Paste Special**	Object register, Nominal Ledger/System module

To limit the report to Quotations containing a single Object, enter that Object here. This refers to Objects entered at Quotation level, not those entered for Quotation rows. If you enter a number of Objects separated by commas, only those Quotations featuring all the Objects listed will be shown.

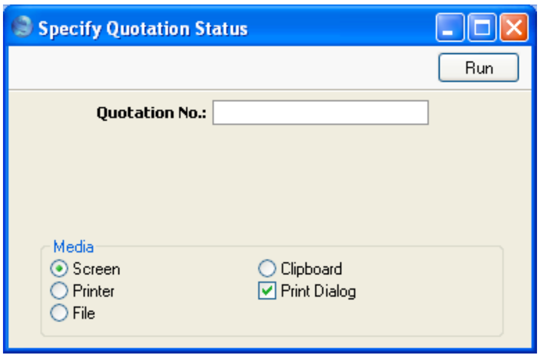
Acceptance Period	**Paste Special**	Reporting Periods setting, System module

The report period: Quotations whose Decision Date falls in this period will be shown in the report.

Quotation Status

This report is the same one as that produced by the ‘Quotation Status’ function on the Operations menu of the Quotation screen. It lists all Quotations, showing the quoted Items and any linked Activities.

When printed to screen, the Quotation Status report has Hansa’s Drill-down feature. Click on any Quotation Number or Activity Number or Date in the report to open the corresponding record. Click any Person’s initials to produce an Activities, Persons report for that Person.



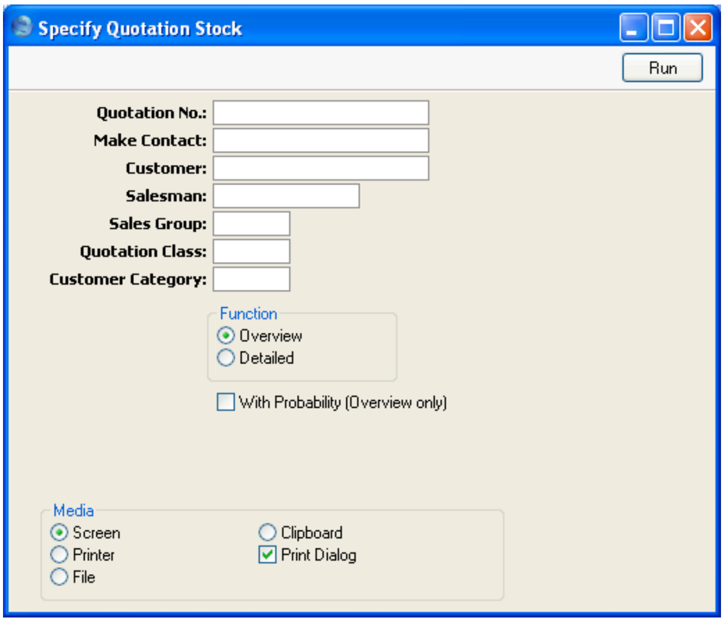
Quotation No. **Range Reporting** Numeric

Enter a Quotation Number or a range of Numbers.

Quotation Stock

This report is similar to the Quotation Journal described above, but only lists open Quotations (i.e. those whose Status is Open, are not Closed and from which no Order has been created). As it is possible to search by Contact Date, the report can therefore be used to produce a useful call list for each day.

When printed to screen, the Quotation Stock report has Hansa's Drill-down feature. Click on the Quotation Number of any Quotation in the report to open that Quotation record.



Quotation No.	**Range Reporting**	Numeric
	Enter a Quotation Number or a range of Numbers. Only open Quotations in the range will be listed.	
Make Contact	**Paste Special**	Reporting Periods setting, System module
	Range Reporting	Date
	To list Quotations with a particular Make Contact date, enter that date here.	
Customer	**Paste Special**	Customers in Customer register
	Enter a Customer Number to list the Quotations sent to a single Customer.	

Salesman **Paste Special** Person register, System module

To limit the report to Quotations generated by a single Salesman, enter their initials here.

Sales Group **Paste Special** Sales Groups setting, System module

To list Quotations with a particular Sales Group (shown on the 'Del' card), enter that Sales Group here.

Quotation Class **Paste Special** Quotation Classes setting, Quotations module

Enter a Quotation Class code to limit the report to Quotations of a single Class.

Customer Category

Paste Special Customer Categories setting, Sales Ledger

Enter a Customer Category to list the open Quotations that have been issued to Customers belonging to that Category.

Function Use these options to control how much detail is included in the report.

Overview This option produces a report with a single line per Quotation, showing the Quotation Number, Date, Make Contact Date, Customer, Currency and Quotation Total including VAT.

Detailed In addition to the information shown in the Overview, this option includes the full Customer address, telephone number and Payment Terms and lists all Items on the Quotation individually.

With Probability (Overview only)

Use this option if you want to show the Probability that a Quotation will be converted to an Order (taken from the 'Date' card of the Quotation). This can only be shown if the Overview option is selected.

HansaWorld Enterprise

Quotations

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