

HansaWorld Enterprise

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

Service Orders

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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 Service Orders 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). You should also be familiar with the Sales Ledger and Stock modules.

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

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

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***HansaWorld
Enterprise
Service Orders***

The Service Orders Module

The Service Orders module is designed to be used in companies which provide a repair service and which require an efficient tool to organise this service.

Each repair job is recorded as a separate record in the Service Order register. In companies where products are both sold and repaired, the warranty status of repair items is established automatically. Instructions to technicians are issued by means of the Work Order register, while all labour and spare parts used are recorded in the Work Sheet register. This register integrates with the Stock module: approval of Work Sheets removes all spare parts used from stock and creates cost accounting transactions in the Nominal Ledger if appropriate. Purchase Orders can be generated for spare parts that are not in stock. Invoices for repairs are passed to Hansa's Sales Ledger module, where they are treated as normal Invoices. All movements in and out of the workshops of repair items are recorded in a dedicated register.

Example

The Hansa Service Orders module is equally suitable for use in businesses that specialise in servicing only and in companies that supply and then service their products. In this example, a piece of equipment is repaired by the company by which it was originally sold.

Linking Items Sold to the Service Orders module

Hansa contains an optional link between the Service Orders module and the Sales Ledger. If this link is in operation, service personnel will have access to a list of all the serial numbered Items sold by the company together with the dates on which they were sold. To establish this link, open the Stock Settings setting (available in the Service Orders and Stock modules) and select the Update Known Serial Number Register option.

Stock Settings: Inspect [Save]

Main Location:

Service Location:

Paste Classification:

- ☐ Require Location
- ☒ Update Known Serial Number Register
- ☐ FIFO calculated automatically
- ☐ Automatic delivery for Service and Plain Items
- ☐ Automatic receiving for Service and Plain Items
- ☐ Invoices before delivery
- ☐ Automatically set Batch Serial Number on Delivery
- ☐ Allow Delivered Qty greater than Ordered
- ☐ No Serial No. on Goods Receipts
- ☐ Set Delivery and Stock Movement Date to Day of OK
- ☐ Don't Store Weighted Average per Location

Decrease Available on Deliveries

☒ Delivery is OKed

☐ When Delivery has been Created

Unit 2 Conversion Calculation

☒ Multiply by Coefficient

☐ Divide by Coefficient

Chronology in Stock

☒ None

☐ Per Location

☐ For all Locations

Over Delivery

☐ Allow

☒ Do Not Allow

☐ Always Deliver

To illustrate this link, Oslo Trading purchased some equipment from the example company in June 2004. The Invoice is illustrated below, showing the Serial Numbers—

Invoice: Inspect

Operations

No.: 970118 Name: Oslo Trading Co

Customer: 004

Terms Items Currency Delivery Identifiers Inv. Address Del. Address

Inv. Date: 13/6/2004 Our Ref.: Salesman: FF

Pay. Terms: 30 Attn.:

Due Date: 13/7/2004 Object:

Trans. Date: 13/6/2004 Official Ser. No.:

Item	Qty	Description	Serial No	P.Factor	Recipe	Row FIFO	Coeff
1	10110	1 Amplifier	9087VHG164			105	
2	10113	1 Record Deck	7B50122009			65	
3	10116	1 Moving Coil Cartridge	LKHG164			75	
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							

Currency: NOK Freight: 0.00 VAT: 0.00 Sub-Total: 4,655.45

☒ OK Ext. Tax: 0.00 Base: 380.00 TOTAL: 4,655.45

Entering Service Orders

In December 2004, the client returns the Amplifier because it has developed a fault. In the Service Orders module, the service operator creates a new Service Order—

Immediately, the operator moves the cursor to the Serial No field in the first row of the grid and uses 'Paste Special' to bring up a list of Serial Numbered Items supplied by the business—

Serial No.	Customer	Name	Item	Description	Warranty Until
9087VHG156	001	Against All Odds Trac	10110	Amplifier 14/7/2004	14/7/2005
9087VHG157	002	New World Import/E:	10110	Amplifier 17/8/2004	17/8/2005
9087VHG158	003	Schmidt GmbH	10110	Amplifier 25/10/2004	25/10/2005
9087VHG159	004	Oslo Trading Co	10110	Amplifier 6/11/2004	6/11/2005
9087VHG160	005	Moscow Trading Co	10110	Amplifier 6/12/2004	6/12/2005
9087VHG161	006	Estonian Export	10110	Amplifier 20/8/2004	20/8/2005
9087VHG162	007	Du Pont et cie	10110	Amplifier 17/9/2004	17/9/2005
9087VHG163	004	Oslo Trading Co	10110	Amplifier 13/6/2004	13/6/2005
9087VHG164	004	Oslo Trading Co	10110	Amplifier 13/6/2004	13/6/2005

When the operator double-clicks the correct Item, all relevant information (Customer, Item, warranty status, etc) is brought in to the Service Order record.

Service Order: New

Operations New Duplicate Cancel Save

No.: 7008 Name: Oslo Trading Co

Customer: 004

Date Items Currency Comment Del Terms Inv. Address Del. Address

Pay Terms: 30 Order Date: 17/12/2004

Our Ref: Planned Del.:

Attn.: Cust. Ord. No.:

	Item	Qty	Serial No	Description	Item Type	No.
1	10110	1	9087VHG164	Amplifier	Warranty	
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						

☐ Completed Customer Purchase Price: Our Sales Price:

The operator specifies a return date in the Planned Del. field, classifies the problem using the Std. Problem field on flip B and adds any relevant further information to the 'Comment' card. The Comment and Std. Problem fields allow information about the fault to be conveyed to the technicians.

Taking Responsibility for Repair Items

Once the Service Order has been saved, the operator can receive the Amplifier in to service stock. This signifies that it has passed in to the workshops and is now the company's responsibility. To do this, the operator selects 'Create Service Stock Transaction' from the Operations menu. This creates a record in the Service Stock Transaction register, which is opened in a new window —

Service Stock Transaction: Update

Operations [New] [Duplicate] [Cancel] [Save]

No.: 11 Name: []
 Employee: [] Service Order No.: 7008

Date: 17/12/2004 Attn.: []
 Customer: 004 Name: Oslo Trading Co

Item	In Qty	Out Qty	Description	Unit Cost	Unit Price
1 10110			Amplifier	105	1,837.68
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					

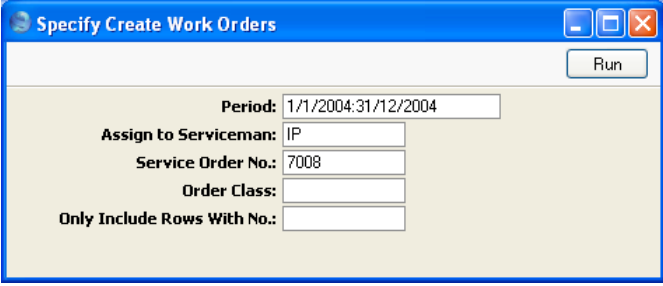
[] OK Cost Value: [] Sales Value: []

The operator allocates responsibility for the Amplifier to a member of staff using the Employee field, and enters a quantity of one to the In Qty field in the grid. The In Qty field is used to signify that the Amplifier has been signed in (when it is returned to the Customer, a similar Service Stock Transaction with an Out Qty will be created to record that it has left the workshop). The operator then approves, saves and closes the Service Stock Transaction.

Instructing Technicians - Raising Work Orders

Now, having returned to the Service Order, the operator generates a Work Order. This is the mechanism by which a technician is notified that an Amplifier has been received in for repair, together with details of the fault.

The operator chooses 'Create Work Orders' from the Operations menu of the Service Order. The following window appears, by which the job can be assigned to a particular technician (in this case, Ingrid Peterson)—



Specify Create Work Orders

Run

Period: 1/1/2004:31/12/2004

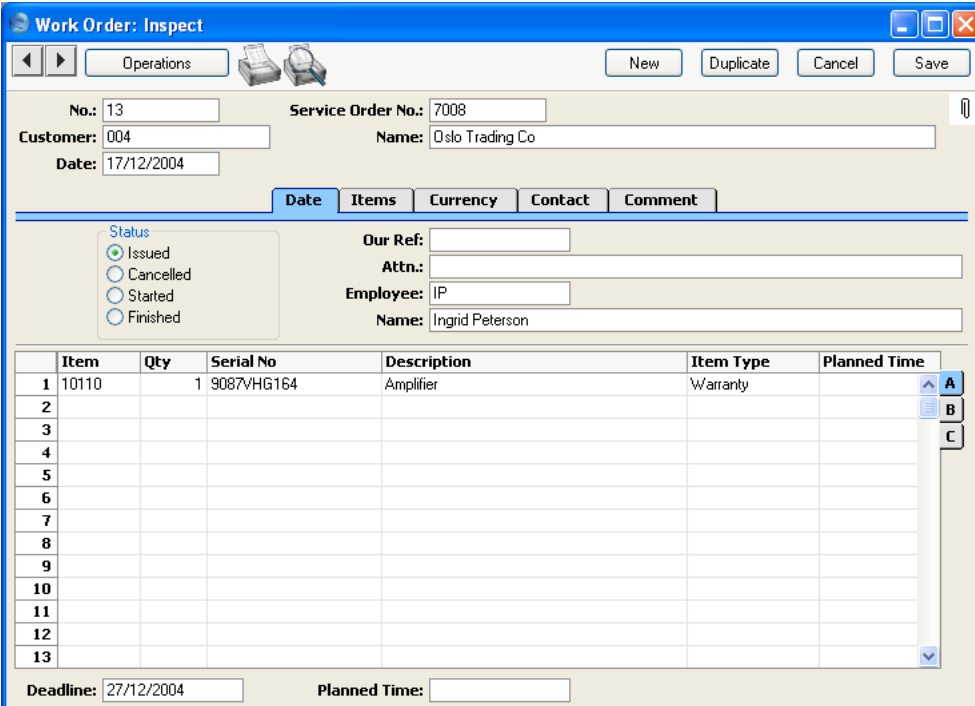
Assign to Serviceman: IP

Service Order No.: 7008

Order Class:

Only Include Rows With No.:

Throughout the day, the technicians monitor the Work Order register as this determines the work they are to do. They can also produce a Work Order Journal report showing the jobs that have been assigned to them that have not yet been finished. This is the Work Order for Oslo Trading's Amplifier—



Work Order: Inspect

Operations New Duplicate Cancel Save

No.: 13 Service Order No.: 7008

Customer: 004 Name: Oslo Trading Co

Date: 17/12/2004

Date Items Currency Contact Comment

Status

- ☒ Issued
- ☐ Cancelled
- ☐ Started
- ☐ Finished

Our Ref:

Attn.:

Employee: IP

Name: Ingrid Peterson

Item	Qty	Serial No	Description	Item Type	Planned Time
1	10110	1 9087VHG164	Amplifier	Warranty	
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					

Deadline: 27/12/2004 Planned Time:

All details including Serial Number and warranty status are transferred from the Service Order. The Deadline in the footer is copied from the Planned Delivery Date in the Service Order. The technician's task is shown on the

'Comment' card (transferred from the 'Comment' card of the Service Order)—

Date	Items	Currency	Contact	Comment
Comment: Left-hand channel is silent				

Labour and Spare Parts - Work Sheets

Whenever the technician spends time on a particular Work Order, they create a record in the Work Sheet register so that all time is accounted for (even though, in this instance, the work is under warranty and so is not chargeable). In many ways, Work Sheets are similar to Time Sheets in the Job Costing module in that they record the labour and any spare parts used in the completion of the repair.

With the Work Order on screen, the technician selects 'Create Work Sheet' from the Operations menu. A new record is created in the Work Sheet register and is opened immediately —

Work Sheet: Inspect

Operations [New] [Duplicate] [Cancel] [Save]

No.: 15 Work Order No.: 13 SVO No.: 7008

Employee: IP Name: Ingrid Peterson

Location: Reserved

Date: 17/12/2004 Attn.:

Customer: 004 Name: Oslo Trading Co

Item	Qty	Description	Unit Price	%	Sum
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

OK VAT: Sum: TOTAL:

The Employee and Customer information is already completed, taken from the Work Order. The technician completes the Work Sheet with Items for labour and any spare parts that have been used—

Work Sheet: Update

Operations New Duplicate Cancel Save

No.: 15 **Work Order No.:** 13 **SWO No.:** 7008

Employee: IP **Name:** Ingrid Peterson
Location: ☐ Reserved



Date: 17/12/2004 **Attn.:**
Customer: 004 **Name:** Oslo Trading Co

Item	Qty	Description	Unit Price	%	Sum
1	SPA001	1 Capacitor (1000 micro Farad)	306.28		306.28
2	10111	1 Labour	490.05		490.05
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

☐ OK **VAT:** **Sum:** 796.33 **TOTAL:** 796.33

On flip B, each Work Sheet row should be related to the item of equipment being repaired (known as the “Main” item). This creates a chain from the original Service Order to the eventual Work Sheet Transaction, from which Invoices are generated, so the cost of the repair can be allocated to the correct Item on the Service Order. In the example, there is only one Item on the Work Order, so this is assumed to be the Main Item. If there was more than one Item on the Work Order, the technician would have to select one by specifying the Serial Number of the Main Item in the Main Serial No field. ‘Paste Special’ can be used to open a selection list showing the Serial Numbers of Main Items on the parent Work Order. Once this is done, the Item Type (warranty status or otherwise) is brought in automatically.

Work Sheet: Update

Operations   New Duplicate Cancel Save

No.: 15 Work Order No.: 13 SVO No.: 7008

Employee: IP Name: Ingrid Peterson

Location: ☐ Reserved

Date Items Currency Contact Comment

Date: 17/12/2004 Attn:

Customer: 004 Name: Oslo Trading Co

	Item	Qty	Description	Item Type	Main Serial No.	Invoiced
1	SPA001	1	Capacitor (1000 micro Farad)	Warranty	9087VHG164	
2	10111	1	Labour	Warranty	9087VHG164	
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						

☐ OK VAT: Sum: 796.33 TOTAL: 796.33

Creating Purchase Orders for Spare Parts

In this case, the Work Sheet cannot be approved yet because there are no capacitors in stock. The technician can check this in one of two ways—

1. Through the 'Item Status' function on the Operations menu, which shows the current stock situation of the Items in the Work Sheet.
2. If Over Delivery has been prevented in the Stock Settings setting, Hansa will not allow the approval of Work Sheets if there is insufficient stock.

The technician can immediately raise a Purchase Order for a capacitor using these steps—

1. The technician returns to the Work Order from which the Work Sheet was generated. The easiest way to do this is to select 'Open Work Order' from the Operations menu.
2. On the Operations menu of the Work Order there is a 'Create Purchase Order' function. This looks at all Work Sheets related to the Work Order, compares their spare part requirement (i.e. Stocked Item

requirement) with stock levels and generates a Purchase Order for the difference. This Purchase Order is opened in a new window—

Purchase Order: Inspect

Operations [New] [Duplicate] [Cancel] [Save]

No.: 2067 Name:
 Supplier: Signers:
☐ Closed ☐ Price Incl VAT

Date Items Currency Terms Ord. Address Del. Address

Trans. Date: 17/12/2004 Plan. Del.: Pur. Ref.:
 Pay. Terms: Attn.:
 Our Ref: Objects:

Item	Qty	Description	Unit Price	%	Sum	V-Cd
1	1	Capacitor (1000 micro Farad)	5		5	1
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						

☐ OK Currency: GBP VAT: 0.88 No. of Pallets: 0 Sum: 5.00 TOTAL: 5.88

The Number of the Work Order from which it was generated is shown on the 'Terms' card while each row is linked to a Work Sheet as shown on flip C.

3. The technician specifies the appropriate Supplier and the Purchase Order is then processed in the normal way. When the spare parts arrive, they are signed in to stock using the Goods Receipt register, again in the normal fashion.

Work Sheet Transactions

Once the capacitor has been received into stock and used to repair the amplifier, the Work Sheet can be approved by checking the OK box and saving. This action can have a number of consequences—

1. The spare parts used (in this case, the capacitor) are removed from stock (i.e. stock levels are amended).

2. In cases where stock valuations are being maintained in the Nominal Ledger (cost accounting), a Nominal Ledger Transaction is created, representing the removal from stock of the spare parts.
3. For each row on the Work Sheet, a record is created in the Work Sheet Transaction register. This is the mechanism by which instructions are conveyed to the invoicing routine as to how the work represented by the Work Sheet is to be charged. In the example, the Work Sheet Transaction shows that the work has been carried out under warranty, so no Invoice will result—

Work Sheet Transaction: Inspect

Customer: 004 Item: SPA001 Type:
 Employee: IP Date: 17/12/2004 ☐ Invoiceable
 Comment: Capacitor (1000 micro Farad) ☒ Warranty
 Ser No: 15 Invoice: ☐ Contract
 Serv. Ord. No: 7008 Work Order No: 13 ☐ Goodwill
 Contract No:
 Register:
☒ Work Sheet Item Type:
☐ Activity ☐ Plain
 ☒ Stocked Item
 ☐ Structured Item
 ☐ Service

Reg. Qty	Inv. Qty	Price	Disc. %	Markup	Sum	Cost	GP
1.00	1.00	306.28			306.00	5.00	20.00

Invoicing

When all Work Sheets relating to a particular repair have been approved, the repair is deemed to be completed. All that remains is for the Invoice to be raised (where appropriate) and for the repaired item to be returned to the Customer.

To raise an Invoice, the operator opens the parent Service Order and chooses the 'Create Invoice' function from the Operations menu. In the example that we have been following, the repair was carried out under warranty so no Invoice will result.

Where a repair is invoiceable, the function will search for all uninvoiced Work Sheet Transactions and include them in a new Invoice which is then opened for checking. A sample is shown below —

Invoice: Inspect

Operations [New] [Duplicate] [Cancel] [Save]

No.: 970163 Name: Schmidt GmbH
Customer: 003

Terms Items Currency Delivery Identifiers Inv. Address Del. Address

Inv. Date: 12/11/2004 Our Ref.: Salesman: FF
Pay. Terms: 30 Attn.:
Due Date: 12/12/2004 Object:
Trans. Date: 12/11/2004 Official Ser. No.:

Item	Qty	Description	Unit Price	%	Sum
1	10111	1 Labour	60.61		60.61
2	SPA001	1 Capacitor (1000 micro Farad)	37.88		37.88
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					

Currency: EUR Freight: VAT: 0.00 Sub-Total: 98.49
[OK] Ext. Tax: 0.00 Base: 65.00 TOTAL: 98.49

The Invoice can now be printed and approved in the usual fashion.

If it transpires that further work is required to complete the repair, the 'Create Invoice' function can be run once again from the parent Service Order after this work has been carried out. Only the Work Sheet Transactions representing this additional work will be included on the second Invoice.

Returning Repair Items to Customers

When the Invoice has been finished with and closed, the top, active, window once again contains the Service Order. The repaired Amplifier can now be signed out of stock, signifying that it has passed out of the workshops and is once again the responsibility of its owner. To do this, the operator chooses 'Create Service Stock Transaction' from the Operations menu. This creates a record in the Service Stock Transaction register, which is opened in a new window.

Service Stock Transaction: Inspect

Operations New Duplicate Cancel Save

No.: 12 Name: Service Order No.: 7008 Employee:

Date Items Comment

Date: 19/12/2004 Attn: Customer: 004 Name: Oslo Trading Co

	Item	In Qty	Out Qty	Description	Unit Cost	Unit Price
1	10110			Amplifier	105	1,837.68
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						

OK Cost Value: Sales Value:

The operator sets the Out Qty to 1, specifies the Employee responsible for the signing out of the Amplifier, and approves, saves and closes the record.

Finally, the operator marks the Service Order as Completed, and saves and closes it.

Note on Terminology

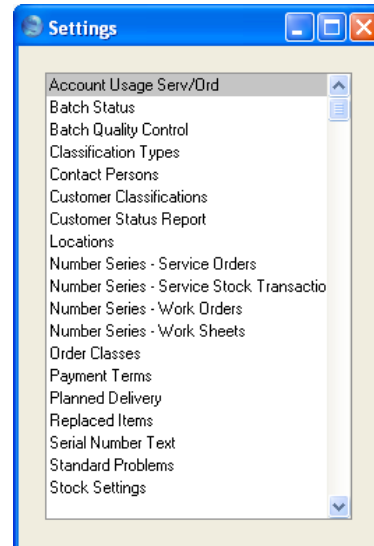
In this manual and in the Service Orders module itself, the term “Main Item” is sometimes used when referring an item on a Service Order, a Work Order or a Service Stock Transaction. In all three circumstances, this is the Item being repaired: at other times in this manual “repair item” has been used when referring to such Items. The term “service item” has not been used, to avoid confusion with Service Items (Items whose Item Type on the ‘Pricing’ card of the Item record has been set to Service).

The term “Service Stock” is used when referring to the repair items that are in the workshop at any one time. Service stock is thus separate to stock held for resale (maintained using the Stock module) and has no implications for stock values. Repair items are signed in and out of service stock by means of Service Stock Transactions.

Settings

Introduction

The Service Orders module has the following settings—



To edit a setting, ensure you are in the Service Orders 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.

Batch Quality Control, Batch Status

These settings allow you to prevent the selling of Items after their Best Before Dates.

First, use the Batch Status setting to define the warnings that will be displayed when attempts are made to sell Items after their Best Before Dates. Once this has been done, you will be able to assign a Status to each Batch Quality Control record.

Code	Enter the unique code by which the Batch Status record is to be identified from elsewhere in Hansa. The Code can consist of up to twenty characters, and both numbers and letters can be used.
Mod. No.	If appropriate, enter a modification number here. This will be shown in the 'Batch Status: Browse' window and the 'Paste Special' list. This can be useful when products have to pass through a sequence of quality control tests and need to be moved on to the next Status in the sequence after each test.
Warning/Info	Enter the comment or warning that is to be displayed whenever an attempt is made to use a Serial Number that has been given this Status.
Comment	Enter any explanatory comments about the Batch Status record here.
When Using	Use these options to specify how and when you will be able to use Serial Numbers that have been given this Status.
No Message	You will be able to be able to use the Serial Number freely and with no warning.
Give Warning	Whenever the Serial Number is used in a sales transaction (e.g. Sales Order, Delivery, Invoice), the text in the Warning/Info field above will be issued as a warning. You will be able to save and complete the transaction.

Disallow Use Whenever the Serial Number is used in a sales transaction (e.g. Sales Order, Delivery, Invoice), the text in the Warning/Info field above will be issued as a warning. You will not be able to save and complete the transaction.

When you receive Items with Best Before Dates into stock, you can specify their Best Before Dates on flip B of the Goods Receipt. These Best Before Dates will be shown when the Items are sold (on flip B of the Delivery). There is otherwise no control over the sale of such Items. If you need to control their sale, use the Batch Quality Control setting to determine when they can be sold. In a typical cycle, for example, you might immediately enter a Batch Quality Control record with a No Message Status. As the Best Before Date approaches, you might enter a second record with a Give Warning Status. Finally, when the Best Before Date has passed, you might enter a third record with a Disallow Use Status. This will prevent further sales of Items belonging to the batch.

Item	Paste Special	Item register
		Enter the Item Number of the Item here.
Batch/Serial No	Paste Special	Serial Numbers of Items in stock
		Enter the Serial Number of the Item or batch of Items. Note that only existing Serial Numbers should be used: these should originate in the Goods Receipt or Production registers.
Analyse Date	Paste Special	Choose date
		The date of the Batch Control record. In the case of Items that need to be tested before they can be sold, the date of the test can be entered here.

If you have entered several Batch Quality Control records for the same Item/Serial Number combination, the record with the latest Analyse Date will be used to issue a warning on sale, or to prevent sale altogether.

Result

Paste Special

Batch Status setting, Service Orders module

Use this field to link the Batch Quality Control record to the Batch Status setting. When the Item/Serial Number combination is used in a sales transaction, the Batch Status record quoted here will cause a warning to be issued or will prevent sale altogether.

The latest Batch Status can be shown in the 'Paste Special' list opened from any Serial Number field. To do this, switch on the Show Batch Status option in the Item Settings setting in the Sales Ledger.

Next Analyse Date Paste Special

Choose date

In the case of Items that need to be tested periodically before they can be sold, the date of the next test can be entered here.

New Best Before Paste Special

Choose date

Enter a new Best Before Date here if necessary. This will become the new Best Before Date for the Item/Serial Number. When the Item/Serial Number is sold, this Best Before Date will be copied to the Delivery. If you leave this field empty, the Best Before Date in the Goods Receipt will remain valid.

Note: if there already is a Batch Quality Control record for an Item/Serial Number with a Best Before Date, you must enter a Best Before Date in all subsequent Batch Quality Control records. Otherwise, when you use the Item/Serial Number in a Delivery, the Best Before Date from the original Goods Receipt will be used.

Tested By

When the Batch Quality Control record is first created, the initials of the current user will be placed here automatically and cannot be changed.

Comment

Record any further notes about the Batch Status Control record here.

OK

Check this box to approve the Batch Status Control record. After you have saved it, you will no longer be able to make any changes. The Batch Status Control record must be approved before Hansa will use it to issue a warning on sale, or to prevent sale altogether.

Note: you must save the record before you can check the OK box.

You can prevent a particular user or group of users from checking the OK box in Batch Quality Control records using Access Groups. To do this, deny access to the 'Sign Quality Control' Action—

	Type	Item	Level
1	Action	Sign Quality Control	None
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			

When the time comes for the record to be approved by someone with access to the 'Sign Quality Control' Action, that Person should first save all changes and then select 'Sign Tested By' from the Operations menu. That Person's initials will then be placed in the Tested By field, in addition to those of the Person that created

the record. They should then save the record again, and then they will be able to approve it.

Once you have approved and saved a Batch Quality Control record, it will cause the warning from the related Batch Status record to be displayed whenever you use the Serial Number in a sales transaction—

The screenshot shows the 'Delivery: Update' window with the following details:

- Del. No.:** 960146
- Order No.:** 300
- Del. Date:** 12/11/2004
- Cust. No.:** 013
- Del. Mode:** (empty)
- Objects:** (empty)
- Location:** (empty)
- Name:** Mutual of New York
- Class:** (empty)
- Address:** (empty)
- Sorting:** (empty)
- ☐ Tel. Message
- ☐ Use Invoice Address

The **Items** tab is selected, showing a table with the following data:

Item	Description	Serial No.	Best Before	Location	Position
1	10123	200 ASA 36 Exposure Film	06/06/A		
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

A warning message box is displayed in the center of the window:

Film must be developed by June 2006

Buttons: OK

At the bottom of the window, there are fields for **Del. Qty:** 1.00 and **Comment:** (empty).

When you click [OK] to close the message, the correct Best Before Date will be brought in. This will be the Best Before Date specified in the Goods Receipt or in the latest Batch Quality Control record (determined using the Analyse Date). If the Batch Status quoted in the latest Batch Quality Control record has been marked as Disallow Use, you will not be able to save the sales transaction without changing the Serial Number.

To help choose Items on the basis of their Best Before date, Best Before dates can be shown in the 'Paste Special' list opened from any Serial Number field. To do this, switch on the Show Best Before Dates option in the Item Settings setting in the Sales Ledger. The Show Batch Status option in the same setting will cause the latest Batch Status to be shown in the 'Paste Special' list as well. If the latest Batch Status has been marked as Disallow Use, the Serial Number will not be shown in the 'Paste Special' list. The

example 'Paste Special' list below shows the Serial Number ("06/06/A"), the quantity of the batch still in stock (10), the Best Before date and the latest Batch Status—

Delivery: Update

Operations [New] [Duplicate] [Cancel] [Save]

Del. No.: 960146 Del. Mode:
 Order No.: 300 Objects:
 Del. Date: 12/11/2004 Location:
 Cust. No.: 013 Name: Mutual of New
☐ Tel. Message ☐ Use Invoice

Items **Address**

Item	Description	Se
1	10123	200 ASA 36 Exposure Film
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		

☐ OK Del. Qty: 1.00 Comment:

Paste Serial Number

06/06/A	10	30/6/2006	0606
---------	----	-----------	------

A typical cycle will therefore begin with a Batch Quality Control record with a No Message Status. As described above, as the Best Before Date approaches, you might enter a second record with a Give Warning Status. Finally, when the Best Before Date has passed, you might enter a third record with a Disallow Use Status. If you have many Items with the same Best Before Date, you can create new Batch Quality Control records in batches using the 'Batch Status Change' Maintenance function.

Item**Paste Special**

Item register

Specify the Item for which you want to create new Batch Quality Control records.

Serial No. Range**Range Reporting**

Alpha

Specify the Serial Number (or range of Serial Numbers separated by a colon) for which you want to create new Batch Quality Control records.

If you leave this field empty, new Batch Quality Control records will be created for all Serial Numbers, including those that have already been sold. This can be useful in certain situations, for example where a product is one that is continually being updated. Each time there is a new update, create a new Batch Status record and then run this function. Use the fields at the bottom of the window to create To Do Activities that you can then use as a call list to call existing Customers about the update. Customer information will be copied from the Known Serial Number register to the new Activities. One Activity will be created for each new Batch Quality Control record, so this feature will be of most use with Unit Serial Numbers rather than Batch Serial Numbers.

Beware of entering Serial Numbers in this field without specifying an Item Number in the field above. Doing so will have the same result as leaving both fields empty: new Batch Quality Control records being created for every Serial Number both in stock and sold.

Old Batch Status	Paste Special	Batch Status setting, Service Orders module
	<p>If the purpose of creating the new Batch Quality Control records is to copy old ones, enter the Batch Status (i.e. the Result) of the Batch Quality Control records that are to be copied. The Batch Quality Control records will only be copied if they have been approved.</p> <p>For example, a shop sells films. Some films have recently arrived into stock, some are approaching their Best Before Dates and some can no longer be used. The films that are approaching their Best Before Dates need to have their Batch Status changed so that warnings are issued when they are sold. They all have the same Batch Status but various Serial Numbers. In this case, leave the Serial No. Range above empty and enter the appropriate Batch Status here. New Batch Quality Control records will be created for the films that are approaching their Best Before Dates.</p>	
New Batch Status	Paste Special	Batch Status setting, Service Orders module
	Specify here the Batch Status (Result) that is to be used in the new Batch Quality Control records. You must enter a New Batch Status, otherwise the function will have no effect.	
Analyse Date	Paste Special	Choose date
	Specify here the Analyse Date that is to be used in the new Batch Quality Control records. You must enter an Analyse Date, otherwise the function will have no effect.	
OK	<p>Check this box if you want the new Batch Quality Control records to be approved immediately.</p> <p>Note that this function does not place Best Before Dates in the new Batch Quality Control records. Depending on circumstances, you may want to enter Best Before Dates before approving the new records.</p>	
Type	Paste Special	Activity Types setting, CRM module
	If you want the function to create an Activity for each new Batch Quality Control record, specify here the	

Activity Type that is to be used in the new Activities. No Activities will be created if you do not specify an Activity Type.

Creating an Activity for each new Batch Quality Control record is useful in two circumstances. First, the product might be one that is being continually updated as described above and you want to create a To Do list of Customers to call about the update. Second, you are not approving the Batch Quality Control records immediately and you want to notify the appropriate Person that this task needs to be done.

Many details will be copied from the New Batch Status record to each new Activity. The Warning/Info of the New Batch Status will be copied to the Text field in the header, and the four lines of Comment in the New Batch Status will be copied to the 'Text' card. In the case of Serial Numbers that have been sold, Customer details will be copied to the new Activities from the Known Serial Number register. This requires you to be using the Update Known Serial Number Register option in the Stock Settings setting, which makes sure the Known Serial Number register is updated whenever an Item with Serial Numbers is sold.

The Task Type of each new Activity will be To Do and the Symbol will be Other. The Start and End Dates will be the current date, and the Start Time will be the current time.

Each new Activity will contain an Attachment link to the Batch Quality Control record from which it was generated. When viewing an Activity, you will be able to open the connected Batch Quality Control record by clicking the button with the paper clip image and following the link from there.

For

Paste Special

Person register, System module

If you want the function to create an Activity for each new Batch Quality Control record, specify here the Person (or Persons, separated by commas) for whom the new Activities are to be created.

Priority

Specify here the Priority that is to be used in the new Activities. This will be shown in the field on the

'Persons' card of each new Activity, and will be visible in the Task Manager.

Classification Types

Please refer to the 'CRM' manual for full details of this setting.

Contact Persons

Please refer to the section in the 'CRM' manual describing the Contact Person register for full details of this setting.

Customer Classifications

Please refer to the 'CRM' manual for full details of this setting.

Customer Status Report

Please refer to the 'CRM' manual for full details of this setting.

Locations

Please refer to the 'Stock' manual for full details of this setting.

Number Series - Service Orders

Each Service Order record has its own unique identifying number, based on a sequential series. When you enter a new record, the next number in the series is used. If you have not entered any Number Series, Service Order Numbers will start at 1 and continue consecutively.

If you wish to use your own sequences, enter them in this setting. You can enter any number of series for different years or for different departments. The different series should not overlap.

When you enter a Service Order, 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'.

On double-clicking 'Number Series - Service Orders' in the Settings list, the following window appears—

No.	Date		From	To	Comment	N/L
	From	To				
1	6000	6999	1/1/2003	31/12/2003	London Office ▶ GenTrans	
2	60000	60999	1/1/2003	31/12/2003	Manchester ▶ GenTrans	
3	7000	7999	1/1/2004	31/12/2004	London Office ▶ GenTrans	
4	70000	70999	1/1/2004	31/12/2004	Manchester ▶ GenTrans	
5						
6						
7						
8						
9						
10						
11						

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.

Number Series - Service Stock Transactions

Use this setting to define the number sequences for records in the Service Stock Transaction register. It operates in the same manner as the Number Series - Service Orders setting described above.

Number Series - Work Orders

Use this setting to define the number sequences for Work Orders. It operates in the same manner as the Number Series - Service Orders setting described above.

Number Series - Work Sheets

Use this setting to define the number sequences for Work Sheets. It operates in the same manner as the Number Series - Service Orders setting described above.

Order Classes

Please refer to the 'Sales Orders' manual for full details of this setting.

Payment Terms

Please refer to the 'Sales Ledger' manuals for full detail of this setting.

Planned Delivery

Please refer to the 'Sales Orders' manual for full details of this setting.

Replaced Items

The Replaced Items setting keeps a record of the occasions both when the repair of an Item proved not to be possible and it was exchanged for a new one and those when it was necessary to send an Item back to its manufacturer for repair or exchange.

When such an Item is signed into your workshops, as soon as it becomes apparent that repair is not possible (or is uneconomic), these steps should be followed—

1. It should be sent back to its Supplier, for exchange or credit. Do this using a record in the Service Stock Transaction register (described below on page 104) with an Out Quantity of one and a Supplier specified on flip D.

If there is no need in reality to send the Item back to a Supplier (perhaps because it is clearly no longer operational and its warranty has expired), it may be appropriate to create a dummy Supplier record in the Customer register for this purpose. A Supplier must be quoted on flip D if this sequence is to be followed.

2. When you approve and save this record, the Item is signed out of your service stock and a record is created in the Replaced Items setting, as shown below.

Replaced Item: Inspect

Navigation: [Previous] [Next] Buttons: [New] [Duplicate] [Cancel] [Save]

Supplier: 512

Old Item: 10110 **Serial No.:** 9087VHG163 **Qty:** 1.00 **Desc.:** Amplifier

New Item: **Serial No.:** **Qty:** **Desc.:**

Comment: Left-hand channel is silent

It is not possible to enter records directly to the Replaced Items setting: they can only be created remotely when records in the Service Stock Transaction register with Out Quantities and Suppliers are approved and saved.

3. When the Item has been sent back to the Supplier for repair, on its return to your company you should enter a new record should be created in the Service Stock Transaction register signing it back into service stock. You should then open the appropriate record in the Replaced Items setting and copy the Item Number and Serial Number from the fields on the first row to those on the second. You can enter an appropriate comment if necessary. Finally, you should use a further record in the Service Stock Transaction register to sign the Item out of your workshop when it is returned to the Customer.
4. When the Item has been sent back to the Supplier for exchange, on the arrival in your workshop of its replacement, you should enter a new record in the Service Stock Transaction register signing it into service stock and carrying a record of its Serial Number. You should copy this Serial Number to the new Serial No. field (on the second row) of the appropriate record in the Replaced Items setting. You can enter an appropriate comment if necessary. Finally, you should use a further record in the Service Stock Transaction register to sign the Item out of your workshop when it is handed over to the Customer.
5. If the Item has in reality been discarded and is being replaced with a new Item from your stock, review the appropriate Replaced Item record and enter the Item Number of the new Item in the New-Item field, using 'Paste Special' if necessary. Move to the new Serial No. field: 'Paste Special' here will give a list of Serial Numbers for that Item currently in stock (i.e. in stock for resale, not in service stock). Select one, enter a

Quantity of one in the next field and save the record. Note that the Replaced Items setting is purely archival: it has no effect on stock levels. You will therefore need to raise a Delivery from a Sales Order (or raise an Invoice, according to your normal practice) for the Item/Serial Number that your company is supplying so that stock levels are amended accordingly.

Serial Number Text

Use this setting to record comments and notes about individual Serial Numbered Items. These comments will be shown where appropriate in the Service Order Status report, obtainable from the Operations menu of the Service Order screen.

The 'Serial Number Texts: Browse' window lists the records that have already been saved in this setting: double-click to modify or click [New] to create a new item.

	Text
1	Originally sold by us in June 2004
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	
16	
17	
18	
19	
20	
21	
22	

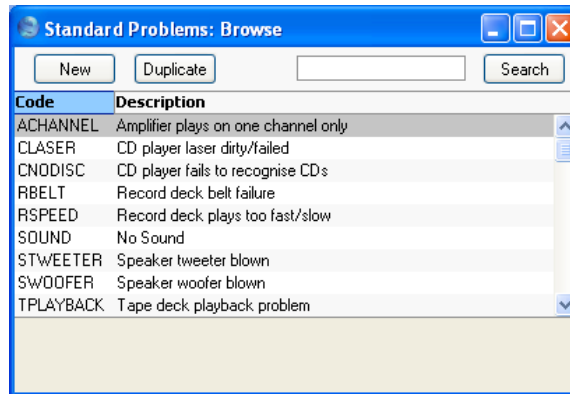
Serial No	Paste Special	Serial Numbers of sold Items and of Repair Items (Known Serial Number register)
	Specify the Serial Number of the Item about which comments are being recorded.	
	If the Item is one originally sold by your business, the Item Number will be brought in to the field below as soon as the Serial Number is specified.	
	Hansa will not allow more than one record in the Serial Number Text setting for a particular Serial Number/Item combination.	
	The 'Paste Special' list shows the contents of the Known Serial Number register. This contains Serial Numbers previously used in the Service Stock Transaction register and, optionally, Serial Numbers of Items originally sold by your company. Please refer to page 125 for a description of the Known Serial Number register.	
Item	Paste Special	Item register
	The Item Number of the Item. If the Item is one originally sold by your business, the Item Number will be brought in as soon as the Serial Number is specified.	
Text	Up to thirteen lines of notes can be recorded for an individual Item.	

Click [Save] to save changes.

Standard Problems

The Standard Problem is a means of categorising problems and faults for reporting or prioritising. When you enter a Service Order, each item can be assigned a Standard Problem. This will be copied to all Work Orders created from the Service Order, and it is also printed in the Order Stock report.

The 'Standard Problems: Browse' window lists the available Problems: double-click to modify or click [New] to create a new item.



In the Standard Problem entry window, you should enter a code and a short descriptive text. The code may contain up to five characters, and you may freely mix letters and numbers. The short descriptive text will appear in the 'Paste Special' window listing Standard Problems. There is also space for longer comments to be recorded. Click [Save] to save changes.

Stock Settings

Stock Settings: Inspect

Save

Main Location:

Service Location:

Paste Classification:

☐ Require Location
☒ Update Known Serial Number Register
☐ FIFO calculated automatically
☐ Automatic delivery for Service and Plain Items
☐ Automatic receiving for Service and Plain Items
☐ Invoices before delivery
☐ Automatically set Batch Serial Number on Delivery
☐ Allow Delivered Qty greater than Ordered
☐ No Serial No. on Goods Receipts
☐ Set Delivery and Stock Movement Date to Day of OK
☐ Don't Store Weighted Average per Location

Decrease Available on Deliveries

☒ Delivery is OKed
☐ When Delivery has been Created

Unit 2 Conversion Calculation

☒ Multiply by Coefficient
☐ Divide by Coefficient

Chronology in Stock

☒ None
☐ Per Location
☐ For all Locations

Over Delivery

☐ Allow
☒ Do Not Allow
☐ Always Deliver

As far as the Service Orders module is concerned, two options on this screen should be considered. Please refer to the 'Stock' manual for full details of the other options in this setting.

Update Known Serial Number Register

This option will be useful if the Items repaired by your business were probably also originally sold by you.

The Known Serial Number register is a list of Serial Numbers for Items sold by your company. If this option is switched on, this register will be updated whenever an Invoice is approved and will be made available to the Service Orders module. When such an Item is subsequently brought in for repair, this register will allow Hansa to determine whether it is still under warranty using the Invoice Date and the Warranty Months field on the 'Recipe' card of the Item screen.

The Known Serial Number register is updated when an Invoice is approved, not when a Delivery is issued. The warranty period begins with the Invoice Date, not the Delivery Date.

Service Location	Paste Special	Locations setting, Service Orders/Stock modules
-------------------------	----------------------	---

When receiving into service stock Items belonging to Customers which you are to repair (using the Service Stock Transaction register), they will be stored by default in the Location specified here.

The Service Order Register

All work carried out in the Service Orders module has its roots in the Service Order register. As soon as you accept a repair job, you should enter a record to this register showing the Items to be repaired and the work required. The job can be in-house or on the Customer's premises. From this Service Order record, you can sign the repair items in to service stock (in the case of an in-house repair), inform a technician of the work required, raise an Invoice for the work and finally sign the repair items out of service stock and hand them back to the Customer.

Service Orders can be entered directly to the Service Order register and generated automatically from Activities. The second option is controlled by the Activity Consequences setting in the CRM module: please refer to the 'CRM' manual for details.

In the Service Orders module, select 'Service Orders' from the Registers menu, or click the [Services] button in the Master Control panel.

The 'Service Orders: Browse' window is opened, showing Service Orders already entered.



The screenshot shows a window titled "Service Orders: Browse" with a toolbar containing buttons for "Operations", "New", "Duplicate", and "Search". Below the toolbar is a table with the following columns: No., WOrd, WS, Invd, Class, Cust., Name, Cust.Ord No., Order Date, and Plan Del. The table contains 9 rows of data, with the first row highlighted in grey.

No.	WOrd	WS	Invd	Class	Cust.	Name	Cust.Ord No.	Order Date	Plan Del
7000	✓	✓			001	Against All Odds Trading		15/6/2004	
7001	✓	✓			001	Against All Odds Trading		6/8/2004	
7002	✓	✓			002	New World Import/Export		17/9/2004	
7003	✓	✓			006	Estonian Export		20/9/2004	
7004	✓	-			007	Du Pont et cie		7/10/2004	
7005	✓	-	✓		003	Schmidt GmbH		15/11/2004	
7006	✓	-			004	Oslo Trading Co		30/11/2004	
7007	✓	✓			004	Oslo Trading Co		13/12/2004	20/12/2004
7008	✓	✓	✓		004	Oslo Trading Co		17/12/2004	27/12/2004

The WOrd column contains a "✓" if at least one Work Order has been created from a Service Order. The WS column is blank where no Work Sheets have been created from a Service Order, or shows "✓" where there is at least one approved Work Sheet and "-" when all Work Sheets are unapproved. The Invd column contains a "✓" if at least one Invoice has been created from a

Service Order or if a Service Order is not invoiceable (all Items are under Warranty or Contract).

As in all browse windows you may sort the transactions by each column by clicking on the headings. To reverse any sort, simply click once again on the column heading. You can also scroll the list with the scroll bars. Finally, you can search for a record by entering a keyword in the field in the top right-hand corner. Hansa will search for the first record matching the keyword in the same column as the selected sorting order.


Entering a Service Order

Hansa provides several shortcuts to simplify your work when entering Service Orders. 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, Order Classes etc.

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

The 'Service Order: New' window is opened, empty if you clicked [New] or containing a duplicate of the highlighted Service Order. In the case of the duplicate, the Order Date of the new Service Order will be the current date, not the date of the original Order.

Service Order: New

Operations  New Duplicate Cancel Save

No.: 7008 Name: Oslo Trading Co

Customer: 004

Date **Items** **Currency** **Comment** **Del Terms** **Inv. Address** **Del. Address**

Pay Terms: 30 Order Date: 17/12/2004

Our Ref: Planned Del:

Attn.: Cust. Ord. No.:

	Item	Qty	Serial No	Description	Item Type	No.
1	10110	1	9087VHG164	Amplifier	Warranty	
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						

☐ Completed Customer Purchase Price: Our Sales Price:

Since the amount of information stored about each Service Order will not fit on a single screen, the Service Order window has been divided into seven cards. At the top of each is the header. This contains the Service Order Number and the Customer Number and Name. There are seven named buttons ('tabs') in the header.

Date **Items** **Currency** **Comment** **Del Terms** **Inv. Address** **Del. Address**

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

Header

No.

Paste Special

Select from another Number Series

When creating a new Service Order, Hansa will enter the next unused number from the first number sequence entered in the Number Series - Service Orders 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 Service Order Number is assigned when the Service Order 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.	
	If the Item being repaired is one originally sold by your business, there is no need to enter a Customer Number. When the Item's Serial Number is entered to the Serial No. field on the first row of the grid, the Customer Number and Name (and Item Number and Name) are brought in automatically. They can be changed if the Item has been sold on.	
Name	The Customer Name is entered after you have entered the Customer Number.	
Date Card		
Pay Terms	Paste Special	Payment Terms setting, Sales/Purchase Ledger
	Default taken from	Customer (Sales Pay. Terms)
	Payment Terms entered here will be transferred to any Invoices raised from the Service Order. 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.	
Our Ref.	Use this field if you need to identify the Service Order by means other than the Order Number. It will be transferred to any Work Orders generated from this Service Order. A default will be taken from the Our Ref field on the 'Ser Nos' card of the Person record of the current user.	

Attn.	Paste Special	Contact Persons setting, Sales Ledger
	Default taken from	Customer
		Record here the name of your contact in the Customer company, for whose attention any paperwork is to be marked. It will be transferred to any Work Orders and Work Sheets generated from this Service Order.
Order Date	Paste Special	Choose date
		The current date according to the computer's clock is entered as a default.
Planned Del.	Paste Special	Choose date
		The date on which the Items on the Service Order are scheduled to be returned to the Customer. The format of this field is determined by the Planned Delivery setting. Available options are free text, date, week number or year-week (4 characters). The Planned Delivery is passed to the Deadline field of any Work Orders raised from the Service Orders, so that the technicians are aware of the date by which the Customer is expecting the return of his equipment.
Cust. Ord. No.		Record the Customer's Purchase Order Number here. It will be printed on all documentation associated with the Service Order.

Items Card

Service Order: Inspect

Operations   New Duplicate Cancel Save

No.: 7008 Name: Oslo Trading Co

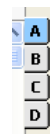
Customer: 004

Date Items Currency Comment Del Terms Inv. Address Del. Address

	Item	Qty	Serial No	Description	Item Type	No.
1	10110	1	9087VHG164	Amplifier	Warranty	
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						

☐ Completed Customer Purchase Price: Our Sales Price:

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



To add rows to a Service Order, 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. Rows cannot be removed once they have Work Order Numbers (flip B).

Flip A

Item	Paste Special	Item register
	<p>With the cursor in this field, enter the Item Number, Alternative Code or Bar Code for each Item on the Service Order (i.e. each Item brought in for repair). 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 documentation.</p> <p>If the Item being repaired is one originally sold by your company, there is no need to enter an Item Number. When the Item's Serial Number is entered to the Serial No. field (below), the Item Number and Name (and Customer Number and Name) will be brought in automatically from the Known Serial Number register.</p>	
Qty	Enter the number of units. Since all repair items are serial numbered, this will usually be one.	
Serial No	Paste Special	Serial Numbers of sold Items and of Repair Items (Known Serial Number register)
	<p>You must register a Serial Number for each Item on the Service Order.</p> <p>If the Item being repaired is one originally sold by your business, the Serial Number should be the first thing to be entered: this causes the Customer Number and Name and Item Number and Name to be brought in from the Known Serial Number register automatically. If the Serial Number is still under warranty, the Item Type field to the right will be changed accordingly. The Customer information can then be changed if the Item has been sold on. Note that the Serial No field is case-sensitive, so be sure to enter the correct combination of upper- and lower-case letters. If the Customer, Item and warranty information does not appear, this is one probable cause. The other probable cause is that the Known Serial Number register does not contain Customer and warranty information about the Items you have sold because you are not using the Update Known</p>	

Serial Number Register option in the Stock Settings setting.

If the Item is not one purchased from your company, simply enter the correct Serial Number.

The 'Paste Special' list shows the contents of the Known Serial Number register. This contains Serial Numbers previously used in the Service Stock Transaction register and, optionally, Serial Numbers of Items originally sold by your company. The 'Paste Special' list also features the 'Serial Number History' function on its Operations menu. You can use this function to view a full history of each Serial Number. Please refer to page 125 for a description of the Known Serial Number register.

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 have entered various translations of the Description on the 'Texts' card of the Item screen, the correct translation will be shown on printed documents determined by the Language of the Service Order (specified on the 'Del Terms' card).

Item Type

Paste Special Choices of possible entries

You can assign any one of five different Item Types to each Service Order Item. The Item Type determines how the repair work will be charged. This information is transferred to all Work Orders, Work Sheets and Work Sheet Transactions generated for this Service Order Item, but can be amended in any of those records individually. Any such amendments will override what has been entered in a Service Order row. The options are: -, Invoiceable, Warranty, Contract and Goodwill. These are used as follows—

- Use this option when you have not yet determined whether this Item is under warranty (perhaps the proof of warranty has not been produced yet).

	<p>You should change the Item Type from ‘-’ to the appropriate option before you create Work Orders and Work Sheets. The Item Type is transferred to Work Orders and Work Sheets, and if the Service Order and Work Sheet Item Types both remain ‘-’, you will not be able to approve the Work Sheet.</p>
Invoiceable	<p>The repair of this Item is to be invoiced.</p>
Warranty	<p>The repair of this Item is covered by warranty. In the case of an Item originally supplied by your company, once a Serial Number has been selected from the ‘Paste Special’ window, Hansa determines whether it is still under warranty using the Invoice Date and the Warranty Months field on the ‘Recipe’ card of the Item screen. If it is, the Item Type is changed to Warranty automatically.</p>
Contract	<p>The repair of this Item is covered by a service contract (entered in the Contract register in the Contracts module). In this case, the Service Order cannot be saved until a Contract Code has been entered on flip D. If a valid Contract Code is entered on flip D, the Item Type is changed to Contract automatically.</p>
Goodwill	<p>The repair of this Item is not to be invoiced, but the Item is not covered by warranty or Contract.</p>
No.	<p>Use this field if you want to create separate Work Orders for the various Items on the Service Order. Do this by assigning a different arbitrary number to each row before selecting ‘Create Work Orders’ from the Operations menu. For example, if there are seven Items on a particular Service Order, enter “1” in the first two rows and “2” in the other five rows to create two separate Work Orders.</p> <p>If you leave this field blank in every row, a single Work Order will be created featuring all Items.</p>

Flip B

Std. Problem	<p>Paste Special</p> <p>Standard Problems setting, Service Orders module</p> <p>Enter a Standard Problem code to identify the repair work required. Try to classify all the problems you encounter.</p> <p>Standard Problem information will be copied to flip C of any Work Orders generated from this Service Order. Work Orders are essentially instructions to technicians to carry out servicing work. The basic nature of the work required should be specified here, and further details should be entered on the 'Comment' card. Both will be copied to all Work Orders.</p>
Work Order	<p>When this Item has been included on a Work Order using the 'Create Work Orders' function on the Operations menu or the 'Create Work Orders' Maintenance function, the Work Order Number will be shown here.</p> <p>If you wish to prevent a particular row being included on a Work Order, enter some text to this field before selecting the 'Create Work Orders' Operations menu function.</p> <p>Rows with a Work Order Number cannot be removed from a Service Order.</p>
Invoiced	<p>This field records the number of Items that have been invoiced in servicing this repair item. For example, where two spare parts and one hour's labour have been invoiced, this field will show "3". Each Service Order row can give rise to an unlimited number of Work Sheets and this figure is the sum of the Work Sheets' Invoiced fields (flip B). It therefore takes into account both approved and unapproved Invoices.</p> <p>This field is updated by Hansa and cannot be changed.</p> <p>Invoices are raised using the 'Create Invoice' function on the Operations menu (described below on page 65).</p>
Ship Date	<p>Record here the date the repair item was returned to the Customer.</p>

Flip C

Cost of Repair	This field records the total cost of the repair (i.e. the amount to be charged to the Customer). It is updated by Hansa whenever a Work Sheet Transaction is created, irrespective of whether the repair is a chargeable one, and should not be changed.
Max Cost	If a maximum cost is specified by the Customer, it can be recorded here. It will be copied to any Work Orders featuring this Item so that the technician is aware of the cost restriction.

Flip D

Contract	Paste Special	Contract register, Contracts module
<p>If the repair to be undertaken is covered by a Contract, enter its Contract Code here. If the Item Type on flip A has been set to Contract, a Contract Code must be entered before the Service Order can be saved. On the other hand, specifying a valid Contract will cause the Item Type to be changed to Contract automatically (in this context, a Contract without an End Date will not be treated as valid). Hansa will check that the specified Contract is in the name of the correct Customer.</p> <p>Invoices will not be raised for Service Order Items where a valid Contract has been specified.</p>		

Footer

Completed	<p>When all work on a Service Order has been finished and the Items concerned have been returned to the Customer, the Service Order should be marked as Completed. Such Service Orders can be included or excluded from reports.</p> <p>All Work Orders must be marked as Finished or Cancelled before a Service Order can be marked as Completed. New Work Orders cannot be created from Completed Service Orders.</p>
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Currency Card

Date	Items	Currency	Comment	Del Terms	Inv. Address	Del. Address
Currency: <input type="text" value="EUR"/> Rate: <input type="text"/> :: <input type="text"/> Base Currency 1						
Base Currency 1: <input type="text" value="0.63"/> :: <input type="text"/> Base Currency 2						
Base Currency 2: <input type="text" value="1"/>						

Currency

Paste Special

Currency register, System module

Default taken from

Customer (Sales Currency) or Default Base Currency

The Currency of the Service Order is shown together with the exchange rate which can be modified only for this particular Service Order if necessary. This Currency and exchange rate are not used in the Service Order itself, but they will be copied to all Work Orders, Work Sheets and Invoices created from the Service Order. In the Work Sheets, prices of labour and spare parts will be converted to this Currency using the specified exchange rate. Therefore, take care to ensure that the correct Currency and Exchange Rate are shown before creating a Work Order and Work Sheet, so that prices in the Work Sheet are converted correctly. 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).

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 creating Work Orders and Work Sheets 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 Order 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.

Date	Items	Currency	Comment	Del Terms	Inv. Address	Del. Address
<div> <div> Currency: JPY </div> <div> Rate: 122.15 :: 1 </div> <div> Base Currency 1 </div> </div> <div> <div> Base Currency 1: </div> <div> :: </div> <div> Base Currency 2 </div> </div> <div> <div> Base Currency 2: </div> </div>						

For further examples, please refer to the 'Currency' manual.

Comment Card

Date	Items	Currency	Comment	Del Terms	Inv. Address	Del. Address
Comment: Left-hand channel is silent						

Comment

Default taken from Customer

Record here any comment about this Service Order: the comment will not be transferred to Invoices. The default is taken from the Order Comment field of the Customer record.

Together with the Standard Problem ('Items' card, flip B), the Comment is copied to all Work Orders and Service Stock Transactions generated from this Service Order, so it should be used to record detailed notes about the work that is to be carried out.

Further comments and notes can be made about individual Serial Numbered Items in the Serial Number Text setting (described above on page 38). Such comments will appear in the Service Order Status report, obtainable using the function of that name on the Operations menu.

Del Terms Card

Date	Items	Currency	Comment	Del Terms	Inv. Address	Del. Address
Del. Terms:		Del. Mode:		Order Class:		
Language:		Invoice To:		Salesman:	FF	
VAT No.:		Object:				
Price List:						

Del. Terms

Paste Special

Delivery Terms setting, Sales Orders module

Default taken from Customer (Sales Del. Terms)

Specify the Delivery Terms for this Service Order 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 Service Order (below) will therefore determine the translation to be printed on any Delivery Notes produced from the Order.

Language**Paste Special**

Languages setting, System module

Default taken from

Customer

The Language Code determines the text to be transferred from various 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 Service Order, 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 Service Order document, as described in the 'Work Area' chapter in the 'Introduction to HansaWorld Enterprise' manual. You can change the Language before printing the Service Order, to ensure it is printed on the correct printer or fax machine.

VAT No.**Default taken from**

Customer

The Customer's VAT registration number. It is important that this field contains a value if the Customer is in the "Within EU" Zone as this information is then required for EU VAT reporting purposes.

Price List**Paste Special**

Price List register, Pricing module

Default taken from

Customer or Customer Category

The Price List specified here will be copied to all Work Sheets related to this Service Order. There it will determine the pricing of labour and spare parts to be charged to the Customer.

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 Order. Examples might be Post or Courier, or might specify the name of the courier that you will use to supply the goods on the Order.	
	For each Delivery Mode record you can specify an appropriate description in different Languages: the Language for the Service Order (above) will therefore determine the translation to be printed on any paperwork produced from the Service Order.	
Invoice To	Paste Special	Customers in Customer register
	Default taken from	Customer
	If any Invoices arising from this Service Order are to be sent to another company, such as a leasing company or a parent company, enter the Customer Number for that company here. That company must have their own record in the Customer register. The default is taken from the Invoice To field on the 'Terms' card of the Customer record.	
Object	Paste Special	Object register, Nominal Ledger/System module
	Default taken from	Customer
	You can assign up to 20 Objects, separated by commas, to a Service Order 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.	
	The Objects specified here will be copied to the Object field on the 'Terms' card of all Invoices raised from this Service Order. In any Nominal Ledger Transactions generated from those Invoices, these Objects will be assigned to the credit posting to the Sales Account, to the debit posting to the Cost Account (if you are using cost accounting) and to the debit posting to the Debtor Account (if you are using the Objects on Debtor Account option in the Account Usage S/L setting).	

The Objects specified here will also be copied to the Objects field on the 'Contact' card of all Work Sheets created from this Service Order. In any Nominal Ledger Transactions generated from those Work Sheets, these Objects will be assigned to the debit posting to the Stock Cost Account.

Order Class	Paste Special	Order Classes setting, Service Orders/Sales Orders modules
		Enter the Order Class for the Service Order (if any). Order Classes permit the analysis of Service Orders for reporting or prioritising.
Salesman	Paste Special	Person register, System module
	Default taken from	Customer or current user
		Enter the initials of the Salesman responsible for the Service Order here. These initials will appear in the Person field in any Activities generated from the Service Order using the 'Create Activity' Operations menu function.

Inv. Address Card

Date	Items	Currency	Comment	Del Terms	Inv. Address	Del. Address
Invoice To:						
Address:						
Phone: 00 47 12 34 56 78						
Fax:						
<div> Zone <input type="radio"/> Domestic <input type="radio"/> Inside EU <input type="radio"/> Inside EU (Book VAT) <input checked="" type="radio"/> Outside EU <input type="radio"/> Outside EU (Book VAT) </div>						

Invoice to Address Default taken from	Customer
Used as default in	Invoices

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

Phone, Fax**Default taken from** Customer

The Customer's telephone and fax numbers, as entered on the 'Contact' 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. The setting cannot be changed for an individual Service Order: any change should be made in the Customer register before entering Service Orders.

Del. Address Card

Date	Items	Currency	Comment	Del Terms	Inv. Address	Del. Address
Delivery: <input type="text"/>						
Address: <input type="text"/>						
<input type="text"/>						
<input type="text"/>						
<input type="text"/>						
<input type="text"/>						

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.

Printing Service Orders

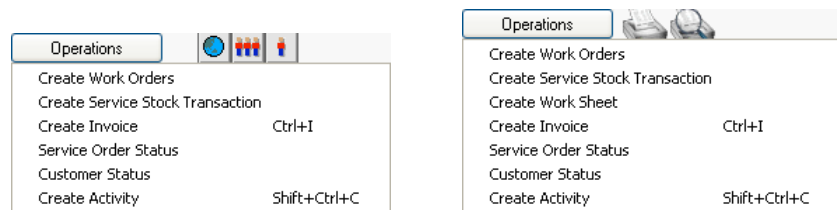
It can be necessary to print Service Orders, perhaps for the purpose of confirmation or acknowledgement, or to gain an authorisation signature. There are two ways to print a Service Order.

1. While entering or inspecting a Service Order, 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 'Service Orders' in the 'Documents' list window, or highlight it and press the Enter key. Indicate the Service Order Number (or range of Order 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 sales order and name it “SERVICE_ORDER”. Use the ‘Properties’ function on the Operations menu to assign a Document Type of “Service Order”. A sample “SERVICE_ORDER” 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 Service Orders 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 ‘Service Orders’.
4. Select ‘Define Document’ from the Operations menu.
5. In the subsequent window, enter “SERVICE_ORDER” 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 Service Order Form definition. From now on, the order form that you have designed will be used, from the ‘Documents’ function and from the Printer icon.

Operations Menu



The Operations menus for the Service Order register are shown above. On the left is that for the ‘Service Orders: Browse’ window: highlight a Service Order in the list and then choose a function from the menu. If you have highlighted more than one record in the list, the function will only affect the first highlighted Service Order. On the right is the Operations menu for the ‘Service Order: New’ and ‘Service Order: Inspect’ windows.

Create Work Orders

The Work Order register is the mechanism by which your company’s technicians are informed of the work that is to be done. You should create

Work Orders from Service Orders using this function. For the function to have any effect, you must first save all changes to the Service Order.

You can create a single Work Order for the entire Service Order, or you can create several Work Orders. This is controlled using the No. field on flip A of the 'Items' card. If the No. field is left blank in all Service Order rows, a single Work Order will be created. If you have assigned a different arbitrary number to each row, separate Work Orders will be created for each row. For example, if there are seven Items on a particular Service Order, enter "1" in the first two rows and "2" in the other five rows to create two separate Work Orders.

When you select the function, the following window appears. This is the same window as that used by the 'Create Work Orders' Maintenance function (used to create Work Orders from Service Orders in batches and described below on page 133); only two of its fields are used in this context (but ensure that the chosen Period includes the Service Order Date).

Assign to Serviceman

Paste Special

Person register, System module

Enter the initials of the technician that has been assigned to this job. The Work Order(s) will be created in their name: this will be visible in the 'Work Orders: Browse' window so they will quickly realise that it is there.

Only Include Rows With No

If you have entered separate arbitrary values to the No. field on flip A of the 'Items' card of the Service Order, separate Work Orders will be created for each Service Order row. If you only want a Work Order to be created for rows with a particular No., enter that No. here.

Click the [Run] button to create the Work Orders. They are saved in the Work Order register, but are not opened for inspection (there may be more than one). The appropriate Work Order Number will appear in the Work

Order field on the Service Order ('Items' card, flip B). Once a Service Order row has a Work Order Number, that row cannot be removed, and no further Work Orders will be created for that row.

If the function does not create any Work Orders, the probable causes are—

1. The Service Order Date does not fall within the Period specified in the 'Create Work Orders' window.
2. The Service Order has been marked as Completed.
3. All rows in the Service Order already have a Work Order Number (flip B).
4. There is no valid record in the Number Series - Work Orders setting. This problem will usually occur at the beginning of a new year.



The Work Order register is fully described below on page 72.

Create Service Stock Transaction

When you first enter a Service Order, use this function to create a Service Stock Transaction (a record in the Service Stock Transaction register) signifying that the Items on the Service Order have been signed in to service stock (i.e. in to your workshop) and are now your company's responsibility. You can create further Service Stock Transactions as appropriate at some time during the life of the Service Order (either using this function or through direct entry to the Service Stock Transaction register) when repair items are returned to their manufacturer for repair or exchange, when they are received back from the manufacturer and, finally, when they are returned to the Customer.

To enter a Service Stock Transaction from a Service Order, select 'Create Service Stock Transaction' from the Operations menu. For the function to have any effect, you must first save all changes to the Service Order (use the [Save] button). A new record in the Service Stock Transaction register is created. It is opened in a new window, entitled 'Service Stock Transaction: Inspect', which means that it has been created and saved and is being opened for amendment and approval.

Service Stock Transaction: Update

Operations   New Duplicate Cancel Save

No.: 11 Name:

Employee: Service Order No.: 7008

Date Items Comment

Date: 17/12/2004 Attn.:

Customer: 004 Name: Oslo Trading Co

	Item	In Qty	Out Qty	Description	Unit Cost	Unit Price	
1	10110			Amplifier	105	1,837.68	A
2							B
3							C
4							D
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							

☐ OK Cost Value: Sales Value:

If you wish to change the Service Stock Transaction, you should do so now before it is approved. In particular, it may be necessary to specify an Employee. By default, the Transaction will show all the repair items on the parent Service Order: if appropriate, you can remove some of these items from the grid.

There will be no default In or Out Quantity, so you must specify one of these before you can approve the record. For example, if the Transaction represents the entry of a repair item to your workshop, you should specify an In Quantity. If it represents a movement out of service stock (i.e. the repair items are being returned to the Customer), you should specify an Out Quantity.

You should also raise a Service Stock Transaction when it is necessary to send a repair item back to a Supplier or manufacturer for repair or exchange. Such a Transaction should feature an Out Quantity and a Supplier on flip D. You should raise a further Transaction when the repair item is received back from the Supplier: this will have an In Quantity and a Supplier on flip D.

Approve Service Stock Transactions by checking the OK box and saving. Levels of service stock (i.e. the record of repair items in your workshop) will

be amended and the Transaction will no longer be modifiable. In the case of Transactions with an Out Quantity and a Supplier on flip D, a record will be created in the Replaced Items setting, allowing you to keep track of such items.

To close the screen and return to the Service Order, click the close box. You will be asked if you want to save any changes.

If the function does not create a Service Stock Transaction, the probable cause is that there is no valid record in the Number Series - Service Stock Transactions setting. This problem will usually occur at the beginning of a new year.



The Service Stock Transaction register is fully described below on page 104.

Create Invoice

To raise an Invoice from a Service Order, select 'Create Invoice' from the Operations menu. For the function to have any effect, you must first save all changes to the Service Order (use the [Save] button), and there must be at least one invoiceable Work Sheet Transaction (described below on page 115).

The function finds all invoiceable records in the Work Sheet Transaction register (i.e. those applying to the Service Order on screen which are of the Invoiceable Type and which are without an Invoice Number) and creates from them a new record in the Invoice register (in the Sales Ledger). This 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.

Invoice: Inspect

Operations   New Duplicate Cancel Save

No.: 970163 Name: Schmidt GmbH
 Customer: 003

Terms Items Currency Delivery Identifiers Inv. Address Del. Address

Inv. Date: 12/11/2004 Our Ref.: Salesman: FF
 Pay. Terms: 30 Attn.:
 Due Date: 12/12/2004 Object:
 Trans. Date: 12/11/2004 Official Ser. No.:

Item	Qty	Description	Unit Price	%	Sum
1	10111	1 Labour	60.61		60.61
2	SPA001	1 Capacitor (1000 micro Farad)	37.88		37.88
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					

Currency: EUR Freight: VAT: 0.00 Sub-Total: 98.49
☐ OK Ext. Tax: 0.00 Base: 65.00 TOTAL: 98.49

If you wish to change the Invoice, you should do so before it is approved. However, such changes will not be fed back to the Service Order. If you would like this to happen, modify the Work Sheet Transactions from which the Invoice will be generated before creating the Invoice.

To print an Invoice, click the Printer icon. If the Invoice has not been approved, the printed Invoice will be marked as a test print, so that it cannot be confused with the final version of the Invoice.

When the Invoice is complete, click the OK check box. This signifies that the Invoice has been approved. When you save the Invoice, associated transactions in the Nominal Ledger will be raised and you will no longer be able to modify the Invoice. The Invoice Number will be copied back to the Work Sheet Transactions from which the Invoice was generated, and the Invoiced fields (showing invoiced quantity) on flip B of the Service Order and flip B of the Work Sheets will be updated accordingly.

To close the screen and return to the Service Order, click the close box. You will be asked if you want to save any changes.

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

1. There are no Work Sheet Transactions awaiting invoicing, or they are of Warranty or Contract Status.
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.

If you create an Invoice by mistake using this function, you can delete it using this procedure—

1. Set the value of the Invoice to zero. Do this by removing every row from the Invoice or by changing all quantities to zero.
2. Delete the Invoice using the 'Delete' command on the Record menu.
3. Run the 'Recalculate Invoiced' Maintenance function for the Service Order in question to reset the Invoiced figure in the Service Order. This function is described below on page 135.

For full descriptions of the Invoice screen and of printing and approving Invoices, please refer to the 'Sales Ledger' manual.

Service Order Status

This produces a report summarising all aspects of the current Service Order. Please refer to the description of the Service Order Status report below on page 146 for full details.

Customer Status

The 'Customer Status' function provides a short cut to the Customer Status report, otherwise available in a less detailed form in the Sales Ledger. This report lists previous Invoices and Receipts for the Customer whose Service Order is open. It also shows total turnover and amount due figures.

Activities and Contracts for the Customer can also be shown, if the CRM and Contracts modules are present. To include this information in the report use the Customer Status Report setting: different users can have different report definitions. This additional information will not be shown if the report is produced from the 'Reports' function in the Sales Ledger.

Create Activity

Use this function to create records in the Activity register in the System module. This can be useful if it is necessary, for example, to schedule a call to the Customer regarding the Service Order.

When you use the function from the 'Service Orders: Browse' window, separate unapproved records are created in the Activity register for each Service Order highlighted. These are saved in the Activity register, but are not opened for checking or amendment.

When you use the function from the 'Service Order: New' and 'Service Order: Inspect' windows, the following screen appears, by which a new Activity record can be created—

Activity: Inspect

Operations New Duplicate Cancel Save

Text: Left-hand channel is silent

Type: Done

Time Task Type Symbol Customer Project Service Text Persons User values

Start Time: **End Time:** **Cost (Time):** **Start Date:** 27/12/2004 **End Date:** 27/12/2004

Task Type
☐ Calendar
☒ To Do
☐ Timed To Do

Calendar
☐ Time
☐ Profile
☒ Don't Show

Symbol
☐ Call
☐ Meeting
☐ Deskwork
☒ Other

Customer: 004
Name: Oslo Trading Co
Contact:
Phone: 00 47 12 34 56 78
Result:

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 Customer Number, Name and Phone Number are brought in automatically to the fields on the 'Project' card. No default Activity Type will be offered. The Task Type of the new Activity will be To Do and the Symbol will be Other. The Start Date of the Activity will be the Planned Delivery Date of the

Service Order or, if that is blank, the Service Order Date. The Person will be the Salesman from the Service Order, while the initials of the current user will appear in the Cc field. The Comment from the 'Comment' card of the Service Order is shown in the Text field in the header of the Activity.

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 Service Order window.

The Service Order and the Activity will remain connected to each other through the Attachments facility. This allows you to open the Service Order quickly and easily when reviewing the Activity, or to open the Activity from the Service Order. When viewing the Activity or Service Order, 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 Service Order does not have to be saved before creating an Activity.



Please refer to the 'CRM' manual for full details of the 'Activity: Inspect' window.

Create Work Sheet

The Work Sheet is the mechanism by which the time spent and the spare parts used in a repair are registered against a Service Order. You can enter Work Sheets directly to the Work Sheet register or you can generate them from a Work Order or a Service Order. It will be more usual for the Person carrying out the repair work to create Work Sheets from Work Orders in order to record the spare parts and the labour that they used. However, there may be occasions when it will be necessary to create Work Sheets directly from Service Orders, bypassing the Work Order. If so, use this function.

When you select this function, a new record is created in the Work Sheet register and is opened immediately in a window entitled 'Work Sheet: Inspect'. This means that it has been created and saved and is being opened for amendment and approval.

Work Sheet: Inspect

Operations   New Duplicate Cancel Save

No.: 17 Work Order No.: SVO No.: 7008

Employee: FF Name: Francoise French

Location: ☐ Reserved

Date Items Currency Contact Comment

Date: 13/11/2004 Attn:

Customer: 004 Name: Oslo Trading Co

Item	Qty	Description	Unit Price	%	Sum
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

☐ OK VAT: Sum: TOTAL:

The Customer information is already completed, taken from the Service Order, and the current user's initials will be placed in the Employee field. You should then add Items for labour and any spare parts that you have used to complete the repair.

On flip B, you should relate each Work Sheet row to the item of equipment being repaired (known as the "Main" item), i.e. to an item on the Service Order. If there is only one item on the Service Order, this will happen automatically. Otherwise, you should do this by specifying the Serial Number of the Main Item in the Main Serial No field. You can use 'Paste Special' to open a selection list showing the Serial Numbers of Main Items on the Service Order. Once you have done this, the Item Type (warranty status or otherwise) will be brought in automatically, but you can change it for this Work Sheet.

When you approve and save the Work Sheet, Work Sheet Transaction records will be created (one for each Work Sheet row). These will be used to create Invoices for the time spent and spare parts used. Stock levels of any Stocked Items (i.e. spare parts) will be amended. If you have determined using the Sub Systems setting in the Nominal Ledger that cost accounting

transactions are to be created from Work Sheets (i.e. you are maintaining a stock value in the Nominal Ledger), a stock Transaction in the Nominal Ledger will also be raised if any Stocked Items have been used in the Work Sheet.

You can create Work Sheets in advance of the work being carried out. In this case, it may be that the spare parts specified on the Work Sheet are not in stock. In this circumstance, you should not create the Work Sheet from the Service Order but instead you should do so from the Work Order. The Operations menu of the Work Order has a 'Create Purchase Order' function that you can use to order parts that are not currently in stock. This function will ignore Work Sheets that are not linked to the Work Order.

There is no limit to the number of Work Sheets that can be created from a particular Service Order, but Work Sheets cannot be created from Service Orders that have been marked as Completed. Also, the function will not create a Work Sheet if there is no valid record in the Number Series - Work Sheets setting. This problem will usually occur at the beginning of a new year.

For a full description of the Work Sheet register, please refer to the section describing that register below on page 86.

The Work Order Register

The Work Order register is the mechanism by which the company's technicians are informed of the work that is to be done. Work Orders are created from Service Orders and show the repair items (the items to be repaired), the deadline and maximum repair cost (if specified). The nature of the work to be carried out should also be shown.

A Work Order is always connected to a Service Order. Hansa allows full flexibility regarding the distribution of Service Order items across Work Orders: all repair items can be on a single Work Order, or they can be all on separate Work Orders, allocated to different technicians.

Once the work described in a Work Order has been carried out, the technician creates a Work Sheet from the Order, recording the time spent and the spare parts used.

Entering a Work Order

You can create Work Orders in two ways—

1. With a Service Order open or highlighted in the 'Service Orders: Browse' window, select the 'Create Work Orders' command from the Operations menu. This creates an appropriate number of new Work Orders. For the command to have any effect, all changes to the Service Order must first have been saved (use the [Save] button).
2. You can create Work Orders in batches using the 'Create Work Orders' Maintenance function. This is described below on page 133.

Work Orders cannot be entered directly to the Work Order register.

Open the Work Order register by clicking the [Work Orders] button in the Master Control panel or by selecting 'Work Orders' from the Registers menu. The 'Work Orders: Browse' window is opened, showing Work Orders already entered.



No.	Date	Status	S.Ord.	Empl/Cust.	Name	Cust.Ord No.	Deadline
1	15/6/2004		7000	JM 001	Against All Odds Trac		22/6/2004
2	6/8/2004		7001	AM 001	Against All Odds Trac		13/8/2004
3	17/9/2004		7002	NB 002	New World Import/E:		24/9/2004
4	20/9/2004		7003	IP 006	Estonian Export		27/9/2004
5	20/9/2004		7003	FF 006	Estonian Export		27/9/2004
6	7/10/2004		7004	IP 007	Du Pont et cie		14/10/2004
7	7/10/2004		7004	FF 007	Du Pont et cie		14/10/2004
8	15/11/2004		7005	IP 003	Schmidt GmbH		22/11/2004
9	15/11/2004		7005	FF 003	Schmidt GmbH		22/11/2004

Work Orders are normally shown in number order. For each is shown the Work Order Number, the Date, the Status, Number of the Service Order from which it was created, the employee responsible for the work, the Customer Number and Name and the date by which the work is/was to be carried out. As in all Hansa browse windows, you can re-sort the list by clicking on a column heading and search for particular records.

The Status column is blank for Issued Work Orders or shows “√” for Finished Work Orders, “+” for Started Work Orders and “-” for Cancelled Work Orders. This Status can be set for each Work Order using the options on the ‘Date’ card of the Work Order screen.

Double-click on a record in the list to view it. Remember that only certain fields can be changed, and that you cannot enter new records directly. They must be generated from the Service Order register.

Work Order: Inspect

Operations   New Duplicate Cancel Save

No.: 13 Service Order No.: 7008
 Customer: 004 Name: Oslo Trading Co
 Date: 17/12/2004

Date **Items** **Currency** **Contact** **Comment**

Status
☒ Issued
☐ Cancelled
☐ Started
☐ Finished

Our Ref:
 Attn:
 Employee: IP
 Name: Ingrid Peterson

	Item	Qty	Serial No	Description	Item Type	Planned Time
1	10110	1	9087VHG164	Amplifier	Warranty	
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						

Deadline: 27/12/2004 Planned Time:

Since the amount of information stored about each Work Order will not fit on a single screen, the Work Order window has been divided into five cards. At the top of each is the header. This contains the Work Order Number, the Service Order Number, the Date and the Customer Number and Name. There are five named buttons ('tabs') in the header.

Date **Items** **Currency** **Contact** **Comment**

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

Header

No. The Work Order Number is generated automatically and should not be changed.

Service Order No. The number of the Service Order from which the Work Order was generated. This field cannot be changed.

Customer, Name The Customer Number and Name are taken from the Service Order and should not be changed.

Date **Paste Special** Choose date
The date when the Work Order was created.

Date Card

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

Issued When a Work Order is created from a Service Order, it is marked as Issued.

Cancelled In the case where a Work Order was raised in error or the Customer cancels the job before work has started, you should change the Status of the Work Order to Cancelled to signify that no work should be carried out. A Work Order that has been Started cannot be cancelled.

Started As soon as work starts, the Status of the Work Order should be changed to Started. This will happen automatically when the first Work Sheet is created.

Finished When work has finished and the final Work Sheet has been created, you should change the Status of the Work Order to Finished.

Work Sheets and Activities cannot be created from Work Orders that have been marked as Cancelled or Finished.

All Work Orders must be marked as Cancelled or Finished before the parent Service Order can be marked as Completed.

Our Ref Use this field if you need to identify the Work Order by means other than the Order Number. The default will be taken from the Service Order.

Attn.**Paste Special**

Contact Persons setting, Sales Ledger

Default taken from

Service Order

Record here the name of your contact in the Customer company, for whose attention any paperwork is to be marked. It will be transferred to any Work Sheets generated from this Work Order.

Employee**Paste Special**

Person register, System module



The initials of the Person responsible for this Work Order appear here and their name appears in the Name field below. This will be determined when the Work Order is generated from the Service Order, but can be changed if necessary.

Name

The name of the Person responsible for this Work Order.

Items Card

Work Order: Inspect

Operations   New Duplicate Cancel Save

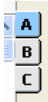
No.: 13 Service Order No.: 7008
 Customer: 004 Name: Oslo Trading Co
 Date: 17/12/2004

Date Items Currency Contact Comment

	Item	Qty	Serial No	Description	Item Type	Planned Time
1	10110	1	9087VHG164	Amplifier	Warranty	
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						

Deadline: 27/12/2004 Planned Time:

The 'Items' card lists the Items on the Work Order. These are the Items that are to be repaired, and are determined by the operator when generating the Work Order from the Service Order. They are shown in a grid that is divided into three horizontal flips. When you click on a flip tab (marked A-C), the two or three right-hand columns are replaced.



Many of the fields in the grid have their values determined in the Service Order from which the Work Order was created. These fields have the same role as in the Service Order register: please refer to the section describing that register above on page 43 for full descriptions. Except as described below, these fields should not be changed.

Flip A

Item Type	Paste Special	Choices of possible entries
	The Item Type signifies whether the work to be carried out is chargeable, under warranty or under contract, or is not chargeable for reasons of goodwill. It is determined by the Item Type of the parent row in the Service Order but can be changed if necessary. Work Sheets and Work Sheet Transactions arising from the Work Order will be affected by such a change, which might be appropriate if proof of warranty is produced after the Service Order and Work Order have been entered, or if a warranty claim turns out to be spurious.	
	Use the Item Type '-' when it has not been established whether the repair is chargeable.	
Planned Time	You can use this field to record an estimate of the length of time needed to repair this Work Order Item, or to schedule the repair.	

Footer

Deadline	Record here the latest time by which the repair should be completed. The default is taken from the Planned Delivery field on the Service Orders screen. The Deadline is shown in the 'Work Orders: Browse' window to aid the prioritisation of jobs.
----------	--

Planned Time

This field can be used to record an estimate of the length of time needed to complete the entire Work Order. A separate Planned Time field is available on flip A that can be used to divide this overall time amongst the separate Work Order Items.

Currency Card

Date	Items	Currency	Contact	Comment
Currency:	NOK	Rate:	12.2512 :: 1	Base Currency 1
Base Currency 1:	0.66			Base Currency 2
Base Currency 2:	1			

The Currency and exchange rates on the 'Currency' card are copied from the Service Order, and can't be changed. They will be copied to any Work Sheets generated from the Work Order, where they will be used in pricing spare parts and labour.

Contact Card

Date	Items	Currency	Contact	Comment
Phone:	00 47 12 34 56 78	Fax:		
VAT No.:		Invoice To:		

Phone, Fax

Default taken from Service Order

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

VAT No.

Default taken from Service Order

The Customer's VAT registration number. It is important that this field contains a value if the Customer is in the "Within EU" Zone as this information is then required for EU VAT reporting purposes.

Invoice To

If any Invoices arising from this Work Order are to be sent to a company other than the Customer (e.g. a leasing company or a parent company), the Customer Number for that company will appear here, copied from the Service Order. This is for information purposes only: if you want to change the company that is to receive the Invoice, do so in the Service Order.

Comment Card

Date	Items	Currency	Contact	Comment
Comment: Left-hand channel is silent				

Comment

Default taken from

Service Order

Record here any comment about this Work Order: the comment will not be transferred to Invoices.

Any Comment entered on the 'Comment' card of the Service Order will appear here: this field is therefore the main mechanism by which technicians will be informed about the work they are to carry out.

Printing Work Orders

It is often necessary to print Work Orders, perhaps because a paper system is used to instruct technicians about the work to be carried out. There are two ways to print a Work Order.

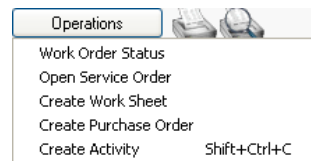
1. While entering or inspecting a Work Order, click the Printer icon in the Button Bar or select 'Print' from the File menu. If you want to print to screen, click the Preview icon.
2. Click the [Documents] button in the Master Control panel or select 'Documents' from the File menu. Double-click 'Work Orders' in the 'Documents' list window or highlight it and press the Enter key. Indicate the Work Order Number (or range of Work Order 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 sales order and name it "WORK_ORDER". Use the 'Properties' function on the Operations menu to assign a Document Type of "Work Order". A sample "WORK_ORDER" 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 Service Orders 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 'Work Orders'.
4. Select 'Define Document' from the Operations menu.
5. In the subsequent window, enter "WORK_ORDER" 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 Work Order Form definition. From now on, the order form that you have designed will be used, from the 'Documents' function and from the Printer icon.

Operations Menu



The Operations menu shown above is available from the 'Work Order: New' and 'Work Order: Inspect' windows. There is no Operations menu for the 'Work Orders: Browse' window.

Work Order Status

This produces a report summarising all aspects of the current Work Order.

Open Service Order

On selecting this function, the parent Service Order will be opened in a new window.

Create Work Sheet

The Work Sheet is the mechanism by which the time spent and the spare parts used in a repair are registered against a Service Order. You can enter Work Sheets directly to the Work Sheet register or you can generate them from Work Orders using this function. This second method makes it easy to create the link back from the Work Sheet to the Work Order, a link that is essential for the efficient invoicing of the repair.

When you select this function, a new record is created in the Work Sheet register and is opened immediately in a window entitled 'Work Sheet:

Inspect'. This means that it has been created and saved and is being opened for amendment and approval.

Work Sheet: Inspect

Operations New Duplicate Cancel Save

No.: 15 Work Order No.: 13 SYO No.: 7008

Employee: IP Name: Ingrid Peterson

Location: ☐ Reserved

Date Items Currency Contact Comment

Date: 17/12/2004 Attn:

Customer: 004 Name: Oslo Trading Co

Item	Qty	Description	Unit Price	%	Sum
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

☐ OK VAT: Sum: TOTAL:

The Employee and Customer information is already completed, taken from the Work Order. You should then add Items for labour and any spare parts that you have used to complete the repair.

On flip B, you should relate each Work Sheet row to the item of equipment being repaired (known as the “Main” item), i.e. to an item on the Work Order. If there is only one item on the Work Order, this will happen automatically. Otherwise, you should do this by specifying the Serial Number of the Main Item in the Main Serial No field. You can use ‘Paste Special’ to open a selection list showing the Serial Numbers of Main Items on the Work Order. Once this is done, the Item Type (warranty status or otherwise) is brought in automatically, but can be changed for this Work Sheet.

When you approve and save the Work Sheet, Work Sheet Transaction records will be created (one for each Work Sheet row). These will be used to create Invoices for the time spent and spare parts used. Stock levels of any Stocked Items (i.e. spare parts) will be amended. If you have determined

using the Sub Systems setting in the Nominal Ledger that cost accounting transactions are to be created from Work Sheets (i.e. you are maintaining a stock value in the Nominal Ledger), a stock Transaction in the Nominal Ledger will also be raised if any Stocked Items have been used in the Work Sheet.

You can create Work Sheets in advance of the work being carried out. In this case, it may be that the spare parts specified on the Work Sheet are not in stock. In this circumstance, you should not approve the Work Sheet immediately, because of the consequences on stock levels described in the previous paragraph. Instead, you should raise a Purchase Order for the spare parts required using the 'Create Purchase Order' function on the Operations menu of the Work Order. This is described below.

There is no limit to the number of Work Sheets that can be created from a particular Work Order, but Work Sheets cannot be created from Work Orders that have been marked as Cancelled or Finished. Also, the function will not create a Work Sheet if there is no valid record in the Number Series - Work Sheets setting. This problem will usually occur at the beginning of a new year.

For a full description of the Work Sheet register, please refer to the section describing that register below on page 86.

Create Purchase Order

Use this function to create a Purchase Order for any spare parts required to complete a repair (i.e. for Stocked Items on Work Sheets that cannot be supplied from stock).

For the function to create a Purchase Order successfully, the following conditions must be met—

1. All changes to the Work Order must be saved (use the [Save] button).
2. The Work Order must have at least one related unapproved Work Sheet on which a Stocked Item has been used of which there is insufficient stock.
3. Finally, the function will not create a Purchase Order if there is no valid record in the Number Series - Purchase Orders setting (in the Purchase Orders module). This problem will usually occur at the beginning of a new year.

The function finds all unapproved Work Sheets related to the Work Order and compares for each Stocked Item thereon the quantity required with the quantity in stock. If there is any shortfall, a single Purchase Order is created on which all Items of which there is insufficient stock are included. This is

opened in a new window, entitled 'Purchase Order: Inspect'. This means that it has been created and saved and is being opened for amendment and approval.

Purchase Order: Inspect

Operations New Duplicate Cancel Save

No.: 2067 Name:
 Supplier: Signers:
☐ Closed ☐ Price Incl VAT

Date Items Currency Terms Ord. Address Del. Address

Trans. Date: 17/12/2004 Plan. Del.: Pur. Ref.:
 Pay. Terms: Attn.:
 Our Ref: Objects:

Item	Qty	Description	Unit Price	%	Sum	V-Cd
1 SPA001	1	Capacitor (1000 micro Farad)		5	5	1
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						

☐ OK Currency: GBP VAT: 0.88 No. of Pallets: 0 Sum: 5.00 TOTAL: 5.88

For each Item on the Purchase Order, the Quantity is determined by comparing the quantity in stock with the quantity specified in the Work Sheet. The Cost Price is taken from the 'Costs' card of the Item record.

The Purchase Order is related to the Work Order using the field on the 'Terms' card, while each Item is related to its Work Sheet using the field on flip C. This means that if the same Item is specified on more than one Work Sheet, it will appear in separate rows of the Purchase Order, each with a different Work Sheet Number on flip C.

Because no reference is made to the Purchase Item register, the Purchase Order is generated with no Supplier details. You should therefore specify a Supplier before you print and approve the Purchase Order. In the case of a Purchase Order with several Items, it may be that these Items should be sourced from different Suppliers. If so, it is recommended that you duplicate the Purchase Order originally created by the function an appropriate number of times (using the [Duplicate] button in the Button Bar) and remove Items as

necessary from the copies and finally from the original. The action of copying will ensure that the links with the Work Order and Work Sheet are preserved in all such Purchase Orders.

You can print the Purchase Orders thus created individually using the Printer icon or as a group using the 'Documents' function in the Purchase Orders module.

To close the screen and return to the Work Order, click the close box. You will be asked if you want to save any changes.

For full descriptions of the Purchase Order screen and of printing and approving Purchase Orders, please refer to the 'Purchase Orders' manual.

Create Activity

Use this function to create records in the Activity register in the System module. This can be useful for technicians who like to use the Calendar or Task Manager to schedule their work. 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, the Symbol will be Other and the Start Date will be the Work Order Date.

When you select the function, the following screen appears, by which a new Activity record can be created. The first line of the Work Order Comment ('Comment' card) is transferred to the Text field so that the nature of the job can be ascertained from the Activity without having to refer again to the Work Order. The Person of the Activity will be the Employee from the Work Order, while the Supervisor of the Activity will be the current user.

Activity: Inspect

Operations New Duplicate Cancel Save

Text: Left-hand channel is silent

Type: HR ☐ Done

Time Task Type Symbol Customer Project Service Text Persons User values

Start Time: **Start Date:** 17/12/2004

End Time: **End Date:** 17/12/2004

Cost (Time):

Task Type

☐ Calendar ☒ To Do ☐ Timed To Do

Calendar

☒ Time ☐ Profile ☐ Don't Show

Symbol

☐ Call ☐ Meeting ☐ Deskwork ☒ Other

Customer: 004

Name: Oslo Trading Co

Contact:

Phone: 00 47 12 34 56 78

Result:

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. 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, click [Cancel]. In either case, you will be returned to the Work Order window.

The Work Order and the Activity will remain connected to each other through the Attachments facility. This allows you to open the Work Order quickly and easily when reviewing the Activity, or to open the Activity from the Work Order. When viewing the Activity or Work Order, 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 Work Order does not have to be saved before creating an Activity, but Activities cannot be created from Work Orders that have been marked as Cancelled or Finished.

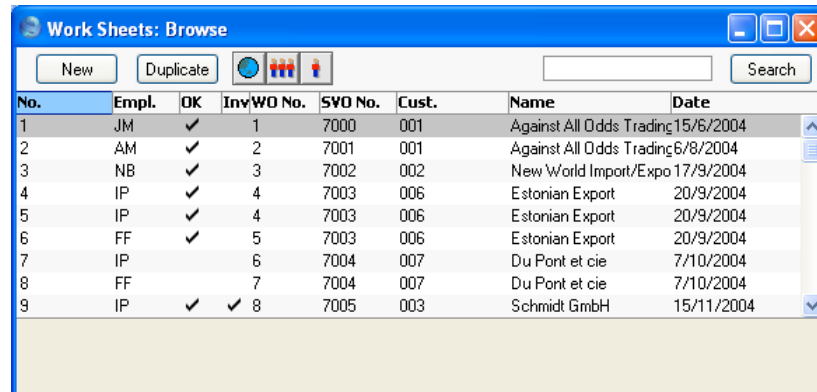
Please refer to the 'CRM' manual for full details of the 'Activity: Inspect' window and the Activity Types, Subsystems setting.

The Work Sheet Register

The Work Sheet is the mechanism by which the time spent and the spare parts used in a repair are registered against a Work Order and hence against a Service Order. Whenever repair work is carried out, you should enter and approve a Work Sheet. You can also enter Work Sheets in advance of the work being done: this will enable Purchase Orders to be raised for spare parts where there is a shortfall in stock. When you approve a Work Sheet, a Work Sheet Transaction is created for each row of the Sheet: these Transactions provide the mechanism by which Invoices are raised for the work. Approval of Work Sheets also results in stock levels of any spare parts used being amended accordingly.

You can enter Work Sheet records directly in to the Work Sheet register and generated them from Work Orders and Service Orders, using the 'Create Work Sheet' function on the Operations menu.

To open the Work Sheet register, select 'Work Sheets' from the Registers menu in the Service Orders module, or click the [Sheets] button in the Master Control panel. The 'Work Sheets: Browse' window is opened, showing Work Sheets already entered—



No.	Empl.	OK	InvWO No.	SVO No.	Cust.	Name	Date
1	JM	✓	1	7000	001	Against All Odds Trading	15/6/2004
2	AM	✓	2	7001	001	Against All Odds Trading	6/8/2004
3	NB	✓	3	7002	002	New World Import/Expo	17/9/2004
4	IP	✓	4	7003	006	Estonian Export	20/9/2004
5	IP	✓	4	7003	006	Estonian Export	20/9/2004
6	FF	✓	5	7003	006	Estonian Export	20/9/2004
7	IP		6	7004	007	Du Pont et cie	7/10/2004
8	FF		7	7004	007	Du Pont et cie	7/10/2004
9	IP	✓	✓ 8	7005	003	Schmidt GmbH	15/11/2004

Work Sheets are normally shown in transaction number order. The OK column contains a check mark for Work Sheets that have been approved. To look at or modify a Work Sheet, double-click an item in the list.



Entering a Work Sheet

Work Sheets can be entered in three ways—

1. From the 'Work Sheets: Browse' window, click the [New] button in the Button Bar to open a new Work Sheet transaction.
2. Open the Work Order against which work has been carried out. Select 'Create Work Sheet' from the Operations menu. A new Work Sheet is created. The advantage of using this method is that it ensures each Work Sheet is linked to the correct Work Order.
3. Open the Service Order against which work has been carried out. Select 'Create Work Sheet' from the Operations menu. A new Work Sheet is created.

Note that a Work Sheet created from a Work Order or a Service Order will be presented in a 'Work Sheet: Inspect' window. This means that the record will already have been created and saved into the register. To delete it you must choose 'Delete' on the Record menu.

Work Sheet: Update

Operations   New Duplicate Cancel Save

No.: 15 Work Order No.: 13 SVO No.: 7008

Employee: IP Name: Ingrid Peterson
☐ Reserved

Location:

Date Items Currency Contact Comment

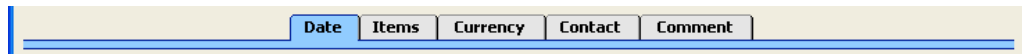
Date: 17/12/2004 Attn:

Customer: 004 Name: Oslo Trading Co

Item	Qty	Description	Unit Price	%	Sum
1 SPA001	1	Capacitor (1000 micro Farad)	306.28		306.28
2 10111	1	Labour	490.05		490.05
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

☐ OK VAT: Sum: 796.33 TOTAL: 796.33

Since the amount of information stored about each Work Sheet will not fit on a single screen, the Work Sheet window has been divided into five cards. At the top of each is the header. This contains the Work Sheet Number, the Work Order Number, the Location, the Employee's Initials and Name and three check boxes. There are five named buttons ('tabs') in the header.



By clicking the tabs you can navigate between cards. The header is always visible, as a reminder of the Work Sheet you are working with.

Header

No.	Paste Special	Select from another Number Series
	<p>When creating a new Work Sheet, Hansa will enter the next unused number from the first number sequence entered in the Number Series - Work Sheets 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 Work Sheet Number is assigned when the Work Sheet is saved.</p>	
Work Order No.	<p>Each Work Sheet must be linked to a Work Order, so this field must contain an entry. There is no limit to the number of Work Sheets belonging to each Work Order.</p> <p>In the case where the Work Sheet has been generated from a Work Order using the 'Create Work Sheet' Operations menu function, the appropriate Work Order Number will be entered automatically.</p> <p>In the case where the Work Sheet is being entered directly to the Work Sheet register, entering a Work Order Number will cause Employee and Customer information to be brought in automatically from the Work Order. Note that there is no 'Paste Special' link from this field, so take care to ensure the correct Work Order Number is entered.</p>	
SVO No.	<p>The number of the Service Order from which the Work Sheet was generated. The correct Service Order Number will be brought in when you enter a Work Order Number in the field above.</p>	



Employee	Paste Special	Person register, System module
	Default taken from	Work Order
	The initials of the Person carrying out the work represented by this Work Sheet appear here and their name appears in the Name field below. This will be determined when the Work Order Number is entered, but can be changed if necessary.	
Name	The name of the Person responsible for this Work Sheet.	
Location	Paste Special	Locations setting, Service Orders/Stock modules
	If the stock which is used to satisfy this Work Sheet (i.e. the spare parts used, which should be Stocked Items) is to be taken from a particular Location, specify that Location here. Otherwise, stock from all Locations will be available.	
	If a Main Location has been specified in the Stock Settings setting, that will be the default Location for each new Work Sheet. If, in the same setting, the Require Location option is on, this field must contain a value.	
	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.	
Reserved	Check this box if you want to reserve stock of the ordered Items for this Work Sheet. When using similar Items in fulfilment of other Work Sheets, Hansa will maintain sufficient stock for this Work Sheet while it remains unapproved.	
	Note that the Reserved check box operates by quantity in stock only. You should not allocate Serial Numbers to any of the Items on the Work Sheet until it is approved, as Hansa will not prevent the use of those particular Serial Numbers on other Work Sheets.	

Date Card

Date	Paste Special	Choose date
		The registration date for this Work Sheet. Hansa enters the current date as a default.
Attn.	Paste Special	Contact Persons setting, Sales Ledger
	Default taken from	Work Order
		Record here the name of your contact in the Customer company, for whose attention any paperwork is to be marked. This will be determined when the Work Order Number is entered, but can be changed if necessary.
Customer, Name	Paste Special	Customers in Customer register
	Default taken from	Work Order
		The Customer Number and Name are taken from the Work Order and should not be changed.

Items Card

Work Sheet: Inspect

Operations   New Duplicate Cancel Save

No.: 15 Work Order No.: 13 SVO No.: 7008

Employee: IP Name: Ingrid Peterson

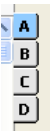
Location: ☐ Reserved

Date Items Currency Contact Comment

	Item	Qty	Description	Unit Price	%	Sum	
1	SPA001	1	Capacitor (1000 micro Farad)	306.28		306.28	A
2	10111	1	Labour	490.05		490.05	B
3							C
4							D
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							

☒ OK VAT: Sum: 796.33 TOTAL: 796.33

Use the grid on the 'Items' card to list the Items that have been used in completion of the repair and should include labour (i.e. Service Items) and spare parts (i.e. Stocked Items). Stock levels of any Stocked Items used will be amended when the Work Sheet is approved. The Items used are shown in a grid that is divided into four horizontal flips. When you click on a flip tab (marked A-D), the two or three right-hand columns of the grid are replaced.



To add rows to a Work Sheet, 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.

All Items used should be linked to a Work Order Item (i.e. to an item of equipment being repaired) using the Main Serial No. field on flip B. In the

case of spare parts which themselves are Serial Numbered, you will be prompted to enter Serial Numbers on flip C before saving.

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 used in carrying out the repair. 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 documentation.
Qty		Enter the number of units ordered. Press Return to calculate the Sum, and the cursor will move to the Item field on the next row. You must specify a Quantity before a Sum can be calculated for the Work Sheet 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. You can also use the next line if necessary.
Unit Price		The Unit Price according to the valid Price List for this Customer is brought in. 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 Work Sheet, it will be shown on the 'Contact' 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).

% Discount percentage. If a Discount Matrix that includes this Item has been allocated to the Customer, this figure will be determined by the Item Number and Quantity. You can change it to an *ad hoc* rate if necessary. Discount Matrices are fully described in the 'Items and Pricing' manual.

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

Item Type

Paste Special

Choices of possible entries

The Item Type signifies whether the Item is chargeable, under warranty or under contract, or not chargeable for reasons of goodwill.

When the Main Number is entered (see below), the Item Type is taken from the appropriate Service or Work Order row. It can be changed if necessary. Work Sheet Transactions arising from the Work Sheet will be affected by such a change, which might be appropriate if proof of warranty is produced after the Service Order

and Work Order have been entered, or if a warranty claim turns out to be spurious.

You can use the Item Type '-' to signify that the Item Type is to be the same as that in the appropriate Work or Service Order row. However, if the Item Type in that Service or Work Order row is also '-', you will not be able to approve the Work Sheet. Therefore, a Work Sheet should not be created if it has not yet been established whether the repair is chargeable.

Main Serial No	Paste Special	Serial Numbers of Items on Work Order
-----------------------	----------------------	--

Record here the Serial Number of the Item being repaired (referred to as the "Main" Item). An entry must be made here before the Work Sheet can be saved. The Work Sheet has already been linked to a Service or Work Order using the Work Order Number or Service Order Number fields in the header: this Main Serial Number now links each Work Sheet row to a Service or Work Order row. If there is only one row on the Service or Work Order, its Serial Number will be entered here automatically.

Once a Main Serial Number has been entered, the Item Type (above) is changed accordingly. Note that if the Item Type is '-' in the linked Service or Work Order row, the Work Sheet cannot be saved. This Item Type is used when it has not been established whether the repair is chargeable. This fact should be established before Work Sheets are created, and the Item Type should be changed in the Service or Work Order before any Work Sheets are created.

Do not use this field to record the Serial Number (if any) of a spare part used to effect the repair: the Serial Number field on flip C is provided for this purpose.

When entering more than one row to a Work Sheet, the assumption is made that the Main Serial Number is the same as used in the row above: there is no restriction on the number of rows in which a particular Main Serial Number can be used.

Invoiced

This field records the number of Items that have been invoiced from this Work Sheet row. The figure is

updated when an Invoice is created from the Work Sheet Transaction related to this Work Sheet row, and is thus not dependent on whether the Invoice has been approved.

This field is updated by Hansa and cannot be changed.

Invoices are raised using the 'Create Invoice' function on the Operations menu of the parent Service Order (described above on page 65).

Flip C

Serial No

Paste Special

Serial Numbers of Items in stock

If the Item used in completing the repair is one that requires Serial Numbers, they should be entered here.

Serial Numbered Items must be recorded on separate rows each with a Quantity of one. This enables the recording of separate Serial Numbers and their correct removal from stock.

If no Location is specified, the 'Paste Special' list will show the Serial Numbers of Items in all Locations, with an indication of the Location in which each Item is stored. However, if you have specified a Location in the header, only those Serial Numbers stored in that Location will be shown.

If you would like Best Before dates to be shown in the 'Paste Special' list, switch on the Show Best Before Dates option in the Item Settings setting in the Sales Ledger. Best Before Dates are entered using the Batch Specifications setting in the Stock module.

The 'Paste Special' list will not be shown if you are using the No Serial No. on Goods Receipts option in the Stock Settings setting. In this case, you must still enter a Serial Number and the Quantity must still be one, but no check will be carried out that the Serial Number you have used is valid (i.e. one that is currently in stock).

Usually, no default Serial Numbers will be offered, so you will need to enter them yourself. There is no automatic FIFO allocation.

Recipe	Paste Special	Recipes setting, 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.
<i>Flip D</i>		
FIFO		The average FIFO unit cost of the Items on this row. This figure is brought in automatically when the Work Sheet is approved, but is only shown for Stocked Items.
Row FIFO		The total FIFO stock value of the Items on this row. This figure is brought in automatically when the Work Sheet is approved, but is only shown for Stocked Items.
<i>Footer</i>		
OK		<p>Checking this box approves the Work Sheet. When the Work Sheet is next saved, Work Sheet Transaction records will be created (one for each Work Sheet row). These will be used to create Invoices for the time spent and spare parts used. Stock levels of any Stocked Items (i.e. spare parts used) will be amended. If you have determined that cost accounting transactions (i.e. you are maintaining a stock value in the Nominal Ledger) are to be created from Work Sheets (using the Sub Systems setting in the Nominal Ledger), a stock Transaction in the Nominal Ledger will also be raised if any Stocked Items have been used in the Work Sheet. The nature of this Transaction is described in the section entitled 'Nominal Ledger Transactions from Work Sheets', below on page 101. For a more general description of cost accounting, please refer to the 'Stock' manual.</p> <p>Because of these consequences, once approved a Work Sheet record cannot be changed or deleted. However, the Work Sheet Transaction records can be altered before the Invoice has been created.</p> <p>References in this manual to approved Work Sheets are to Work Sheets whose OK check box has been checked.</p>

VAT

The VAT total for the Work Sheet.

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 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.

Sum

The total for the Work Sheet, excluding VAT.

TOTAL

The total for the Work Sheet, 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

Date	Items	Currency	Contact	Comment
Currency: <input type="text" value="NOK"/> Rate: <input type="text" value="12.2512"/> :: <input type="text" value="1"/> Base Currency 1 Base Currency 1: <input type="text" value="0.66"/> :: <input type="text"/> Base Currency 2 Base Currency 2: <input type="text" value="1"/>				

The Currency and exchange rates on the 'Currency' card are copied from the Service Order, and can't be changed. They will be used to calculate the price of each Item entered to the grid on the 'Items' card.

Contact Card

Date	Items	Currency	Contact	Comment
Phone: <input type="text" value="00 47 12 34 56 78"/> Fax: <input type="text"/> Invoice To: <input type="text"/> Objects: <input type="text"/> Language: <input type="text"/> Price List: <input type="text"/>				
Zone <input type="radio"/> Domestic <input type="radio"/> Inside EU <input type="radio"/> Inside EU (Book VAT) <input checked="" type="radio"/> Outside EU <input type="radio"/> Outside EU (Book VAT)				

Phone, Fax	Default taken from Work Order
	The Customer's telephone and fax numbers, taken from the Work Order and as entered on the 'Contact' card of the Customer record.
Invoice To	If any Invoices arising from this Work Sheet are to be sent to a company other than the Customer (e.g. a leasing company or a parent company) the Customer Number for that company will appear here, copied from the Work Order. This is for information purposes only: if you want to change the company that is to receive the Invoice, do so on the 'Del Terms' card of the Service Order.
Objects	<p data-bbox="600 584 1134 651">Paste Special Object register, Nominal Ledger/System module</p> <p data-bbox="600 665 1018 701">Default taken from Service Order</p> <p data-bbox="600 714 1224 907">You can assign up to 20 Objects, separated by commas, to this Work Sheet 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.</p> <p data-bbox="600 920 1224 1140">In any Nominal Ledger Transactions generated from this Work Sheet, the Objects specified here will be assigned to the debit posting to the Stock Cost Account. Any Objects in the relevant Item records will be assigned to the debit posting as well, although these Objects will not be shown in the grid on the 'Items' card of the Work Sheet.</p>
Language	<p data-bbox="600 1158 1155 1225">Paste Special Languages setting, System module</p> <p data-bbox="600 1238 975 1274">Default taken from Customer</p> <p data-bbox="600 1288 1224 1417">The Language Code determines the text to be transferred from various registers and settings, for example the Item Name, and the selection of document forms etc. Leave the field blank to use the home Language.</p> <p data-bbox="600 1431 1224 1554">You can also use the Language to determine the Form that will be used when you print the Work Sheet, and the printer that will be used to print it. This can include sending the document to a fax machine, if your</p>

hardware can support this feature. Do this in the 'Define Document' window for the Work Sheet document, as described in the 'Work Area' chapter in the 'Introduction to HansaWorld Enterprise' manual. You can change the Language before printing the Work Sheet even if it has been approved, to ensure it is printed on the correct printer or fax machine.

Price List

Default taken from Service Order

The Price List is copied here from the Service Order and cannot be changed. It will determine the prices used on this Work Sheet.

When a row is added to the Work Sheet and an Item specified, 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 no such record is found, the Base Price of the Item is used. If a Discount Price List is specified, the Price register will be used. Otherwise, the Quantity Dependent Price register will be used.

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. The setting cannot be changed for an individual Work Sheet: any change should be made in the Customer register before entering Work Sheet.

Comment Card

Date	Items	Currency	Contact	Comment
Comment: Left-hand channel is silent				

Comment

Default taken from Work Order

Record here any comment about this Work Sheet: the comment will not be transferred to Invoices.

Any Comment entered on the 'Comment' card of the Work Order will appear here: this field will therefore usually be used for notes about the nature of the work carried out.

Raising Purchase Orders for Spare Parts

When entering Work Sheets before the work that they represent has been carried out, you should check the stock levels of any Stocked Items (i.e. spare parts), and raise Purchase Orders if there is a shortfall. This can be done in one of two ways—

1. Use the 'Item Status' function on the Operations menu to see the current stock situation of the Items in the Work Sheet.
2. If you have prevented Over Delivery using the option in the Stock Settings setting, Hansa will not allow the approval of Work Sheets if there is insufficient stock.

To raise a Purchase Order, return to the Work Order from which the Work Sheet was generated. The easiest way is to select 'Open Work Order' from the Operations menu. On the Operations menu of the Work Order there is a 'Create Purchase Order' function. This looks at all Work Sheets related to the Work Order, compares their spare part requirement (i.e. Stocked Item requirement) with stock levels and generates a Purchase Order for the difference. Please refer to the section describing the Operations menu of the Work Order above on page 82 for full details.

Creating Work Sheet Transactions (Checking and Approving Work Sheets)

Once you have entered a Work Sheet, it should be checked and approved, to ensure that it accurately reflects the hard copy time sheet submitted by the employee. Normally, this task will be carried out by an appointed manager.

When you approve and save a Work Sheet, an appropriate number of records is created in the Work Sheet Transaction register (one for each row in the Work Sheet). These Work Sheet Transaction records are the mechanism by which Invoices will later be created for time spent and spare parts used.

To approve a Work Sheet, open it, check the OK box and save it.

Nominal Ledger Transactions from Work Sheets

If you are maintaining stock valuations in the Nominal Ledger (i.e. you are using Hansa's cost accounting facilities), you should have Nominal Ledger Transactions generated when a Work Sheet is approved, to update these stock valuations to take into account the spare parts or other Stocked Items removed from stock in effecting the repair. Such Nominal Ledger Transactions will be generated automatically if you have so determined in the Sub Systems setting in the Nominal Ledger.

The Account credited by such Transactions is determined as follows—

1. The Stock Account for the specified Location will be credited.
2. If this is blank, or no Location has been specified, and if the Use Item Groups for Cost Accounts option in the Cost Accounting setting (Stock module) is on, the Stock Account for the Item Group to which the Item belongs will be credited.
3. In all other cases, the Stock Account on the 'Stock' card of the Account Usage S/L setting will be credited.

The Account debited by such Transactions is determined as follows—

1. The Cost Account for the Item will be debited.
2. If this is blank and the Use Item Groups for Cost Accounts option in the Cost Accounting setting is on, the Cost Account for the Item Group to which the Item belongs will be debited.
2. If the Use Item Groups for Cost Accounts option in the Cost Accounting setting is off, or the Item does not belong to an Item Group, the Stock Cost Account specified on the 'Stock' card of the Account Usage S/L setting will be debited.

The values posted are calculated using the Cost Model, Delivery defined in the Cost Model setting in the Sales Ledger.

No Items that are Plain or Service Items will be included in the Nominal Ledger Transaction. Although stock quantities for such Items are maintained, stock values are not.

Any Objects specified on the 'Contact' card of the Work Sheet will be assigned to the debit posting to the Cost Account. By default, these Objects will be copied from the 'Del Terms' card of the Service Order, and these in turn will be copied from the Sales Objects field on the 'Accounts' card of the Customer. Any Objects specified for the Items in the Work Sheet will also be

assigned to the debit posting to the Cost Account. These Objects are not visible in the Work Sheet record.

Below follows an example of a Nominal Ledger Transaction generated from an approved Work Sheet—

Transaction: Inspect

Operations [New] [Duplicate] [Cancel] [Save]

No.: 15 Trans.Date: 17/12/2004 Reference:

Text: Oslo Trading Co

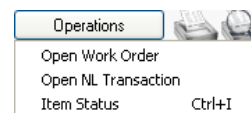
	Account	Objects	Description	Base 1 Debit	Base 1 Credit	V-Cd
1	240		Stock Movements	5.00		
2	740		Stock Valuation		5.00	
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

Difference Base 1: 0.00 Total: 5.00 5.00
 Difference Base 2: 0.00 Total: 7.58 7.58

Once the Transaction has been generated, you can look at it straight away using the 'Open NL Transaction' function on the Operations menu.

For a full discussion of cost accounting, please refer to the 'Stock' manual.

Operations Menu



The Operations menu shown above is available from the 'Work Sheet: New' and 'Work Sheet: Inspect' windows. There is no Operations menu for the 'Work Sheets: Browse' window.

Open Work Order

When you select this function, the parent Work Order will be opened in a new window.

This function will be most useful when there is insufficient stock of spare parts to complete the repair. Once you have opened the Work Order, you can raise a Purchase Order for new stock using the 'Create Purchase Order' function on the Operations menu of the Work Order.

Open NL Transaction

When you approve and save a Work Sheet, a Nominal Ledger Transaction will be created (if so defined in the Sub Systems setting in the System module). This function allows you to view that Transaction.

On selecting the function, the Transaction will be opened in a new window.

Item Status

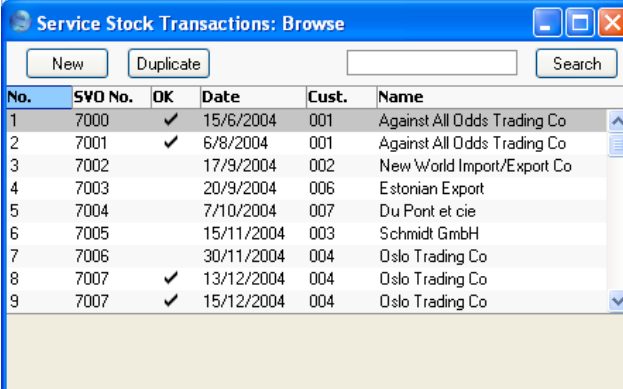
This function provides instant feedback for the Item shown in the Work Sheet row containing the cursor or highlighted in the 'Paste Special' window listing Items. Information displayed in a new window includes the quantity in stock, the quantity on order and the quantity shippable.

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

The Service Stock Transaction Register

Service Stock Transactions are used to register a movement of a repair item in or out of service stock (i.e. in or out of the workshop). You will need to create Service Stock Transactions when receiving a repair item in for servicing, when repair items are returned to their manufacturer for repair or exchange, when they are received back from the manufacturer and, finally, when they are returned to the Customer.

To open the Service Stock Transaction register, select 'Service Stock Transactions' from the Registers menu in the Service Orders module, or click the [Serv. Trans.] button in the Master Control panel. The 'Service Stock Transactions: Browse' window is opened, showing Service Stock Transactions already entered—



No.	SVO No.	OK	Date	Cust.	Name
1	7000	✓	15/6/2004	001	Against All Odds Trading Co
2	7001	✓	6/8/2004	001	Against All Odds Trading Co
3	7002		17/9/2004	002	New World Import/Export Co
4	7003		20/9/2004	006	Estonian Export
5	7004		7/10/2004	007	Du Pont et cie
6	7005		15/11/2004	003	Schmidt GmbH
7	7006		30/11/2004	004	Oslo Trading Co
8	7007	✓	13/12/2004	004	Oslo Trading Co
9	7007	✓	15/12/2004	004	Oslo Trading Co

Service Stock Transactions are normally shown in transaction number order. The OK column contains a check mark for transactions that have been approved.

Entering a Service Stock Transaction

You can enter Service Stock Transactions in two ways—

1. From the 'Service Stock Transactions: Browse' window, click the [New] button in the Button Bar to open a new Service Stock Transaction.
2. Open the Service Order against which an Item has been received into, or signed out from, the workshop. Select 'Create Service Stock Transaction' from the Operations menu. A new record in the Service

Stock Transaction register is created. The advantage of using this method is that it transfers all Customer and Item information from the Service Order to the Service Stock Transaction, minimising typing requirements and reducing the margin for error.

Note that Service Stock Transactions created in this way will be presented in a 'Service Stock Transaction: Inspect' window. This means that the record will already have been created and saved into the register. To delete it you must choose 'Delete' on the Record menu.

Service Stock Transaction: Update

Operations New Duplicate Cancel Save

No.: 11 Name:
 Employee: Service Order No.: 7008

Date Items Comment

Date: 17/12/2004 Attn.:
 Customer: 004 Name: Oslo Trading Co

Item	In Qty	Out Qty	Description	Unit Cost	Unit Price
1 10110			Amplifier	105	1,837.68
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					

☐ OK Cost Value: Sales Value:

Since the amount of information stored about each Service Stock Transaction will not fit on a single screen, the Service Stock Transaction window has been divided into three cards. At the top of each is the header. This contains the Transaction Number, the Service Order Number, the Employee's Initials and Name and the OK check boxes. There are three named buttons ('tabs') in the header.

Date Items Comment

By clicking the tabs you can navigate between cards. The header is always visible, as a reminder of the Service Stock Transaction you are working with.

Header



No.	Paste Special	Select from another Number Series
		When creating a new Service Stock Transaction, Hansa will enter the next unused number from the first number sequence entered in the Number Series - Service Stock Transactions 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 Transaction Number is assigned when the Service Stock Transaction is saved.
Employee	Paste Special	Person register, System module
		Enter the initials of the Person responsible for this Service Stock Transaction here. Their name will then appear in the Name field below.
Name		The name of the Person responsible for this Service Stock Transaction.
Service Order No.	Paste Special	Service Order register, Service Orders module
		Since a Service Stock Transaction represents the movement of repair items in or out of your workshop, each one should be related to a parent Service Order using this field. This field therefore must contain an entry. There is no limit to the number of Service Stock Transactions belonging to each Service Order.
		In the case where the Service Stock Transaction has been generated from a Service Order using the 'Create Service Stock Transaction' Operations menu function, the appropriate Service Order Number will be entered automatically.
		When you are entering a Service Stock Transaction directly to the Service Stock Transaction register, specifying a Service Order Number will cause Item and Customer information to be brought in automatically from the Service Order.

Date Card

Date	Paste Special	Choose date The date of the Service Stock Transaction.
Attn.	Paste Special	Contact Persons setting, Sales Ledger Default taken from Service Order Record here the name of your contact in the Customer company, for whose attention any paperwork is to be marked.
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 will be entered into the Name field to the right. In the case where the Service Stock Transaction has been generated from a Service Order using the 'Create Service Stock Transaction' Operations menu function, the appropriate Customer Number and Name will be entered automatically. Otherwise, they will be determined when the Service Order Number is entered.
Name		The Customer Name is entered after you have entered the Customer Number.

Items Card

Service Stock Transaction: Inspect

Operations   New Duplicate Cancel Save

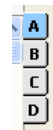
No.: 11 Name:
 Employee: Service Order No.: 7008

Date Items Comment

	Item	In Qty	Out Qty	Description	Unit Cost	Unit Price	
1	10110	1		Amplifier	105	1,837.68	A
2							B
3							C
4							D
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							

☒ OK Cost Value: 105 Sales Value: 1,837.68

Use the grid on the 'Items' card to list the repair items that are to be signed in to or out of the workshop. As a default, all items are copied from the Service Order when the Service Order Number is specified in the header: these can be amended as necessary. The grid is divided into four horizontal flips. When you click on a flip tab (marked A-D), the two or three right-hand columns are replaced.



To remove a row from a Service Stock Transaction, click on the row number on the left of the row and press the Backspace key. Rows should not be added without reference to the parent Service Order.

Flip A

Item	Paste Special	Item register
		The Item Number of the Item that is being moved in or out of the workshop. Only Serial Numbered Items can be used.
In Qty, Out Qty		In the case of an Item that is being signed in to service stock, enter a quantity in the In Qty field. Otherwise, use the Out Qty field. In both cases, because the Items are Serial Numbered, the quantity will usually be one.
Description		The Item Name from the Service Order.
Unit Cost		The Unit Cost of the Item, taken from the 'Costs' card of the Item record.
Unit Price		The retail price of the Item, taken from the 'Pricing' card of the Item record.

Flip B

Serial No.	Paste Special	Serial Numbers of sold Items and of Repair Items (Known Serial Number register)
		The Serial Number of the Item, taken from the Service Order. Only Serial Numbered Items are allowed, so this field must contain an entry.
		The 'Paste Special' list shows the contents of the Known Serial Number register. This contains Serial Numbers previously used in the Service Stock Transaction register and, optionally, Serial Numbers of Items originally sold by your company. The 'Paste Special' list also features the 'Serial Number History' function on its Operations menu. You can use this function to view a full history of each Serial Number. Please refer to page 125 for a description of the Known Serial Number register.

Flip C

Sold Date	Paste Special	Choose date
		If the Item is one that was originally sold by your company and you are using the Update Known Serial Number Register option in the Stock Settings settings, the date the Item was sold (i.e. the Invoice Date) will

appear here. Otherwise, you can enter the appropriate date manually.

Warranty Ends**Paste Special**

Choose date

If the Item is one that was originally sold by your company and you are using the Update Known Serial Number Register option in the Stock Settings settings, the date the warranty on the Item expires will appear here. Otherwise, you can enter the appropriate date manually.

*Flip D***Planned Ship**

The date on which the Item is scheduled to be returned to the Customer.

Location**Paste Special**

Locations setting, Service Orders/Stock modules

Register here the Location that is to be affected by this row of the Service Stock Transaction: this Location might represent your workshop, for example. The Item will be added to or removed from it depending on whether an In Quantity or Out Quantity has been used. If you have specified a Service Location in the Stock Settings setting, that will be offered as a default.

Supplier**Paste Special**

Suppliers in Customer register

If a faulty Item is one that your company needs to return to a third party for repair or replacement, specify that company here. This company might be the Supplier that originally sold the Item to you or it might be the Item's manufacturer or importer. In any case, it must be in the Customer register.

If the Item is being returned by your company, specify an Out Qty. Whenever a Service Stock Transaction with a Supplier and an Out Quantity is approved and saved, a record is created in the Replaced Items setting (described above on page 36). This setting is provided to help you keep track of Items that your company has sent away for repair or exchange.

If the Item is being returned to your company, specify an In Qty.

Footer**OK**

Checking this box approves the Service Stock Transaction. When the record is next saved, service stock levels will be amended accordingly, depending on whether an In Qty or an Out Qty has been specified. Because of this consequence, you will no longer be able to modify the record once it has been approved and saved.

If a particular row in the Transaction features an Out Quantity and a Supplier on flip D (i.e. the Transaction represents the sending of the repair item back to its Supplier or manufacturer for repair or exchange), when it is approved a record will be created in the Replaced Items setting. This setting is described above on page 36.

References in this manual to approved Service Stock Transactions are to those whose OK check box has been switched on.

Cost Value

The total cost price of the Items in the Service Stock Transaction record. This is changed whenever an Item is added or removed or a quantity changed.

Sales Value

The total sales value of the Items in the Service Stock Transaction record. This is changed whenever an Item is added or removed or a quantity changed.

Comment Card

	Date	Items	Comment
Comment:			

Comment**Default taken from** Service Order

Record here any comment about this Service Stock Transaction. The default is taken from the parent Service Order record.

The Cycle of Repair Items

In a simple situation, a repair item will be signed into the workshop, repaired, and returned to the Customer. This requires you to enter and approve two Service Stock Transactions—

1. You will usually create the first Service Stock Transaction using the 'Create Service Stock Transaction' function on the Operations menu of the parent Service Order. This will represent the entry of the repair item in to the workshop and you will therefore need to enter an In Quantity. The Out Quantity should be left blank.
2. The second Transaction will represent the return of the repair item to the Customer. You can create this Transaction either in the same manner as the first, or by copying it. This time you will need to enter an Out Quantity, and leave the In Quantity blank.

Note that the second Transaction cannot be effected by adding a new row to the first: since the first has been approved, it cannot be modified.

Returning a Repair Item to a Supplier

There will be occasions when it will not be possible to repair an Item and you will need to send it back to its manufacturer for repair or to be exchanged for a new one.

On such occasions, you will need two further Service Stock Transactions—

1. When the Item is sent back to its Supplier for exchange or credit, enter a Service Stock Transaction with an Out Quantity of one and a Supplier specified on flip D.

If there is no need in reality to send the Item back to a Supplier (perhaps because it is clearly no longer operational and its warranty has expired), it may be appropriate to create a dummy Supplier record in the Customer register for this purpose. A Supplier must be quoted on flip D if this sequence is to be followed.

When you approve and save this record, the Item is signed out of your service stock and a record is created in the Replaced Items setting, described above on page 36.

2. When the Item has been sent back to the Supplier for repair, on its return to your company you should enter a new Service Stock Transaction signing it back into service stock. You should then open the appropriate record in the Replaced Items setting, and copy the Item Number and Serial Number from the fields on the first row to those on the second.

You can enter an appropriate comment if necessary. Finally, you should use a further Service Stock Transaction to sign the Item out of your workshop when it is returned to the Customer.

3. When the Item has been sent back to the Supplier for exchange, on the arrival in your workshop of its replacement, you should enter a new Service Stock Transaction signing it into service stock and carrying a record of its Serial Number. You should copy this Serial Number to the new Serial No. field (on the second row) of the appropriate record in the Replaced Items setting. You can enter an appropriate comment if necessary. Finally, you should use a further Service Stock Transaction to sign the Item out of your workshop when it is handed over to the Customer.
4. If the Item has in reality been discarded and is being replaced with a new Item from your stock, review the appropriate Replaced Item record and enter the Item Number of the new Item in the New-Item field, using 'Paste Special' if necessary. Move to the new Serial No. field: 'Paste Special' here will give a list of Serial Numbers for that Item currently in stock (i.e. in stock for resale, not in service stock). Select one, enter a Quantity of one in the next field and save the record. Note that the Replaced Items setting is purely archival: it has no effect on stock levels. You will therefore need to raise a Delivery from a Sales Order (or raise an Invoice, according to your normal practice) for the Item/Serial Number that your company is supplying so that stock levels are amended accordingly.

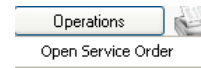
Checking and Approving Service Stock Transactions

Once a Service Stock Transaction has been entered, you should check it to ensure that it is accurate before approving it.

To approve a Service Stock Transaction, open it and click the OK check box. When the record is next saved, service stock levels will be amended accordingly, depending on whether an In Qty or an Out Qty has been specified. Because of this consequence, you will no longer be able to modify the record once it has been approved and saved.

If a particular row in the Transaction features an Out Quantity and a Supplier on flip D (i.e. the Transaction represents the sending of the repair item back to its Supplier or manufacturer for repair or exchange), when it is approved a record will be created in the Replaced Items setting. This setting is described above on page 36.

Operations Menu



The Operations menu shown above is available from the 'Service Stock Transaction: New' and 'Service Stock Transaction: Inspect' windows. There is no Operations menu for the 'Service Stock Transactions: Browse' window.

Open Service Order

On selecting this function, the parent Service Order will be opened in a new window.

The Work Sheet Transaction Register

The Work Sheet Transaction register is the mechanism by which Invoices are created for labour and parts. All records in this register are created when records in the Work Sheet register are approved. One record is created for each row in the originating Work Sheet. Work Sheet Transactions will also be created when Activities belonging to an appropriate Activity Class (i.e. one whose Create Work Sheet Transaction box is checked) are marked as Done. You can change some of the fields in a Work Sheet Transaction record, but you cannot delete such records, or add them manually.

The Operations menu of the Service Order has a 'Create Invoice' function. This function searches for uninvoiced Work Sheet Transactions applicable to the current Service Order and creates an unapproved Invoice from them.

If you credit an Invoice created from a Work Sheet Transaction, it may be necessary to raise a new Invoice. This will be done the next time you run the 'Create Invoice' function is run, if you have removed the Invoice Number from the Work Sheet Transaction record. Be very careful with this feature, since it is possible to duplicate Invoices!

Note that Work Sheet Transactions are always created, even for work carried out that is under warranty or contract. This allows detailed analysis on such work to be included in reports. The 'Create Invoice' function will ignore these Transactions.

Open the Work Sheet Transaction register by clicking the [WS Trans] button in the Master Control panel or by selecting 'WS Transactions' from the Registers menu. The 'Work Sheet Transactions: Browse' window is opened, showing Work Sheet Transactions already entered.

Work Sheet Transactions: Browse

New Duplicate Search

SVO No.	Cust	Item	Person	Date
7000	001	10111	JM	15/6/2004
7000	001	SPA001	JM	15/6/2004
7001	001	10111	AM	6/8/2004
7001	001	SPA001	AM	6/8/2004
7002	002	10111	NB	17/9/2004
7002	002	SPA001	NB	17/9/2004
7003	006	10111	FF	20/9/2004
7003	006	SPA001	FF	20/9/2004
7003	006	10111	IP	20/9/2004
7003	006	SPA001	IP	20/9/2004
7003	006	10111	IP	20/9/2004

Double-click on a record in the list to view it. Remember that only certain fields can be changed, and that you cannot enter new records directly. They must be generated from the Work Sheet and Activity registers.

Work Sheet Transaction: Inspect

New Duplicate Cancel Save

Customer: 004 Item: SPA001 Type
Employee: IP Date: 17/12/2004 ☐ Invoiceable
Comment: Capacitor (1000 micro Farad) ☒ Warranty
Ser No: 15 Invoice: ☐ Contract
Serv. Ord. No: 7008 Work Order No: 13 ☐ Goodwill
Contract No: Register
☒ Work Sheet Item Type
☐ Activity ☐ Plain
☐ Stocked Item
☐ Structured Item
☐ Service

1 2

Reg. Qty	Inv. Qty	Price	Disc. %	Markup	Sum	Cost	GP
1.00	1.00	306.28			306.00	5.00	20.00

- Customer** The Customer Number (from the Work Sheet record). This field cannot be changed.
- Item** Item Number, taken from the Work Sheet row. This field cannot be changed. In the case of Work Sheets with more than one row, a separate Work Sheet Transaction will be created for each one.
- Employee** The Employee's initials from the Work Sheet record. This field cannot be changed.

Date	The transaction date. This field cannot be changed.
Comment	Any text in the Description field of the corresponding Work Sheet row will be entered here. Usually this will be the Item Name. When the originating record is an Activity, the contents of the Text field of the Activity will appear here.
Ser No.	The serial number of the originating Work Sheet or Activity. This field cannot be changed.
Invoice	When an Invoice is raised from this Work Sheet Transaction, its Invoice Number will be entered here. If this number is removed, the record can be invoiced again.
Serv. Order No.	The serial number of the parent Service Order. This field cannot be changed.
Work Order No.	The serial number of the Work Order from which the originating Work Sheet was created. This field cannot be changed.
Contract No.	If the Item being repaired was under Contract, the Contract Number will appear here, taken from originating Work Order.
Type	The Type is determined by the Item Type of the Work Sheet row from which the Work Sheet Transaction was created. An Invoice will only be raised from this Work Sheet Transaction if the Type is set to Invoiceable.
Register	This shows the origin of the Work Sheet Transaction: Work Sheet or Activity.
Item Type	The Item Type of the Item, taken from the 'Pricing' card of the Item record, is shown here for reference only.
Card 1	
Reg. Qty	The number of hours worked or the number of Items supplied is taken from the Quantity field of the Work Sheet row or from the Cost (Time) in the Activity (converted to a decimal figure). This field cannot be changed.
Inv. Qty	The quantity to be invoiced: Hansa will assume that this is to be the same as the Registered Quantity. This can be

changed as required, and such changes will be reflected in the Invoiced fields on flip B of the Work Sheet and flip B of the parent Service Order.

Price

The unit price in Currency to be charged to the Customer of the item or time before any discount or markup.

If the Work Sheet Transaction was generated from a Work Sheet, this is taken from Unit Price field in the appropriate Work Sheet row.

If the Work Sheet Transaction was generated from an Activity, the Unit Price according to the valid Price List for this Customer is used. 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 used.

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

Any pricing default can be modified here for this Work Sheet Transaction only.

Disc %

If the Work Sheet Transaction was generated from a Work Sheet, a discount percentage will be entered by Hansa from the appropriate Work Sheet row. If it was generated from an Activity, a discount percentage will be calculated if a Discount Matrix that includes the Item has been allocated to the Customer.

You can also enter a percentage figure manually. Enter a negative percentage to effect a price uplift.

Note that the discount is applied to the unit price, before it is multiplied by the invoiceable quantity.

Markup

Enter an amount in Currency to be added to the total cost, or enter a percentage in the form "10%" to calculate a 10% markup. A negative figure can be entered to effect a discount.

Note that a Markup is applied after the unit price has been multiplied by the invoiceable quantity.

Sum

The amount to be invoiced, in Currency and taking any Discount and Markup into account.

Cost

If the Work Sheet Transaction was generated from a Work Sheet, this is the Cost Price of the Item, taken from the 'Costs' card of the Item record. If it was generated from an Activity, this is the hourly cost of the Person, taken from the Cost per Hour field on the 'Job Costing' card of the Person record. If this is blank, the Cost Price of the Item is used.

This figure is in the home Currency (or in Base Currency 1 as defined in the Base Currency setting in the System module).

GP

The gross profit of this Transaction.

Card 2

1 2		Service	
Currency:	NOK	Rate:	12.2512 :: 1
Base Currency 1:	0.66		Base Currency 1
Base Currency 2:	1		Base Currency 2

Card 2 shows the Currency and exchange rates that were used to calculate the Price and Sum on card 1. They are copied from the originating Work Sheet and should not be changed.

Creating Work Sheet Transactions

Work Sheets

Work Sheet Transactions are created when Work Sheets are approved and then saved. This process is described in the section entitled 'Creating Work Sheet Transactions (Checking and Approving Work Sheets)' above on page 100.

Activities

A Work Sheet Transaction can be created when an Activity is marked as Done and saved. For this to happen, the Activity must be assigned an Activity Type which itself belongs to an Activity Class whose Create Work Sheet Transaction box is checked. Once the appropriate Activity Types and Activity Classes have been defined, it becomes easy for users to register their own time using the Calendar or Task Manager. However, Activities cannot remove Items from stock and therefore cannot be used to record the use of spare parts. This has to be done using Work Sheets.

Enter the Activity in the usual fashion. Time can be entered directly to the Cost (Time) field, or it can be calculated automatically once the Start and End Times have been entered. You can choose any Task Type, but the Calendar Type must be Time.

Activity: New

Operations New Duplicate Cancel Save

Text: Service to amplifier

Type: HR ☒ Done

Time Task Type Symbol Customer Project Service Text Persons User values

Start Time: 15:40:46 **Start Date:** 17/12/2004

End Time: 16:42:54 **End Date:** 17/12/2004

Cost (Time): 01:02:00

Task Type

☐ Calendar

☒ To Do

☐ Timed To Do

Calendar

☒ Time

☐ Profile

☐ Don't Show

Symbol

☐ Call

☐ Meeting

☐ Deskwork

☒ Other

Customer: 004

Name: Oslo Trading Co

Contact:

Phone: 00 47 12 34 56 78

Result: OK

Once you have chosen an Activity Type and entered a Cost (Time), change to the 'Service' card to specify the Service Order and the Serial Number of the Item being repaired and to enter an Item representing the type of work carried out. This must be a Service Item. To help with this process, you can set up your Activity Types so that when one is entered to an Activity the appropriate Item is brought in automatically.

Activity: New

Operations

New

Duplicate

Cancel

Save

Text: Service to amplifier

Type: HR

Done

Time

Task Type

Symbol

Customer

Project

Service

Text

Persons

User values

Serial No.: 9087VHG164

Item: 10110

Service Order: 7008

Inv. Item: T009

	Code	Text
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		

When you mark the Activity as Done and save it, a separate Work Sheet Transaction will be created. This can then be viewed from the Work Sheet Transaction register—

Work Sheet Transaction: Inspect

New

Duplicate

Cancel

Save

Customer: 004

Employee: FF

Comment: Service to amplifier

Ser No: 4220

Serv. Ord. No: 7008

Contract No:

Item: T009

Date: 17/12/2004

Invoice:

Work Order No:

Type

☐ Invoiceable

☒ Warranty

☐ Contract

☐ Goodwill

Register

☐ Work Sheet

☒ Activity

Item Type

☒ Plain

☐ Stocked Item

☐ Structured Item

☐ Service

1

2

The Registered and Invoice Quantities are taken from the Cost (Time) field of the Activity (converted to decimal figures). The Unit Price according to the valid Price List for this Customer is used. 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 used. The Cost is taken from the Cost per Hour field on the 'Job Costing' card of the Person record or, if this is blank, from the Cost Price of the Item. A discount percentage will be calculated if a Discount Matrix that includes the Item has been allocated to the Customer.

Creating Invoices

Invoices are raised from Work Sheet Transactions using the 'Create Invoice' function on the Operations menu of the Service Order screen. Please refer to the section describing the Operations menu of the Service Order above on page 65 for full details.

The Customer Register

Please refer to the 'Customers and Suppliers' manual for full details of this register.

The Item Register

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

Every Item being repaired should have its own record in the Item register. They can be Plain Items or Stocked Items and should be marked as carrying Serial Numbers at Unit or Batch level (using the options on the 'Stock' card). Stocked Items are recommended if your company repairs the same Items as it sells (in which case a warranty period should be specified), while Plain Items are recommended if your business only offers a repair service.

Item: Inspect

Operations New Duplicate Cancel Save

No.: 10110 Group:

Description: Amplifier

☐ Closed

Pricing **Stock** Costs Recipe A/C Varieties Texts

Min. Level: Serial No. Tracking
☐ None
☒ Unit No.
☐ Batch No.

Max. Level: Environ. Tax per Kilo: Alcohol %:

Department: Conversion 1: 0
Conversion 2: 0

Shelf Code: Picking Area:

Default Source: Width: Height: Depth:

Hazard Level: Volume: 0 Density: Weight: 0

Unit 2: Def. Pallet Item: Max. Qty on Pallet:

Unit Coefficient: Pallets In Picking Area:

Default Location Area: Full Pallet Width: Height: Depth:

Default Position Width: Height: Depth:

In addition, Items that are time based, such as labour, should be entered as Service Items. Spare parts should be entered as Stocked Items if you wish to maintain stock levels for them or, otherwise, as Plain Items.

Item: Inspect

Operations

New

Duplicate

Cancel

Save

No.: SPA001

Group:

Description: Capacitor (1000 micro Farad)

☐ Closed

Pricing

Stock

Costs

Recipe

A/C

Varieties

Texts

Unit:

Base Price: 25.00

Base Price Change: 22/9/2004

Price Factor:

Item Formula:

Markup %:

Bonus %:

Objects:

Classification:

Item Type

☐ Plain
 ☒ Stocked Item
 ☐ Structured Item
 ☐ Service

☐ Treat Item as Material on Project

The Known Serial Number Register


The Known Serial Number register contains separate records for each Serial Numbered Item that has passed through your business. These are Items that you have sold and/or Items that you have repaired.

When you enter a Serial Number in Activities, Contracts, Service Orders and Service Stock Transactions, the information in this register causes all Item and Customer information to be brought in automatically. The register also contains warranty information for each Serial Numbered Item that you have sold.

You can enter records to the Known Serial Number register in four ways—

1. Whenever you sell an Item with a Serial Number, you can have it added to the Known Serial Number register. This will happen when the Invoice is approved. This feature is optional: if you want to use it, switch on the Update Known Serial Number Register option in the Stock Settings setting.
2. Whenever you approve a Service Stock Transaction, the Item/Serial Number will be added to the Known Serial Number register if it isn't already there.
3. You can import information to the Known Serial Number register. Please refer to page 157 below for details.
4. You can enter information directly to the Known Serial Number register, as described in this section.

To open the Known Serial Number register, select 'Known Serial No.' from the Registers menu in the Service Orders module, or click the [Known Ser. No.] button in the Master Control panel. The 'Known Serial Numbers: Browse' window is opened, showing Known Serial Numbers already entered.

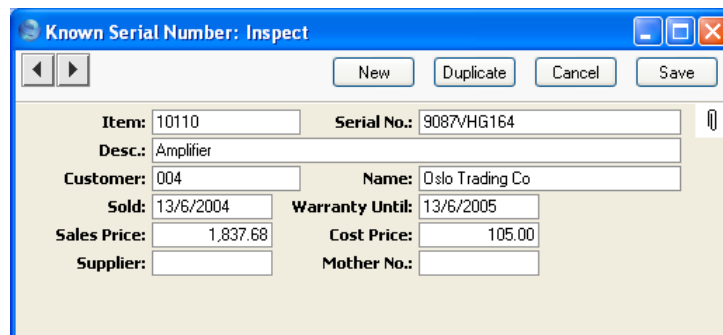


Known Serial Numbers: Browse

Operations New Duplicate Search

Serial No.	Customer	Name	Item	DescripSold	Warranty Until
7B5012Z001	001	Against All Odds Trading	10113	Record I14/7/2004	14/7/2005
7B5012Z002	002	New World Import/Export	10113	Record I17/8/2004	17/8/2005
7B5012Z003	003	Schmidt GmbH	10113	Record I25/10/2004	25/10/2005
7B5012Z004	004	Oslo Trading Co	10113	Record I6/11/2004	6/11/2005
7B5012Z005	005	Moscow Trading Co	10113	Record I6/12/2004	6/12/2005
7B5012Z006	006	Estonian Export	10113	Record I20/8/2004	20/8/2005
7B5012Z007	007	Du Pont et cie	10113	Record I17/9/2004	17/9/2005
7B5012Z008	004	Oslo Trading Co	10113	Record I13/6/2004	13/6/2005
7B5012Z009	004	Oslo Trading Co	10113	Record I13/6/2004	13/6/2005

Double-click a record in the list to edit it, or add a new record by clicking the [New] button in the Button Bar (or using the Ctrl-N (Windows and Linux) or ⌘-N (Macintosh) keyboard shortcut). When the record is complete, save it by clicking the [Save] button in the Button Bar or by clicking the close box and choosing to save changes. To close it without saving changes, click the close box.



Known Serial Number: Inspect

◀ ▶ New Duplicate Cancel Save

Item:	10110	Serial No.:	9087VHG164
Desc.:	Amplifier		
Customer:	004	Name:	Oslo Trading Co
Sold:	13/6/2004	Warranty Until:	13/6/2005
Sales Price:	1,837.68	Cost Price:	105.00
Supplier:		Mother No.:	

Item**Paste Special****Item register**

Enter the Item Number of the Item. When you press Tab or Return, the Item Name will appear in the Description field below.

Serial No.

Enter the Serial Number of the Item here. You can only enter one Known Serial Number record for a particular Item/Serial Number combination.

Desc.

The Item Name is entered by Hansa after you have entered the Item Number.

Customer	Paste Special	Customers in Customer register
		Enter the Customer Number of the Customer. When you press Tab or Return, the Customer Name will appear in the Name field on the right.
Name		The Customer Name is entered by Hansa after you have entered the Customer Number.
Sold	Paste Special	Choose date
		Specify here the date when the Customer purchased the Item. If the record was created automatically from an Invoice, the Invoice Date will appear here.
Warranty Until	Paste Special	Choose date
		Specify here the date when the warranty on the Serial Numbered Item expires.
		If the record was created automatically from an Invoice, this date will be calculated using the Invoice Date and the Warranty Months field on the 'Recipe' card of the Item record.
		When this Serial Number is used in a Service Order, the Item Type will be set to "Warranty" automatically if the Service Order date is earlier than this Warranty Until date.
Sales Price		The price the Customer paid when buying the Item. If the record was created automatically from an Invoice, the Unit Price from the Invoice will appear here, in the Currency of the Invoice.
Cost Price		If the Customer purchased the Item from your business, enter the Cost Price of the Item here. If the record was created automatically from an Invoice, the Cost Price from the Invoice will appear here, in your home Currency.
Supplier	Paste Special	Suppliers in Customer register
		If the Customer purchased the Item from your business, enter your Supplier here. If the Customer did not purchase the Item from your business and you want to record the company that they did purchase it from, you could do so using this field.

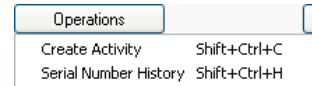
Mother No.	Paste Special	Known Serial Number register
	If the Item is part of a larger Item, enter the Serial Number of the larger Item here.	

Work Flow using Known Serial Numbers

It is possible to run a service department using the Known Serial Number register as a basis, as follows—

1. When a call comes in or an Item is brought in for repair, open the Known Serial Number register and search for the Serial Number in the 'Known Serial Numbers: Browse' window.
2. If the Serial Number is already in the Known Serial Number register, Customer, Item and warranty information will immediately be available. Highlight the record in the browse window and select 'Serial Number History' from the Operations menu to see the previous history of the Serial Number.
3. If the Serial Number is not in the Known Serial Number register, create a new record with Customer, Item and warranty information.
4. Highlight the record in the browse window and select 'Create Activity' from the Operations menu. A new Activity opens, containing Customer, Item and Serial Number information taken from the Known Serial Number register. Enter Text and Person(s) as appropriate.
5. Specify an appropriate Activity Type and Result combination and save the Activity. This will cause a Service Order to be created automatically, containing the Customer, Item, Serial Number and warranty information. An appropriate Activity Type and Result combination is one that has been used in a record in the Activity Consequences setting where the Generate Service Order option has been switched on. This setting is described in the 'CRM' manual.
6. If you need to open the Service Order, you can do so from the Activity. Place the cursor in the Service Order field on the 'Service' card and press F2 (Windows and Linux) or the ⌘-Shift-V key combination (Macintosh). The Service Order opens.
7. If you need to receive the repair item into service stock, you can create a Service Stock Transaction, either from the Service Order record or by entering one directly to the Service Stock Transaction register. The repair item thus enters the repair cycle as described in the example at the beginning of this manual.

Operations Menu



The Operations menu shown above is available from the 'Known Serial Numbers: Inspect' window. There is no Operations menu for the 'Known Serial Numbers: New' or 'Known Serial Numbers: Inspect' windows.

Create Activity

You can use this function to create records in the Activity register in the System module. This can be useful if it is necessary, for example, to schedule a repair to an Item/Serial Number in the Known Serial Number register and/or if you want to create a Service Order for such an Item.

Highlight a single record in the 'Known Serial Numbers: Browse' window, and then select this function from the Operations menu. A single Activity will be created for the Known Serial Number record that you highlighted. If you highlighted several records before selecting the function, an Activity will only be created for the first highlighted record. The screen illustrated overleaf appears, by which a new Activity record can be created.

Activity: Inspect

Operations [Icons] [New] [Duplicate] [Cancel] [Save]

Text: []
 Type: [] ☐ Done

Time **Task Type** **Symbol** **Customer** **Project** **Service** **Text** **Persons** **User values**

Start Time: 11:54:55 Start Date: 20/11/2004
 End Time: [] End Date: 20/11/2004
 Cost (Time): []

Task Type
☐ Calendar
☒ To Do
☐ Timed To Do

Calendar
☐ Time
☐ Profile
☒ Don't Show

Symbol
☐ Call
☐ Meeting
☐ Deskwork
☒ Other

Customer: 004
 Name: Oslo Trading Co
 Contact: []
 Phone: 00 47 12 34 56 78
 Result: []

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 Customer Number, Name and Phone Number are brought in automatically to the fields on the 'Project' card, and the Item Number and Serial Number will be brought in to the fields on the 'Service' card. No default Activity Type will be offered. The Task Type of the new Activity will be To Do and the Symbol will be Other. The Start and End Dates of the Activity will be the current date, and the Start Time will be the current time. The Person will be the current user.

If you want to schedule a repair to an Item, enter an appropriate Activity Type, Text, Person, Date and Time and save the Activity. It will be placed in the Person's Task Manager or Calendar (depending on the Activity Type), so they will become aware that they need to schedule the repair. If you want to create a Service Order for the Item, follow the same process but enter a Result as well. The Activity Type and Result combination should be one that has been used in a record in the Activity Consequences setting where the Generate Service Order option has been switched on. This setting is described in the 'CRM' manual. When the Activity is saved, a Service Order will be created.

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 'Known Serial Numbers: Browse' window.

Please refer to the 'CRM' manual for full details of the 'Activity: Inspect' window.

Serial Number History

This function produces a report for the first Known Serial Number highlighted in the 'Known Serial Numbers: Browse' window. This is a comprehensive report showing the full history of the Serial Numbered Item. The report can also be produced from the Operations menu of the 'Paste Special' list of Known Serial Numbers.



As is shown in the example illustration below, the report is structured as follows—

- Basic Item, Customer and warranty information. Drill down from the Serial Number to the Known Serial Number record and from the Customer Number to the Customer record.
- Contract status. To appear in this section, the Item and Serial Numbers must be quoted in the Original Item and Original Serial No. fields on flip E of the Contract. Drill down from the Contract Number to the Contract record.
- Batch Quality Control history. Drill down from the Analyse Date to the Batch Quality Control record.
- Activity history. Separate sections are provided for Activities that have been marked as Done and those that have not been marked as Done. To appear in this section, the Item and Serial Numbers must be quoted in the Item and Serial No. fields on the 'Service' card of the Activity. Drill down from the Comment to the Activity record and from the Service Order Number if there is one to the Service Order record.
- Work Sheets recording previous work on the Item/Serial Number. Drill down from the Work Sheet Number to the Work Sheet record.
- Original sale information including the sales Invoice issued by you to the Customer and the Goods Receipt that originally received the Item into your stock. Drill down from the Invoice Number to the Invoice record, and from the Goods Receipt Number to the Goods Receipt record.

The report period begins with the Start Date of the first record in the Fiscal Years setting in the System module and ends with the End Date of the first record in the Reporting Periods setting, also in the System module. This ensures that every event can be included in the report.

Known Serial Number History Hansa, Print date: 20/11/2004 02:02

Radio Import/Export Ltd Period 1/1/2000 : 31/12/2004

Operations  

Serial No.	Item	Name	Sold	Warranty Ends
9087VHG164	10110	Amplifier	13/6/2004	13/6/2005

Current Owner Information

[004](#) Oslo Trading Co

Tel: 00 47 12 34 56 78
Fax:

Contract	Start Date	End Date

Analyse Date	New Status	Tested By	Comment

Not Done Activities	Comment	SVO No.	Priority
20/11/2004 11:54:55	004, Oslo Trading Co		

Done Activities	Comment	SVO No.	Priority
17/12/2004 15:40:46 16:42:54	Service to amplifier	7008	HR

Work Sheet	Item	Desc.	Quant	Sum	Date
15	SPA001	Capacitor (1000 micro Farad)	1.00	306.00	17/12/2004
15	10111	Labour	1.00	490.00	17/12/2004

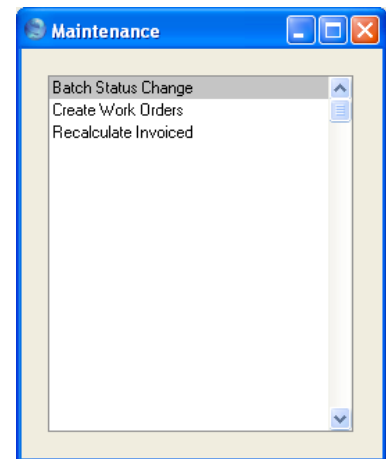
Date	Type	No	Info	Location	Serial Number	Qty
10110		Amplifier				
19/11/2003	G Rec.	147	504, Estonian Export		9087VHG164	1
13/6/2004	Invd	970118	004, Oslo Trading Co		9087VHG164	-1

DB Transactions	Seconds
	118
	1.04

Maintenance

Introduction

Maintenance functions tend to be used to carry out certain updating tasks, usually involving batch processing and encompassing all or many of the records in the affected register. There are three such functions available in the Service Orders module. To use them, select 'Maintenance' from the File menu. The following window appears —



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

Batch Status Change

Please refer to the description of the Batch Quality Control and Batch Status settings above on page 24 for details of this function.

Create Work Orders

This function generates Work Orders from Service Order rows in batches. It finds all Service Order rows within the selected range of Service Orders that do not have a Work Order Number and creates a separate record in the Work Order register for each Service Order. If the Service Order rows have separate Nos

(shown on flip A of the 'Items' card), a separate Work Order will be created for each No. You can print the resulting Work Orders in a single batch, using the 'Documents' function on the File menu or the [Documents] button in the Master Control panel (described below on page 139).

Selecting the 'Create Work Orders' function brings up the following dialogue box —

Period

Paste Special

Reporting Periods setting,
System module

The function will consider all Service Orders whose Order Date falls within the period specified here. To consider the Service Orders entered on a particular day, simply enter the date.

Assign to Serviceman

Paste Special

Person register, System module

Enter the initials of the technician that is to be assigned the work represented by the Work Orders. The Work Orders will be created in their name: this will be visible in the 'Work Orders: Browse' window so they will quickly realise that they are there.

Service Order No. Paste Special

Service Order register, Service
Orders module

Range Reporting

Numeric

If the function is to consider a specific Service Order (or range of Service Orders), enter its Service Order Number here.

Order Class**Paste Special**

Order Classes setting, Service Orders/Sales Orders modules

If the function is to consider Service Orders with a particular Order Class (specified on the 'Del Terms' card of the Service Order screen), specify that Order Class here.

Only Include Rows With No

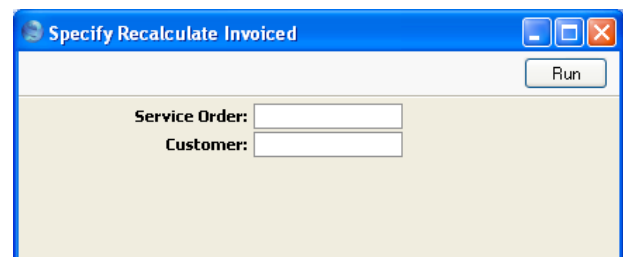
If you have entered separate arbitrary values to the No. field on flip A of the 'Items' card of the Service Orders, separate Work Orders will be created for each Service Order row. If you only want Work Orders to be created for rows with a particular No., enter that No. here.

Click [Run] to run the function. It may take a few moments, depending on the number of Work Orders to be created. When it has finished, you will be returned to the 'Maintenance' list window.

For each Work Order, the appropriate Work Order Number will appear in the Work Order field on the corresponding Service Order ('Items' card, flip B). Once a Service Order row has a Work Order Number, that row cannot be removed, and no further Work Orders will be created for that row.

Recalculate Invoiced

The Invoiced Quantities in Service Orders can occasionally be rendered inaccurate in certain circumstances (in particular, in the situation where you created an Invoice from a Service Order and then deleted it). If this happens, you can correct the Invoiced Quantities using this function.



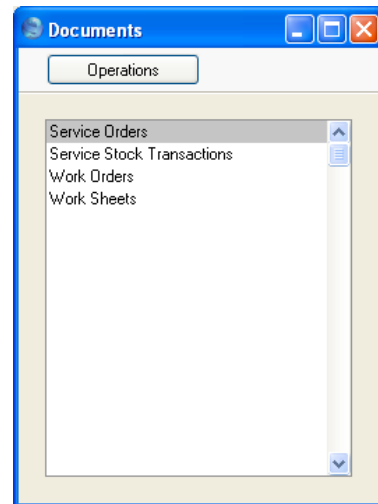
Enter the Service Order Number of the Service Order to be corrected (or a range of Order Numbers), or specify a Customers whose Service Orders are to be updated and click the [Run] button in the Button Bar. The Service Orders are updated.

Documents

Introduction

The 'Documents' function permits the printing in batches of particular documents or Forms. It is selected using the 'Documents' item on the File menu or by clicking the [Documents] button in the Master Control panel.

On selecting the function, the window illustrated below appears, listing the documents that can be printed from the Service Orders module. Each item in the list ("Document") will be printed using a different Form.



To print a document, follow this procedure—

1. Highlight the appropriate item in the list.
2. Using the Operations menu, determine the print destination of the documents. The default is to print to the chosen printer. Other options available are the Print Queue (see the chapter entitled 'Work Area' in the 'Introduction to HansaWorld Enterprise' manual for full details of this feature) or Fax (if your hardware can support this feature).
3. Double-click the document name or press the Enter key. A specification window will then appear, where you can determine the information that is to be included in the printed documents (e.g. which Contracts are to be

printed). The specification window for each document is described in detail below.

4. Click [Run] to print the documents.
5. Close the 'Documents' window using the close box.

To determine which Form is printed by each option in the 'Documents' window, follow this procedure (when Hansa is supplied, a sample Form is attached to each document)—

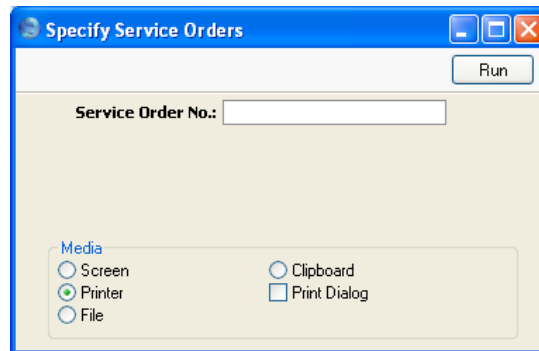
1. For each option, design a Form (or change the sample Form supplied to reflect your own requirements) using the Form register in the System module. This process is fully described in the 'System Module' manual.
2. Change to the Service Orders module and open the 'Documents' window using the 'Documents' item on the File menu or by clicking the [Documents] button in the Master Control panel.
3. Highlight each item in the list and select 'Define Document' from the Operations menu. The subsequent window is used to assign a Form (or more than one Form) to each document and is fully described in the 'Documents' section of the 'Work Area' chapter in the 'Introduction to HansaWorld Enterprise' manual. For example, each option can use different Forms determined perhaps by the Language of the Customer.
4. For each document, the 'Define Document' function only needs to be used once. After this has been done, Form selection will be automatic.

The selection process for each document is described below. In all cases, leave all the fields in the specification window blank if documents for all the records 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 Service Order Numbers. 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.

Service Orders

Use this document to print a Service Order or a range of Service Orders. The document can also be printed by clicking on the Printer icon when viewing a Service Order, or printed to screen by clicking the Preview icon.



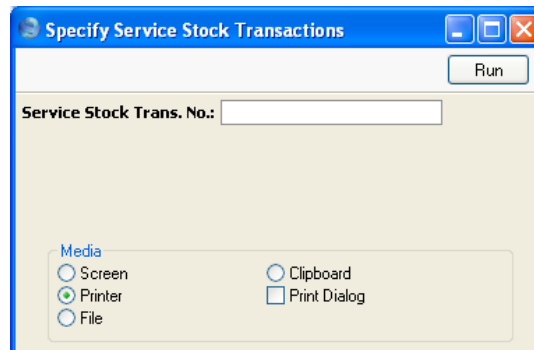
The 'Specify Service Orders' dialog box features a title bar with standard window controls and a 'Run' button. Below the title bar is a text input field labeled 'Service Order No.:'. At the bottom, there is a 'Media' section with four radio buttons: 'Screen', 'Printer' (which is selected), 'Clipboard', and 'File'. To the right of these are two checkboxes: 'Clipboard' and 'Print Dialog'.

Service Order No. Range Reporting Numeric

Enter a Service Order Number (or range of Service Order Numbers) for which documents are to be printed.

Service Stock Transactions

Use this document to print hard copies of the records in the Service Stock Transaction register. Such a document could be used to obtain the Customer's signature when receiving their equipment into service stock or when returning it once the repair has been carried out. It can also be printed by clicking on the Printer icon when viewing a Service Stock Transaction record, or printed to screen by clicking the Preview icon.



The 'Specify Service Stock Transactions' dialog box has a similar layout to the first one. It includes a title bar with window controls and a 'Run' button. A text input field is labeled 'Service Stock Trans. No.:'. The 'Media' section at the bottom contains four radio buttons: 'Screen', 'Printer' (selected), 'Clipboard', and 'File'. To the right are checkboxes for 'Clipboard' and 'Print Dialog'.

Service Stock Transaction No.

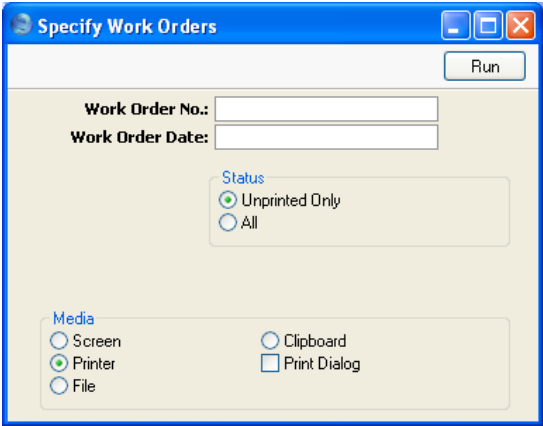
Range Reporting Numeric

Enter the identification number of a Service Stock Transaction (or a range of such numbers) for which documents are to be printed.

Work Orders

A Work Order is the official assignment of a certain job to a technician. Use this document to print a Work Order or a range of Work Orders. The document can also be printed by clicking on the Printer icon when viewing a Work Order, or printed to screen by clicking the Preview icon.

It is recommended that the Customer's Address be incorporated in the Work Order Form, for when work is carried out on the Customer's premises.

A screenshot of a software dialog box titled "Specify Work Orders". The dialog has a blue title bar with standard window controls. Inside, there is a "Run" button in the top right. Below it are two text input fields: "Work Order No.:" and "Work Order Date:". Under these fields is a "Status" section with two radio buttons: "Unprinted Only" (which is selected) and "All". At the bottom is a "Media" section with four radio buttons: "Screen", "Printer" (which is selected), "Clipboard", and "Print Dialog".

Work Order No. **Range Reporting** Numeric

Enter a Work Order Number (or range of Work Order Numbers) for which documents are to be printed.

Work Order Date **Paste Special** Choose date

Use this field to print documents for Work Orders with a particular Date.

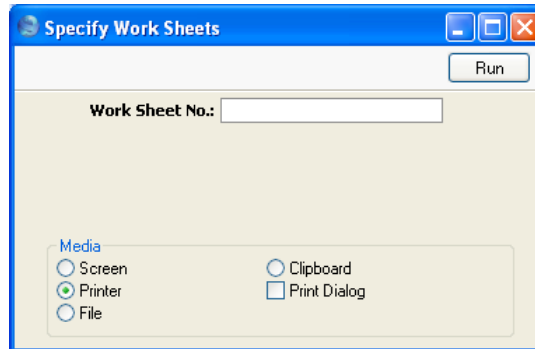
Status These options are used to control which Work Orders are printed.

Unprinted Only This option ignores any Work Orders in the range that have already been printed.

All Prints all Work Orders in the range, irrespective of whether they have previously printed.

Work Sheets

The Work Sheet document provides a printed record of the labour and spare parts required to complete a repair successfully. It can also be printed by clicking on the Printer icon when viewing a Work Sheet record, or printed to screen by clicking the Preview icon.



Work Sheet No. **Range Reporting** Numeric

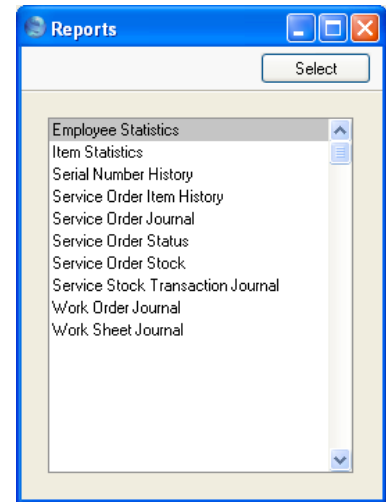
Enter a Work Sheet Number (or range of Work Sheet Numbers) for which documents are to be printed.

Reports

Introduction

As with all modules, to print a report in the Service Orders module, select 'Reports' from the File menu or click [Reports] in the Master Control panel. The keyboard shortcut Ctrl-R or ⌘-R can also be used. Then, double-click the appropriate item in the list.

The following reports are available in the Service Orders 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 records 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 Service Orders. 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.

Using the options at the bottom of the specification window, 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 using the Printer icon.

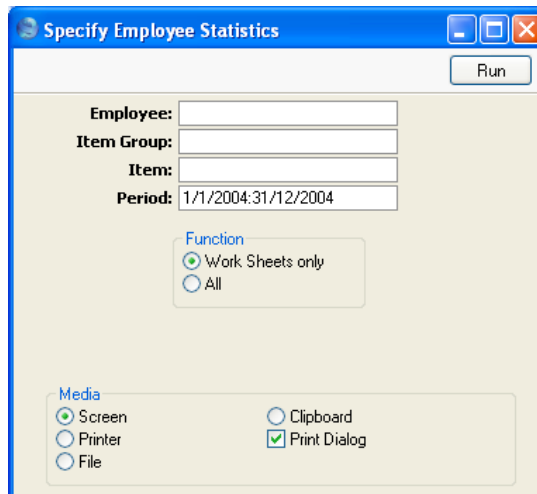
Once you have entered the reporting criteria and have chosen a print destination, click [Run].

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

Employee Statistics

This report analyses the work carried out by each member of staff. It is a list of Work Sheet Transactions from the report period, sorted by Person. Work Sheet Transactions of all types (Invoiceable, Warranty and Contract) are included, providing they feature Service Items. Project Transactions can be included as well if required.

For each Work Sheet and Project Transaction, the report shows the Serial Number of the originating record (e.g. Work Sheet Number, Time Sheet Number), Date, Employee, Item Number, Source (Work Sheet or Time Sheet), Unit Price, Hours and Sum. A total sum for each Employee is also shown.



The image shows a Windows-style dialog box titled "Specify Employee Statistics". It has a blue title bar with standard window controls (minimize, maximize, close) on the right. Below the title bar is a "Run" button. The main area contains several input fields: "Employee:", "Item Group:", "Item:", and "Period:". The "Period:" field contains the text "1/1/2004:31/12/2004". Below these fields are two sections of radio buttons. The "Function" section has two options: "Work Sheets only" (which is selected with a green dot) and "All" (which is unselected). The "Media" section has four options: "Screen" (selected with a green dot), "Printer" (unselected), "File" (unselected), and "Clipboard" (unselected). There is also a "Print Dialog" checkbox which is checked with a green checkmark.

Employee	Paste Special	Person register, System module Enter a Person's initials to produce a report showing the work of a single employee.
Item Group	Paste Special	Item Group register, Sales Ledger Enter an Item Group to restrict the report to Service Items belonging to that Group.
Item	Paste Special	Item register Enter an Item Number to restrict the report to a single Item, perhaps one that represents a particular type of work. The Item must be a Service Item otherwise the report will be empty.
Period	Paste Special	Reporting Periods setting, System module The report period.
Function		Use these options to specify what is to be included in the report.
Work Sheets only		
		The report will only list Work Sheet Transactions.
All		The report will list Work Sheet Transactions and Project Transactions.

Item Statistics

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

Serial Number History

Please refer to the 'Stock' manual for full details of this report. Note that this report only tracks the purchase and sale of Items with particular Serial Numbers, it does not show their subsequent service history.

Service Order Item History

This report lists repair items that have passed through the workshop (i.e. have been used in approved Service Stock Transactions). For each repair item, the Item Number, Service Order Date, Serial Number and Item Type are shown.

Period	Paste Special	Reporting Periods setting, System module
		Enter the start and end dates of the report period. The default period is the first record entered in the Reporting Periods setting.
Item	Paste Special	Item register
	Range Reporting	Alpha
		This field will be used if you need to analyse the number of examples of a particular Item that have passed through your workshop.
Item Type		You can choose to list Invoiceable, Warranty and/or Contract repair items in the report. At least one option must be checked, otherwise a blank report will result.
Show Problem		Choose this option if you want to show the Standard Problem for each repair item.

Service Order Journal

This report is a chronological listing of the Service Orders entered during the specified period. You can control the selection to show a range of Service Orders or those relating to a particular Customer.

When printed to screen, the Detailed version of this report has Hansa's Drill-down feature. Click on any Service Order Number to open an individual Service Order record.

Service Order No.	Range Reporting	Numeric
		Use this field to report on a single Service Order, or range of Service Orders.
Period	Paste Special	Reporting Periods setting, System module
		Enter the start and end dates of the report period. The default period is the first record entered in the Reporting Periods setting.
Customer	Paste Special	Customers in Customer register
		Enter a Customer Number to show Service Orders relating to a particular Customer.
Order Class	Paste Special	Order Classes setting, Service Orders/Sales Orders modules
		Enter an Order Class code to limit the report to Service Orders of a single Class.

Show Problem	Please refer to the description of the Detailed version of the report immediately below for details of this option.
Function	Use these options to determine the level of detail to be shown in the report.
Overview	This is a simple listing showing Service Order Number, Date and Customer.
Detailed	In addition to the information shown above, this option shows the Customer Number, Address and Contact, and, for each row of each Service Order, the Item Number and Name, Serial Number, Sales Price and Work Order Number are shown. If you check the Show Problem box above, the Standard Problem Code and Description will also be shown for each Service Order row. You can click on the Standard Problem Code to drill down to the Standard Problem record.
Status	Use these options to specify which Service Orders are to be included in the report.
Work Order	Use these options to specify whether a Service Order is to be included in the report, depending on the status of its Work Orders.
Not Finished	Lists Service Orders with no Work Orders and those whose Work Orders are all not marked as Finished.
Partly Finished	Lists Service Orders where there is at least one Finished Work Order and at least one Work Order that is not marked as Finished.
Finished	Lists Service Orders whose Work Orders are all marked as Finished.

Service Order Status

This report is the same one as that produced by the 'Service Order Status' function on the Operations menu of the Service Order screen.

For each Service Order, it first shows the Service Order Number, Customer Number and Name, Order and Planned Delivery Dates, Invoice Address and Comment. All Work Sheet Transactions belonging to the Service Order are then listed, with the Item Number and Name, Item Type (Warranty, Contract

or Invoiceable), Registered Quantity, Invoiced or To Invoice Quantity (as appropriate), Unit Price and Sum shown.

When printed to screen, the Service Order Status report has Hansa's Drill-down feature. Click on any Service Order Number to open an individual Service Order record, and on an Item Number to open the corresponding Work Sheet Transaction.

Period	Paste Special	Reporting Periods setting, System module
		Service Orders whose Order Dates fall within the period specified here will be listed in the report.
Order		Enter a Service Order Number to report on a particular Service Order, or leave blank to list all Service Orders. Service Orders with no Work Sheet Transactions will not be shown in the report.
Function		Use these options to control which Work Sheet Transactions are to be listed.
All		All Work Sheet Transactions are shown.
Only Invoiceable		Invoiceable Work Sheet Transactions are shown. For this purpose, a Work Sheet Transaction is invoiceable if the Invoice field in the Work Sheet Transaction is blank (i.e. it will be included in the report even if the Type is not Invoiceable).

Service Order Stock

This report provides an alternative view of the records in the Service Order register to the Service Order Journal described above, with the emphasis on the status of any Work Orders related to each Service Order.

When printed to screen, the Service Order Stock report has Hansa's Drill-down feature. Click on any Service Order Number to open an individual Service Order record, and on a Work Order Number to open an individual Work Order record.

Service Order No.	Range Reporting	Numeric
	Use this field to report on a single Service Order, or range of Service Orders.	
Item	Paste Special	Item register
	This field will be used if you need to list the Service Orders that feature a particular Item.	
Customer	Paste Special	Customers in Customer register
	Range Reporting	Alpha
	Enter a Customer Number (or range of Numbers) to show Service Orders relating to a particular Customer (or Customers).	

Order Class	Paste Special	Order Classes setting, Service Orders/Sales Orders modules
		Enter an Order Class code to limit the report to Service Orders of a single Class.
Object	Paste Special	Object register, System module
		Enter an Object code to limit the report to Service Orders of a single Object.
Planned Del.	Paste Special	Choose date
		If you wish to report on Service Orders that were to be completed by a specific date (based on the Planned Del. field on the 'Date' card of the Service Order screen), enter that date here.
Function		Use these options to determine the level of detail to be shown in the report.
Overview		This is a simple listing showing Service Order Number, Objects, Planned Delivery Date, Customer Name and Invoice To (from the field of that name on the 'Del Terms' card of the Service Order), and, for each Service Order row, the status of any Work Order that may have been generated.
Detailed		In addition to the information shown above, this options shows the Service Order Date, Customer Address and Contact and, for each row of each Service Order, the Item Number and Name, Item Type, Serial Number, Work Order Number and Problem Code are shown.
Status		Check the boxes to include Service Orders whose Work Orders are of specific types in the report. At least one option must be checked, otherwise a blank report will result.

Service Stock Transaction Journal

This report is a chronological listing of the records entered to the Service Stock Transaction register during the specified period. It is thus effectively a listing of service stock movements. You can control the selection to show a range of Service Stock Transactions or those relating to a particular Customer.

No.	Range Reporting	Numeric
	Enter a Service Stock Transaction Number or a range of Numbers to show particular Service Stock Transactions, or leave blank to include all such Transactions.	
Period	Paste Special	Reporting Periods setting, System module
	Enter the start and end dates of the report period. The default period is the first record entered in the Reporting Periods setting.	
Customer	Paste Special	Customers in Customer register
	Enter a Customer Number to show Service Stock Transactions relating to a single Customer.	
Employee	Paste Special	Person register, System module
	Enter a Person's initials to show the Service Stock Transactions for which that Person is responsible.	

Serv. Order No.	Paste Special	Service Order register, Service Orders module
	Range Reporting	Numeric
		Enter a Service Order Number or a range of Numbers to show Service Stock Transactions relating to particular Service Orders.
Function		Use these options to determine the level of detail shown in the report.
	Overview	This option produces a simple list, showing for each Service Stock Transaction the Transaction Number, the Date, the Customer Name and the Service Order Number.
	Detailed	In addition to the information shown above, this options shows the Person and Customer Number and Contact. For each row of each Service Stock Transaction, the Item Code, In and Out Quantities, Cost and Sales Prices and Serial Number are shown.
Status		You can choose to show approved, unapproved Service Stock Transactions in the report, or both.

Work Order Journal

This report lists Work Orders from the Work Order register.

When printed to screen, the Work Order Journal has Hansa's Drill-down feature. Click on any Work Order Number to open an individual Work Order record.

Work Order No.	Range Reporting	Numeric
	Use this field to report on a single Work Order, or range of Work Orders.	
Period	Paste Special	Reporting Periods setting, System module
	Enter the start and end dates of the report period. The default period is the first record entered in the Reporting Periods setting.	
Customer	Paste Special	Customers in Customer register
	Enter a Customer Number to show Work Orders relating to a particular Customer.	
Employee	Paste Special	Person register, System module
	One possible use for the Work Order Journal is to produce lists of unfinished jobs for each technician. To produce such a report, enter the technician's initials here	

and select the Issued and Not Finished Status options (below).

Service Order No.	Paste Special	Service Order register, Service Orders module
	Range Reporting	Numeric
		If a list of Work Orders relating to a particular Service Order is required, specify the Service Order Number here.
Function		Use these options to determine the level of detail to be shown in the report.
	Overview	This is a simple listing showing Work Order Number, Date, Customer and Deadline.
	Detailed	In addition to the information shown above, this option shows the Service Order Number, Customer Name and Contact, and, for each row of each Work Order, the Item Number and Name and Serial Number are shown.
Status		Check the boxes to include Work Orders of different types in the report. At least one option must be checked, otherwise a blank report will result.

Work Sheet Journal

This report lists Work Sheets from the Work Sheet register.

Work Sheet No.	Range Reporting	Numeric
	Use this field to report on a single Work Sheet, or range of Work Sheets.	
Period	Paste Special	Reporting Periods setting, System module
	Enter the start and end dates of the report period. The default period is the first record entered in the Reporting Periods setting.	
Customer	Paste Special	Customers in Customer register
	Enter a Customer Number to show Work Sheets relating to a particular Customer.	
Employee	Paste Special	Person register, System module
	One possible use for the Work Sheet Journal is to analyse the work of each technician. To produce such a report, enter the technician's initials here.	

Work Order No.	Paste Special	Work Order register, Service Orders module
	Range Reporting	Numeric
	If a list of Work Sheets relating to a particular Work Order is required, specify the Work Order Number here.	
Function	Use these options to determine the level of detail to be shown in the report.	
	Overview	This is a simple listing showing Work Sheet Number, Date, Customer and Total (including VAT).
	Detailed	In addition to the information shown above, this option shows the Work Order Number, Customer Name and Contact, Objects, VAT Amount and Totals (including and excluding VAT) and, for each row of each Work Sheet, the Item Number and Name, Quantity, Unit Sales Price and VAT Code are shown.
	Excl VAT	The report produced by this option is similar to the Overview, but the Total excludes VAT.
Status	Check the boxes to include approved and/or unapproved Work Sheets in the report. At least one option must be checked, otherwise a blank report will result.	

Imports

Introduction

The 'Imports' function provides for the importing of data from tab-delimited text files exported by other Hansa databases or Companies, or from other applications such as spreadsheets. The function is selected using the 'Imports' item on the File menu.

On selecting the function, an 'Imports' list window appears. There is one import option in the Service Orders module: double-click it to start the import. An 'Open File' dialogue box will appear, asking you to locate the file to be imported. Click [Open] and the import will begin.

Known Serial Numbers

This function imports information to the Known Serial Number register. The file to be imported should be a text file in the following format—

Serial Number	Item Number	Customer Number
---------------	-------------	-----------------

The separator should be a Tab. All Item and Customer Numbers in the text file should already exist in the Item and Customer registers. If this is not the case the individual line in the text file will not be imported.

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