HansaWorld FirstOffice Professional

Integrated Accounting System for Macintosh, Windows and Linux

Volume 1: Introduction to FirstOffice Professional

Installation, Working Environment, Getting Started, Customers, Items, System Module

Preface

HansaWorld FirstOffice Professional is a powerful accounting system for the Windows, Macintosh and Linux platforms. The program is practically identical in the three environments, and is designed to make administration and accounting as easy and fast as possible. 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.

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

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

How these manuals are organised

Volume 1: Introduction

Introduction	Installing FirstOffice, the basic ideas
Work Area	Basic elements of FirstOffice: modules, registers, windows, menus, functions, buttons
Accounting Principles	
	About the place of FirstOffice in your business, integration between ledgers
Starting Work	Entering opening balances
Customers	Customers, customer categories and reports
Items	Products and services, pricing
System Module	Settings and parameters. System-wide usage

Volume 2: Accounting Package

Sales Ledger	Invoices, receipts, debtors
Purchase Ledger	Purchase invoices, payments and creditors
Nominal Ledger	The basic accounting module. Transactions and budgets

Volume 3: Logistics and Personal Registers

Sales Support	Orders and deliveries. Invoices from orders
Stock	Deliveries, goods receipts and stocktaking
Activities, Calendar and Task Manager	
	Contact and time management. Activities, the task manager and the calendar: registering and reviewing appointments in daily or monthly calendar format

Volume 4: Value Packs

Bar Code	Used in Finland, where Purchase Invoices are bar coded
CRM	Customer letters and mailshots
Currencies, Languages and Advanced Pricing	
	International transactions in any currency and translation. Automated calculation of prices. Quantity pricing and discounts
Dual Base Currencies	
	Express all values in one of two currencies. Used in countries in the EMU, and by companies with branches in two countries or in countries where there are two currencies in common use
Group Invoicing	Create invoices for orders in batches
Mail	Mail, conferences, chat
Purchase Orders	Purchase orders, goods receipts and purchase pricing
Quotations	Sending quotations, call backs, reports
Stock Locations	Maintain stock in several locations. Stock movements between locations

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HansaWorld FirstOffice Professional

Introduction and Installation

Chapter 1: Introduction and Installation

HansaWorld FirstOffice Professional is an integrated accounts and office administration tool for Macintosh, Windows and Linux. It includes Sales, Purchase and Nominal Ledgers, Stock Control, a Calendar and Task Manager that you can use for contact management, and a Sales Support module for tracking Sales Orders. The abbreviated term "FirstOffice" is used throughout these manuals when referring to HansaWorld FirstOffice Professional.

You can add extra features to the basic FirstOffice program using Value Packs. For example, the CRM and Mail Value Pack allows you to send mailshots and also contains full internal mail and conferencing facilities. These features mean that users can be online from anywhere at anytime, so employees can always be in touch with each other. Other Value Packs allow you to create and administer Quotations and Purchase Orders, manage stock in several Locations, create Invoices from Sales Orders in batches, and add multi-currency and multi-language capabilities to the program. These Value Packs integrate fully with each other and with the main core of the program. For example, the Quotations Value Pack uses the Customer and Item registers and Price List feature in the main program to ensure the correct prices are quoted to each Customer. If you have both the CRM and Mail and the Quotations Value Packs, you can record a Make Contact date for each Quotation and create an Activity to remind you to call on that date. Value Packs add a great deal of flexibility, and different users will adapt them to their own requirements.

In this introductory chapter, we will describe the steps you need to follow to get started with FirstOffice. Topics covered include installation (both single- and multi-user) and the creation of a new database. Subsequent chapters cover FirstOffice's working environment, its structure and the way data is handled, and beginning work. The remaining chapters describe the Customer and Item registers which are used throughout the system, the System module, where preferences and look-up information are stored, and the individual modules in detail.

Structure of FirstOffice

The FirstOffice system consists of several modules which interact with each other in many ways. Each module uses a number of registers, or files, in which information of a particular type is stored. For example, all information

about Customers is stored in a Customer register, all information about Items is stored in an Item register and so on.

The following illustration shows the registers available in each FirstOffice module—

Registers in FirstOfficeProfessional

Nominal Ledger	Transactions	Budgets	B/FW Balances	Accounts	Objects
Sales Support	Sales Orders	Customers	Contact Persons	Items	Prices
Sales Ledger	Invoices	Receipts	Customers	Items	Prices
Purchase Ledger	Purchase Invoices	Payments	Customers		
Stock	Deliveries	Goods Receipts	Stock Depreciations	Stocktaking	Items
System	Companies	Persons	Accounts	Forms	Styles

The integration between modules is quite straightforward. Some registers are available in more than one module, allowing you to enter information from different parts of the program. Where a register is only present in a single module, other modules can access the information stored within it. For example, the Sales, Purchase and Nominal Ledgers can all access the Chart of Accounts, stored in the Account register in the System module.

In addition to the registers, each module has several smaller files known as 'Settings'. The difference between a setting and a register lies in the frequency and nature of use. The information with which you will be working daily, such as Customers, Suppliers, Sales Orders and Invoices, tends to be stored in registers, while information stored in settings tends to be used in 'look-up' tables or used to determine the manner in which a particular function operates.

Work Flow

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

A modern financial system like FirstOffice is designed to automate as many administrative tasks as possible. If information is entered in one part of the system, there should be no need to enter it again elsewhere. Information should be recorded for re-use, and it should be available throughout the system.

The Administrative Workflow in a Business

Operative Flow (of Goods)
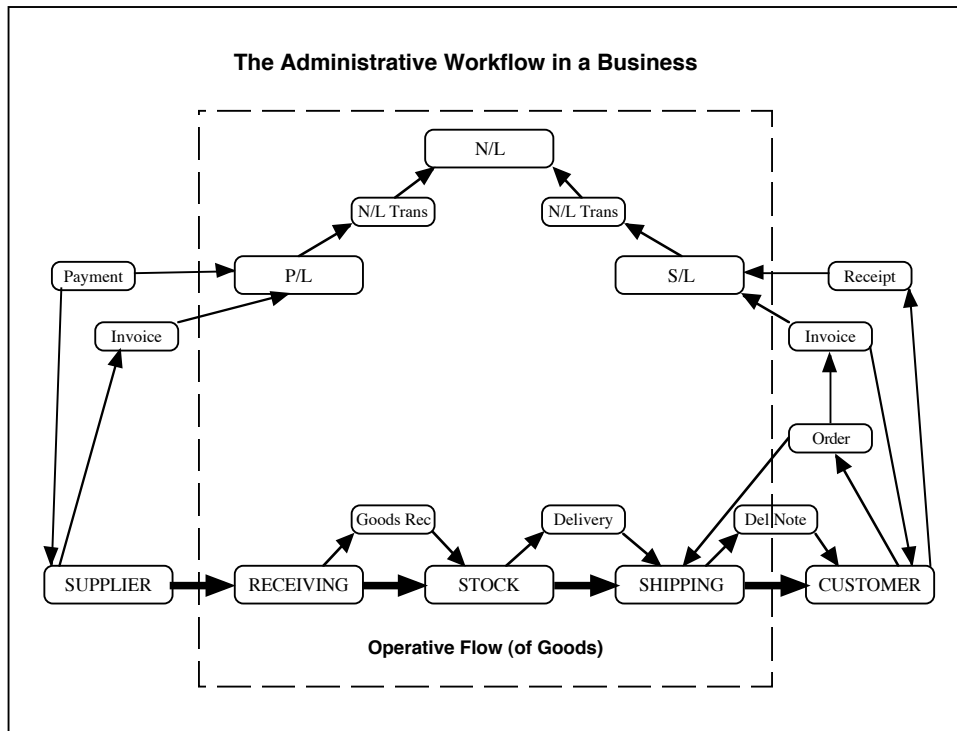
The above illustration shows a simplified description of the interaction of functions and information (messages) in a traditional trading business. The basic physical flow is shown at the bottom, with "operative" functions handling the goods as they are received, stocked and shipped. The rectangles above the operative flow are "administrative" functions that handle the flow of information in the business. The smaller rectangles are messages

containing information that is passed around in the business. The dashed frame is the boundary of the business: although Suppliers and Customers are on the outside, there is a continuous exchange of information with them.

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

Basic Registers in a Trading Business

N/L	Accounts
	Balances
	Transactions

P/L	Invoices		S/L	Invoices
	Payments			Receipts
	P/L			S/L

STOCK	Goods Receipts		SALES SUPPORT	Customers
	Deliveries			Items
	Items			Orders

SUPPLIER → RECEIVING → STOCK → DELIVERY → CUSTOMER

Operative Flow (of Goods)
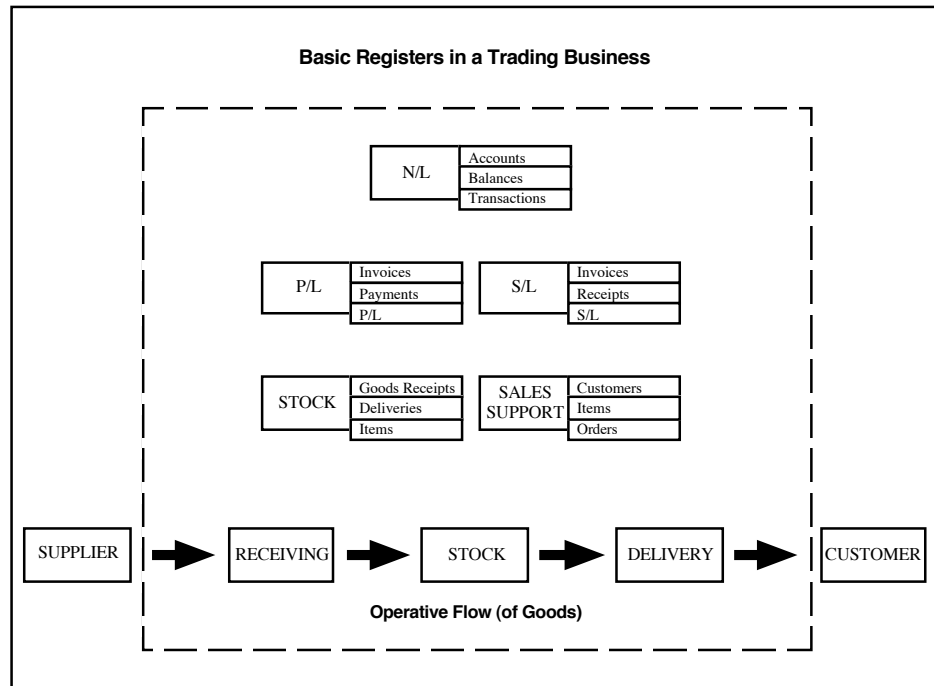
FirstOffice's modular design provides a number of standardised tasks for each functional area in a business. The design is very flexible, so that many different types of business can use the software. In FirstOffice it is always possible to access information immediately from another module. If for example the person involved with the Purchase Invoices needs some information about a Sales Invoice, then it is immediately available to them without any need to leave the system (subject to the person having the necessary access rights)

FirstOffice is an integrated accounting system. The different parts of the system interact with each other. The Sales Ledger is for example integrated with the Nominal Ledger so that as soon as an Invoice has been approved, all

ledgers in the company's accounts are automatically updated. This interaction is immediate, and covers the entire accounting system. All registers, ledgers and reports are updated for all users.

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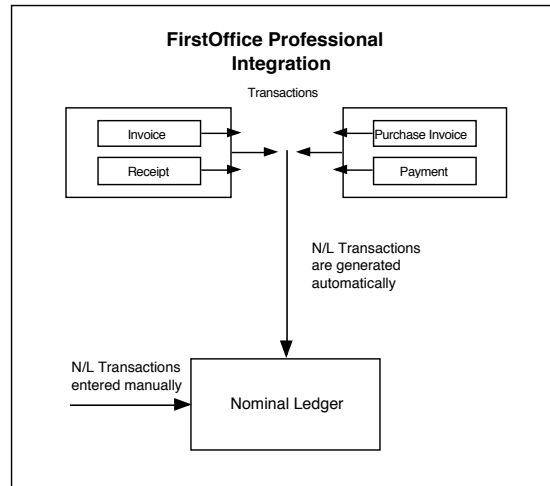
Multi-year Database

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

FirstOffice's database is continuous. Transactions are stored continuously, with no periods fixed in advance. It is possible to extract reports for completely arbitrary periods. When you finally reconcile a particular period, you can close it for further entries. However, you can have as many periods open as you wish.

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

Preparing for Installation

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

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

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

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

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

Efficient Management

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

The basic idea with automatic administration is to make the computer do most of the routine work. In the beginning it may seem a lot of work to enter all the necessary information about Items and Customers, but that is really all the preparation you have to do. It is not necessary to use all the many features of FirstOffice. Remember, however, that the more basic information you can

enter into the various files and registers, the more the program will be able to assist you in your work.

Planning and Setting up

If this is the first time that you will be using a computerised accounting system to manage your sales, purchase and nominal ledgers, or if you are changing from another system, why not take a good look at the overall operations? Maybe you can do things in your present operation more efficiently.

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

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

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

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

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

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

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

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

Most people think that the beginning of the year is the only time when you should change the accounting procedures in a business. Quite to the contrary,

it is better to change systems during the year. You can then select a calm period of the year, enter all data from the beginning of the year and check the outcome against reports produced from the previous system.

Remember that once the installation process has been completed, FirstOffice does require some maintenance. At the very least, you should establish a regular routine for backing up. A financial system is very different from a word processor, which handles individual documents. FirstOffice works - like all financial systems - with a database, in which all your data about customers, invoices, nominal ledger etc. is stored in a single file. If you lose that file, you have lost not just a single document, but all your accounting and customer information.

Installation

The installation of a FirstOffice financial system is technically simple. If you are used to computers and have some experience of installing software, you will find the installation of FirstOffice very straightforward.

System Requirements

All Platforms

FirstOffice requires at least 20 Mb of free hard disk space at the time of installation, but more will be required as the database grows with regular use.

In multi-user systems, you must reserve at least one computer in the network as your FirstOffice server. All servers should be dedicated (i.e. they should not be used for any other purpose such as print spooling or running separate applications). FirstOffice communicates using TCP/IP: this must be installed on all servers and clients. FirstOffice is suitable for use on mixed networks (e.g. networks with Linux, Macintosh and Windows clients), provided all machines have TCP/IP installed.

If you will be connecting to your FirstOffice server using GSM devices (e.g. mobile phone) or a dial-up modem connection, the minimum recommended modem speed on the server is 64 kbps. If there will be more than 10 users, or if you will use the Attachments feature to attach files to records or mails, at least 128 kbps is preferable. The server should have a fixed line connection and a static IP address. The Attachments feature is described in Chapter 2 of this manual (page 129).

10 Mb/s Ethernet Cards are sufficient for the clients and for the server in small networks. In large networks with more simultaneous connections, a 100 Mb/s card is recommended for the server.

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

Concerning security, it is important to mention that the data flow between the FirstOffice server and its clients is encrypted. Back-up files created using FirstOffice's built-in feature are also encrypted. Every user will use a unique user name and password to log in. For increased security, it is recommended that you switch off Windows or Macintosh file sharing on all machines.

Windows

Hardware

For a single-user installation, you will need a Windows computer with a hard disk drive and a printer. The minimum processor is a 450 MHz Pentium II (600 MHz PIII or P4 recommended). The minimum memory requirement is 256 Mb. These specifications also apply to the client machines in a multi-user system, where memory requirements are more dependent on the version of Windows than on FirstOffice. FirstOffice has a minimal hard disk requirement on the clients (usually under 20 Mb). The server should be selected with the transaction load of the installation in mind. The minimum server is a 600 MHz Pentium III with at least 256 Mb memory (2 GHz Pentium 4 with 512 Mb memory recommended).

Software

FirstOffice single-user needs Windows 98SE/2000/XP (Windows 98 is not supported). In client/server installations, Windows 2000 or XP are the recommended operating systems for the server, while the clients can use 98SE/2000/XP. The server should not use Windows NT, while the clients can use NT but it is not recommended. FirstOffice can be installed in file-sharing networks (Novell) but the FirstOffice installation will not use any of the file-sharing facilities. TCP/IP and Winsock2 (WS2_32.DLL) must be installed on the server and all clients. GdiPlus.dll must be present in the same directory as the application if you are using Windows 98 Second Edition (SE) or Windows NT 4 Service Pack 6, and Unicows.dll should also be in that directory if you are using Windows 98SE.

Macintosh

Hardware

In a single-user system, you will need a Macintosh with a hard disk drive, a printer and at least 64 Mb (OS 9) or 128 Mb (OS X) of internal memory. The minimum recommended machine is an iMac or a Macintosh G3 (G4 if you are using OS X). These specifications also apply to the client machines in a multi-user system. The minimum server is a Macintosh G4 with at least 128 Mb of memory (a G5 with 256 Mb is recommended). Hard disk speed is more important than processor speed. iMacs should not be used as servers.

Software

FirstOffice requires Macintosh System 9.2.1 (or later). Users of OS X should use 10.2.7 or later on clients and 10.3 or later on servers. Macintosh servers should use OS X. Multi-user versions of FirstOffice use TCP/IP and Open

Transport: these must be installed on the server and on all clients. OS 9 support will be discontinued in FirstOffice version 5.0.

Linux

Hardware

Please refer to the Windows or Macintosh sections above for details of hardware requirements.

Software

Recommended distributions are Red Hat 7.1, SuSE 7.0, Slackware 7.2 or similar/later. The X Window System should be installed in single-user installations and on client machines. The Linux server version of FirstOffice does not have a graphical interface: it can be used with any distribution that has Linux Kernel 2.4 or later and GNU C Library 2.2 or later.

Installation

Single-user

FirstOffice is supplied on a CD-ROM, and you can always obtain the latest version from the Downloads area of our website, www.hansaworld.com.

The CD-ROM contains an installer program for installing FirstOffice on a Windows machine. Self-expanding archives are provided for other platforms (Linux, and Macintosh OS 9 and OS X). The files available for downloading from our website are all self-expanding archives.

In this section we first describe installing from a self-expanding archive (in which case the basic procedure is the same for all platforms). This is followed by a description of the Windows installer program that can be found on the CD-ROM.

1. To install from a self-expanding archive, first create a new folder on your hard disk.

2. Copy the archive that is correct for your machine and operating system from the CD-ROM into this folder, or move the file that you have downloaded into this folder.
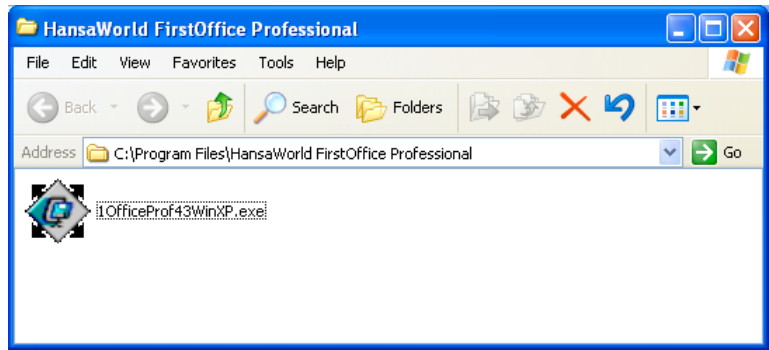
3. Make sure you have at least 20 Mb available for the FirstOffice application, the associated files and for the data file which will be created the first time you launch FirstOffice. Then, double-click the file to expand it.

4. In some operating systems (e.g. Windows), you will now be asked where you would like the FirstOffice application and associated files to be saved.
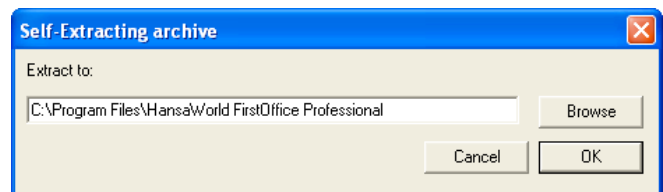
Specify where you would like the application to be saved, using the [Browse] button if necessary to locate the correct folder. Click [OK].

In other operating systems (e.g. Macintosh OS 9 and OS X), the FirstOffice application and associated files will be saved in the folder containing the self-expanding archive.

5. A thermometer bar will show you how the installation is progressing.
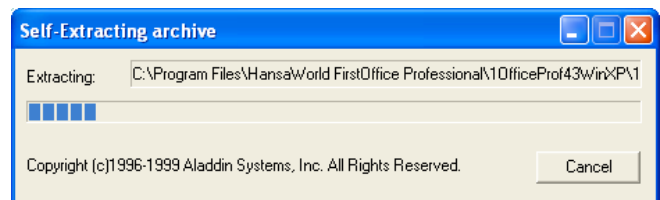
To install FirstOffice from the CD-ROM using the Windows installer program, follow these steps—

1. Start Windows.

2. Insert the FirstOffice CD-ROM into your CD drive.

3. If you have Windows NT, go to the Main window and open the File Manager by double-clicking. Select the CD drive (usually D:) by clicking the appropriate button in the top left-hand corner of the window. If you have Windows 98SE/2000/XP, go into the Explorer or "My Computer" window and double-click the icon representing your CD-ROM drive. The following window opens—
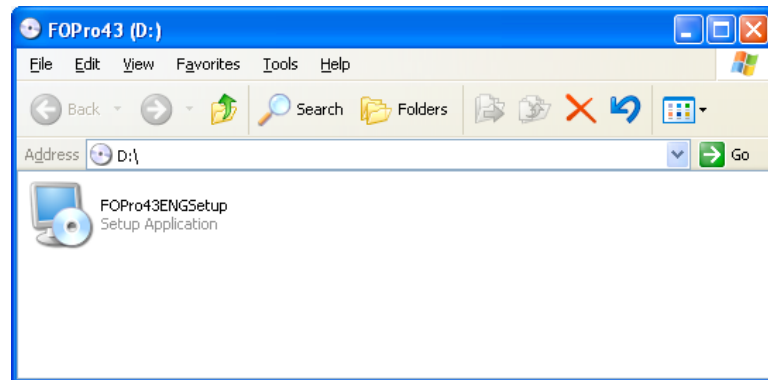
Double-click the "FOPro43ENGSetup" file ("FOPro43ENGSetup.exe" if you have chosen to show extensions in the Explorer).

Alternatively, select the 'Run' command from the Start menu (Windows 98SE/2000/XP) or from the File menu in the File Manager (Windows NT). The illustration below is from Windows XP—
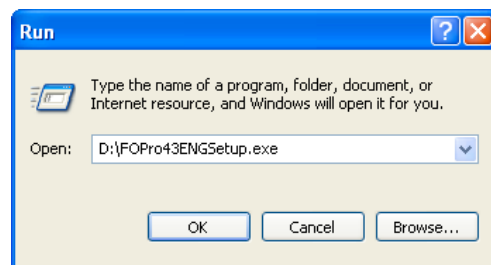
4. In the Command line field, type "D:\FOPro43ENGSetup.exe" (where "D" represents your CD or DVD drive, and where

FOPro43ENGSetup.exe is the name of the installer program on the CD-ROM) and press [OK].

The following window will be opened—

5. Click [Next]. The following window appears—

The empty space on the hard disk is shown at the bottom. Check that you have at least 20 Mb free: the installation will require 12.2 Mb, and a data file will be created as soon as you run FirstOffice for the first time.

By default, FirstOffice will be installed in a directory named "HansaWorld FirstOffice Professional" in the "Program Files" directory. You can choose another destination if necessary. When you have decided where FirstOffice is to be saved, click [Next].

6.   The following window appears—

Use this window to name the Shortcut Folder that the installer will add to your Start menu.

Click [Next] and follow the on-screen instructions to begin the installation process. A thermometer bar will show you how the installation is progressing.

Under Windows NT, the installation process will create a Program Group and some icons in the Windows Program Manager. A message will tell you that the installation was successful. If anything went wrong, you will be informed.

Under Windows 98SE/2000/XP, the FirstOffice application will be installed in a new FirstOffice directory. The installer will also create a shortcut, allowing you to launch FirstOffice from the Start menu.

Whether you install using a self-expanding archive or the Windows installer program, the resulting FirstOffice folder or directory will also include some files containing a Chart of Accounts, report definitions, a help file, standard settings, document definitions and a sample database. These are described in the section entitled 'After Installation' below on page 32.

Multi-user

For a multi-user installation you need to proceed as follows—

1. Create a network including all the computers and other equipment you are going to use. Use the Windows, Macintosh or Linux System installation tools to install TCP/IP on each machine. Ensure all Windows machines have Winsock 2 (WS2_32.DLL) installed and that all Macintoshes have Open Transport installed.

2. Select one computer as the server computer.

3. If your server is a Linux or Macintosh OS X machine, the FirstOffice server application will not have a graphical interface. Proceed as described in the next section. Otherwise, install FirstOffice on the server computer, as described in the single-user section above.

4. Install FirstOffice on each of the client machines, again as described above.

Linux and Macintosh OS X Server Installation

The FirstOffice server applications for Linux and Macintosh OS X can only be run with the machine in "Terminal" mode. However, you can install them either using the usual graphical interface or using the "Terminal" mode.

To install the FirstOffice server application on a Linux or Macintosh OS X machine using the graphical interface, follow the instructions in the 'Single-user' section above.

Otherwise, to install the FirstOffice server application using the "Terminal" mode, follow these steps—

1. Download the latest version of FirstOffice that is correct for your platform and operating system. Create a new folder on your hard disk, and move the file that you have downloaded into this folder.

2. Put the machine into "Terminal" mode.

    On a Macintosh OS X machine, double-click the Terminal application that will usually be found in the Utilities folder in the Applications folder, or use the Terminal icon in the Dock—

    On a Linux machine, use the Terminal icon in the Dock or Panel. The appearance of these icons will vary depending on your interface: shown below are typical icons for KDE and GNOME—

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

    cd /Applications/FirstOffice   changes to the directory where you have placed the installer file, in this case the "FirstOffice" directory inside the

"Applications" directory at the root level.

tar -xvzf FirstOfficeProAdv43Serv.tar.gz (Linux), or
tar -xvzf FirstOfficePro43ServOSX.tar.gz (OS X)

where FirstOfficePro43ServOSX.tar.gz is the name of the installer file that you have downloaded

```
Last login: Wed Sep 21 15:17:47 on ttyp2
Welcome to Darwin!
First-Office-Server:~ foserver$ cd /Applications/FirstOffice
First-Office-Server:/Applications/FirstOffice foserver$ tar -xvzf FirstOfficePro43ServOSX.tar.gz
```
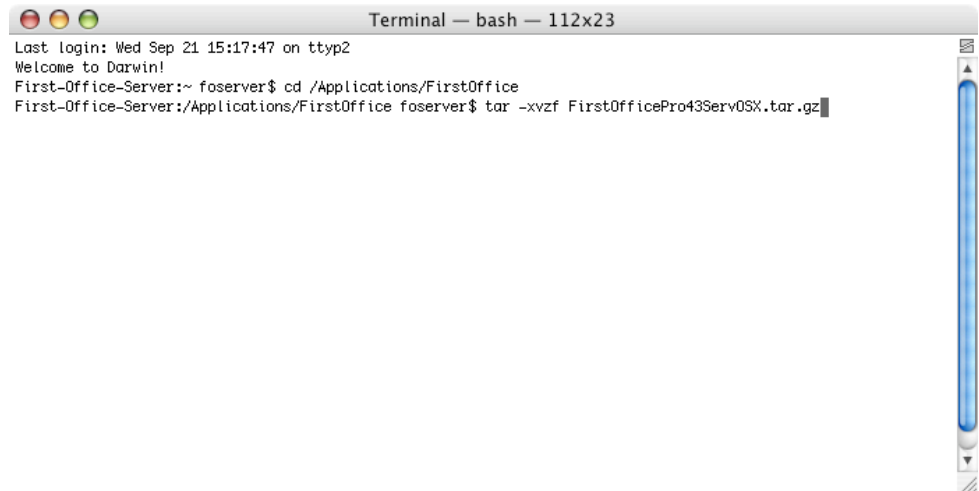
When you press the Return key, the installer will create a new directory in your FirstOffice directory. This new directory will be named 1OfficeProAdv43Serv (Linux) or 1OfficePro43ServOSX (Macintosh OS X). This will contain the application and the necessary auxiliary files.

After Installation

The FirstOffice directory or folder contains a number of files—
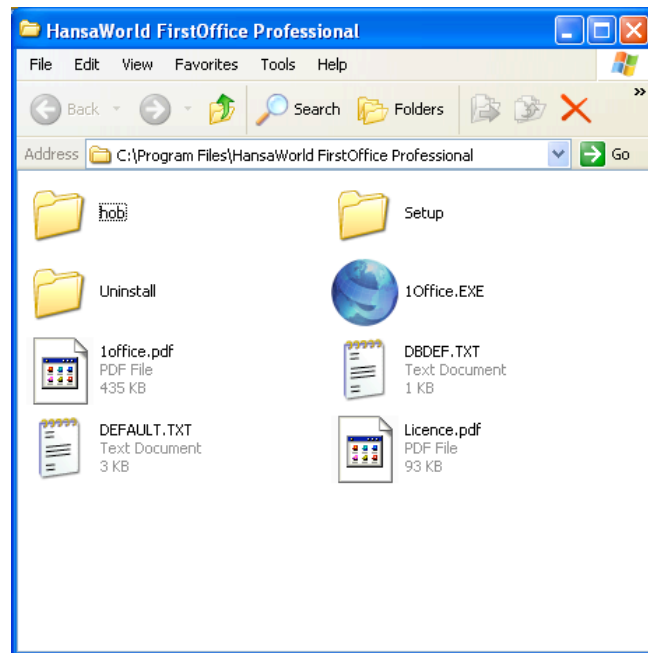
Shown is the Windows XP folder: its appearance on your computer and the number of files and folders may differ slightly according to the type of machine you are using, its operating system and certain other settings. In the illustration, for example, all file extensions are shown. Some or all of the following files should be present—

1. The FirstOffice application, consisting of the program file "1Office.exe" or "1Office" (Windows), "1OfficeOS9" (Macintosh OS 9) or 1OfficeOSX (Macintosh OS X).

2. The "Hob" folder, containing language and other files. This must be present in the same folder or directory as the FirstOffice application.

3. The file "DBDef.txt", which is used by FirstOffice to import some basic settings data whenever a new database is created. This file must be present in the same directory as the program when a new database is created.

4. The file "Default.txt", which is used by FirstOffice to import some basic settings data whenever a new Company is created. This file must be

present in the same directory as the program when a new Company is created. Companies and databases are described in the next section of this chapter (page 34).

5. The file "FOUKStd.txt" which contains sample set-up data, "UKAccs1.txt", which contains a sample Chart of Accounts, and "UKForms.txt", which contains templates for Invoices and other forms. If you wish to use these, follow the instructions in the section entitled 'Creating a New Company' below on page 37 first to create a new database and then import these settings. The name and precise make-up of this file will vary according to the country of use. In some installations, these files will be placed in a folder named "Setup".

6. A back-up of an example database for training purposes ("FirstOfficeProDemoDateAugust2005.txt"). It includes the Chart of Accounts and other settings that are also in the files described in the previous paragraph. To use the example database, follow the instructions in the section entitled 'Restoring from a Back-up' below on page 69 covering the creation of a new database and the importing of a back-up file. In some installations, this file will be placed in a folder named "Setup".

7. An "Attach" folder, which must be present if you want to attach files to records. Such Attachments are fully described on page 129 in the next chapter, 'Work Area'. In multi-user installations, this folder should be on the server machine. In some installations, this folder will not be created until you run FirstOffice for the first time.

8. A "Backup" folder to be used for storing daily back-up files. In some installations, this folder will not be created until you run FirstOffice for the first time.

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

10. The "Tmp" folder should be present if you will be using the FirstOffice Mail facility to send and receive external mail (i.e. to communicate with standard email programs outside your FirstOffice network). The External Gateway uses it to store mail attachments downloaded from the POP3 server before they are transferred to the "Attach" folder and attachments that are to be uploaded to the SMTP server. This folder need not be present if you are not using the FirstOffice Mail facility (i.e. if you do not have the CRM and Mail Value Pack). In some installations, this folder will not be created until you run FirstOffice for the first time.

Starting FirstOffice

Companies and Databases

The key components of a FirstOffice system are the application and the database. The application, or program, has the following symbol in the directory window (Windows) or in the Finder (Macintosh)—

The database is the file used by FirstOffice to store its data. This file must be called "1Office.hdb". In many cases, that data will pertain to a single company. However, where there are separate departments or subsidiary companies that keep separate accounts, their data can also be stored in a single database, in separate 'Companies'. If you set up more than one Company in FirstOffice, each will be completely separate: there will be no common information, although it is possible to copy from one to another using the export and import functions. Separate account balances will be maintained, and each Company within a database can be backed up separately or together.

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

! ***The database file must have the name "1Office.HDB" and be present in the same folder or directory as the FirstOffice application. If you move the database file or rename it, a new database will be created the next time you start FirstOffice.***

Loading an Existing Database and Company

Single-user

Start FirstOffice just like any other Windows, Linux or Macintosh application, by double-clicking the program icon. FirstOffice will load the database named "1Office.HDB". If this is not present in the folder or directory, a new database will be created automatically.

If you have a single Company in your database, that will be loaded by default and you will be ready to start work.

If you have more than one Company in your database, you will be asked to select one before work can begin.
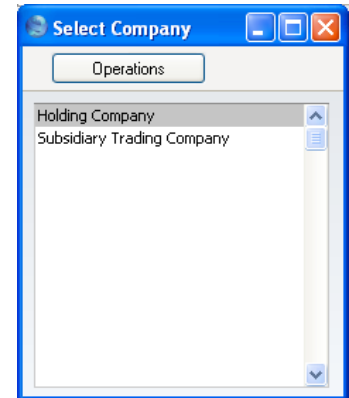
Double-click the appropriate Company in the list, or highlight it and press the Enter key on your keyboard. The database is now ready to use.

Multi-user

In a multi-user installation, launch FirstOffice on the server first. If your server has a graphical interface, follow the procedure described in the previous section: choose any Company when the 'Select Company' window appears. Users will then be able to log on to work with any of the Companies stored within that database.

Depending on how you shut the server down on the previous occasion it was used, FirstOffice should select the Server module automatically. The 'Server Status' window appears. You can use this window to monitor network activity. For details about shutting down the server, please refer to the section entitled 'Shutting Down' below on page 62.

If the 'Server Status' screen does not appear automatically, click the [Select Module] button in the Master Control panel. Then, double-click 'Server' in the resulting list. The 'Server Status' window will now appear.

The server can now be left alone.

Servers with no Graphical Interface

If your server is a Linux or Macintosh OS X machine, you must first put it into "Terminal" mode before you can launch the FirstOffice server application. Instructions can be found in the 'Linux and Macintosh OS X Server Installation' section above on page 30.

When the Terminal window opens, and assuming you have retained the default directory structure, type—

cd /Applications/FirstOffice/1OfficeProAdv43Serv (Linux), or
cd /Applications/FirstOffice/1OfficePro43ServOSX (OS X)

./1office-server & (Linux), or
./1office-macosx & (OS X)   starts the FirstOffice server application. The & is optional: it allows you to run the program in the background and to use the Terminal window for other tasks.

This assumes the application is named "1office-server" or "1office-macosx". If this is not the case, type the application name after "./"

Creating a New Database - Single-user

In the event that you need to create a new database, simply ensure there is no database file with the name "1Office.HDB" in the same folder as the FirstOffice application when launching. A new database will be created automatically.

The "DBDef.txt" and "Default.txt" text files must be present in the same folder as the application when a new database is created. FirstOffice will use these files to set some initial preferences in the new database.

! *The installation will not be correct if the "DBDef.txt" file is missing.*

Creating a New Company

When creating a new database, the first task is to enter a new Company. FirstOffice automatically opens the 'Companies: Inspect' window so that you can carry out this task.

If the 'Companies: Inspect' window is not opened at this point, this is because your example of the "DBDef.txt" file has instructed FirstOffice to create a new Company automatically. In this case, turn now to the next section, 'Importing from a Back-up' and continue with the set-up sequence from there. When you reach the section entitled 'Changing the Company Name', follow its instructions to change the Company's name to something more suitable.

Click on the first field in the column headed "Code" and enter information as described below. Use the Tab or Return key to move from field to field.

The following fields are present in this window—

Code	Enter a unique code. This can be a numeric code greater than 0 or an alpha code of up to five characters.
Name	Enter a name by which this company or department will be identified in the 'Select Company' window (illustrated at the end of this section). This window will allow you to choose the Company you want to work with each time you log in to FirstOffice.
Short	If you have more than one Company in your database, you can switch between Companies in a work session, leaving windows from each Company open. This Short Code appears as part of every window title to indicate

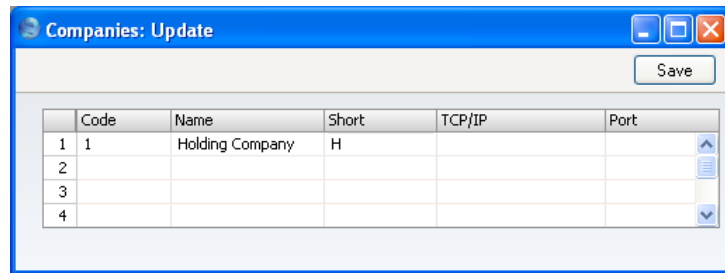the Company to which the information in the window belongs.

TCP/IP   This field is described in the next section, 'Creating a New Database - Multi-user'. You should leave it empty in a single-user system.

Port   This field is described in the next section, 'Creating a New Database - Multi-user'. You should leave it empty in a single-user system.

You can only enter one Company now: if you need more than one, you will be able to add them later in the set-up process (described in the 'Value Packs, Users and Companies' and 'Changing and Adding Companies' sections below on pages 44 and 46 respectively). You can have up to four Companies.

If you are creating a new Company, the "Default.txt" text file must be present in the same folder as the FirstOffice application. FirstOffice will use this file to import some basic settings to the new Company. When the entry is complete and you have made certain that the "Default.txt" file is in the right place, click the [Save] button in the top right-hand corner of the Company screen.

You should now inform FirstOffice that you wish to use the Company you have just created. The 'Select Company' list window will appear automatically—
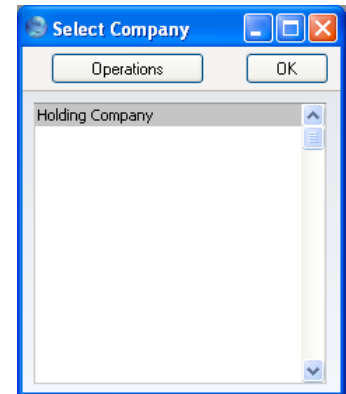
Select the single Company to work with and press the Enter key.

Importing from a Back-up

FirstOffice will now open a window listing back-up files that can be imported. FirstOffice looks in the folder or directory as the application for folders named "Backup" and "Setup". Any files in these folders in the correct format are listed in this window.
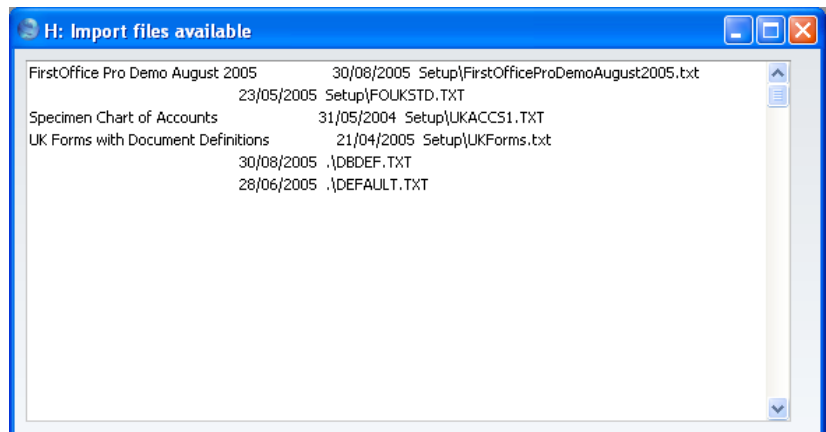
Proceed down one of the following routes, depending on your circumstances—

1. If you are launching FirstOffice for the first time, you will not have any back-up files to be imported. If you do not wish to import the example

database or the sample Chart of Accounts, close the window using the close box and refer to the section immediately below entitled 'The Work Area'.

2. If you are launching FirstOffice for the first time and wish to import the example database or the sample Chart of Accounts, double-click the file to be imported, or highlight it and press the Enter key. If you choose to import the example database, FirstOffice will quit when it has finished importing the file. Restart FirstOffice and log in as SJ with no password.

3. If you are creating a new FirstOffice database which is to be based on your existing data (perhaps you are restoring from a back-up because your previous database has become damaged or because you are updating to a new version), double-click the back-up file to be imported, or highlight it and press the Enter key. For full details of this process, please refer to the 'Restoring from a Back-up' section below on page 69.

The Work Area

Whether you imported a back-up file or not, the FirstOffice work area will now appear. This will be the basis for all your work in FirstOffice and is fully described in the next chapter, 'Work Area'. It is illustrated below to enable you to identify the various parts of the screen mentioned in the following sections.
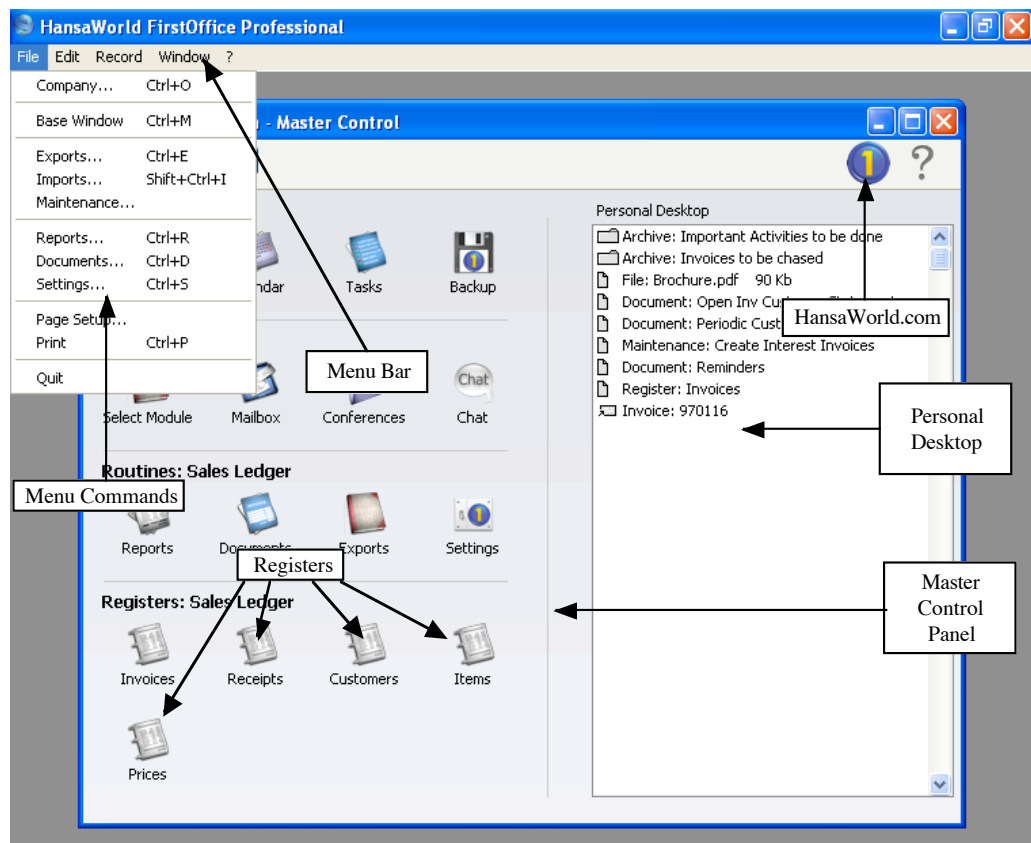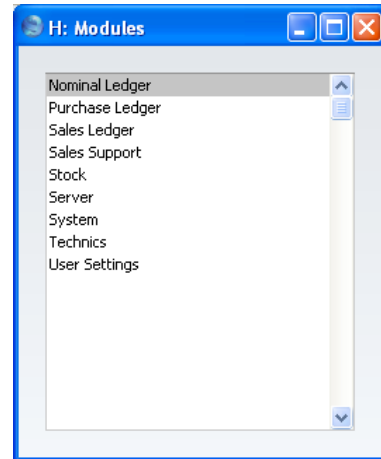
Settings

Each module contains a number of settings that you can use to control how that module operates. You can access them by selecting 'Settings' from the File menu or by clicking the [Settings] button in the Master Control panel. Before you start working with each module, you should consider its settings, since its functions depend on the settings being correct.

Many settings take the form of options or preferences. Others, such as Company Info that will be considered next, require information or a number of records to be entered.

Changing the Company Name

The System module is where settings used throughout the FirstOffice system are determined. You will now use it to enter your company name, address and other information to be used in reports and documents such as Invoices.

Click the [Select Module] button in the Master Control panel. This list of modules appears—

Choose the System module by double-clicking. Then, select 'Settings' from the File menu or click the [Settings] button in the Master Control panel to bring up the 'Settings' list window—
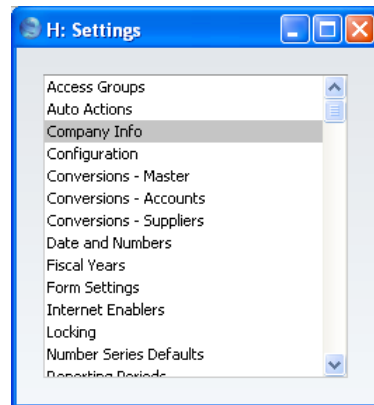
In the list, select 'Company Info' by double-clicking. The 'Company Info: Inspect' window appears.

Enter the name, address and other information as shown in the example illustration.

Click the button marked "Reg" towards the top centre of the window to see the other fields in this setting.

The Bank Customer ID is an ID number used for automatic (modem) communication with certain credit institutions in some countries. The Edit and Report Font fields allow you to select different fonts for use on screen and in reports respectively. If you leave these fields empty, FirstOffice's default fonts will be used. These are selected for maximum readability, and you should only change them if you have good reasons to do so. In non-English versions of FirstOffice, use these fields to select fonts with special character sets.

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

Details of the other fields can be found on page 314 in the 'System Module' chapter elsewhere in this manual. When you have completed the window, click the [Save] button in the top right-hand corner to save the changes and close the window.

Value Packs, Users and Companies

The next task is to ensure that you have been granted access to the appropriate Value Packs and that the correct numbers of users and Companies have been registered. If you no longer have the 'Settings' list on screen, select 'Settings' from the File menu or click the [Settings] button in the Master Control panel once again. Select 'Configuration' by double-clicking.

The 'Configuration: Inspect' window appears—

If you need more than one Company, enter the correct number in the Companies field, up to a maximum of four. Ensure that the numbers of Users is correct (and in any case is at least 1).

You should only change the number of Companies if your business is one where there are separate departments or subsidiary companies that keep separate accounts. You can set these up as separate accounting entities in FirstOffice. Each department or subsidiary is termed a 'Company'. If you set up more than one Company in FirstOffice, each will be completely separate: usually, there will be no common information, although you can copy from one to another using the export and import functions. Separate account balances will be maintained, and each Company within a database can be backed up separately or together.

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

In the remaining sections of the window, select the Value Packs that you require by clicking the check box next to each one so that a tick appears. Choose the options that describe your hardware most accurately in the Server

Hardware and Server OS fields (in a single-user system, choose the options that apply to the machine on which you will be using FirstOffice). To choose an option, place the cursor in one of these fields and press the Ctrl-Enter (Windows and Linux) or ⌘-Enter (Macintosh) key combination. A selection list will appear in which you can choose an option by double-clicking. Finally, click [Save]. If you have selected any Value Packs, they will be made available the next time you start FirstOffice.

If you intend applying for an Enabler Key using the 'Automatic Internet Enabler' method, you should at least make sure you have specified your Server Hardware and Server OS and numbers of Mailboxes and Conferences in the Configuration setting before doing so. The other information will be downloaded from the HansaWorld server together with the Enabler. You can select the modules that you require before applying for an Enabler if you want to carry out set-up work in the meantime. If you will use one of the other methods to apply for an Enabler Key, you must make sure the Configuration setting is complete and correct before applying. Details about applying for an Enabler Key are below on page 47.

Changing and Adding Companies

If you want to change the company identifier that appears in the title bar of each window, and/or you need more than one Company, you can do this now. Click [Companies], the first button in the 'Registers' section of the Master Control panel—

Then, select 'Open Company Register' from the Operations menu. The 'Companies: Inspect' window that you saw earlier is opened, showing the Company that you created—


To create more Companies, click in the Code field in the first blank row and enter information as described in the section above on page 37 entitled 'Creating a New Company'. Remember, this should only be done for parts of

your business that are completely separate accounting entities to the first Company.

If you are creating a new Company, the "Default.txt" text file must be present in the same folder as the FirstOffice application. FirstOffice will use this file to import some basic settings to the new Company.

It is advisable to enter as many Companies as you need now (up to a maximum of four), so that you only need apply for an Enabler Key once. You will be able to enter all set up information such as a Chart of Accounts to one Company and then to export those settings to the other Companies. Remember that each Company will maintain completely separate accounts, so there is no need to create separate Companies for departments that are part of the same accounting whole.
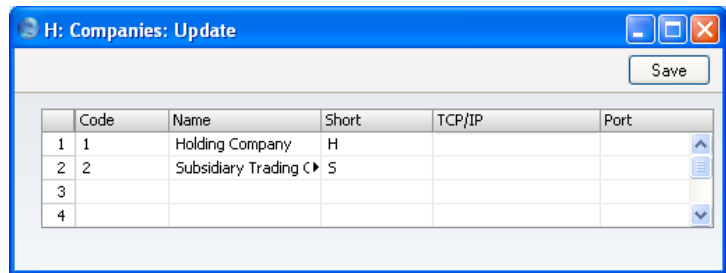
When the entry is complete, click the [Save] button in the top right-hand corner of the Company screen.

For security reasons, FirstOffice will shut down after any changes or additions have been made in the Company register. Restart the program to continue working.

For each Company added, you should now repeat the process described above on pages 41 and 44 respectively in the 'Changing the Company Name' and 'Value Packs, Users and Companies' sections, entering the correct company name and address, and ensuring that access has been granted to the correct Value Packs. To change Companies, select 'Companies' from the File menu and choose another Company in the list that appears. Depending on the method you will use to apply for an Enabler Key, this work should be completed before doing so.

The Enabler Key

The next stage is to inform FirstOffice that you have a full licence for its use.

A FirstOffice licence normally gives you the right to use the program for a single database. Each database will normally require its own Enabler Key provided to you on application by your local FirstOffice distributor. When

you purchase FirstOffice, this Key is absent but FirstOffice will be fully operational for 30 days after installation, allowing time for the set-up work described in the previous sections. After 30 days, if you have not applied for your Key, FirstOffice will change to demonstration mode: it will remain fully functional, but printing will be disabled. You can apply for the Key at any time (before or after the 30 day point), but before doing so you should ensure you have entered all required Companies in the Company register and named them all in the Company Info setting, and, depending on the method you will use to apply for an Enabler Key, given yourself access to the required Value Packs and entered the correct number of users in the Configuration setting in the System module (all as described above).

When you close the Configuration window, FirstOffice calculates a Control String based on the Value Packs selected and the number of users and Companies entered. It also calculates a Control Code, an eight-digit number. Both will be visible in the Configuration setting.

At this point, where a Control String and Control Code are known to FirstOffice, the database will enter its demonstration mode 30 days from installation. To gain full use of the program, you need to obtain an Enabler Key. You can do this using one of three methods, described below.

Once you have obtained a Key, if you change the Valid Until Date or the number of users, mailboxes or conferences in the Configuration setting, or give yourself access to different Value Packs, FirstOffice will go into demonstration mode. You can regain full use of FirstOffice by reverting the Configuration setting to its original state.

If you add a new Company to the database or change the Company Name in the Company Info setting in any existing Company, this will also cause FirstOffice to go into demonstration mode. In this case, however, you can only regain full use of FirstOffice by applying for a new Key.

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

If you need to call HansaWorld support for help obtaining an enabler, you can find your local telephone number by clicking the "Countries" link at www.hansaworld.com.

Automatic Internet Enablers

If you use the Automatic Internet method to apply for an Enabler Key, you will instruct your copy of FirstOffice to connect to the connect to the customer database on the HansaWorld server, which contains details of your

contract (Value Packs and number of users purchased, etc). A Key will then be downloaded from the HansaWorld server, as will the number of users, Value Pack access and other information to the Configuration setting. Everything previously in the Configuration setting will be overwritten. Unlike the other methods, therefore, you do not need to ensure the Configuration setting is complete or accurate before applying for a Key using this method. All you need do is make sure you have specified your Server Hardware and Server OS and numbers of Mailboxes and Conferences in the Configuration setting. You should also make sure you have recorded your company name in the Company Info setting. Follow these steps—

1. If you no longer have the 'Settings' list on screen, select 'Settings' from the File menu or click the [Settings] button in the Master Control panel once again. Select 'Internet Enablers' by double-clicking.

2. Fill in the fields as follows—

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

Customer Code at HansaWorld

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

Contract Number at HansaWorld

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

Contract Daughter No.

> In most cases, this field can be left blank. If appropriate, enter here the contract number of your parent company here, or your sub-contract number if, for example, you have two contracts.

3. If you do not have enough information to fill in these fields (e.g. you do not know your Customer Code at HansaWorld), click the [Automatically Fill These Settings] button. Assuming you are connected to the internet, your copy of FirstOffice will connect to the customer database on the HansaWorld server. It will then search the customer database for your company name as entered in the Company Info setting. The two names must match exactly: an extra space, for example, will mean that a match will not be found. If it does not find a match, it will search for your VAT Number, telephone number and company registration number. If any of those match, it will download information to these fields from the customer database.

4. Click the [Save] button in the Button Bar to save the Internet Enablers setting.

5. The setting will close: re-open it and click the [Register for Automatic Internet Enablers] button. Assuming you are connected to the internet, the Registration No. field in the Internet Enablers setting and the Valid Until and Enabler Key fields in the Configuration setting will be filled in automatically.

The Valid Until date will be set to three months from the current date or to the end date of your contract, whichever is the nearer. Once a month your copy of FirstOffice will connect to the HansaWorld server automatically to get a new Enabler Key. The new key will add an extra month to the Valid Until date. If for some reason this automatic process fails and your copy of FirstOffice is unable to obtain a new key, it will attempt to connect once a day for the next two months. If it is still unable to obtain a new key, your

copy of FirstOffice will go into demonstration mode. If you want to activate the monthly connection yourself, open the Configuration setting and select 'Connect to get your Enabler' from the Operations menu. The next automatic connection will occur one month later.

In multi-user systems, it will be your FirstOffice server that attempts to connect on a monthly basis. If your server is not connected to the internet, you will need to use the 'Connect to get your Enabler' function.

As mentioned above, everything previously in the Configuration setting will be overwritten when you apply for an Enabler Key using this method. It is therefore recommended that you check the Configuration setting once you have obtained your Key. Call HansaWorld support if you think the new settings are wrong.

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

i.   You did not save the Internet Enablers setting in step 5 before clicking the [Register for Automatic Internet Enablers] button.

ii   A "server not responding" message is usually caused by your firewall. It is recommended that you re-configure it to allow communication with www.hansaworld.com.

HansaWorld.com Website Enablers

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

Follow these steps—

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

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

3.   Enter the expiry date of your FirstOffice contract in the Key Valid Until field. Make sure the setting is otherwise complete and accurate, and click the [Save] button in the Button Bar to save and close it.

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

5. Produce a Company Info report: this is described on page 363 in the 'System Module' chapter later in this manual.

6. Go to www.hansaworld.com and click the "Enablers" link.

7. Click the appropriate link for the country where your company is registered.

8. Enter your Customer Number and click the [Register] button to be given a password. The password will be sent to you by fax or email. Your Customer Number can be found on your HansaWorld invoice. You can also use the [Register] button if you already have a password but have forgotten it.

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

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

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

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

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

Manual Enablers

If you do not have an internet connection at all, you can obtain an Enabler Key by telephone or fax. This method uses the Control String and Control

Code to determine the Enabler Key. So, if you are using this method, you must make sure you have created all the Companies that you need and that you have defined the Configuration and Company Info settings in each one before applying for an Enabler Key.

Follow these steps—

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

2. Enter the expiry date of your FirstOffice contract in the Valid Until Date field. Make sure the setting is otherwise complete and accurate, and click the [Save] button in the Button Bar to save and close it.

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

4. Contact your local FirstOffice representative during normal working hours and quote the Control String and Control Code. You may be asked to produce a Company Info report: this is described on page 363 in the 'System Module' chapter later in this manual. You will then be given a Key.

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

If the "DBDef.txt" file is missing

If you attempt to create a new database as described above on page 36 in the section entitled 'Creating a New Database - Single User' but without a "DBDef.txt" file present in the same folder or directory as the FirstOffice application, that database will be created successfully. However, the process will deviate from the path previously described in three respects—

1. The window listing importable back-up files will not appear.

2. A new Company will not be created automatically for you. Instead, the first window to be opened (with the title 'Companies: Update') will offer you the opportunity of creating the first Company yourself.

3. You will only have access to the System and User Settings modules.

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

1. Close FirstOffice using the 'Quit' command on the File menu.

2. Delete the "1Office.HDB" file.

3. Locate the "DBDef.txt" file and move it to the folder or directory containing the FirstOffice application. Also, ensure that the 'Default.txt' file is present.

4. Launch FirstOffice again and follow the procedure described in the 'Creating a New Database - Single User' section above on page 36.

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

1. Ensure the "Default.txt" file is present in the same folder or directory as the FirstOffice application and enter at least one Company to the 'Companies: Update' window. This window is described in the section entitled 'Creating a New Company' above on page 37. Click the [Save] button to save.

2. On closing this window, the 'Select Company' window will open. Double-click the Company that you wish to work with.

3. The System and User Settings modules will be the only modules available. The next step should be to remedy this. Click the [Select Module] button in the Master Control panel, double-click 'System' in the subsequent list and select 'Imports' from the File menu. Double-click 'Automatic, manual file search' in the subsequent list. Locate the "DBDef.txt" file and import it. You will now have access to all modules.

4. Return to the 'Creating a New Database' section above and resume the process at the 'Settings' sub-heading.

Setting up a Basic Accounts System

FirstOffice is supplied with a basic accounts template that you can use as a basis for your own system if necessary. It includes VAT Codes, a Chart of Accounts, report definitions and so on.

If you did not import this template when creating your database (as described in the 'Creating a New Database - Single User' section above on page 36), you can do so at any time. To import this template, ensure you are in the System module using the [Select Module] button in the Master Control panel and select 'Imports' from the File menu. The 'Imports' window is shown—
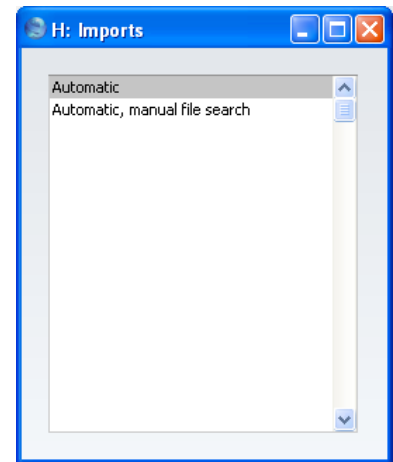
Double-click 'Automatic', or click once and press the Enter key. FirstOffice opens a window listing importable files in the "Backup" and "Setup" folders, which are in the same folder as the FirstOffice application. Locate "UKAccs1.txt" and click [Open] or [Select] (depending on the operating system).

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

When the import is finished, repeat the process, selecting "UKForms.TXT" and then "FOUKStd.TXT" to import template forms and other settings. Then, close the 'Imports' list window using the close box.

Your FirstOffice database is now ready to be used. You are free to change any aspect of the model Chart of Accounts, but note that some of the default settings in FirstOffice presume that the model chart is being used in an unmodified form. If you alter the chart, you must also alter these defaults wherever they occur. For example, if you change the Account Code of the VAT Outputs Payable Account, remember to alter all the VAT Code records accordingly as well.

If you do not wish to use the template supplied

You are also free to implement your own accounting set-up. If you choose to do this, please first refer to Chapter 3, 'Accounting Principles', on page 150

where some basic accounting principles are outlined. Then, referring to the appropriate chapters in this manual, you will need to set up VAT Codes in the Nominal Ledger (covered in Volume 2) before creating your Chart of Accounts in the System module (page 341 below). Referring to the chapters in Volumes 2 and 3 describing the Sales and Purchase Ledgers and the Stock module, ensure the correct Accounts have been defined for use by various functions using the Account Usage S/L, Account Usage P/L and Account Usage Stock settings. You should also check the Item Groups and Payment Modes settings. Finally, referring to the 'Nominal Ledger' chapter in Volume 2 of these manuals, define the Balance Sheet, the Key Financial Ratios report, the Profit & Loss Report and the VAT Report.

Importing your own Chart of Accounts

If you are changing to FirstOffice from another computerised accounts program, you may be able to import the accounts set-up from that program. This will have three advantages: the import procedure is relatively fast (compared to entering the accounts manually), the possibility of data entry errors is reduced and you will be able to use a Chart of Accounts with which you are already familiar.

If you wish to follow this procedure, please follow the import instructions described above on page 54 in the section 'Setting up a Basic Accounts System' to import your text file. For details of the composition of the text file, please refer to your FirstOffice representative.

Entering Data and Opening Balances

Your FirstOffice database is now ready for the entry of data and of opening balances. Please refer to the chapter entitled 'Starting Work' (page 200) for full details of how to proceed. Before you do so, however, it is recommended that you read the following sections of this chapter. 'Work Area' (page 76) will enable you to familiarise yourself with FirstOffice's tools, windows and method of working, while 'Accounting Principles' (page 150) describes some of the accounting concepts used by FirstOffice.

Creating a New Database - Multi-user

Server with Graphical Interface (Windows and Macintosh OS 9)

To create a new, multi-user, database, essentially the same steps as those described above need be followed. Working on the server, simply ensure that there is no database file with the name "1Office.HDB" in the same folder as the FirstOffice application, and launch the application by double-clicking. However, make sure that the "DBDef.txt" and "Default.txt" files are present. A new database is created.

As in a single-user system, you will need to create a Company as the next step. To do this, use the Company register as described in the section entitled 'Creating a New Company' above on page 37. Make sure that the "Default.txt" file is present if you are creating new Companies. Again, at this stage you can leave the TCP/IP and Port fields empty. Create as many Companies as necessary up to a maximum of four.

When the entry is complete, click the [Save] button. Again, as with the single-user system, the next stage is to inform FirstOffice which Company you wish to use. The 'Companies' list will appear: highlight the single Company and press the Enter key.

Server with no Graphical Interface (Linux and Macintosh OS X)

To create a new database on a server that does not have a graphical interface, first ensure that there is no database file with the name "1Office.HDB" in the same folder as the FirstOffice application, and that the "DBDef.txt" and "Default.txt" files are present. Then, put the server into "Terminal" mode as described in the 'Linux and Macintosh OS X Server Installation' above on page 30.

When the Terminal window opens, and assuming you have retained the default directory structure, type—

   cd /Applications/FirstOffice/1OfficeProAdv43Serv (Linux), or
   cd /Applications/FirstOffice/1OfficePro43ServOSX (OS X)

   ./1office-server backup/TBXXXXXX.txt & (Linux), or
   ./1office-macosx backup/TBXXXXXX.txt & (OS X)

> Starts the FirstOffice server application and imports the back-up or example data file TBXXXXXX.txt. In this example, this file is in the "backup" folder inside the folder containing the FirstOffice server application.

The progress of the import will be shown in the Terminal window. When it has finished, FirstOffice will quit. Restart it by typing—

   ./1office-server & (Linux), or
   ./1office-macosx & (OS X)

If you do not want a back-up or example data file to be imported to the new database, you need to ensure a Server Port (see below) will be open in the new database so that clients will be able to log in. You can do this using one of two methods—

1. Before starting the FirstOffice application, ensure the "DBDef.txt" contains an instruction to set the Server Port to the required value. The "DBDef.txt" file supplied with FirstOffice will set the Server Port to 1200. If you are using this method, you may need to start FirstOffice, quit and restart to activate the port, thus enabling users to log on.

2. By typing the following command in to the Terminal—

   ./1office-server --port 1200 & (Linux), or
   ./1office-macosx --port 1200 & (OS X)

   This starts the FirstOffice server application and sets the Server Port to 1200, for a single work session only. If you want to set it to 1200 permanently, do so from a client using the Program Mode register as described below (or use method 1 above).

Since the server does not have a graphical interface, you will need to configure the new database from a client. Refer to the section entitled 'Logging on from a Client' below on page 61 and follow its instructions to log in to the server from a single client. Use the Port number that you specified in the final command above. Working on that client machine, first go to the System module and create a record in the Access Groups setting explicitly granting full access to the Technics module. Then, create a record in the Person register for yourself, assigning it to the Access Group you have just created. Access Groups and Persons are described in full on pages 307 and 337 respectively in the 'System Module' chapter later in this manual. Then, quit FirstOffice and restart. You should now follow the instructions in the section immediately below ('Setting up the Server module') to configure the new database.

Setting up the Server module

Please refer to the section entitled 'The Enabler Key' above on page 47 for details about the various methods you can use to obtain an Enabler Key. If you will obtain it through the www.hansaworld.com website or by telephone or fax, you must first make all purchased Value Packs available on the server machine. You should also register the number of users there. Even if you are using the automatic internet method, you should register your Server Hardware and Server OS and numbers of Mailboxes and Conferences. Use the [Select Module] button in the Master Control panel to change to the System module. Next, use the 'Settings' function on the File menu to bring

up the 'Settings' list window. Select 'Configuration' by double-clicking (or by clicking once and pressing the Enter key). The 'Configuration: Inspect' window appears.

Select the Server module by clicking the check box so that a tick appears. Click the check boxes for the Value Packs you have purchased. Ensure that the numbers of Users, Mailboxes, Conferences and Companies are all correct. Click the [Save] button in the Button Bar to save and close. Mailboxes and Conferences require the CRM and Mail Value Pack to be present and are described in Volume 4 of these manuals.

You should now enter your company's name, address and other details using the Company Info setting. This task is fully described in the section entitled 'Changing the Company Name' above on page 41. If you need to create additional Companies, you should do so now, following the instructions in the 'Changing and Adding Companies' section above on page 46. You should check the Company Info and Configuration settings for each Company before the next stage: the application for an Enabler Key. Full details of this step can be found in the section entitled 'The Enabler Key' above on page 47.

Once you have finished this process, it doesn't matter which Company you end up in: all will be available to any client machines logging in.

! *Specify the number of users, set up your Companies and define the Configuration and Company Info settings in each one before applying for an Enabler Key.*

If the server does not have a graphical interface, you will have carried out the work described in this section from a client machine. If you need to create additional Companies, you should change to "Admin Client" mode. To do this, go to the Technics module using the Modules menu and open the Program Mode register. Choose 'Admin Client' from the Operations menu. If you are not in "Admin Client" mode, the new Companies will be saved on your machine and not on the server. As described in the 'Changing and Adding Companies' section on page 46, the server will shut down after any changes or additions have been made in the Company register. So you will need to close the client, restart the server and then restart the client after adding Companies on the server.

The Program Mode Register

The next stage is to make this database available to the network. Use the [Select Module] button in the Master Control panel to change to the Technics module. Click the [Program Mode] button in the Master Control panel.
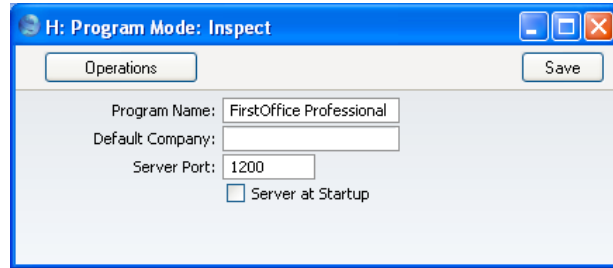
Complete the fields in this window as follows—

Program Name   If you are using FirstOffice under Windows, you can specify the name of the window in which FirstOffice appears and of the application's button in the Taskbar (Windows 98SE/2000/XP). Enter that name here.

Default Company   If you would like a particular Company to be used by default when you launch FirstOffice, specify that Company here. The next time FirstOffice is used, the Company specified here will be opened automatically and the 'Select Company' window will not appear.

You can use this field in a single-user system to ensure you always go into a particular Company when you launch FirstOffice. This is the only field in this register that you can use in a single-user system.

Server Port   This field is for TCP/IP communication with FirstOffice clients. Enter an arbitrary four-digit code to identify this database. If you have more than one server machine running FirstOffice, or more than one copy of FirstOffice running different databases on the same machine, each must feature a unique Server Port code.

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

Server at Startup   Switch this check box so that the Server module will be selected by default when you launch FirstOffice.

Usually, it will not be necessary to use this check box. When the time comes to shut down the server, two options are available on the File menu. If you choose 'Quit', FirstOffice will automatically go into server mode the next time it is used, even if the Server at Startup is not checked. If you choose 'Quit, Remove Autoserver', it will not, allowing you to work on the server machine itself.

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

! *Complete the Program Mode screen before applying for an Enabler Key.*

The final task is to select 'Server' using the [Select Module] button in the Master Control panel. The 'Server Status' screen appears. This signifies that you are in the Server module and can be used to monitor network activity.

The server can now be left alone.

Logging on from a Client

You should now create a new database on each client. Its sole task will be to enable you to log on to the server: almost no information will be saved on the client machines. Again, follow essentially the same steps as those described previously in this chapter. Ensure that there is no database file with the name "1Office.HDB" in the same folder as the FirstOffice application, and launch the application by double-clicking. However, make sure that the "DBDef.txt" and "Default.txt" files are present. A new database with the name "1Office.HDB" will be created.

Once again, the first task is to ensure the correct Companies have been entered. To do this, use the Company register as described in the section entitled 'Creating a New Company' above on page 37. Make sure that the "Default.txt" file is present if you need to create new Companies. All that it is necessary to do here is to enter once again the Companies that you have previously entered to the database on the server. This will enable you to log in to them.

In the Code field (the left-hand field of the grid), enter the same Code(s) that you entered on the server. The TCP/IP and Port fields now become relevant. In the TCP/IP field, enter the TCP address of the server machine. This can be obtained from the TCP/IP control software on the server and is used to enable the client copy of FirstOffice to locate the correct server on the network. In

the Port field, enter the value that you entered to the Server Port field on the Program Mode screen on the server. This is used to enable the client FirstOffice to locate the correct copy of FirstOffice on the server. If the server does not have a graphical interface, use the Port Number that you typed as part of the command to start the server application.

When you have entered all relevant Companies, click [Save].

The 'Companies' list will now appear allowing you to inform FirstOffice which Company you wish to use. Double-click the appropriate Company in the list, or highlight it and press the Enter key. If the result is that FirstOffice displays an error message "User Limit on Server reached" and you are certain this is not the case, the probable cause is that the Company Code of the chosen Company (in the first column of the Company register) does not match that of any of the Companies that were entered on the server.

In typical multi-user installations, the next task will be to enter details of each member of your staff that will be using FirstOffice. You might wish to limit each person to areas of FirstOffice relevant to their job and to give each one a password, to prevent unauthorised access. To do this, you will be using the Person register in the System module: please refer to the 'System Module' chapter below on page 337 for full details.

Once you have completed this task, please refer back to the section entitled 'Setting up a Basic Accounts System' above on page 54 for details covering the setting up of a basic accounts system. It is recommended that you carry out this set-up work either from a single client machine or from the server itself. Until you have finished, no other users should be allowed to log on.

Shutting Down

Remember to make a back-up before shutting FirstOffice down. Back-ups are described below on page 64.

Single-user

To shut FirstOffice down, select 'Quit' from the File menu. Macintosh OS X users can find the 'Quit' command on the Hansa OS X menu. The keyboard shortcut Alt-F4 (Windows and Linux) or ⌘-Q (Macintosh OS 9 and OS X) can be used. All open windows will be closed, and you will be asked if you want to keep any changes that have not yet been changed.

Multi-user

You can close FirstOffice clients in the same way as FirstOffice single-user: by selecting 'Quit' from the File or Hansa OS X menu.

You can shut the server down using one of two methods, if it has a graphical interface—

1. If you use 'Quit' on the File menu, the server will automatically enter server mode the next time you start it up.

2. If you use 'Quit, Remove Autoserver' on the File menu, the server will not go into enter server mode the next time you start it up. You should use this option if you want to do some work on the server.

If the server does not have a graphical interface and if you are not running the server process in the background, bring the Terminal window to the front and press the Ctrl-C key combination. Alternatively, open a new Terminal window and type the following—

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

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

Backing Up

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

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

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

FirstOffice's method of back-up is fast and economical. The data is saved as a back-up file that takes up a minimal amount of space, and the back-up files are independent of the program versions. Of course, it is also possible to copy the database file as it appears on your hard disk, but this is not so economical in terms of disk space, and a subsequent restoration may not be successful if the version of your FirstOffice application has changed since the back-up was made.

! ***Use FirstOffice's built-in text back-up feature to guarantee a successful restoration.***

To create a back-up, follow these steps—

1. In a single-user system, click the [Backup] button in the Master Control panel.

The resulting back-up file will contain the data from the whole database; clicking this button is a short cut to the 'Database Text Backup' function described in step 2 below. If you want to back up a section of the database, or have a multi-user installation of FirstOffice, follow step 2 below.

2. Use the [Select Module] button in the Master Control panel to go into the System module and choose 'Exports' from the File menu. The Exports window is shown—
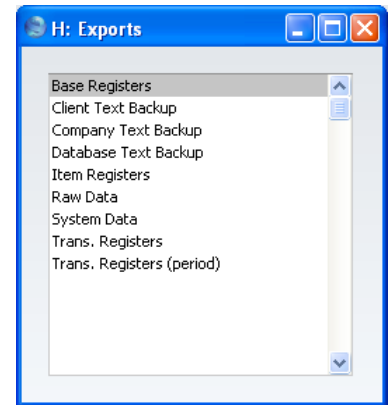
Double-click 'Company Text Backup' (if you wish to back up the data in the database relating to the single Company currently selected) or 'Database Text Backup' (if you wish to back up the whole database).

Usually you should use the 'Database Text Back-up' option, as this is the only choice that backs up the entire database. You must use it regularly for your safety and peace of mind. Some registers and settings (e.g. the Configuration setting, Mailboxes and Conferences) are stored at database level, not Company level. These will not be exported by the 'Company Text Back-up' option, even if your database only contains a single Company. The 'Company Text Back-up' option is intended for use in the situation where you need to move all the information relating to a specific Company from one database to another.

In a multi-user system, you cannot use the 'Database Text Back-up' option (and the [Backup] button in the Master Control panel) on a client machine. You can only use it on the server machine, when no other user is logged in. First, select 'Quit, Remove Autoserver' from the File menu and restart FirstOffice. Then, choose the System module using the [Select Module] button in the Master Control panel. If it is not

convenient to work from the server, use the automatic timed back-up feature described below on page 67.

If the server does not have a graphical interface, you can use the automatic timed back-up feature, or you can create a back-up file by typing into the Terminal—

./1office-server --backup (Linux)
./1office-macosx --backup (OS X)

This will launch the FirstOffice server application, which will then create a back-up file and then quit.

3.   Whether you followed step 1 or step 2 above, the 'Specify Text Backup' window appears. This offers you 40 characters with which to describe the back-up file that you are about to create. If it becomes necessary to restore from a back-up, this description will be shown in the list of importable files to help you select the correct one.
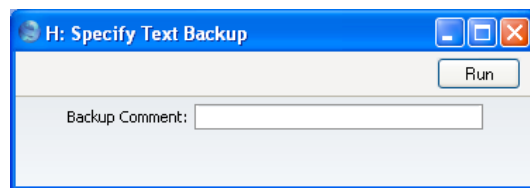
Enter an appropriate description and click [Run].

4.   If you have chosen to back up the whole database and you have more than one Company, you will now be asked to log in to any that you have not yet used in this work session. For reasons of security, if you are not able to log in to all Companies, the back-up procedure will be halted.

5.   FirstOffice opens a dialogue where you can name and place the export file. Enter the name of the file in the filename area and locate it in the appropriate directory in the usual way. The name of the back-up should include the date the back-up was made. For ease of importing later, it is recommended that you do not include spaces or other non-alphabetic characters in the name of your back-up file, and that you give it a .txt extension. Then, click [Save].

It is recommended that you save the back-up file in a folder or directory named "Backup" which should be in the same folder or directory as the FirstOffice application. All text back-up files in this folder will be shown in a list of importable files if it becomes necessary to restore from a back-up.

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

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

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

Automatic Timed Back-ups

The importance of establishing a regular routine for backing up cannot be emphasised enough. Because FirstOffice works - like all financial systems - with a single file database in which all your data about customers, invoices, nominal ledger etc. is stored, if you lose that file, you have lost not just a single document, but all your accounting and customer information.

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

1. Select 'Technics' using the [Select Module] button in the Master Control panel. In multi-user systems, you can do this on the server machine, when no other user is logged in. To gain access to the [Select Module] button, select 'Quit, Remove Autoserver' from the File menu and restart FirstOffice.

   If it is inconvenient to work on the server (e.g. it does not have a graphical interface, or it is in another building), you can work from a client machine. Log in as a Person that has access to the Technics module (this is described in the section describing the Access Groups setting on page 307 in the 'System Module' chapter later in this Volume).

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

2. Choose 'Settings' from the File menu. Double-click 'Timed Operations'. The following window appears—
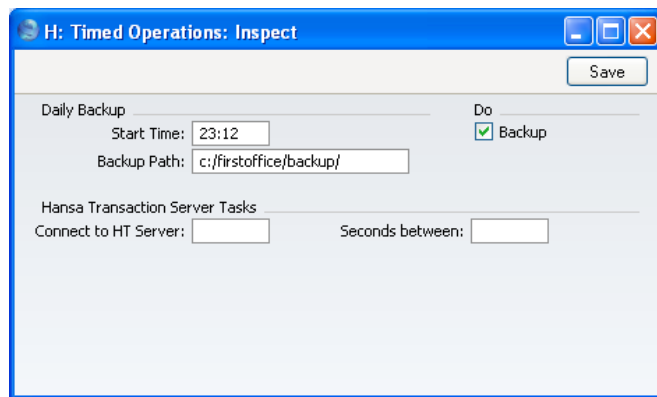
3. Set the Operation Time (the time when the backup is to take place) to the appropriate time, when it is likely that no-one will be using FirstOffice. Use the 24-hour clock, and place a colon (:)between the hour and the minute. The back-up file will be created at the specified time, even if there are still users logged in to FirstOffice. However, such users will find the speed of operation to be much reduced while the back-up is being carried out. It is therefore highly recommended that you specify a time that is outside working hours, to minimise such inconvenience.

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

   The following examples show the correct syntax for the Database Backup Path. You can use either \ or / as a separator between folder names under Windows, Linux and Mac OS X while you should use : on Mac OS 9. Note that the separator appears as the final character in the path.

   It is recommended that you save the back-up file in a folder or directory named "Backup" which should be in the same folder or directory as the FirstOffice application. All back-up files in this folder will be shown in a list of importable files if it becomes necessary to restore from a back-up. Under Windows XP, Linux and Mac OS X, you can do this using a relative path—

   backup/

Under Mac OS 9, you can only use an absolute path—

> hard disk:firstoffice:backup:

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

Windows   c:/samplefolder1/samplefolder2/backup/

Mac OS 9   hard disk:samplefolder1:samplefolder2:backup:

Mac OS X   /samplefolder1/samplefolder2/backup/

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

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

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

Restoring from a Back-up

To restore from a back-up, you must first create a new database. Then import the back-up file using the 'Imports' function on the File menu in the System module.

The replacement of a safety back-up is a non-destructive process, i.e. the back-up file is not affected by the reading process. This means that you can use the same back-up file more than once.

For reasons of speed, it is recommended that you carry out the process of restoring from a back-up on the server machine in multi-user systems. If this is not possible, use a single client machine. If you have separate back-up files for different Companies, they should be imported individually. Attempting to import them simultaneously using different client machines could result in data being lost.

Restoring from a back-up is done in the following way—

1. Move the old database (named "1Office.HDB") to another folder/directory, to avoid mixing things up. Rename it so that you know what it contains.

2.   Delete the database file "1Office.HDB" from the folder or directory with your FirstOffice application. Double-clicking the FirstOffice application now will force it to create a new database, as described earlier in this chapter.

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

The "DBDef.txt" and "Default.txt" files should always be present in the same directory/folder as the FirstOffice application. They contain some important data used when setting up the new database and creating new Companies. If this file is missing, your FirstOffice application may not work the way you expect it to do!

3.   As part of the process of creating a new database, a list of text back-up files is shown. To be included in this list, a text back-up file must be stored in the "Backup" or "Setup" folder or directory, which should be in the same folder or directory as the FirstOffice application.

In the list, the filename of each text back-up file is shown together with the date it was saved and any description added when it was created (in the 'Specify Text Backup' window).
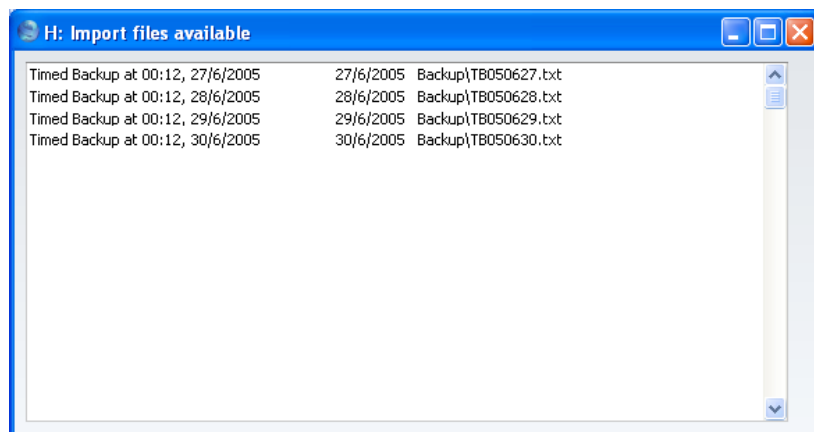
4.   Highlight the file you want to import (the back-up to which you wish to revert) and press the Enter key (or double-click on the name of the file). The back-up data will be imported. A message window informs you about the progress of the import. For reasons of security, FirstOffice will close when the import finishes if the back-up file contains at least one

record in the Person register. Restart the program: you are now ready to continue working.

Files whose name contains a space will be shown in the list of back-up files available, but FirstOffice will not be able to import them successfully. If the name of your back-up file contains a space or any other non-alphabetic character (or it is not shown in the list of available files because it is not stored in the "Backup" or "Setup" folder or directory, or because its name does not have a .txt extension), continue with these steps—

5.   If it is still open, close the list of available import files using the close box.

6.   In the System module, choose 'Imports' from the File menu. The 'Imports' window is shown—
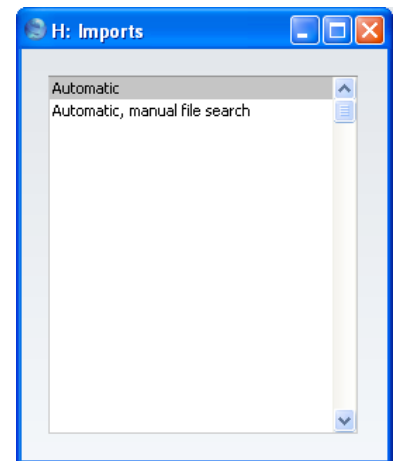
7.   Select 'Automatic, manual file search' and press the Enter key (or double-click on 'Automatic, manual file search').

FirstOffice opens a standard dialogue box with a list of the files in the current folder of the current volume. To find the back-up file, scroll through the list or select another folder or volume in the normal way.
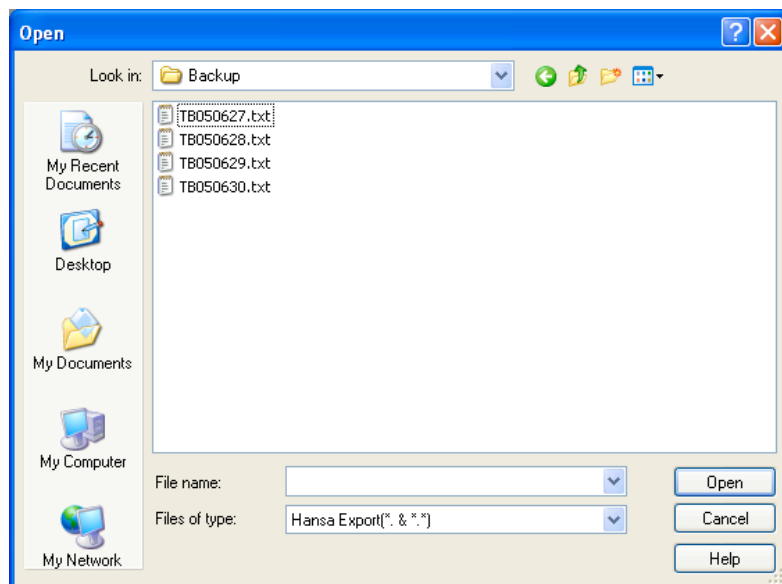
8. Once you have found the file you want to import (the back-up to which you wish to revert) and click [Open] or [Select] (depending on the operating system), or double-click on the name of the file.

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

When the import has finished, FirstOffice will close, for reasons of security if the back-up file contains at least one record in the Person register. Restart the program: you are now ready to continue working.

Updating from Previous Versions of FirstOffice

The latest version of FirstOffice is always available at www.hansaworld.com, from where updates should be obtained. If you are online, clicking the [HansaWorld.com] button in the Master Control panel will take you to this site.

Inevitably, new versions of FirstOffice will incorporate significant structural changes. Because of this, it cannot be guaranteed that they will be able to open databases created by previous versions unless you use the export and import functions.

To update, follow these steps—

1. Before installing the new version, create a text back-up as usual and as described above on page 64 using the old application.

2. Download the new version of FirstOffice in a new folder or directory.

3. Ensure that the new folder or directory contains the "DBDef.txt" and "Default.txt" files, but not a "1Office.HDB" file. Ensure it also contains a folder or directory named "Backup" which in turn contains the back-up file created in step 1, and that the name of this file has a .txt extension and does not contain any spaces or other non-alphabetic characters.

4. Copy the "Attach" and "Tmp" folders and their contents from the old FirstOffice folder to the new one. You may not have all of these folders in your installation: if so, copy the ones that you do have and don't worry about those that are missing. Do NOT copy the "Hob" folder.

5. Launch the new FirstOffice application. A new database is created.

6. Import the back-up created by the previous version of FirstOffice using the procedure described above on page 69 in the section entitled 'Restoring from a Back-up'.

    For reasons of speed, it is recommended that you back up, restore and update on the server machine in multi-user systems. If this is not possible, use a single client machine. If you have separate back-up files for different Companies, they should be imported individually. Attempting to import them simultaneously using different client machines could result in data being lost.

7. In multi-user systems, you should now install the new FirstOffice application on all client machines. Repeat steps 2, 3, 4 and 5 above on each machine. If you have any Client Text Backup files, import them to the new databases on the relevant machines as per step 6 above.

HansaWorld FirstOffice Professional

Work Area

Chapter 2: Work Area

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

You can carry out most operations in FirstOffice in three different ways—

* Selecting an option from a menu

* Clicking a button in the Master Control panel

* With a keyboard command

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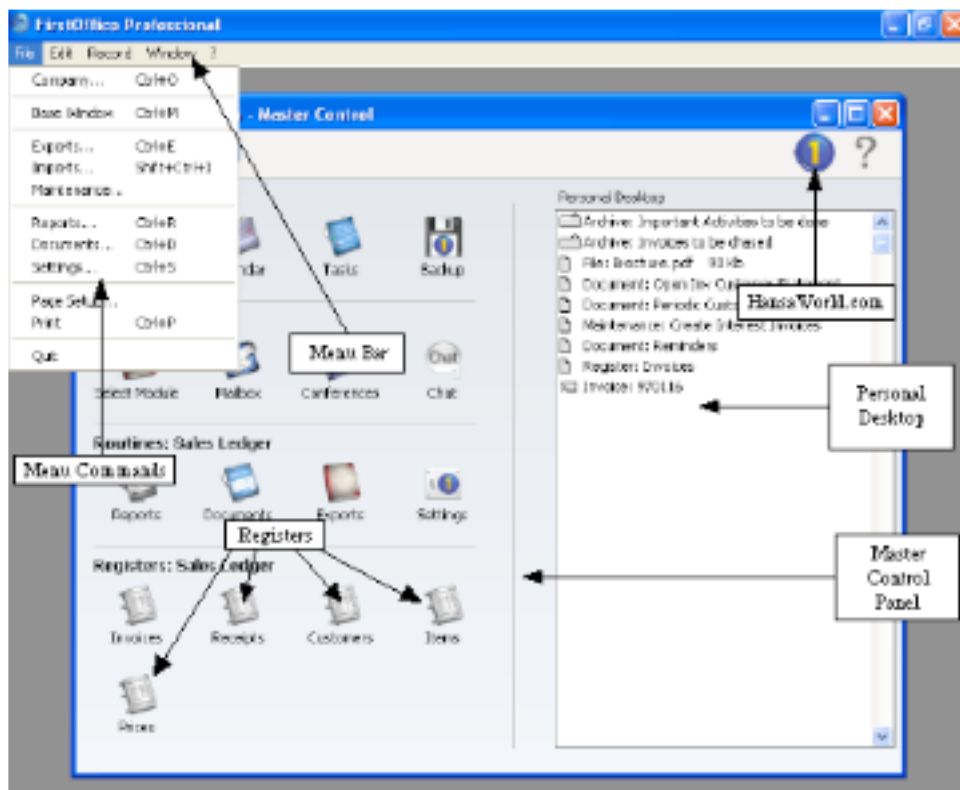
The Master Control Panel

FirstOffice's work area contains a single movable, tool palette, the Master Control panel, located by default in the centre of the screen. This contains the Personal Desktop and four rows of buttons. The buttons in the first two rows (entitled 'Personal' and 'Company') mostly control functions that cannot be operated in any other way. Those in the third row (entitled 'Routines') duplicate some of the functions on the File menu, while those in the fourth row (entitled 'Registers') can also be activated at all times using the keyboard shortcuts Ctrl-1-5 (Windows and Linux) or ⌘-1-5 (Macintosh). These registers vary with the selected module. Since the Master Control panel is always visible, it is often simpler to use the buttons it contains than to select functions from the menus.

You can bring the Master Control panel to the front at any time using the 'Master Control' item on the File menu. Windows and Linux users can use the keyboard shortcut Ctrl-M, while Macintosh users can use ⌘-M. To close the Master Control panel, click the close box or use the keyboard shortcuts Ctrl-F4/⌘-W.
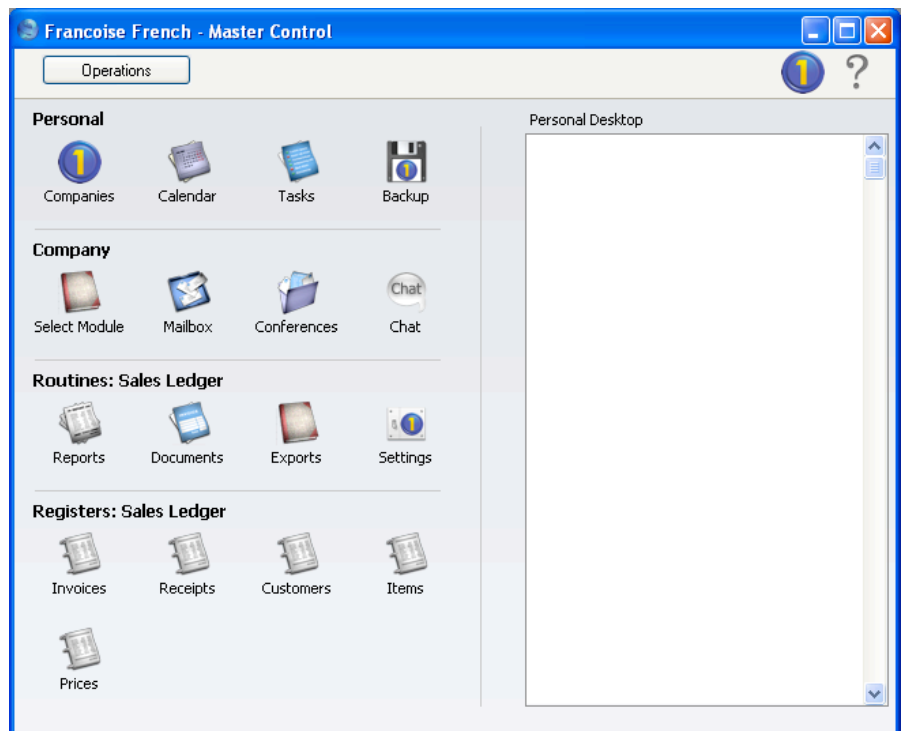
The panel contains four rows of buttons—

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

[Companies]   Windows/Linux keyboard shortcut: Ctrl-O
Macintosh keyboard shortcut: ⌘-O

If you have more than one Company in your database, use this button to move between Companies. For more information about using a multi-Company database, refer to the 'Working with Companies' section below on page 125.

[Calendar]   Click this button to open the Calendar: a graphic representation of your completed Activities and those of other users. Full details can be found in Volume 3 of these manuals.

[Tasks]   This button allows you to organise your diary, providing a means of recording appointments and other tasks. Full details can be found in Volume 3 of these manuals.

[Backup]   In a single-user system, you can use this button to back up your entire database. Please refer to page 64 above for details about backing up.

Company   These buttons provide more tools to help you communicate with other users of your FirstOffice system. Some of these buttons have a keyboard shortcut, as shown below, which you can use when the Master Control panel is the active (front) window.

[Select Module]   Windows/Linux keyboard shortcut: Ctrl-0
Macintosh keyboard shortcut: ⌘-0

Click this button if you need to work in a different module or area of the program (e.g. when you want to change from the Nominal Ledger to the Sales Ledger). Each time you change module, the Register buttons in the lower part of the Master Control panel will be changed to show the Registers in the new module.

[Mailbox]

Windows/Linux keyboard shortcut: Ctrl-Shift-M
Macintosh keyboard shortcut: ⌘-Shift-M

If you are using FirstOffice's Mail facilities, click this button to open your Mailbox. From here, you can send mail to other users in your FirstOffice system and read mail that has been sent to you. Your Mailbox is also used to send and receive external mail (i.e. to communicate with people outside your FirstOffice system who use standard email programs). Mailboxes require you to have the CRM and Mail Value Pack and are described in Volume 4 of these manuals.

[Conferences]

If you are using FirstOffice's Mail facilities, Conferences are addresses to which mail can be sent from where it can be read by all users (subject to access restrictions). Click this button to open a window showing the available Conferences. These require you to have the CRM and Mail Value Pack and are described in Volume 4 of these manuals.

[Chat]

Click this button to produce a list of users currently logged in to your FirstOffice system. Only those users that have Mailboxes will be listed. Click on a user's initials to chat with that person.

Routines

These buttons are equivalent to some of the commands on the File menu. In each case, clicking the button produces a list of options from which the required one can be selected by double-clicking. These options will vary depending on the current module. Each of these buttons has a keyboard shortcut, as shown below, which you can use at any time.

[Reports]

Windows/Linux keyboard shortcut: Ctrl-R
Macintosh keyboard shortcut: ⌘-R

Click this button to produce reports. You can define some of the reports and choose where they are to be printed (e.g. to screen, to a printer or to a text file). General details about producing reports can be found in the 'Report Window' and the 'File Menu' sections later in this chapter (pages 94 and 108 respectively), while the reports

themselves are described in detail in the chapters covering the individual modules.

[Documents]   Windows/Linux keyboard shortcut: Ctrl-D
Macintosh keyboard shortcut: ⌘-D

Use this button when you want to print documents intended for external use (e.g. Invoices or Sales Orders). Details about printing documents can be found in the 'File Menu' section below on page 112, while the documents themselves are described individually in the appropriate chapter.

[Exports]   Windows/Linux keyboard shortcut: Ctrl-E
Macintosh keyboard shortcut: ⌘-E

This is the button you use when you need to back up your FirstOffice database and to export data from FirstOffice. Exports are described individually in the appropriate chapter, and details about backing up can be found on page 64 in the previous chapter.

[Settings]   Windows/Linux keyboard shortcut: Ctrl-S
Macintosh keyboard shortcut: ⌘-S

Settings allow you to set operating preferences within FirstOffice, to tailor its operations to your requirements. The settings available vary with the different modules. Before you start working with each module, you should consider its settings, since its functions depend on the settings being correct. Many settings take the form of options or preferences. Others require information or a number of records to be entered. Click the button to open the 'Settings' list window where you will find an alphabetical list of the settings that are available in the current module. Double-click an item in this list to add to or change a particular setting. Settings are described individually in the appropriate chapter.

Registers   These buttons vary according to the current module: one is provided for each register in that module. Separate registers are used for the different types of information stored in and used by the module. Click on a register

button to open the browse window for the register. This window lists all the records contained in the register. Each register is explained in separate sections throughout these manuals.

HansaWorld.com

In the top right-hand corner of the Master Control panel there is a [HansaWorld.com] button—

Click this button to connect to the web and go the FirstOffice website (www.hansaworld.com). The latest version of FirstOffice is always available for downloading from this site.

Personal Desktop

The area on the right of the Master Control panel is known as the "Personal Desktop". If you have certain records, registers, reports or Maintenance functions that you use all the time, you can move them to your Personal Desktop for easy access. You can open a record or register or run a report or Maintenance function from your Master Control panel at any time, without first having to find them in their proper place in FirstOffice. The Personal Desktop is therefore similar to a list of Bookmarks in a browser.

Please refer to the section describing the Personal Desktop below on page 137 for full details.

Passwords

You can set or change your password from the Master Control panel, providing that a record for you already exists in the Person register (the Person register is described on page 337 in the 'System Module' chapter later in this manual). Select 'Change Password' from the Operations menu. Enter the old password if there is one and then type in the new one twice to ensure that it is correct. Click [Save] to close the window and save, or [Cancel] if you do not want to save changes. The password is case-sensitive.

Windows

FirstOffice allows you to work with several windows on the screen at the same time. The window that is currently in use is known as the 'active window'. That is the uppermost window, where the title bar is not dimmed.

In the Windows version you can "Iconise" a window, i.e. shrink it to an icon on the screen, using the button in its top right hand corner. You can re-open the window by clicking the button again.

You can move the active window by dragging the title bar, and change its size by dragging the size box in the bottom right-hand corner. Close the window by clicking the close box or by pressing the Esc key on your keyboard. On the Macintosh, clicking the close box of a window while holding down the Alt key will close all windows, while Windows and Linux users can use the 'Close All' function on the Window menu. In addition, you can save attributes such as size, sort order and position for a particular window using the Window menu. If you have several windows open, you can bring each one to the front in turn using the Ctrl-Tab or ⌘-Shift-N keyboard shortcuts.

! ***FirstOffice allows you to have up to 100 windows open at the same time. It is however a good habit to close a window when it is no longer needed. Too many open windows may become confusing.***

There are six types of window.

Browse Window

Browse windows are used to display lists of records. Clicking a register button in the Master Control panel will open a browse window listing every record stored in that register. In a browse window, you can search for a certain record and select a specific record for processing. You can have several different browse windows open at any time.

For example, if you click the [Transactions] button in the Master Control panel while working in the Nominal Ledger module (or use the Ctrl-1/⌘-1 keyboard shortcut), the window that opens is a browse window, entitled

'Transactions: Browse'. This window lists all the Transactions in the register—
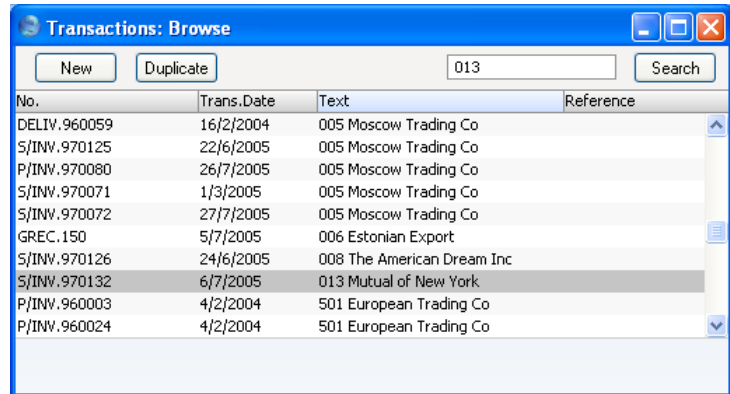
You can scroll through the list using the scroll bar on the right. You can scroll down or up a screen at a time by selecting 'Next' or 'Previous' respectively from the Record menu.

You can change the sort order of the list. Click the heading of the column you want to sort by, and the list will re-sort immediately. The heading of the column will be coloured blue to show the selected sort order. If you click on the heading a second time, the sort order will be reversed.

At the top of each browse window there is an area known as the Button Bar. This contains a set of buttons—

Operations   This drop-down menu appears in certain browse windows only. Highlight one or more records in the list (hold down the Shift key while clicking) and then choose a function from this menu. The function will be applied to all highlighted records. The contents of the Operations menu will vary depending on the browse window. Full details of each function can be found in the chapters covering each module elsewhere in this manual.

[New]   Windows/Linux keyboard shortcut: Ctrl-N
Macintosh keyboard shortcut: ⌘-N

Click this button to open a new blank record for data entry.

[Duplicate] Windows/Linux keyboard shortcut: Ctrl-K
Macintosh keyboard shortcut: ⌘-Y

If you need to create a new record that is a copy of one that already exists, first find the earlier record in the list and highlight it by clicking once. Then, click this button. A new record is opened, a duplicate of that highlighted. In many cases, the new record will contain the current date, not the date of the copied record.

[Search] Use the Search field and button (on the right of the Button Bar) to find a particular record in the list. First, sort the list by the column that you want to use for the search. In the illustration above, for example, the list is sorted by Text allowing you to search for a Transaction with a certain Number. Then, type a letter, word, number, or date in the Search field (there is no need to click in the field before typing). Then press Enter or click [Search]. FirstOffice will search the column by which the list is sorted for a match. The first row beginning with an exact match (or, if there is no exact match, with the nearest match) will be highlighted. If you are not certain of the exact spelling, use the * character as a wildcard. For example, in the illustration shown above, to find Transactions relating to Mutual of New York but do not know their Customer Number (013), sort the list by the Text column, type "*Mutual" in the Search field and press the Enter key. If the first record found is not the one you want, press the Shift-Enter key combination to search again.

If you want to view or modify an existing record, first find it using the Search facility described above. Then, open it by double-clicking its line in the window, or by first selecting the line and then pressing the Enter key.

!   *It is not possible to delete a record directly from the browse window. You must open the record first.*

Record Window

You will use record windows to enter, view and edit individual records. The heading may read 'New', 'Inspect', 'Update' or 'Deleting', depending on the circumstance. All data entry to FirstOffice is made in windows of this type.

A record window is opened when you open a specific record from a browse window by double-clicking, and when you create a new record. Below is the window that is opened when you double-click a row in the 'Invoices: Browse' window.

The record window is where you enter or edit information. Note that certain fields will only accept numbers or uppercase letters, while others cannot be changed at all. In some cases, all characters will be converted to uppercase automatically.

Use the Return, Tab or arrow keys to move from field to field. The Return key moves the cursor to the next editable field, while the arrow keys move to the next field, whether it can be changed or not. You can also use the mouse to click directly in a field to enter or change its data. When you click in a field, its contents will be highlighted, and the contents will be replaced as soon as you start typing. If you click twice in the same field, the insertion point will be placed at the point where you click, allowing you to enter or delete characters at that point.

Some record windows, such as that in the illustration, are divided into two sections: the top half shows details of the parent record (in this case, an

Invoice) and the lower half contains the individual items (or rows) that are listed on that Invoice.

Sometimes a record window contains more information than can be shown on screen at once. If this is the case, there will be a series of tabs (marked 'Terms', 'Items', etc in the example of the Invoice illustrated above) that you can click to see more pages of information about the parent record. There may also be a series of flips (marked 'A', 'B', 'C', etc) that you can click to see more information for the rows.

Button Bar

At the top of each record window there is an area known as the Button Bar. This contains a set of buttons—
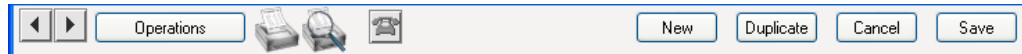
<table>
<tr>
<td></td>
<td>

Windows/Linux keyboard shortcuts: PgUp and PgDn
Macintosh keyboard shortcuts: ⌘-- and ⌘-+

These are the [Previous Record] (on the left) and [Next Record] buttons. Use them to go from record to record. Once you have opened a record from a list in a browse window, click the [Next Record] button to move to the next record in that list. At the same time *everything you may have changed* in the record you are leaving *will be saved*. If you want to cancel the changes, close the record window with the close box or press the [Cancel] button on the right of the Button Bar. Similarly, clicking the [Previous Record] button will open the previous record in the list.

These buttons have the same effect as selecting 'Previous' and 'Next' from the Record menu.

</td>
</tr>
<tr>
<td>**Operations**</td>
<td>

In several record windows, such as those for Invoices and Orders, there is an Operations drop-down menu available. This contains different functions depending on the window. For the Invoice record, the following menu items are available—

</td>
</tr>
</table>
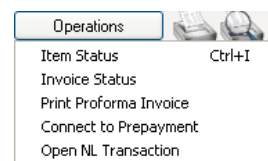
'Item Status' shows the stock position for the Item in the current row on the Invoice, 'Invoice Status' opens a window with a summary of the status of the invoice; payments etc.

Full details of each function can be found in the chapters covering each module elsewhere in this manual.

Windows/Linux keyboard shortcut: Ctrl-P
Macintosh keyboard shortcut: ⌘-P

Click this Printer icon to print the current record. The Printer icon will only appear in the Button Bar when the record window contains something that can be printed directly, e.g. an Invoice or Purchase Order. The 'Print' command on the File menu has the same function.

When you start a printout, it will print directly on your selected printer. Normally, no printer dialogue is shown.

Windows/Linux keyboard shortcut: Ctrl-Shift-P
Macintosh keyboard shortcut: ⌘-Shift-P

Clicking the Preview icon will cause the current record to be printed to screen in a new window. This will allow you to see what it will look like when you print it on a printer by clicking the Printer icon immediately to the left.

If you are using Windows, in some record windows, such as those for Invoices and Customers, there is a [Communicate] button. If you need to contact the company whose details you are viewing, click this button. The window shown on the next page opens, containing the company's contact details.
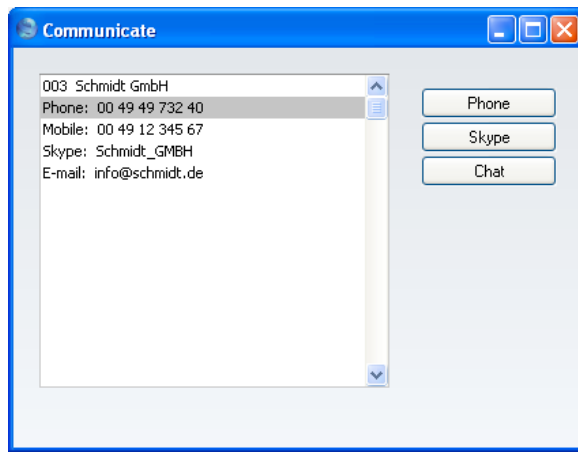
Subject to your computer or network having the suitable connection software and hardware, click on a contact method in the list on the left, and then click the appropriate button on the right. The Skype application will be started automatically, allowing you to call using Skype or SkypeOut (if you clicked on a telephone number). A new Activity window will also be opened, allowing you to record the details of the call or contact immediately.

[New]   Windows/Linux keyboard shortcut: Ctrl-N
                   Macintosh keyboard shortcut: ⌘-N

Click this button to save the current record and to close it. A new blank record is then opened for data entry.

[Duplicate]   Windows/Linux keyboard shortcut: Ctrl-K
                   Macintosh keyboard shortcut: ⌘-Y

Click this button to save the current record and to create a copy of it. The original record is closed and the new copy is opened. In many cases, the new record will contain the current date, not the date of the copied record.

[Cancel]   Macintosh keyboard shortcut: ⌘-B

If you have not saved the current record (i.e. the window title is 'New'), click this button to cancel the data entry process and to close the record window. The record is not saved. If you have previously saved the current record (i.e. the window title is 'Update'), click this

button to discard all changes made since it was last saved. In this case, the record window is not closed.

[Save]   Windows/Linux keyboard shortcut: Shift-Enter
Macintosh keyboard shortcut: Shift-Enter

This button saves all changes to the current record but does not close it.

Paste Special

When you enter information in FirstOffice, you frequently need to refer to another register, or setting. For example, when you enter an Invoice, specifying a Customer Number will bring information in from the Customer register (e.g. the name and address of the Customer), while specifying a Payment Term brings information in from the Payment Terms setting. Using the 'Paste Special' command, you can find out the information you require from a selection list quickly and easily (e.g. you can easily choose the correct Customer or Payment Term). Pressing Ctrl-Return or Ctrl-Enter in a field activates the 'Paste Special' feature. Macintosh users can press ⌘-Return or ⌘-Enter. The following example shows pasting a Customer Number into an Invoice—
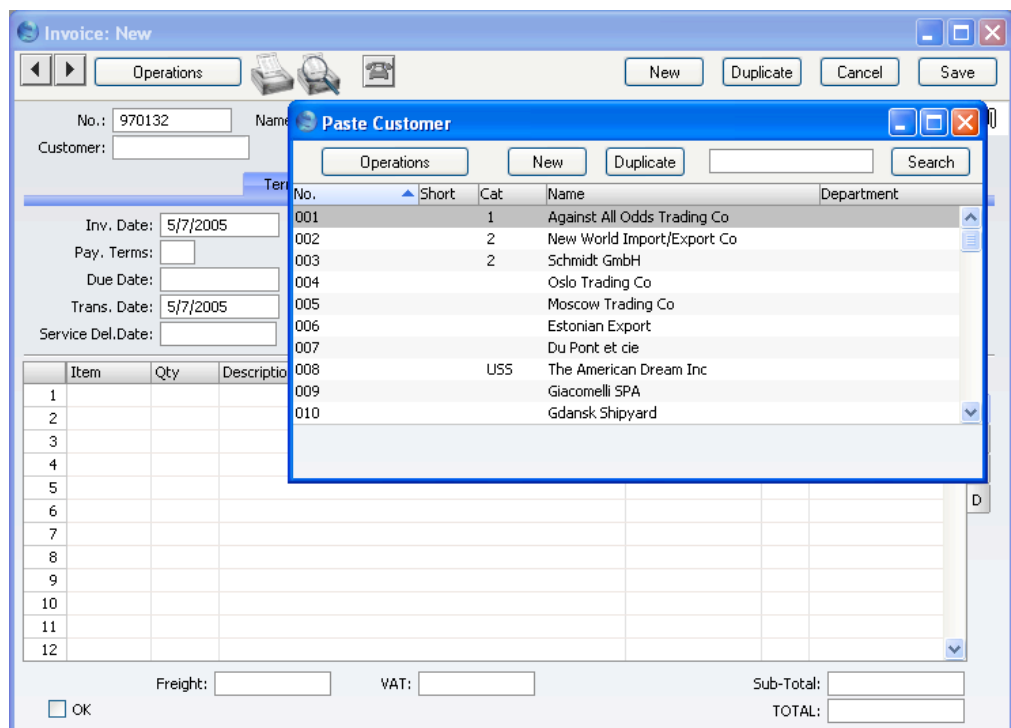
With the cursor placed in the Customer field, press the Ctrl-Enter (Windows and Linux) or ⌘-Enter (Macintosh) key combination. A new window will open, showing the contents of the register or setting from which you can select a record (in this case, the Customer register). This window is similar to a browse window in its behaviour, so you can sort the list by any of the columns by clicking the column heading and use the Search field to find the record you are looking for (using the * wildcard if necessary).

Select the Customer you want by double-clicking or by highlighting and pressing Enter. The Customer Number and other details are transferred to the Invoice screen.

You can make the 'Paste Special' feature more powerful by saving the sort order of the 'Paste Special' list. For example, whenever you need to choose a Customer, you will probably know its Name but not its Number. The first time you use the 'Paste Special' feature to choose a Customer, sort the list by Name and then select 'Save Normal Position' (Windows and Linux)/'Save' (Macintosh) from the Window menu. From now on, the list will be sorted by Name when it opens. Now you can type the first few characters of the Customer Name in a Customer field and then press Ctrl-Enter or ⌘-Enter. When the 'Paste Special' list opens, the highlighted Customer will be the first one to match what was typed. If this is the correct one, all you need do is press the Enter key and carry on typing without interruption. In the example shown below, we typed "OSLO" into the Customer Number field of an Invoice and then pressed Ctrl-Enter. The 'Paste Special' list opens, with the first Customer whose name begins with "OSLO" highlighted—

If the record you are looking for does not exist and so is not shown in the 'Paste Special' list, you can often enter it on the fly. In the 'Paste Special' window, press Ctrl-N or ⌘-N, or click the [New] or [Duplicate] buttons as appropriate. A new Customer screen (in this example) is shown. Enter the new Customer, click [Save] and the new record is entered. At the same time, the Customer Number is entered in the Invoice.

If you are entering an Invoice and realise that your information about the Customer is out of date (they might have changed their address or telephone number, for example), highlight the Customer in the 'Paste Special' window and press F2 (Windows and Linux) or ⌘-Shift-V (Macintosh). The Customer record is opened, allowing you to make the necessary changes. You can also do this if the Customer Number has already been entered to the Invoice. With the cursor in the Customer Number field, press F2 or ⌘-Shift-V. This feature is available from most fields with a 'Paste Special' link.

The availability to individual users of the F2/⌘-Shift-V feature and of the ability to create records on the fly can be controlled using the Access Groups setting in the System module (described below on page 307).

You can use 'Paste Special' when you are in a date field. When you press Ctrl-Enter or ⌘-Enter, the 'Paste Date' window opens—
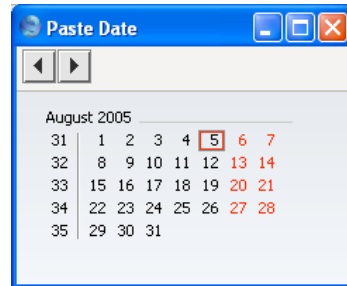
The current date is marked with a square. Press the Enter or Return key to bring the current date into the date field. If you need a different date, use the arrow keys to move the red square to the date you need—

The grey square marks the current date. Use the PgUp and PgDn keys to change to a different month. Press Enter or Return to bring your chosen date into the date field. If dashes appear instead of Week Numbers in the 'Paste Date' window, the probable cause is that there is no record in the Weeks setting in the System module, or the record that is there is incomplete. Please refer to the description of the Weeks setting in the 'System Module' chapter below on page 331 in this manual for details.

You can also use 'Paste Special' when you are in a time field. Simply press Ctrl-Enter or ⌘-Enter and the current time will be entered straight away.

Drag and Drop

You can also link information in different registers or settings by dragging and dropping. Information can be dragged from the browse window of one register into the record window of another. For example, you can drag a Customer Number from the 'Customers: Browse' or the 'Paste Customer' window into an Order or Invoice. With both the 'Customers: Browse' and 'Invoice: New' windows open, find the correct Customer in the list, click on

the Customer Number and drag it to the Customer Number field of the Invoice. Items and information from settings such as Payment Terms can be added to Invoices, Orders and other transactions in the same manner. In the case of Items, you can open the 'Items: Browse' or the 'Paste Item' window and select a range of Items by clicking while holding down the Shift key. Then drag them to the Item field in the first empty Invoice row.

In certain circumstances, it is also possible to create records by dragging and dropping. For example, an Order can be dragged from the 'Orders: Browse' window to the 'Deliveries: Browse' window to create a Delivery for all the `Items on the Order. Once that Delivery has been approved, the Order can then be dragged from the 'Orders: Browse' window to the 'Invoices: Browse' window to create an Invoice for all delivered Items.

You can also copy lists from spreadsheets or word processing documents. For example, you can copy a list of Item Numbers from a spreadsheet and paste them in the Item field in the first empty Invoice or Order row. All appropriate Item Descriptions, Prices, etc will be brought it automatically. Similarly you can copy a list of Invoice Numbers from a spreadsheet and paste them in a Receipt or Payment.

If you have several Companies, you can transfer information from one Company to another by dragging and dropping between browse windows. For example, when you create a new Company, you can drag all the Accounts from the 'Accounts: Browse' window of an existing Company to that of the new Company. This makes it easy to transfer basic information to the new Company. If you transfer approved accounting transactions of any kind using this method, they will appear as unapproved transactions in the new Company. An approved transaction is one from the Sales Ledger, Purchase Ledger or Stock module that has been posted to the Nominal Ledger.

Attachments

All record windows contain an [Attachments] button, which can take one of two forms—

This button allows you to connect files, notes or other records to any record in FirstOffice. These connected objects are known as "Attachments". Please refer to the section entitled 'Attachments and Personal Desktop' below on page 129 for full details.

Report Window

Report windows are used to display the reports you print to the screen. Below we show an example of a report from the Nominal Ledger module. You can scroll up and down in the window, and search for information in the report.

Below the Button Bar there is a report header, which shows the name of the report and the selection on which it is based. This is important information, since every report can be produced using different selections.

Below this is the report itself, always shown to its full width in its own window. You can change the window's height and width, which may lead to the report not fitting in the window. You can therefore scroll the window up and down with the scroll bar to the right or using the Page Down, Page Up, Home and End keys on the keyboard. If the window is too narrow, the report is compressed sideways, which may make it hard to read. By increasing the width of the window the report can be made to expand.

Since each report is shown in its own window, several reports can be put on the screen at the same time, totally independently. This gives FirstOffice an unmatched reporting power. You can for example show two versions of a Customer statement simultaneously, in two different windows. In one you might show all open (unpaid) Invoices and restrict the other to show only those Invoices that are due for payment (i.e. those that are older than their payment terms). FirstOffice can easily give you information that can only be obtained after some complicated manoeuvring in other accounting systems.

There is no limit to the number of reports that can be shown simultaneously on the screen, and reports from the different modules may be mixed freely. Since FirstOffice's windows are completely independent, report windows can be mixed with data entry windows and lists from different parts of the system.

In the following picture we show an example where four reports from the Nominal Ledger and Sales Ledger are shown at the same time.

Printouts

You can print any report to paper by clicking the Printer icon in the Button Bar of the window containing the report. The page format is set in advance for each report so that the report will fit in a portrait or landscape page.

Searching in Reports

Another useful function built in to all FirstOffice's reports when printed to screen is the option to search for a text string in a report. The search string may contain any combination of letters and digits occurring in the report.

In this example you might want to search for the Nominal Ledger
Transaction resulting from Invoice 970017. Enter "970017" into the Search
field on the right of the Button Bar and press the Enter key. FirstOffice will
search for the first text string in the report that matches the search word,
scroll the report to the position where the text was found, and highlight the
text. Press the Enter key again to find the next match.

Recalculating Reports

All reports are shown in their own windows. You can leave a report on the
screen and go to other windows to do various additions and alterations. If
such alterations affect the contents of the report, there is a simple shortcut for
updating the report. With the report window active again - activate it by
clicking in it - the Operations menu is available in the menu bar. Select the
'Recalculate' command (or use the Ctrl-Shift-R/⌘-Shift-R keyboard
shortcut) to produce an updated version of the report, using the same
specifications. If you want to produce an updated version of the report using
different specifications, select 'Reopen Report Specification' from the
Operations menu.

Drill-down

FirstOffice has a unique drill-down feature in some reports when they are printed to screen. For example, when you have a Profit & Loss statement on the screen, you can click on any of the Account Numbers in the report. The Nominal Ledger report for the same selection and period is then opened in a separate window, showing all the Transactions that constitute the total amount on the Profit & Loss statement. If you further click on one of the Transaction numbers in the Nominal Ledger report, the Transaction record will open, showing all the details recorded for the event. The following picture shows the result of the above example.

Text with the drill-down feature is shown underlined in a screen report.

Attaching Reports to Records and the Personal Desktop

The Button Bar of the report window contains an [Attachments] button that allows you to attach a report to a record or to the Personal Desktop. Please refer to pages 133 and 142 respectively below for details.

List Window

The list window is used whenever you need to choose from a list of options, usually after you select the 'Imports', 'Settings', 'Maintenance', 'Reports' and 'Documents' functions. Double-click your choice in the list, or click it once with the mouse and then press the Enter key.

You can use the scroll bar to find the item that you want, or you can type the first letter of its name. For example, referring to the example illustrated below and assuming 'Customer Status' is the item you want, press the letter "C" on your keyboard three times. After the first press, the highlight will move down to the first item beginning with C, 'Customer/Item Stats'. As you press "C" on your keyboard again, the highlight will move down until 'Customer List' is highlighted. You can now press the Enter key to activate the report.

When the list window shows a list of documents, it will be accompanied by an Operations menu allowing you to assign a Form to each document (the Form contains the design that will be printed). This is described below on page 112.

The following example shows the list window from where you can choose a report in the Sales Ledger module.
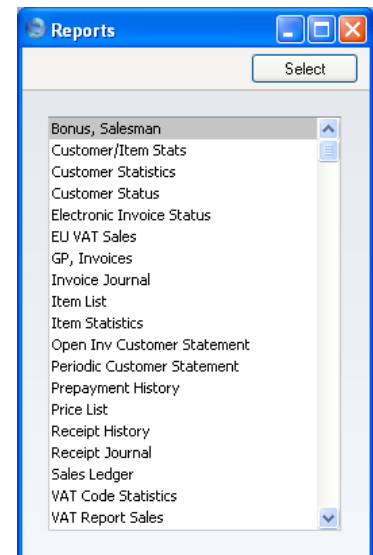
Specification Window

Specification windows allow you to specify the contents of a report or document, or how a Maintenance function is to operate. A specification window will usually appear after you have selected an option in a list window. Once you have entered the report criteria or specified how the Maintenance function is to behave, click [Run]. The example below shows the specification window for the Trial Balance report.

File Dialogue Window

FirstOffice uses the standard Windows or Macintosh file dialogue window when it requires you to select a file for import, or to give a file name to an export file.
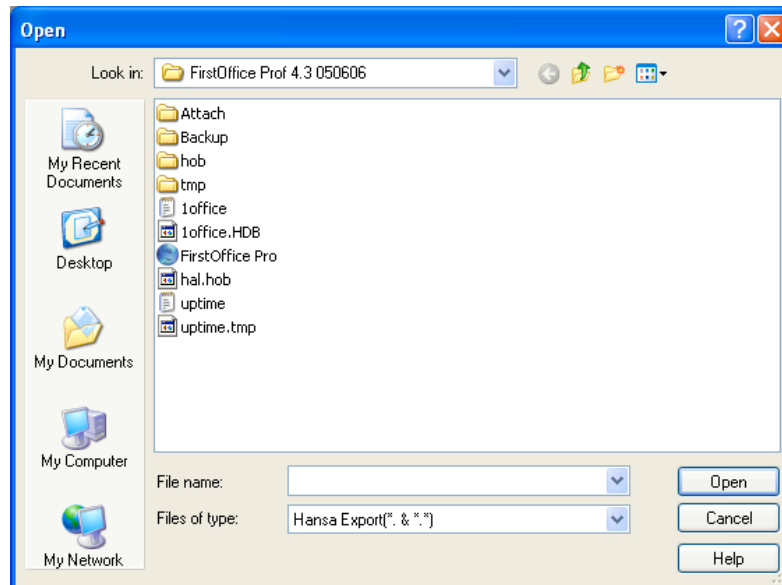
Menus and Sub-menus

File Edit Record Window ?

The Menu Bar

Select menus by pulling them down with the mouse in the normal way. Where appropriate, keyboard shortcuts are shown to the right of the menu items. Some commands are also available as icons in the Button Bar and Master Control panel.

Not all menu items are available at all times. Disabled items are grey or dimmed.

File Menu

The File menu contains commands for the handling of files, documents and printouts. Instead of selecting an item from the menu, you can in some cases click on the corresponding icon in the Master Control panel. The commands on the File menu also all have a keyboard shortcut, shown to the right of each command in the menu, e.g. Ctrl-P (Windows and Linux) or ⌘-P (Macintosh) for 'Print'. These shortcuts are shown in the illustrations above: the Macintosh version is on the left, the Windows version on the right.

Company

This command opens a list that allows you to select a Company to work with. You will have entered the Companies listed in the window using the Companies register in the System module.
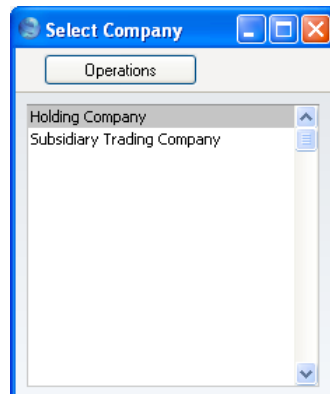
Double-click a Company in the list, or click once and press the Enter key.

If you need to add a new Company to the list, select 'Open Company Register' from the Operations menu while the list is open. Refer to the 'Changing and Adding Companies' section in the previous chapter (page 46) for full details, but remember that adding a new Company will that mean you will have to apply for a new Enabler Key. FirstOffice allows a maximum of four Companies. For more information about using a multi-Company database, refer to the 'Working with Companies' section below on page 125.

Master Control

This function brings the Master Control panel to the front. This will be necessary if you wish to use FirstOffice's Mail, Calendar and Task Manager functions as the Master Control panel provides the only means of accessing these.

Exports

Use this command to copy information from FirstOffice into a text file on your hard disk. This data is then available for use in other programs, such as word processors, spreadsheets, database programs etc. Selecting the command is equivalent to pressing the [Exports] button in the Master Control panel.

When you select this command, the 'Exports' list window is opened, where you can choose the information to be exported by double-clicking. The options available in the 'Exports' list vary according to the active module.

One reason to use the 'Exports' function is to back up your FirstOffice database. For full details of how to do this, please refer to the 'Backing Up' section in the 'Introduction and Installation' chapter (page 64). For security reasons, the 'Company Text Backup' and 'Database Text Backup' exports do not produce text files as mentioned above but encrypted files that can only be read by another copy of FirstOffice.

Note that all FirstOffice reports can also be printed to disk as text files. This, in combination with the 'Exports' function, makes it very easy to retrieve information from FirstOffice for use with other applications.

Imports

This command imports a text file, previously saved in the proper format, into the Company you are working with.

When you select this command, the 'Imports' list window is opened, where you can specify what is to be imported. As with the 'Exports' list, the options available in the 'Imports' list window vary according to the active module.

The function can import information from another FirstOffice database or from a text file created by another computer program. In the latter instance, you should ensure the text file is correctly formatted (contains the information in the correct order) before importing. This format information is available from your local FirstOffice representative, and can also be found in the Export Format report in the System module.

The first lines in the text file should be—

    format
    1   46   1   0   1

The numbers in the second line should be separated by tabs. These numbers (parameters) inform the import procedure about the contents of the import file, as follows—

Date Order   The first parameter tells the import procedure what date format you have used in the text file. You can use the following values—

0   Month/Day/Year

1   Day/Month/Year

2   Year/Month/Date

Decimal Character

The second parameter uses ASCII codes to tell the import procedure what decimal character you have used in the text file. Typical values are—

44   comma

46   full stop

Machine Mode   Use the third parameter to specify the platform on which you created the text file, as follows—

0   Macintosh, AIX, iSeries

1   Windows, Linux

The import procedure will use this information for string conversion if the last parameter (String Type) is 0.

Replace   This parameter tells the import procedure what to do if information in the text file duplicates what is already in the database.

0   Any duplicate information in the text file will not be imported. Records in the database will not be replaced.

1   Duplicate information in the text file will be imported, overwriting existing records in the database. This applies to entire records. For example, there is an existing Customer 001 in the database with the name Customer A and Payment Terms 30 days, and in the import file Customer 001 has the name Customer AA and no Payment Terms. The import procedure will overwrite the entire record for Customer 001, so the result will be that it has the name Customer AA and no Payment Terms. Records in the database with no duplicate in the text file will not be touched.

Note that blocks will always be overwritten with duplicate information from a text file, irrespective of whether this parameter is 0 or 1. There are two types of block: the setting that is a set of fields and check boxes (e.g. Account Usage S/L, Account Usage P/L, Locking); and the setting that is a series of rows (e.g. Payment Modes, VAT Codes).

String Type	Use the final parameter to specify the character set used in the text file—
0	The text file contains characters belonging to a single character set (e.g. ASCII, KOI-8R [Russian Cyrillic], ISO-8859-1 [Western European]).
1	The text file contains Unicode characters.
	Text files exported from a FirstOffice database will contain Unicode characters.

You should use the 'Imports' function to restore your FirstOffice database from a back-up, and to import your information into a new version of FirstOffice. For full details of how to do this, please refer to the 'Restoring from a Back-up' section in the 'Introduction and Installation' chapter of this manual (page 69).

Maintenance

You can use the 'Maintenance' option on the File menu to carry out certain updating tasks, such as the updating of Items' prices or creating Invoices for interest on late payment. When you select the function, a list window will appear, from where you can choose the required option by double-clicking. The options available vary according to the active module. See the chapters covering each module for details of the specific functions.
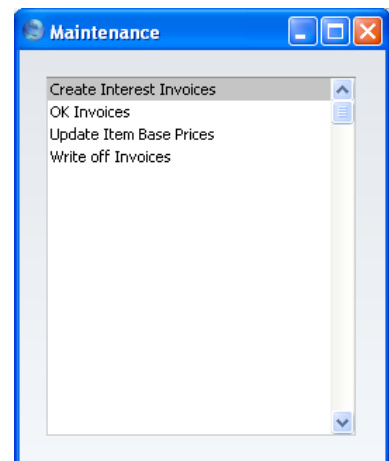
Reports

FirstOffice can print **reports** or **documents**. Reports are used mostly in relation to your internal accounting and management.
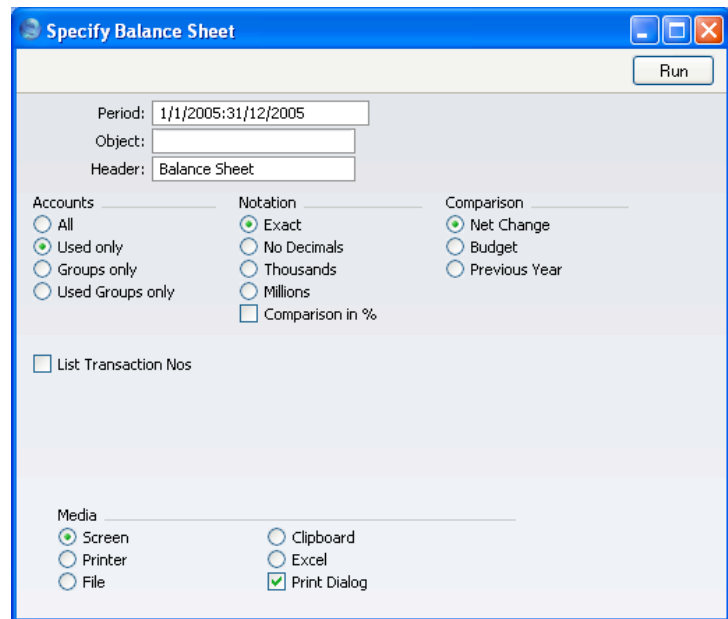
Reporting in FirstOffice is non-destructive, i.e. you can make and print a report as many times as you wish. Some accounting programs are designed in such a way as to allow journal printing only directly in connection with the data entry. FirstOffice does not have this limitation.

When you select 'Reports' from the File menu or from the Master Control panel, a window is opened, containing a list of all available reports. The contents of this window vary with the selected module: the illustration below shows the reports in the Nominal Ledger module—
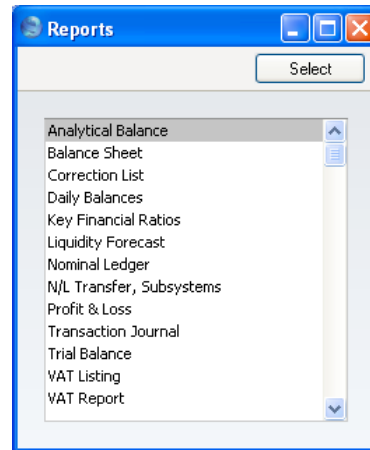
Choose a report by clicking an item in the list once. If you need to set the page size, number of copies and other printer options for the report, choose 'Page Setup' from the File menu. These settings will be used whenever the particular report is printed until you choose 'Page Setup' once again. Windows users can also use this function to choose the printer on which the report is to be printed.

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

While the specification window is open, you can choose the destination of the printout by selecting one of the Media options at the bottom of the window. The available options are Screen, Printer, File, Clipboard and Excel. The last option is only available to Windows users. If you print to screen (the default setting), the report will be shown in a new window. You can subsequently send the report to a printer by clicking the Printer icon in the Button Bar of this window or by selecting 'Print' from the File menu.

If you are sending the report to a printer and you want a print dialogue to appear, check the Printer Dialog box (last of the Media options). You might do this if you want to print several copies of a report.

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

Page Setup

'Page Setup' on the File menu allows you to set the page size, number of copies and other printer options for the report. These settings will be used whenever the report is printed. Windows users can also use this function to choose the printer on which the report is to be printed.

Updating Reports

While a report is on screen, it may be that you change some of the information it contains. If so, there is no need to close and recreate the report.

Instead, simply select 'Recalculate' from the Operations menu (or use the Ctrl-Shift-R/⌘-Shift-R keyboard shortcut) to update the report. If you want to change the report criteria before recreating the report (e.g. you want to change the report period), choose 'Reopen Report Specification' instead.

Defining Reports

For some reports in the Nominal Ledger module, you can redefine the contents and layout of the report. To do this, use the Report Settings setting in the Nominal Ledger. Full details can be found in the 'Nominal Ledger' chapter in Volume 2 of this manual.

Export to other applications

It is very easy to export the contents of any report to another application program, e.g. Excel or Word. The specification window for each report contains a set of Media options, one of which is 'File'. If you select this option, the report is saved as a tab-separated text file on your hard disk. This can be used directly in Excel, for further calculations etc. On Windows only, another Media option is 'Excel'. This option opens the Excel application and creates a new workbook containing the report.

The following example shows a Customer Statistics report opened in Excel—
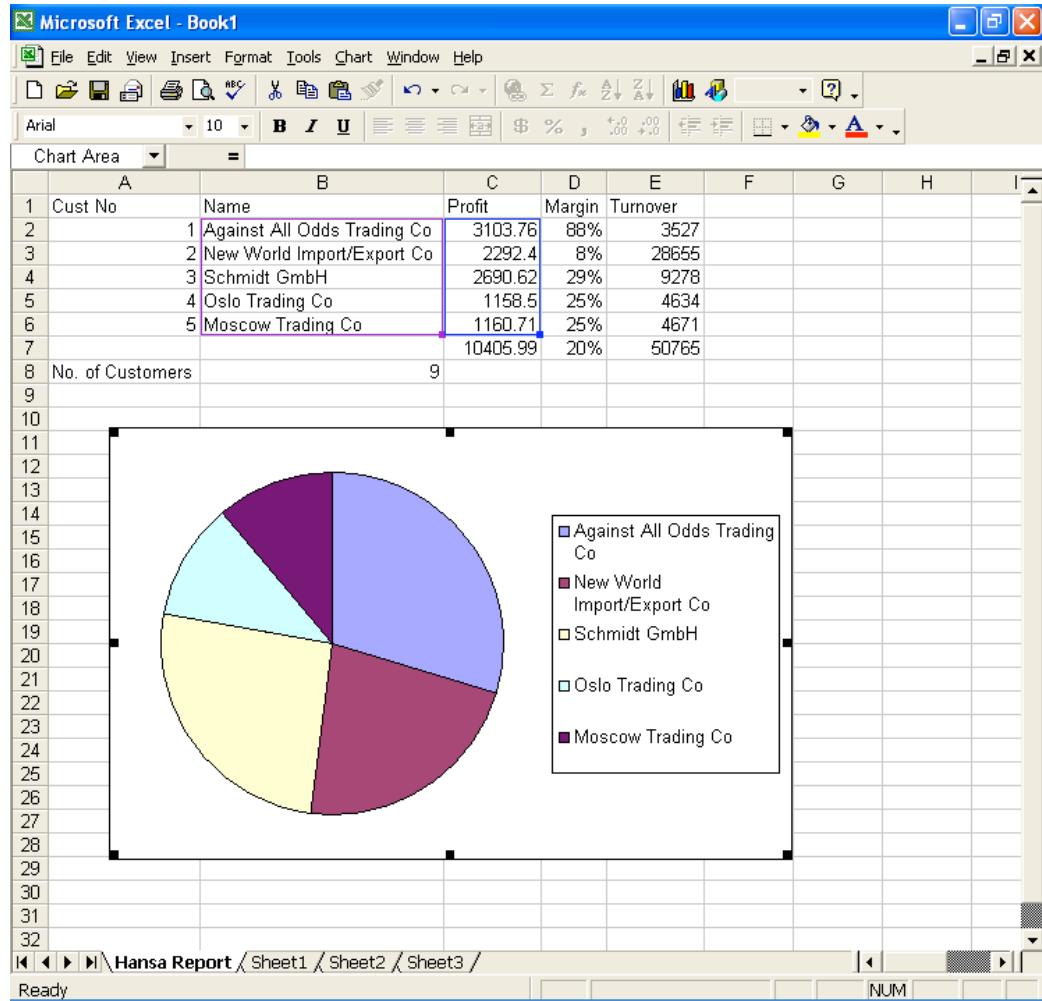
Documents

Documents are more formal printouts, usually printed using forms, such as invoices or delivery notes. They are often directed to third parties. FirstOffice offers several documents in each module. Documents cannot be printed to file. The documents available vary with the selected module: the illustration below shows those in the Sales Ledger module—
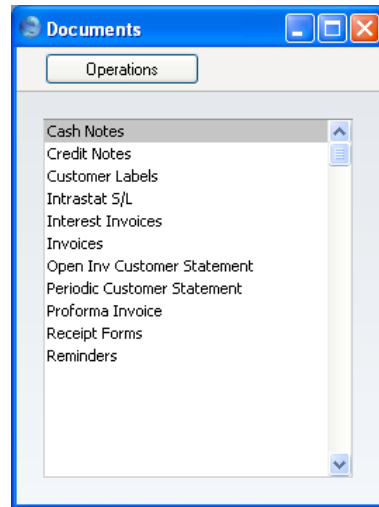
Defining Documents

You must assign a Form to each document before you print it for the first time. The Form is the design or layout of the document. You can have a single Form for each document, or you may have several versions of a particular type of document, to be used on different occasions. To assign a Form or Forms to a document, use the 'Define Document' function on the Operations menu.

This is how you specify when each Form is to be used, using the Invoice as an example.

1. Select the Sales Ledger module using the [Select Module] button in the Master Control panel.

2. Click the [Documents] button in the Master Control panel. The 'Documents' list window is opened showing a list of available documents. Highlight 'Invoices'.

3. Select 'Define Document' from the Operations menu. Specify INVOICE as the Form on the first row—

Seq   Use this column if you want to print two (or more) different documents from a single command. For example, you might want to print a Delivery Note and an Invoice immediately when an Invoice is approved. In this case, you would enter the Delivery Note with Seq. no. 1 on the first row of the grid, and the Invoice with Seq. no 2 on the second row.

Form   Enter the Form Code of the relevant Form in this field. This field is case sensitive: you should only use upper case characters. Use 'Paste Special' to select from a list of Forms as set up in the System module.

4. Click [Save] to save the Invoice definition. When you print Invoices from now on, the correct Form will be selected automatically, without further user intervention.

You can repeat this process for almost all documents as required.

Settings

This command opens the 'Settings' list window where you will find an alphabetical list of the settings that are available in the current module. Settings are used to tailor certain aspects of the program's operation to your requirements, and to supply information to be used throughout the program.

The contents of the 'Settings' list window vary according to the module selected. The illustration below shows the different settings in the System (on the left) and Nominal Ledger modules.
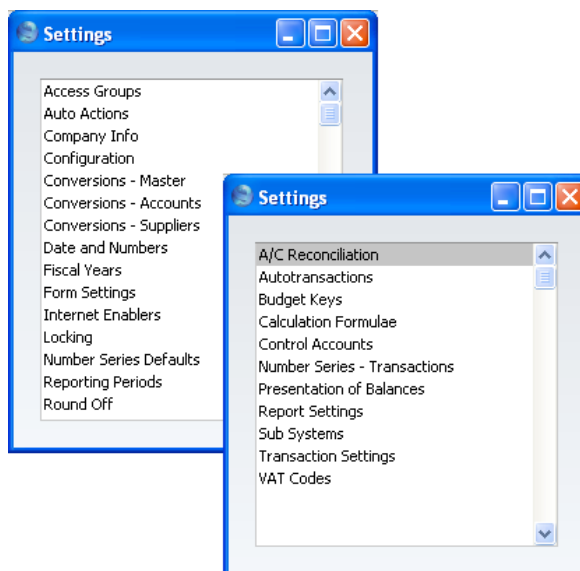
Choose an entry in the list by double-clicking it, or by selecting it and pressing the Enter key. Settings are described in detail in the chapters covering the individual modules.

Page Setup

This function is available when the active (top) window on the screen contains a list of reports or documents.

When you print a report or document, one copy is usually produced, using a standard page size. If you need to print more than one copy, or to use a non-standard page size or magnification, highlight the desired report or document in the list and then select 'Page Setup' from the File menu to make these changes. Once this has been done, double-click the item in the list to carry on with the printing process.

The number of copies, page size and/or magnification can be set individually in this way for each document or report. These settings will remain in place until 'Page Setup' is chosen once again.

Windows users can also use this function to choose the printer on which the report or document is to be printed.

Print

This function is available when the active (top) window on the screen contains something that can be printed (a screen report, a transaction in the transaction window).

When you select 'Print', the transaction or the report is printed directly to the selected printer, normally without the Print dialogue box being shown.

This menu item duplicates the functions of the Printer icon in the Button Bar of the active window.

Quit

Quits FirstOffice. Remember to take a safety back-up of your work before you quit!

Macintosh OS X users can find the 'Quit' command on the Hansa OSX menu.

Edit Menu

You will usually use the commands on this menu when you are working with the contents of individual fields. If you wish to copy or delete entire records, you should instead use the commands in the Record menu, or the [New] or [Duplicate] buttons in the Button Bar. If the active window contains nothing editable, the commands will be dimmed. For each command in the Edit menu there is a keyboard shortcut, e.g. Ctrl-Z (Windows and Linux) or ⌘-Z (Macintosh) for 'Undo'. These shortcuts are shown in the illustrations above: the Macintosh version is on the left, the Windows version on the right.

Undo

Select 'Undo' to undo your last action.

There are a few actions in FirstOffice that cannot be undone, e.g. deleting a record with the 'Delete' command on the Record menu. Anything removed using the 'Clear' command in the Edit menu also cannot be undone.

Cut

'Cut' removes the data you have selected (highlighted) and puts a copy in the Clipboard. The Clipboard is a special part of the computer's memory, used to store a single piece of data temporarily. This data can then be inserted (Pasted) into another place, once or several times, until you 'Cut' or 'Copy' something else. That will replace the old contents in the Clipboard.

In certain fields, e.g. the Account Number fields in a Transaction that has already been saved, you may not remove the data, and thus not use 'Cut'. If you want to make a copy of the field's contents, use the 'Copy' command instead.

Copy

Use 'Copy' to copy text or numbers from one field to another without removing the data from the original field. The copy is put in the Clipboard. Then you can 'Paste' the copy in as many other locations as required. The copy remains in the Clipboard until you 'Cut' or 'Copy' something else.

Note that 'Copy' (and 'Cut') can only be used to copy text from a single field at a time. If you want to copy a whole record in a file, use the 'Duplicate' command in the Record menu (or the [Duplicate] button in the Button Bar).

Paste

With this command you can insert text or a value that has been cut or copied to the Clipboard. The clipping is inserted at the insertion mark. If you select several characters in the destination field, 'Paste' will replace the selected text with the contents of the Clipboard.

Clear

'Clear' removes the characters you have selected (highlighted) without copying them to the Clipboard.

The 'Clear' command removes text or values within a single field. If you wish to remove an entire record, use the 'Delete' command on the Record menu.

Select All

Use this command to select the entire contents of a field. You can use it when you are editing a field and want to replace the whole contents with new data.

Select Row

This command is used in screens that contain rows of information, divided into separate columns (or 'fields'), for example the Invoice and Transaction screens. It allows you to select a whole row. When you choose 'Select Row', the row in which the cursor is placed is selected. Clicking the number identifier of the row (on the left) has the same effect.

Record Menu

The Record menu contains the necessary commands to open, enter, change and delete the records in the different registers.

Almost all these commands can also be executed using the buttons in the Button Bar. In addition, there are keyboard shortcuts available for most of them. Commands that cannot be used at a certain point are dimmed in the menu.

! ***The Record menu commands cannot be undone with 'Undo'.***

Next

- When you work in a **record window**, showing an individual record in a register, 'Next' will take you forward to the next record in that register.

 It will also save all changes you have made in the record you have just left.

 In this situation, the 'Next' command has the same effect as clicking the [Next Record] button in the Button Bar.

- When you work in a **browse window**, 'Next' will move forward to the next group (page) of records.

- When you work with a **Report**, 'Next' will scroll to the next page of the report.

Previous

The command works in the same way as 'Next', but moves backwards instead of forwards. As with 'Next', when working in a record window, 'Previous' saves all changes you have made in the record you are leaving.

In record windows, the 'Previous' command has the same effect as clicking the [Previous Record] button in the Button Bar

OK

This command is equivalent to pressing the [Save] and [Run] buttons in the Button Bar (depending on context). When you use this command in a record window, it closes the record on screen and saves all changes. When you use it in a browse window, it opens the selected (highlighted) record for editing. In a specification window, it prints the report or document or activates the Maintenance function.

Cancel

Closes the record on screen without saving any changes. It is equivalent to the [Cancel] button in the Button Bar.

Windows of all types can also be closed using the close box or Ctrl-F4 (Windows and Linux) or ⌘-W (Macintosh). When using these methods, you will be asked if you wish to save changes.

New

Use this command when you need to create a new record. You can only use it after you have opened a register by double-clicking one of the buttons in the bottom row of the Master Control panel.

This function opens a blank window into which you can enter the new record. If you click [Save], the record will be saved into the register concerned. If you click [New] again, the record will be saved and a new blank window opened, enabling you to enter another new record in the same register. If you click [Cancel], the record will be closed but not saved.

Duplicate

This function creates a new record by duplicating an existing one. The duplicate is opened in a window marked 'New'. In many cases, dates in the new record will be changed to show the current date.

You can duplicate a record either from a record window, showing the record to be duplicated, or from the browse window, in which you have highlighted the record to be duplicated by clicking with the mouse.

Delete

Use this command to delete, i.e. remove, an existing record. The record must be of a type that can be removed - records such as Invoices and Nominal Ledger Transactions cannot be removed once completed. You must open a record in the record window to be able to delete it. The only exception to this rule is that Mails must be deleted from the browse window.

When you delete a record, the next record in the register is displayed.

!   *Remember that you cannot undo the deletion of a record.*

When you use the 'Delete' command, you are usually not asked if you are sure you want to go ahead with the deletion. If you would like such a warning to appear, switch on the Prompt When Deleting option in the Local Machine setting in the User Settings module. This option is specific to each client machine.

Window Menu

Use this menu to manage your windows, including closing them and arranging them on screen. 'Save Normal Position' (Windows and Linux)/'Save' (Macintosh) and 'Restore Normal Position' (Windows and Linux)/'Restore' (Macintosh) allow you to save a particular setting for an individual window. 'Save Normal Position' will save the position and size of the window and, in browse and 'Paste Special' windows, the sort order you

have selected in Browse or Paste windows, while 'Restore Normal Position' will return the setting of the window to standard.

Although the 'Close All' function is not available to Macintosh users, clicking the close box of a window while holding down the Alt key will have the same effect.

In multi-user systems, each user can use the 'Save Normal Position'/'Save' functions to save their own window positions, sizes and sort orders. This information is stored on the client machine, so it will not be included in the normal daily back-up file made from the server. To back up this information, use the 'Client Text Backup' option: please refer to page 375 in the 'System Module' chapter later in this manual for full details.

About FirstOffice

This command on the ? menu (Windows and Linux), the Apple menu (Macintosh OS 9) and the Hansa OS X menu (Macintosh OS X) shows the copyright information for FirstOffice. The version of the program and information about the owner of the program license are also shown here. You return to the program by clicking [OK].
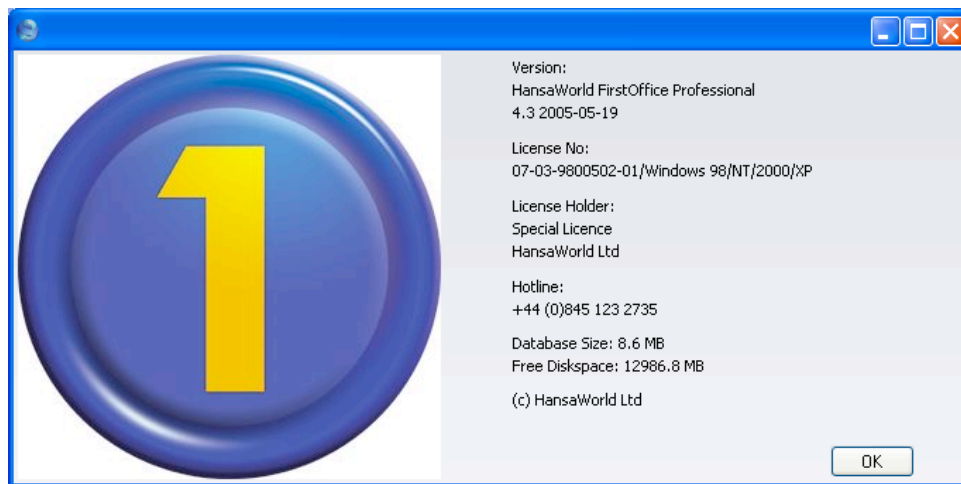
If you need to contact your local FirstOffice representative with a technical query, you should first find out the precise version number from this window.

This window also shows the size of your FirstOffice database and the amount of disk space available on the hard disk on which it is stored. In multi-user systems, these figures refer to the server.

Modules and Registers

Modules

FirstOffice is divided into several different areas, or modules. Each module corresponds to a different department in a normal company. Each one contains the tools that the equivalent company department requires to carry out its daily tasks. For example, the Sales Ledger module contains the tools to raise Invoices, receive money and manage debt-chasing campaigns.

To change to a different module, click the [Select Module] button in the Master Control panel, or use the Ctrl-0 (Windows and Linux) or ⌘-0 (Macintosh) keyboard shortcuts. The following list window appears—
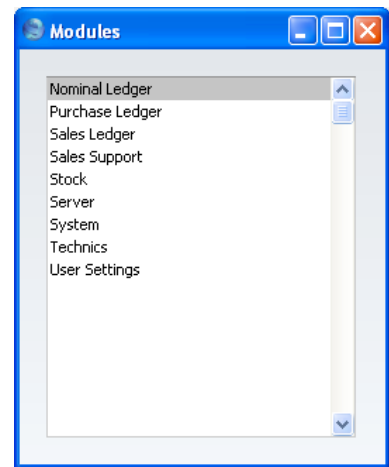
Choose a module by double-clicking. If you prefer to use the keyboard, type the first letter of the module that you want and then press the Enter key. As there are several modules beginning with S, you can choose the one you want using the arrow keys, or you can type the letter S the appropriate number of times. For example, to select the Stock module, type the letter S three times.

As soon as you change module, the register buttons in the lower part of the Master Control panel will change to represent the registers in the new module. If you have any list windows open (e.g. lists of settings, documents or reports), their contents will change as well.

Registers

Each module contains a number of Registers or Files, in which your data is stored. The registers can be opened using the buttons in the bottom section of the Master Control panel. The following illustration shows the registers available in each module. The exact contents and the use of each register is explained in the chapters of this manual covering the individual modules.

To work with a register (for example, if you need to enter a new Sales Order), first go into the appropriate module using the [Select Module] button in the Master Control panel. Click the relevant register button in the bottom section of the Master Control panel. A browse window will open, listing all the existing records in the register (in this example, all Sales Orders). Then, click [New] in the Button Bar and a blank record window will appear in which you can enter a new record.

Registers in FirstOfficeProfessional

Nominal Ledger	Transactions	Budgets	B/FW Balances	Accounts	Objects
Sales Support	Sales Orders	Customers	Contact Persons	Items	Prices
Sales Ledger	Invoices	Receipts	Customers	Items	Prices
Purchase Ledger	Purchase Invoices	Payments	Customers		
Stock	Deliveries	Goods Receipts	Stock Depreciations	Stocktaking	Items
System	Companies	Persons	Accounts	Forms	Styles

Working with Records

Current Record

When you wish to work with a particular record, you can open its record window using one of the following methods. All methods give the same result.

- Double-click the record in a browse window.

- Select the record in a Browse Window and press Enter.

With the record opened in a record window, you can edit all fields in the usual way. Some fields may be locked due to relations to other functions in the program. If this is the case, FirstOffice will tell you.

New Record

You can create a new record from a browse window or a record window. To create a new record do one of the following—

- Click [New] on the Button Bar.

- Select 'New' from the Record menu.

A blank record is opened in a record window.

Duplicate Record

You can copy a record from a browse window or a record window. Select the record you want to copy and—

- Click [Duplicate] in the Button Bar, or

- Select 'Duplicate' from the Record menu.

A new record is created. Relevant data from the original record is transferred, and you only need to enter some of the fields. In many cases, date fields will not be copied, but instead will be given new values.

Delete Record

1. Open the record window for the record you want to delete.

2. Select 'Delete' in the Record menu.

You cannot delete a record that is used by other transactions, such as an Account.

!   *You cannot undo the deletion of a record.*

In most cases, you cannot delete a record directly from a browse window. You must open the record first. The exception is a Mail, which you can only delete from the browse window.

You can prevent a particular user or group of users from deleting records using Access Groups. For full details about Access Groups, please refer to page 307 in the 'System Module' chapter later in this manual.

Working with Companies

A FirstOffice database can contain more than one Company. This feature can be useful if your business is one where there are separate departments or subsidiary companies that keep separate accounts. These can be set up as separate accounting entities in FirstOffice. Each department or subsidiary is termed a 'Company'.

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

Companies are stored in the Company register in the System module. You can add new Companies at any time: this process is described in the 'Changing and Adding Companies' section in the previous chapter (page 46) If you have more than one Company in your Company register, it is recommended that you specify a Short Code for each one—
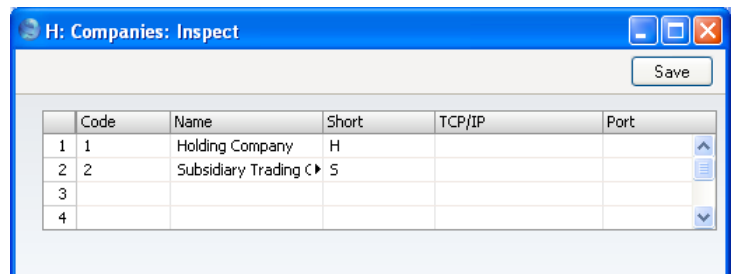
Each time you log in to FirstOffice, you will be asked to choose a Company to work with—
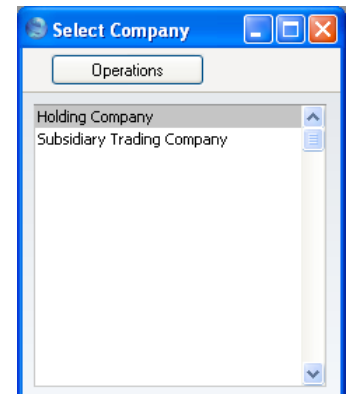
The names in this list are taken from the Name field in the Company register.

Once you have logged in, the Short Code of the Company ("H" in the example illustrated) will be included in the title of every window—
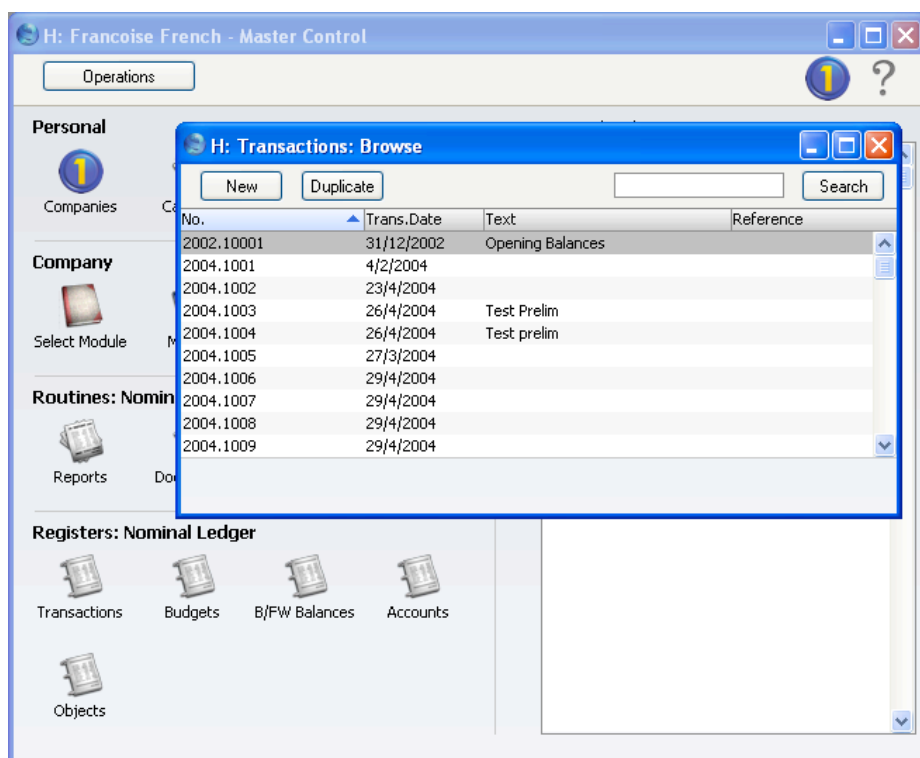
If you need to change Companies, there is no need to quit FirstOffice and restart. Instead, you can click the [Companies] button in the Master Control panel or select 'Company' from the File menu and then select the new Company. Once you have done this, the Short Code in the window title identifies the Company to which the information in each window belongs—
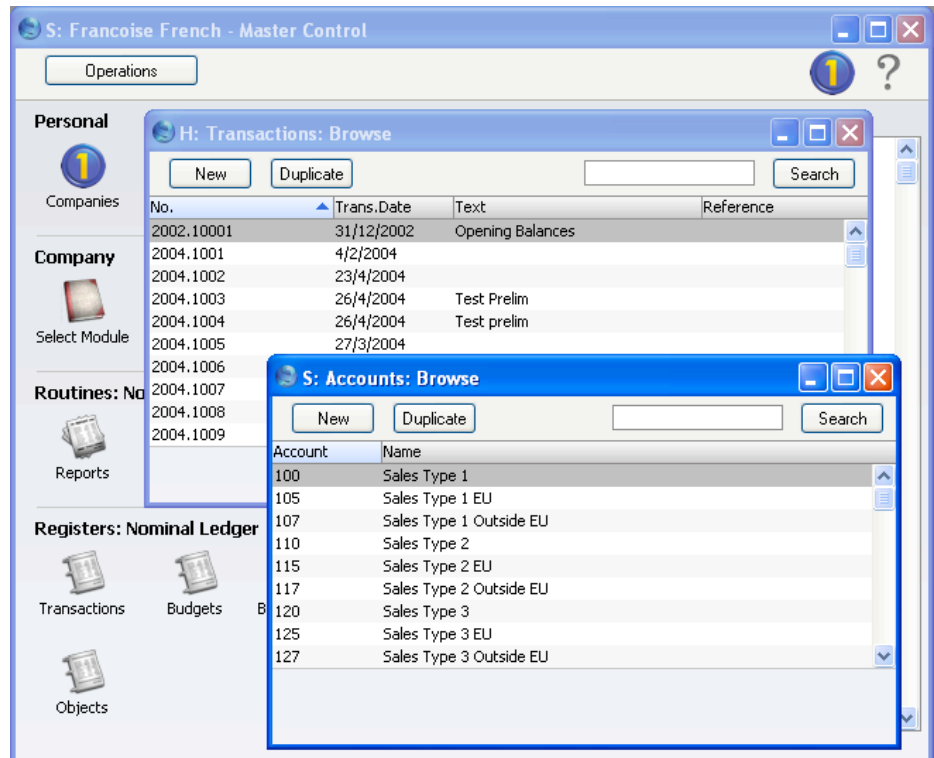
In this illustration, the 'Transactions: Browse' window lists Transactions belonging to Company H, while the 'Accounts: Browse' window lists Accounts belonging to Company S. Only one Master Control panel can be open at any time, so the Short Code in its title ("S" in the illustration) is always that of the current Company. This is the Company whose information will be shown in any new windows that you open, and the Company in which any new records that you create will be saved. If you want to return to work in Company H, use the 'Company' function on the File menu once again.

If you need to make a change to a record in a particular Company, that Company must be your current Company. For example, you have a Customer record from Company H open in a record window. If Company S is your current Company, you will not be able to make changes to the Customer

record. You must change to Company H first, using the 'Company' function on the File menu.

Usually, each Company will be completely separate: there will be no common information. If you want to copy information from one Company to another, you can do so using one of two methods—

1. by dragging and dropping. For example, to copy a Customer record from one Company to another, open the 'Customers: Browse' window in the first Company, change to the second Company using the 'Company' function on the File menu, and open the 'Customers: Browse' window in that Company as well. Then click on the relevant Customer record and drag it from one browse window to the other. This method is suitable for copying individual records. The Payment Terms used in the copied Customer must exist in both Companies.

2. using the export and import functions in the System module. This method is suitable for transferring the entire contents of a register or setting from one Company to another.

Attachments and Personal Desktop

Attachments

You can connect files, notes or other records to any record in FirstOffice. These connected objects are known as "Attachments".

All record windows contain an [Attachments] button—

If a record already has an Attachment, the button has a different icon—

Click this button to work with Attachments. A list of objects currently attached to the record is opened—
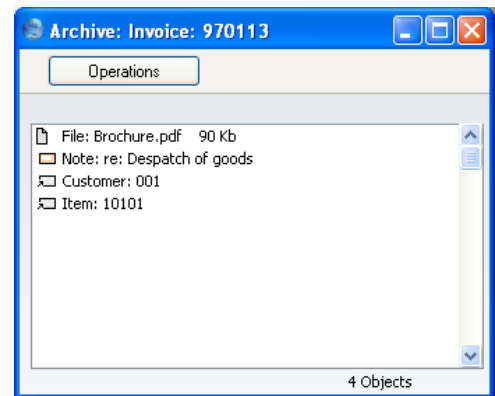
This list has its own Operations menu, which contains the functions necessary to attach, view and remove Attachments—
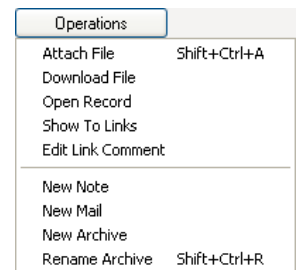
You must save a record at least once before you can add any Attachments.

Attaching Files to Records

To attach a file to a record, open the record in question and click the [Attachments] button. Select 'Attach File' from the Operations menu. An 'Open File' dialogue box will open, allowing you to locate the file to be attached. Find the file and click [Open]. The file will be attached to the record. Its filename will appear in the list of Attachments with the prefix "File:". You can attach as many files as you like to a single record.

The 'Attach File' function attaches a file to a record by copying the file into a folder called "Attach" that is in the same folder as your FirstOffice application. In multi-user systems, the "Attach" folder should be on the server. This means that you will still be able to download and read the attached file, even after the original has been deleted. If you want to attach a large file to a record, make sure (using the disk space indicator in the 'About FirstOffice' window) that the hard disk containing your FirstOffice application has sufficient space. As the file is uploaded to the server, a progress indicator appears so that you can monitor its progress.

!   ***The "Attach" folder must be present in the folder containing your FirstOffice application if you want to attach files to records. Do not rename any of the files in the "Attach" folder.***

Reading Files

You can read a file that has been attached to a record in one of two ways. Whichever method you use, a 'Save File' dialogue box will be opened, asking you where the file is to be saved.

1. By double-clicking on the file in the list of Attachments. When the file has been saved to your hard disk, your default browser will be opened so that the file can be opened using the appropriate helper application (not Macintosh).

2. By clicking on the file in the list of Attachments and selecting 'Download File' from the Operations menu. The file is saved to your hard disk, but no attempt is made to open it using a helper application.

Attaching Notes or Comments to Records

You can attach notes or comments to records. To do this, open the record in question and click the [Attachments] button. Select 'Create Note' from the Operations menu. A window will open, where you can type in your comment.
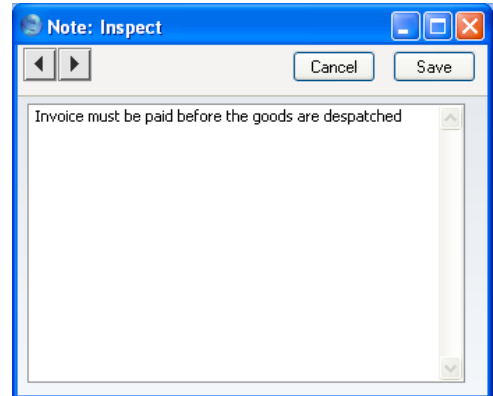
Click [Save] to save. The note will appear in the list of Attachments with the prefix "Note:". If you want to identify the note with a name, refer to the section entitled 'Changing the Names of Attachments' below on page 132. You can attach as many notes as you like to a single record.

Reading and Changing Notes

You can read a note or comment that has been attached to a record in one of two ways—

1. By clicking on the note in the list of Attachments and selecting 'OK' from the Record menu; and

2. By double-clicking on the note in the list of Attachments.

Whichever method you use, the note will be opened in its own window where you can read or edit it.

Printing Notes

A note or comment that has been attached to a record can be printed when the record is printed. For example, a note that has been attached to an Invoice can be printed on the Invoice document. If more than one note has been attached to a record, only the first note will be printed.

If you want notes and comments to be printed in this way, you should include the "Note" field in each of your Form designs. Form design in fully described on page 346 in the 'System Module' chapter later in this manual.

Changing the Names of Attachments

When you attach a file to a record, its file name will be shown in the list of attachments. When you attach a note to a record, it is not immediately given its own name in the list.

If you want to rename a file or note, highlight it in the list of Attachments and select 'Edit Link Comment' from the Operations menu. A window opens where you can type in a new name.
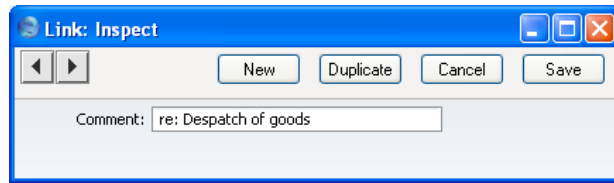
Click [Save] to save and close the window, or [Cancel] if you don't want to save changes. You may have to close and re-open the list of Attachments for the change to take effect.

Attaching Records to Other Records

You can attach records to other records by dragging and dropping from the browse window of one register onto the [Attachments] button of another. For example, to attach a Customer record to an Invoice, open the Invoice in a record window and then open the 'Customers: Browse' window. Find the correct Customer in the list, click on the Customer Number and drag it to the [Attachments] button of the Invoice. The Customer record will then appear in the Invoice's list of attachments. Alternatively, if the Customer record is already open, you can drag its [Attachments] button onto that of the Invoice. You can also select a range of Customer records in the browse window by clicking while holding down the Shift key, and then drag them all to the [Attachments] button.

Later, when viewing the Customer record in the example above, you might wish to see which other records it has been attached to. Open the list of Attachments and select 'Show To Links' from the Operations menu. The records the Customer has been attached to will be listed below a dotted line.
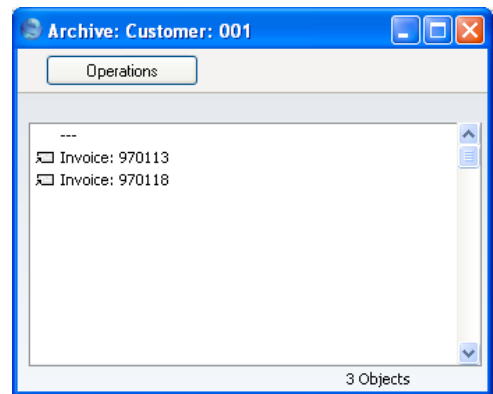
Viewing Attached Records

You can read a record that has been attached to another record in one of three ways—

1. By clicking on the record in the list of Attachments and selecting 'Open Record' from the Operations menu;

2. By clicking on the record in the list of Attachments and selecting 'OK' from the Record menu (or pressing the Enter key); and

3. By double-clicking on the record in the list of Attachments.

Whichever method you use, the linked record is opened in its own window where you can read or edit it in the usual manner.

Attaching Reports to Records

To attach a report to a record, first print the report to screen, and open the record in question. The Button Bar of the report window contains an [Attachments] button—
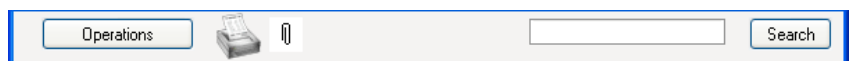
Drag this button to the [Attachments] button of the record. The report will be attached to the record. It will appear in the list of Attachments with the name "File: report". Please refer to the 'Changing the Names of Attachments' section above on page 132 for details about changing this name.

When you attach a report to a record, the report is first printed to file and that file is then attached to the record. The report file is stored in the "Attach" folder that is in the same folder as your FirstOffice application. In multi-user systems, the "Attach" folder should be on the server. If you need to read the

report later, you will effectively be reading the file, not producing the report again. The information it contains will be correct for the moment when it was originally produced, not for the moment when you are reading it. This may be useful if you have attached the report to a Mail for discussion with another member of staff. When you read the report later, it will be opened in a standard report window, so you can select 'Recalculate' from the Operations menu if you need to update the report to include the latest information in the database.

!   *The "Attach" folder must be present in the folder containing your FirstOffice application if you want to attach reports to records. Do not rename any of the files in the "Attach" folder.*

Reading Reports

You can read a report that has been attached to a record in one of two ways. Whichever method you use, the report will be opened in a standard report window.

1. By double-clicking on the report in the list of Attachments.

2. By clicking on the file in the list of Attachments and selecting 'Open Record' from the Operations menu.

Removing Attachments

To remove an attachment of any kind from a record, highlight it in the list of Attachments and select 'Clear' from the Edit menu.

Attaching Records to Mails

You can attach records to Mails in one of two ways—

1. Where the Mail already exists, you can drag the record from its browse window to the [Attachments] button of the Mail, as described in the 'Attaching Records to Other Records' section above on page 132.

2. Where the Mail does not exist, open the record and click its [Attachments] button. Select 'Create Mail' from the Operations menu. A new Mail is opened. Complete the Mail in the usual way and save. The new Mail will be attached to the record automatically, and the recipient of the Mail will be able to open the record using the 'Show To Links' Operations menu function.

Remember that Mails themselves are records. Therefore Mails can be attached to other Mails or to other records. Every feature described in this section applies to Mails as much as to other records.

If you want to use Mails, you must have the CRM and Mail Value Pack. This is fully described in Volume 4 of these manuals.

Copying Attachments from one Record to Another

You can copy an Attachment of any kind from one record to another as follows—

1. Open the record with the Attachment (the 'source' record) and click its [Attachments] button.

2. Open the record that is to receive the Attachment (the 'destination' record).

3. Drag the Attachment from the list of Attachments to the [Attachments] button of the 'destination' record (or to its list of Attachments).

4. Hold down the Shift key while dragging if you do not want to remove the Attachment from the 'source' record.

Organising Attachments: Archives

When a record has many Attachments, you can organise them into Archives. An Archive is a folder that can contain Attachments of all kinds, including other Archives.

1. Open the list of Attachments.

2. Select 'Create Archive' from the Operations menu. A new Archive will appear at the top of the list of Attachments, named "Archive: New".
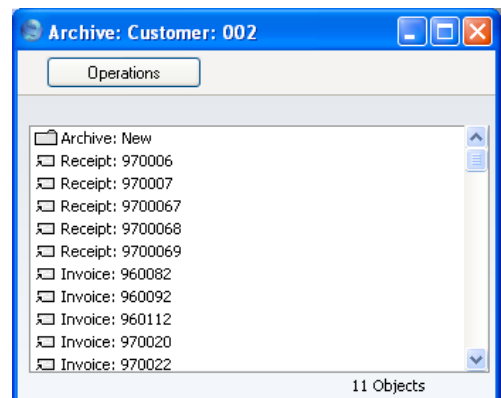
3. Move the Attachments into the Archive by dragging and dropping onto "Archive: New".

4. If you want to work with an Attachment that is in an Archive, double-click the Archive. A new window is opened, listing the Attachments that are in the Archive. This window has the same properties, features and functions as the main list of Attachments, so you can work with it in the manner described in the preceding sections.
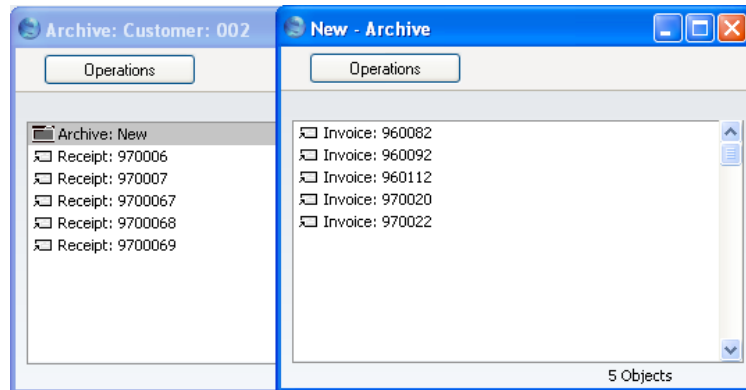
5. If you want to rename the Archive, first open it as described in step 4 above and then select 'Rename Archive' from the Operations menu.
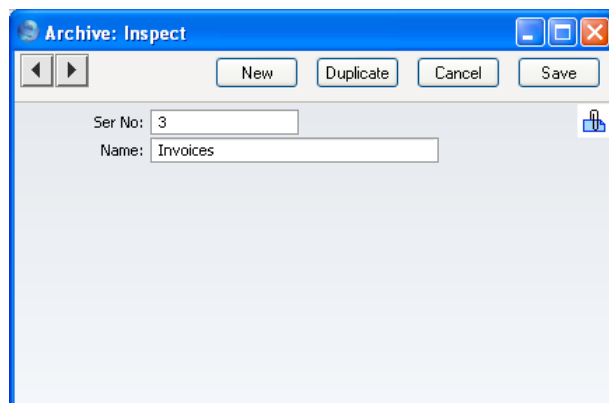
Enter the new Name of the Archive and click [Save]. The new name will replace the text "New," both in the title bar of the Archive and in the main list of Attachments—
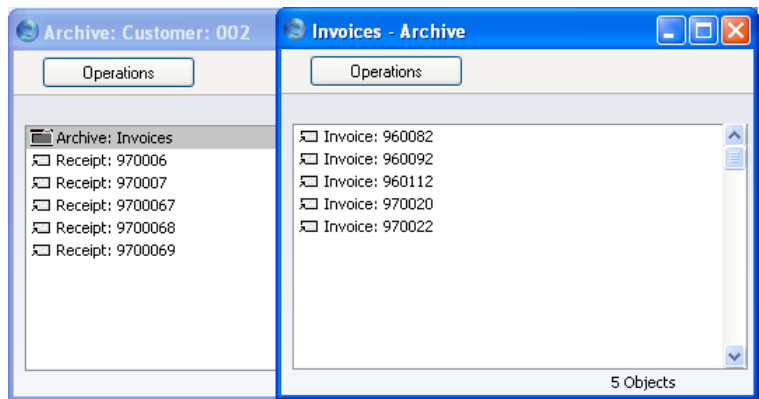
6. You can remove an Attachment from an Archive in one of two ways. If you want the Attachment to remain attached to the record, drag it to the main list of Attachments or to another Archive. To remove the Attachment altogether, click on it and select 'Clear' from the Edit menu.

7. To remove an Archive, click on it in the main list of Attachments and select 'Clear' from the Edit menu. You can only remove empty Archives. To empty an Archive, you must remove its contents item by item as described in step 6 above.

Personal Desktop

As well as being able to connect files, notes or records to any record in FirstOffice (as described above), you can also attach them to your Master Control panel. They will be listed in the area on the right of the Master Control panel, known as the "Personal Desktop". You can also list important reports, documents, Maintenance functions, settings and registers in the Personal Desktop. You can therefore configure your Personal Desktop so that it gives you immediate access to the areas of FirstOffice that are most important to you (i.e. removing the need to change modules, find records in browse windows and find reports in list windows). The Personal Desktop is therefore similar to a list of Bookmarks in a browser.

If you want to use the Personal Desktop, you must first set up a Mailbox for yourself. To do this, open the Persons register in the System module, highlight your record in the 'Persons: Browse' window and choose 'Create Mailbox' from the Operations menu. This process is described in full in the 'Mail' chapter in Volume 4 of these manuals. In a multi-user system, each user that will be using the Personal Desktop should have their own Mailbox.

! ***You must have a Mailbox if you want to use the Personal Desktop.***

Once you have a Mailbox, your name will be shown in the title bar of the Master Control panel, and the contents of your Personal Desktop will be listed in the area on the right—

Company identifier and name of current user

Archives: used to ensure there is a managable number of objects in the Personal Desktop. Double-click to view contents

Links to two reports, one Maintenance function and one document. Double-click to activate

Double-click to open Invoice register

Double-click to open individual Invoice
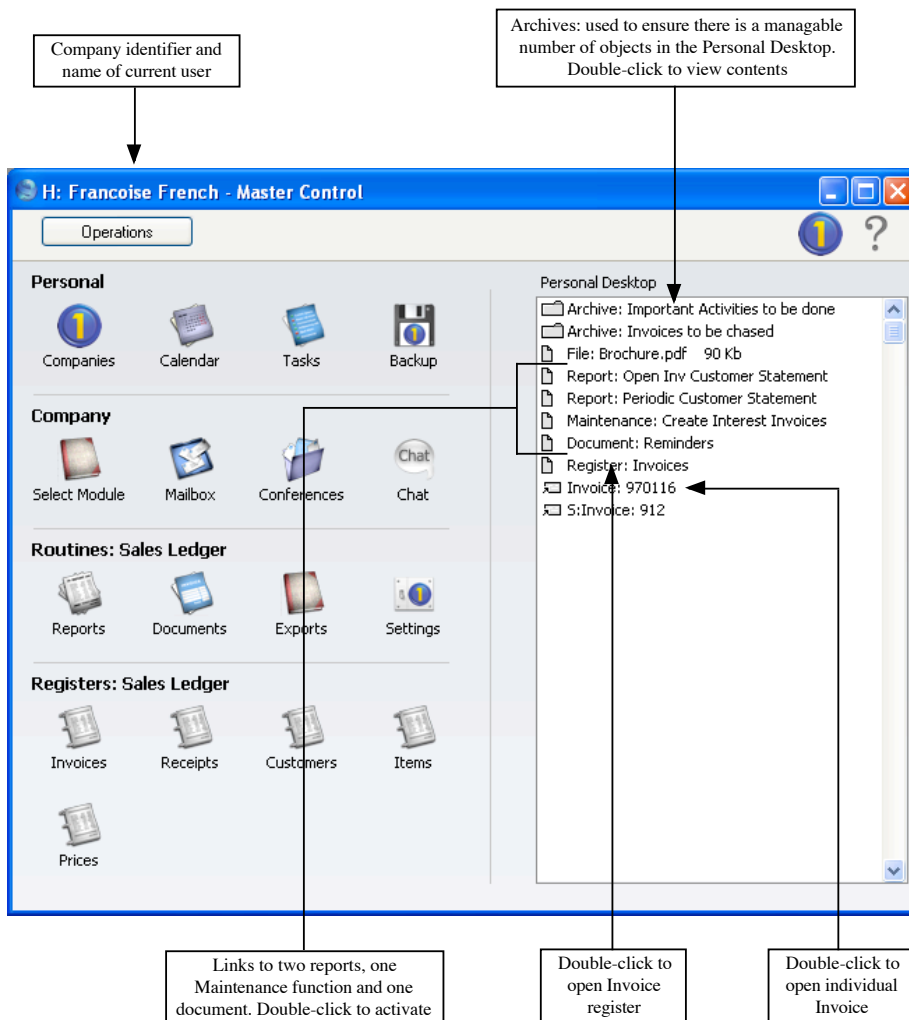
The contents of your Personal Desktop cannot be viewed by another user. So, if someone else logs in to FirstOffice on your machine, they will see their Personal Desktop, not yours.

Records in your Personal Desktop

You can place records in your Personal Desktop using the following methods—

1. By dragging the record from its browse window and dropping it on the Personal Desktop. For example, to place a Customer record in the Personal Desktop, open the 'Customers: Browse' window and find the correct Customer in the list. Click on the Customer Number and drag it to the Personal Desktop. You can also select a range of Customer records in the browse window by clicking while holding down the Shift key, and then drag them all to the Personal Desktop.

2. By opening the record and dragging its [Attachments] button onto the Personal Desktop.

Records are shown in the Personal Desktop with the name of the register followed by the record identifier. In the illustration above, the penultimate item ("Invoice: 970116") is an example (970116 is the Invoice Number).

The illustration also shows that the Personal Desktop can contain records from different Companies. In the illustration, the current Company is Company H (shown in the title bar of the Master Control panel, next to the name of the current user). "H" is short for Holding Company in the example database. The last item in the Personal Desktop in the illustration ("S: Invoice: 912") is an Invoice that belongs to Company S (a Subsidiary Company). Any record that does not belong to the current Company will be shown in the Personal Desktop with its Company Short Code before the name of the register. So, in this example, if the current user were to quit FirstOffice and restart, selecting Company S, then Invoice 970116 would appear in the Personal Desktop as "H: Invoice: 970116" and Invoice 912 would appear simply as "Invoice: 912".

You can open a record in the Personal Desktop in one of three ways—

1. By clicking on the record in the Personal Desktop and selecting 'Open Record' from the Operations menu;

2. By clicking on the record in the Personal Desktop and selecting 'OK' from the Record menu (or pressing the Enter key); and

3. By double-clicking on the record in the Personal Desktop.

Whichever method you use, the record is opened in its own window where you can read or edit it in the usual manner. If you choose to open a record that is not in the current Company, you will be asked to log in to the relevant Company before the record is opened.

Settings, Reports, Documents and Maintenance functions in your Personal Desktop

To place a setting, report, document or Maintenance function in your Personal Desktop, simply open the appropriate list window and then drag an item from the list to the Personal Desktop. This method can also be used for import and export functions.

For example, to place the Open Inv Customer Statement in your Personal Desktop (as shown in the example illustration above), first use the [Select Module] button in the Master Control panel to enter the Sales Ledger and then select 'Reports' from the File menu (or click [Reports] in the Master Control panel). Click on 'Open Inv Customer Statement' in the list and drag this text to your Personal Desktop.

To work with a setting, report, document or Maintenance function, use one of these methods—

1.   Click on the item in the Personal Desktop and select 'Open Record' from the Operations menu;

2.   Click on the item in the Personal Desktop and select 'OK' from the Record menu (or press the Enter key); and

3.   Double-click on the item in the Personal Desktop.

Whichever method you use, the setting or the specification window for the report, document or Maintenance function will open. You can also attach a report itself to your Personal Desktop: please refer to the 'Reports in your Personal Desktop' section below on page 142.

Registers in your Personal Desktop

To place a register in your Personal Desktop, simply drag it from the Master Control panel to the Personal Desktop. For example, to place the Invoice register in your Personal Desktop (as shown in the example illustration above), first use the [Select Module] button in the Master Control panel to enter the Sales Ledger. Click on the [Invoices] button in the Master Control panel and drag it to your Personal Desktop.

To work with a register, use one of these methods—

1.   Click on the item in the Personal Desktop and select 'Open Record' from the Operations menu;

2.   Click on the item in the Personal Desktop and select 'OK' from the Record menu (or press the Enter key); and

3.   Double-click on the item in the Personal Desktop.

Whichever method you use, the normal browse window for the register in question will be opened. If, as in the example illustrated above, the database contains more than one Company, the browse window will list the records in the register in the current Company.

Notes and Comments in your Personal Desktop

You can place notes or comments in your Personal Desktop. To do this, bring the Master Control panel to the front and select 'Create Note' from the Operations menu. A window will open, where you can type in your comment.
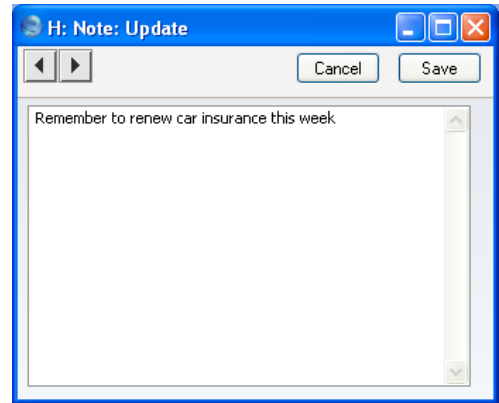
Click [Save] to save. The note will appear in your Personal Desktop with the prefix "Note:". If you want to identify the note with a name, refer to the section entitled 'Changing the Names of Items in your Personal Desktop' immediately below. You can place as many notes as you like in your Personal Desktop.

You can read a note or comment in your Personal Desktop in one of two ways—

1. By clicking on the note in the Personal Desktop and selecting 'OK' from the Record menu; and

2. By double-clicking on the note in the Personal Desktop.

Whichever method you use, the note is opened in its own window where you can read or edit it.

Changing the Names of Items in your Personal Desktop

When you place a file in your Personal Desktop, its file name will be shown in the list of attachments. When you place a note in your Personal Desktop, it will not immediately be given its own name in the list.

If you want to rename a file or note, highlight it in your Personal Desktop and select 'Edit Link Comment' from the Operations menu. A window opens where you can type in a new name.
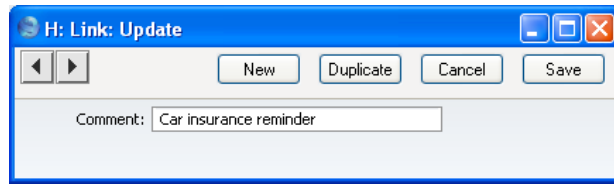
Click [Save] to save and close the window, or [Cancel] if you don't want to save changes.

Reports in your Personal Desktop

To place a report in your Personal Desktop, first print the report to screen. The Button Bar of the report window contains an [Attachments] button: simply drag this button to the Personal Desktop.

To work with a report, use one of these methods—

1. Click on the item in the Personal Desktop and select 'Open Record' from the Operations menu;

2. Click on the item in the Personal Desktop and select 'OK' from the Record menu (or press the Enter key); and

3. Double-click on the item in the Personal Desktop.

Whichever method you use, the report will be opened in a standard report window.

When you attach a report to your Personal Desktop, it will appear in the Personal Desktop with the name "File: report". Please refer to the 'Changing the Names of Items in your Personal Desktop' section above on page 141 for details about changing this name.

When you attach a report to the Personal Desktop, the report is first printed to file and that file is then attached to the Personal Desktop. The report file is stored in the "Attach" folder that is in the same folder as your FirstOffice application. In multi-user systems, the "Attach" folder should be on the server. If you need to read the report later, you will effectively be reading the file, not producing the report again. The information it contains will be correct for the moment when it was originally produced, not for the moment when you are reading it. The report will be opened in a standard report window, so you can select 'Recalculate' from the Operations menu if you need to update the report to include the latest information in the database.

!

The "Attach" folder must be present in the folder containing your FirstOffice application if you want to attach reports to your Personal Desktop. Do not rename any of the files in the "Attach" folder.

Removing Items from your Personal Desktop

To remove an item of any kind from your Personal Desktop, highlight it and select 'Clear' from the Edit menu.

Organising Items from your Personal Desktop: Archives

When you have many items in your Personal Desktop, you can organise them into Archives. An Archive is a folder that can contain Attachments of all kinds, including other Archives.

1. Bring the Master Control Panel to the front by clicking on it, by using the Ctrl-M/⌘-M keyboard shortcut or by selecting 'Master Control' from the File menu.

2. Select 'Create Archive' from the Operations menu. A new Archive will appear towards the top of the Personal Desktop, named "Archive: New".
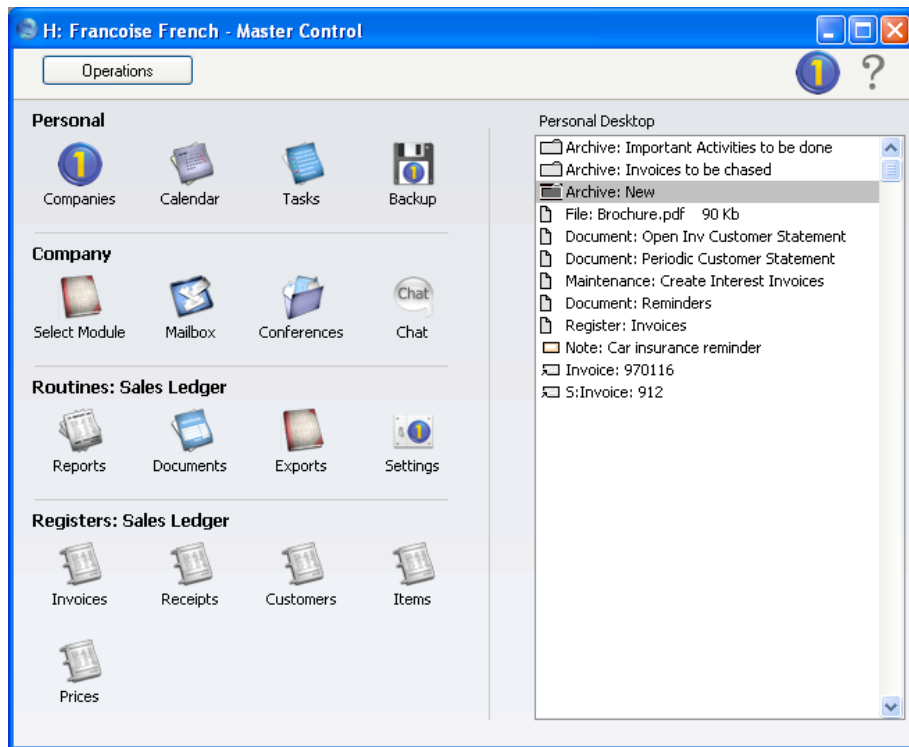
3. Move the relevant items into the Archive by dragging and dropping onto "Archive: New".

4. If you want to work with an item that is in an Archive, double-click the Archive. A new window is opened, listing the items that are in the Archive. This window has the same properties, features and functions as a list of Attachments, so you can work with it in the manner described in the 'Attachments' section above on page 135.
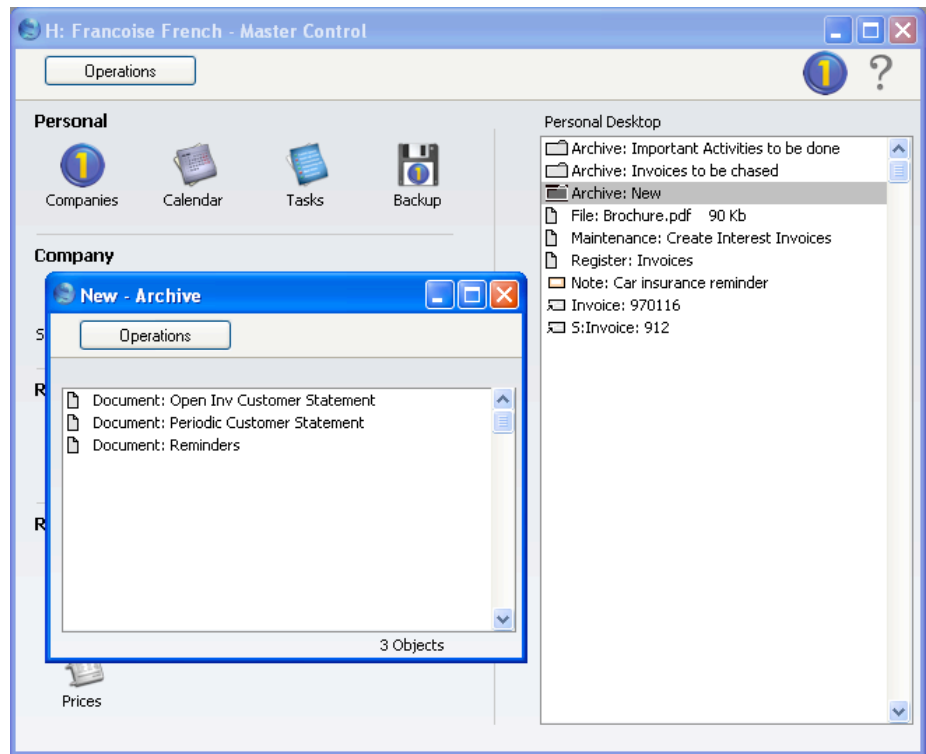
5. If you want to rename the Archive, first open it as described in step 4 above and then select 'Rename Archive' from the Operations menu.
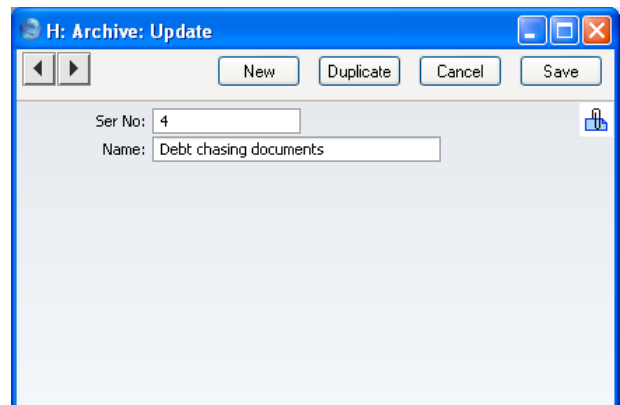
Enter the new Name of the Archive and click [Save]. The new name will replace the text "New," both in the title bar of the Archive and in the Personal Desktop—
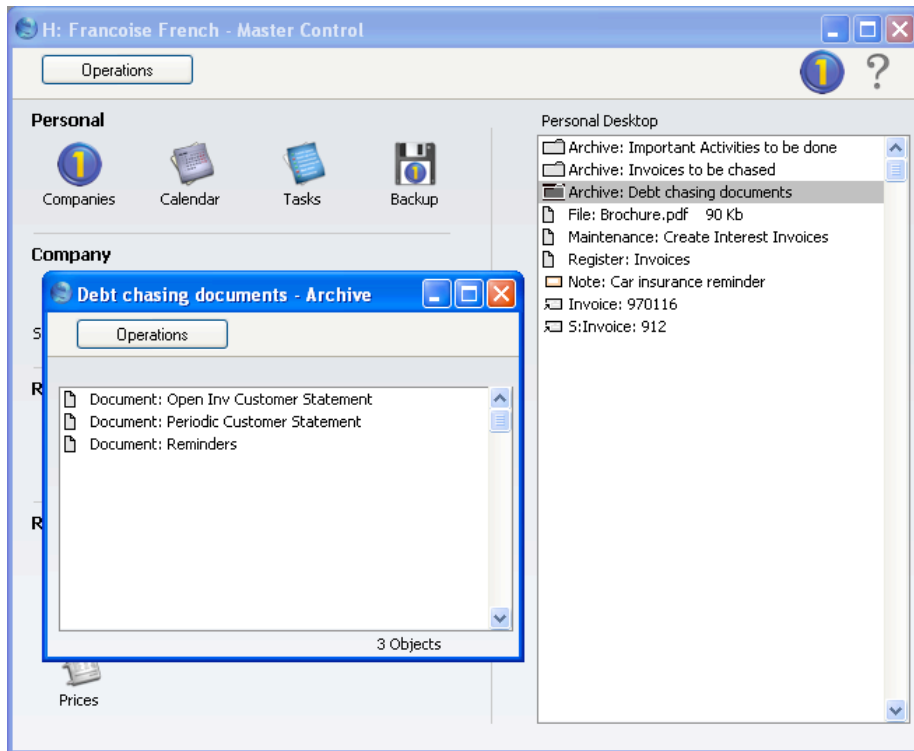
6. You can remove an item from an Archive in one of two ways. First, you can drag it to the Personal Desktop or to another Archive. Otherwise, to remove the item altogether, click on it and select 'Clear' from the Edit menu.

7. To remove an Archive, click on it in the Personal Desktop and select 'Clear' from the Edit menu. You can only remove empty Archives. To empty an Archive, you must remove its contents item by item as described in step 6 above.

Keyboard Shortcuts

Menu	Function	Windows/Linux	Macintosh
File Menu	Company	Ctrl-O	⌘-O
	Master Control	Ctrl-M	⌘-M
	Exports	Ctrl-E	⌘-E
	Imports		⌘-Shift-I
	Reports	Ctrl-R	⌘-R
	Documents	Ctrl-D	⌘-D
	Settings	Ctrl-S	⌘-S
	Print (Printer Icon)	Ctrl-P	⌘-P
	Quit	Alt-F4	⌘-Q
Edit Menu	Undo	Ctrl-Z	⌘-Z
	Cut	Ctrl-X	⌘-X
	Copy	Ctrl-C	⌘-C
	Paste	Ctrl-V	⌘-V
	Select All		⌘-A
Record Menu	Next ([▶] button)	PgDn	⌘-+
	Prev ([◀] button)	PgUp	⌘--
	OK ([Save], [Run] buttons)	Shift-Enter	Shift-Enter
	Cancel ([Cancel] button)		⌘-B
	New ([New] button)	Ctrl-N	⌘-N
	Duplicate ([Duplicate] button)	Ctrl-K	⌘-Y
	Delete		⌘-Shift-D
Registers		Ctrl-1 to 5	⌘-1 to 5
Window Menu	Save Normal Position		⌘-Shift-S
	Restore Normal Position		⌘-Shift-T
Browse Window	Sort Column	Ctrl-Shift-highlighted letter	
Record Window	OK check box on/off	Ctrl-Shift-O	⌘-Alt-O
	Change Tabs	Ctrl-Shift-highlighted letter	⌘-Alt-highlighted letter
	Change Flips	Ctrl-Shift-A to E	⌘-Alt-A to E
	Paste Special	Ctrl-Return	⌘-Return
Other	Modify Linked Record	F2	⌘-Shift-V
	Close Window	Ctrl-F4 or Esc	⌘-W or Esc
	Close All Windows	Use Window menu	Alt-Close Box
	Change Window	Ctrl-Tab	⌘-Shift-N
	Change Module	Ctrl-0 (zero)	⌘-0 (zero)

HansaWorld FirstOffice Professional

Accounting Principles

Chapter 3: Accounting Principles

Managing your own business is often a rewarding undertaking, but with it come a number of obligations. One is the requirement to keep your accounts up to a certain standard. The legal requirements differ with the type of business and the country of operation, but regardless of these there can be great advantages in having your books in order. In this chapter some of the basic concepts used in accounting, and their integration into FirstOffice, are described.

Internal and External Documents

There are two basic types of documents produced by an accounting system: external and internal documents. External documents, such as invoices, payment vouchers, VAT reports and tax returns, are produced because someone outside the business needs them. These are termed 'Documents' in FirstOffice. Internal documents are used inside your company to make decisions about different things. Examples are price information, sales statistics, credit limits, payment forecasts etc. These are termed 'Reports' in FirstOffice.

Accounting material should be handled with care. You need the information it provides to control and to develop your business, and you are also required by law to keep it up to date and archived in a certain way.

Both the reports handed in to authorities, banks etc. and those you make for your own use are based on a basic series of transactions. The records of these basic transactions (sales invoices, cash ledger vouchers, purchase invoices, bank statements, personnel records and loans) are found among the documents of any business.

Transaction Records

A transaction record is the proof of a transaction, e.g. a receipt for something you have bought, or a bank statement showing that an invoice has been paid by one of your customers. Every event in the business that involves its finances should be supported by a transaction record.

All financial events should be recorded in date order as they occur. When each event is recorded in the accounts, a transaction is created. The transaction classifies the event according to certain accounting rules, allowing the production of reports and the later recollection of the event. Transactions are recorded in a daily journal and each is distinguished by a unique sequence number. Their supporting documents (the hard copies of the transactions) are kept in a file, marked with the same sequence numbers (and with the date on which the transaction occurred). The transaction should also contain a code, or account, classifying its nature. This is where your Chart of Accounts comes in as a tool for the systematic recording of financial events.

Transactions in FirstOffice

FirstOffice features a high level of integration between the different modules and the Nominal Ledger, where all transactions are recorded.

Whenever you process a transaction in FirstOffice's Sales or Purchase Ledger, an equivalent Nominal Ledger Transaction is normally created automatically. For example, when you approve an Invoice and send it to a Customer, a Nominal Ledger Transaction is created automatically to post amounts to the Sales, Debtor and VAT Accounts. Simultaneously, the Sales Ledger and all reports are updated. Similarly, when you receive a payment, you will update the Sales Ledger, and an automatic Nominal Ledger Transaction will update the Debtor Account and the Bank or Cash Account as appropriate. In general terms, a record that causes a Nominal Ledger Transaction to be created (e.g. an Invoice or stock movement of some kind) is usually referred to as a "sub system record" or "sub system transaction" in FirstOffice and in these manuals.
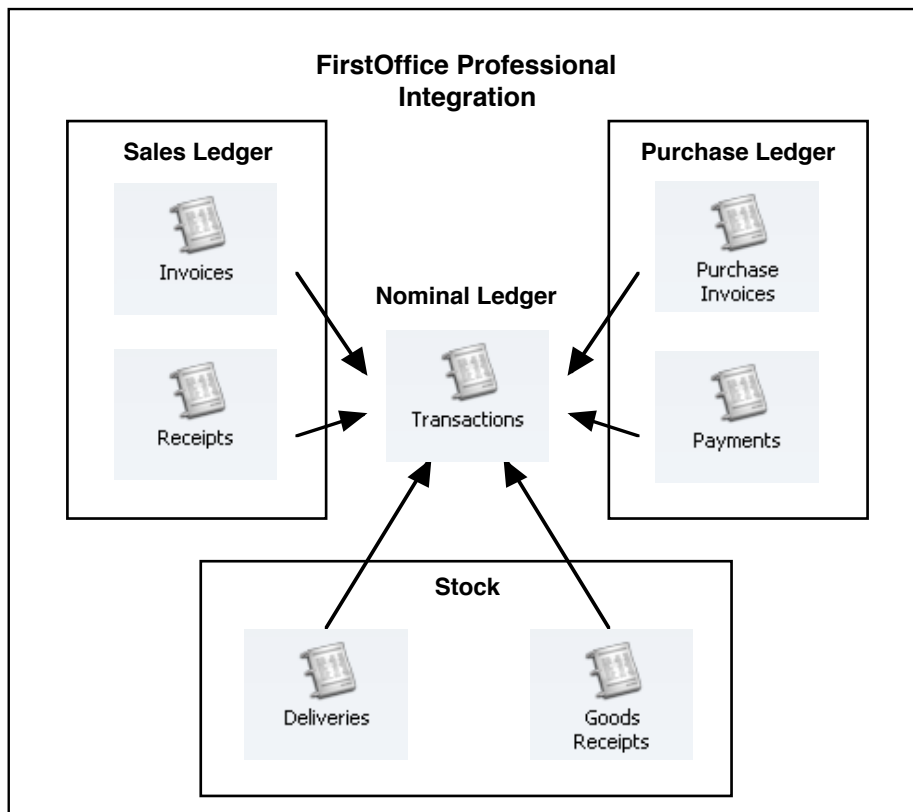
Through a large number of settings and parameters, you can set up the accounting environment so that the correct Sales Accounts, Cost Accounts etc. are updated when necessary. The level of automation available is extensive, but FirstOffice also allows full manual control over the accounting environment. By default, when FirstOffice is installed, full integration is made available, but you can partially or wholly switch this off as required.

Below are described some of the more common sub system transactions.

Sales Invoices

Invoices are demands for payment sent to Customers. They are created ('raised') in the Sales Ledger, which is also used to keep a record of how much is owed to your business by whom. The raising of an Invoice causes a Nominal Ledger Transaction to be created which debits the Debtor Account (which keeps a tally of how much your company is owed), credits a Sales Account (it is normal practice to maintain more than one Sales Account to keep a record of the sales of different types of product) and, in most cases,

credits a VAT Account. Once Invoices have been raised in the Sales Ledger, the creation of the Nominal Ledger Transaction is handled automatically in FirstOffice. Below is shown a typical such Transaction.

	Account	Object	Description	Debit	Credit	V-Cd
1	750		S/L Control	116.33		
2	199		Sundry Income		99.00	1
3	830		VAT Outputs Payable		17.33	
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						

No.: 970119 Trans.Date: 22/6/2005 Reference:
Text: 001 Against All Odds Trading Co, GBP

Difference: 0.00 Total: 116.33 116.33

FirstOffice has a number of methods whereby the Accounts used in this Transaction can be chosen to reflect the accounting needs of different situations. The Debtor Account can be set according to the Customer or Customer Category, different Sales Accounts can be used for the various Item Groups or individual Items, and the VAT Account can be controlled through the VAT Code. In addition, FirstOffice can post to the Stock and Cost Accounts. The number of options is great, and they are described in detail in this section.

Each individual Invoice, when approved, determines how the consequent Nominal Ledger Transaction is to be structured. The Accounts used are chosen as follows—

Sales Account

The Sales Accounts in the Nominal Ledger are used to record the levels of sales of different types of Items. To determine which Account is to be used,

click flip B when you enter an Invoice. This reveals that you can specify a Sales Account for each row (in the column marked 'A/C'). Different Invoice rows can have different Sales Accounts.

When you add rows to an Invoice, FirstOffice places a default Sales Account in the A/C field. You can overwrite this default if necessary. It is chosen as follows—

1. When you enter an Item Code, if there is a Price List applying to the Invoice and there is a record in the Price register for that Item/Price List combination, FirstOffice takes the Sales Account from there. If this Sales Account is blank, or there is no appropriate record in the Price register—

2. FirstOffice uses the Sales Account for the relevant Item (taken from the Item register). If this is blank—

3. FirstOffice uses the Sales Account from the Item Group specified for the Item. If this is blank, or if no Item Group has been specified for the Item, or if no Item Code has been entered to the Invoice row—

4. FirstOffice uses the Sales Account entered in the Account Usage S/L setting for the zone to which the Customer belongs. There are three zones (Domestic, EU and Export), and each can have a different Sales Account.

If the selected Account is missing from the Chart of Accounts, FirstOffice will display the error message: "Sales Account missing, check Account Usage S/L".

VAT Account

When you enter an Invoice, you must specify a VAT Code in each row. This code refers to a specific VAT Code record, which will determine the Output VAT Account in the subsequent Nominal Ledger Transaction and the rate at which VAT will be charged. VAT Code records are set up using the VAT Codes setting in the Nominal Ledger.

When you enter Invoice rows, you cannot leave the VAT Code field (marked 'V-Cd', visible on flip B) blank. FirstOffice places a default in the field, chosen as follows—

1. The VAT Code is taken from the Sales VAT Code field in the Customer register. Usually, you should only specify a VAT Code for an individual Customer if for some reason your usual VAT accounting method does not apply to them. If this is blank—

2. When you enter an Item Code, FirstOffice uses the VAT Code entered for the relevant Item in the Item register. If this is blank—

3. FirstOffice uses the VAT Code from the Item Group specified for the Item. If this is blank, or if no Item Group has been specified for the Item, or if no Item Code has been entered to the Invoice row—

4. FirstOffice uses the VAT Code entered in the Account Usage S/L setting for the zone to which the Customer belongs.

If the selected VAT Code is missing from the VAT Codes setting, or if the VAT Code record refers to a non-existent Account, FirstOffice will display the error message: "Code not registered".

Debtor Control Account

When a Nominal Ledger Transaction is generated from an Invoice, the Debtor Account is not determined from the Invoice itself (unlike the Sales and VAT Accounts described above). Instead, it is determined as follows—

1. You can specify a Debtor Account for the Customer Category to which the Customer belongs. If this is blank, or if no Customer Category has been specified—

2. FirstOffice uses the Debtor (or, if the Invoice is a cash Invoice, the Cash) Account entered in the Account Usage S/L setting.

3. If the Customer is marked as an "On Account" Customer and the Invoice has been allocated to an "On Account" Receipt, the On Account A/C entered in the Account Usage S/L setting will be used.

If any of the Account Numbers refers to a non-existing Account, FirstOffice will display the error message: "Debtor Account missing, check Account Usage S/L".

Stock Account and Cost Account

When goods are sold from stock, FirstOffice can generate Nominal Ledger postings for the cost of goods, and for the stock outtake ('Cost Accounting').

This can be determined to occur when Invoices are approved or when Delivery Notes are approved.

For cost accounting transactions to take place, the Items concerned must be Stocked Items. If cost accounting transactions are set to be created when Invoices are approved, this will mean that, in addition to posting to the Sales, VAT and Debtor Accounts, Nominal Ledger Transactions generated from Invoices will debit the specified Cost Account and credit the specified Stock Account. Further settings controlling the operation of cost accounting are discussed in the 'Stock Module' chapter in Volume 3 of these manuals.

The Cost of Goods Account debited by such transactions is determined as follows—

1. If you are using the Use Item Groups for Cost Accounts option in the Cost Accounting setting in the Stock module, the Cost Account specified on the 'A/C' card of the Item Group to which the Item belongs is used. If this is blank, you are not using the Use Item Groups for Cost Accounts option or the Item does not belong to an Item Group—

2. The Stock Cost Account specified in the Account Usage Stock setting is used.

The Stock Account credited by such transactions is determined as follows—

1. If you are using the Use Item Groups for Cost Accounts option, the Stock Account specified on the 'A/C' card of the Item Group record is used.

2. In all other circumstances, the Stock Account specified in the Account Usage Stock setting is used.

Various models are available by which the value of the cost accounting transaction can be calculated (for example, cost price, FIFO price, weighted average cost price). You can use a different cost model for each Item Group, or you can use a single default cost model. Full details can be found in the section describing the Cost Model setting in the 'Sales Ledger' chapter in Volume 2 of these manuals.

If any of the Account Numbers refers to a non-existent Account, FirstOffice, in attempting to generate the Nominal Ledger Transaction, will display the error message: "Transaction could not be generated. Check settings".

Round-off Account

If you are using FirstOffice's option for rounding the Invoice amount to the nearest monetary unit (Euro, Pounds etc.), you must specify a Round-off

Account in the Account Usage S/L setting. To switch this option on, use the Round Off setting in the System module.

Receipts

When a Customer makes a payment against an Invoice, the transaction is known as a Receipt. In the Nominal Ledger, the raising of a Receipt credits the Debtor Account and debits the Bank or Cash Account. As with Invoices, you will usually enter Receipts in the Sales Ledger, where you will allocate them to the appropriate Invoice(s), and the consequences in the Nominal Ledger will be handled automatically. Normally, a Receipt will generate a Nominal Ledger Transaction like this—

	Account	Object	Description	Debit	Credit	V-Cd
1	700		Cheque	123.33		
2	750		970034 Against All Odds Trading Co		123.33	

Difference: 0.00 Total: 123.33 123.33

When Nominal Ledger Transactions are generated from Receipts, the Accounts used are selected as follows.

Debtor Control Account

The Debtor Control Account for the Invoice being paid will be transferred to the Receipt. For details of how this is calculated, please refer to the 'Debtor Control Account' section under 'Sales Invoices' above on page 155.

If the Receipt is not allocated against a specific Invoice (i.e. it is an 'On Account' Receipt), the On Account A/C entered in the Account Usage S/L setting will be credited.

Bank or Cash Account

The Bank or Cash Account posting will be determined from the Payment Modes setting, available in the Sales and Purchase Ledgers. This is used to store different payment methods, such as cheque, cash, credit card. Each payment method can be attached to a different Account, perhaps reflecting the usage of different bank accounts for each type of payment.

If any of the Account Numbers refers to a non-existent Account, FirstOffice, in attempting to generate the Nominal Ledger Transaction, will display the error message: "Transaction could not be generated. Check settings".

Purchase Invoices

Purchase Invoices are demands for your company to make payments. You will usually record them in the Purchase Ledger, which you will use to monitor these invoices and to record payments against them. The Purchase Ledger allows you to find out how much money you owe to your creditors, and you can use it to make a forecast of future payments.

Most transactions in the Purchase Ledger mirror similar transactions in the Sales Ledger. Therefore, as with a Sales Invoice, a Nominal Ledger Transaction created from a Purchase Invoice will normally affect three Accounts: the Creditor Account will be credited, a Purchase Account will be debited and, in most cases, the VAT Account will also be debited. Defaults for the Accounts affected are taken from the Account Usage P/L setting, and they are selected according to the priority rules described below.

Purchase/Cost Account

The Purchase Accounts (also known as Cost Accounts) in the Nominal Ledger are used to record the levels of purchases of different types of Items. When you enter Purchase Invoices, you should enter a Purchase Account in each row (in the column marked 'Account'). Different rows can have different Purchase Accounts.

FirstOffice can in some instances offer a default Purchase Account for the Account field in the first row of a Purchase Invoice. This will be taken from the Cost Account specified on the 'Terms' card of the Customer record for the Supplier. You might specify such a default for Suppliers of services (such as electricity or telephone services), whose Purchase Invoices are always posted to the same Account.

VAT Account

When you enter a Purchase Invoice, you must specify a VAT Code in each row. This code refers to a specific VAT Code record, which will determine the Input VAT Account in the subsequent Nominal Ledger Transaction and

the rate at which VAT will be charged. VAT Code records are set up using the VAT Codes setting in the Nominal Ledger.

When you enter Purchase Invoice rows, you cannot leave the VAT Code field (marked 'V-Cd') may not be left blank. The default is placed in this field as follows—

1. FirstOffice uses the Purchase VAT Code specified for the Supplier in the Customer register. If this is blank—

2. FirstOffice uses the VAT Code specified for the Account. If this is blank—

3. The VAT Code specified in the Account Usage P/L setting is used.

Although VAT Codes can be specified for both Suppliers and Accounts (as described in points 1 and 2 above), it is important you do not mix these methods of setting default VAT Accounts.

If the selected VAT Code is missing from the VAT Codes setting, FirstOffice will display the error message: "Code not registered".

Creditor Control Account

When a Nominal Ledger Transaction is generated from a Purchase Invoice, the Creditor Account is determined as follows—

1. FirstOffice uses the Creditor Account specified in the Customer record for the Supplier. If this is blank—

2. You can specify a Creditor Account for the Supplier Category to which the Supplier belongs. If this is blank, or if no Supplier Category has been specified—

3. FirstOffice will use the default Creditor (or, if the Invoice is a cash Invoice, the Cash) Account entered in the Account Usage P/L setting.

4. If the Supplier is marked as an "On Account" Supplier and the Invoice has been allocated to an "On Account" Payment, the On Account A/C entered on the 'Exchange Rate' card of the Account Usage P/L setting will be used.

5. If you have switched on the Prel. Book check box in the Purchase Invoice, a preliminary creditors account will be used, taken from the Account Usage P/L setting. When you finally approve the Purchase Invoice, this preliminary transaction will be replaced with a final transaction, using the correct Creditor Account determined as above.

If any of the selected Accounts is missing from the Chart of Accounts, FirstOffice will display the error message: "Creditor Account missing. Check Account Usage P/L" or, if step 5 above applies, "Preliminary Account not found, check Account Usage P/L".

Payments

A Payment is the Purchase Ledger equivalent of a Receipt: it is the transaction that occurs when you pay a supplier's Purchase Invoice. In the Nominal Ledger, the raising of a Payment debits the Creditor Account and credits the Bank or Cash Account. You will usually record Payments in the Purchase Ledger, where you will allocate them to the appropriate Invoice(s), and the consequences in the Nominal Ledger will be handled automatically. Normally, a Payment will generate a Nominal Ledger Transaction like this—

When Nominal Ledger Transactions are generated from Payments, the Accounts used are selected as follows.

Creditor Control Account

The Creditor Control Account for the Purchase Invoice being paid will be transferred to the Payment. For details of how this is calculated, please refer to the 'Creditor Control Account' section under 'Purchase Invoices' above on page 160.

If the Payment is not made against a specific Purchase Invoice (i.e. it is an 'On Account' Payment), the On Account A/C entered in the Account Usage P/L setting will be debited.

Bank or Cash Account

The Bank or Cash Account posting will be determined from the Payment Modes setting, available in both the Sales and Purchase Ledgers. This is used to store different payment methods, such as cheque, cash, credit card. Each payment method can be attached to a different Account, perhaps reflecting the use of different bank accounts.

If any of the Account Numbers refers to a non-existent Account, FirstOffice, in attempting to generate the Nominal Ledger Transaction, will display the error message: "Transaction could not be generated. Check settings".

Stock

In every business where stocks are kept, there are by necessity differences between recorded stocks, physical stocks and stock values, for the simple reasons that things break or disappear or that mistakes are made in shipping, recording etc. In FirstOffice, stock values are kept both in the Stock module and as Account balances in the Nominal Ledger. It is very difficult to have an absolute agreement between FIFO stock levels and Nominal Ledger Stock Account balances, and every business must decide for itself how important it is to minimise differences. There is a price to be paid for precision. The smaller the tolerance for errors, the greater the control apparatus will be, and the greater the cost. There is a trade-off of control costs against precision that every company must decide for itself.

The Stock module contains separate registers for Goods Received, Deliveries and Stock Depreciations. Whenever you enter and approve a new record in any of these registers, the physical stock levels of the Items involved and the stock valuation in the Nominal Ledger are both updated automatically. In the second case, each stock record causes a Nominal Ledger Transaction to be generated, thus updating the stock valuation in the Nominal Ledger. Stock levels and valuations can also be updated automatically from Invoices.

FirstOffice's Stock module basically uses the FIFO ('First In First Out') principle for stock calculations. Illustrated below is an example Goods Receipt, recording the arrival of three units of Item 10127 into stock at a price of 4.00 each—

This is the Nominal Ledger Transaction generated by the Goods Receipt, which updates the stock valuation in the Nominal Ledger with the value of the goods received into stock—

When goods are received, the Stock Account is debited with the cost of goods, and a Creditor Suspense Account (usually given the term "Purchase Control Account" in these manuals) is credited until the Purchase Invoice arrives. The Stock Account used is the Stock Account specified in the Account Usage Stock setting.

Depending on local accounting conventions, you can add purchase costs, VAT, freight and customs costs to the stock value in the Goods Receipt record, or leave them out until the Purchase Invoice arrives. If you add them at the time of receipt into stock, their values will be added to the Stock Account, and credited against the Freight and Customs Cost Accounts specified in the Account Usage Stock setting—

	Account	Object	Description	Debit	Credit	V-Cd
1	740		Stock Valuation	110.00		
2	805		P/L Suspense a/c		100.00	
3	290		Cost of Carriage & Packing		5.00	
4	298		Customs Costs		5.00	
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						

Transaction: Inspect

No.: 150 Trans.Date: 5/7/2005 Reference:

Text: 006 Estonian Export

Difference: 0.00   Total: 110.00 110.00

The FIFO value of each Item is the value entered in the relevant Goods Receipt, and you can decide which valuation method (e.g. FIFO, Cost Price, Weighted Average) you want to use. After receiving two further shipments of Item 10127 into stock, the Stock List report illustrated below provides a stock valuation using the individual FIFO values from the relevant Goods Receipts—

When goods are sold, stock balances are reduced and the Stock Account is credited. Normally FirstOffice will use the FIFO value for crediting stock and for debiting a Cost of Goods Account, although you can choose a different Cost Model (e.g. Cost Price or Weighted Average). Full details can be found in the section describing the Cost Model setting in the 'Sales Ledger' chapter in Volume 2 of these manuals.

In the following example, we will sell and ship all 26 units of Item 10127. This is the Delivery record that records the shipment—

Delivery: Inspect

| ◀ ▶ | Operations | | | | New | Duplicate | Cancel | Save |

Del. No.: 960274   Cust No.: 001   ☐ Tel. Message
Order No.: 1000158   Del. Mode: ☐ Use Invoice Address
Del. Date: 5/7/2005

Items   Address   Packaging

	Item	Description	Ordered	Avail.	Del. Qty
1	10127	Personal Stereo	26	26	26
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					

☑ OK   Del. Qty: 26.00   Comment:

The total FIFO value of the 26 units will be credited to the Stock Account and debited to the Cost of Goods Account in the Nominal Ledger Transaction created when the Delivery is approved—

	Account	Object	Description	Debit	Credit	V-Cd
1	240		Stock Movements	130.45		
2	740		Stock Valuation		130.45	
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
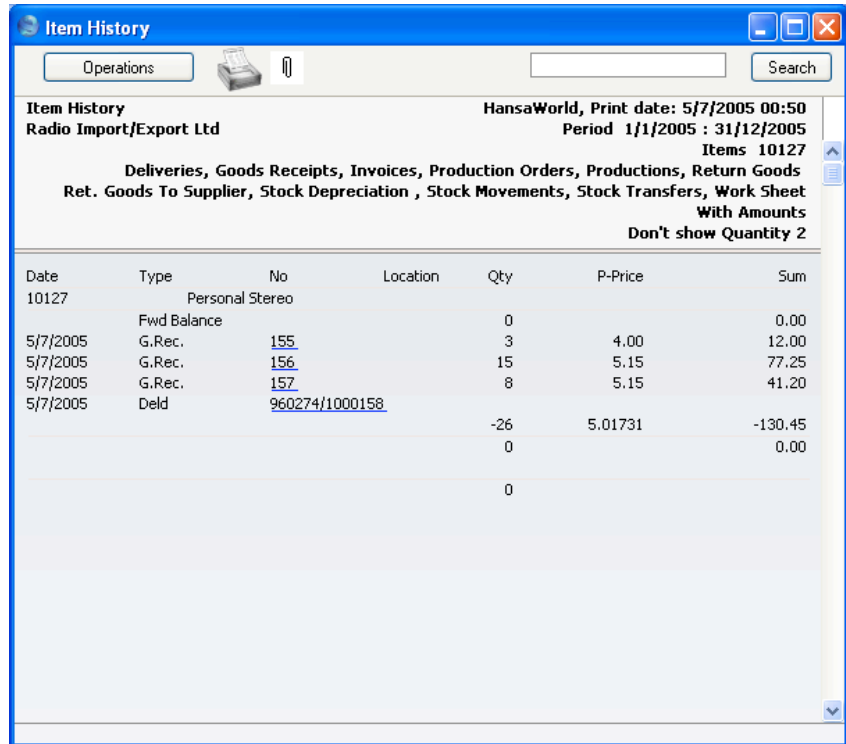
No.: 960274   Trans.Date: 5/7/2005   Reference:
Text: 001 Against All Odds Trading Co

Difference: 0.00   Total: 130.45   130.45

The Item History report in the Stock module shows that this total FIFO value is calculated using the average FIFO value per unit of the Items sold—
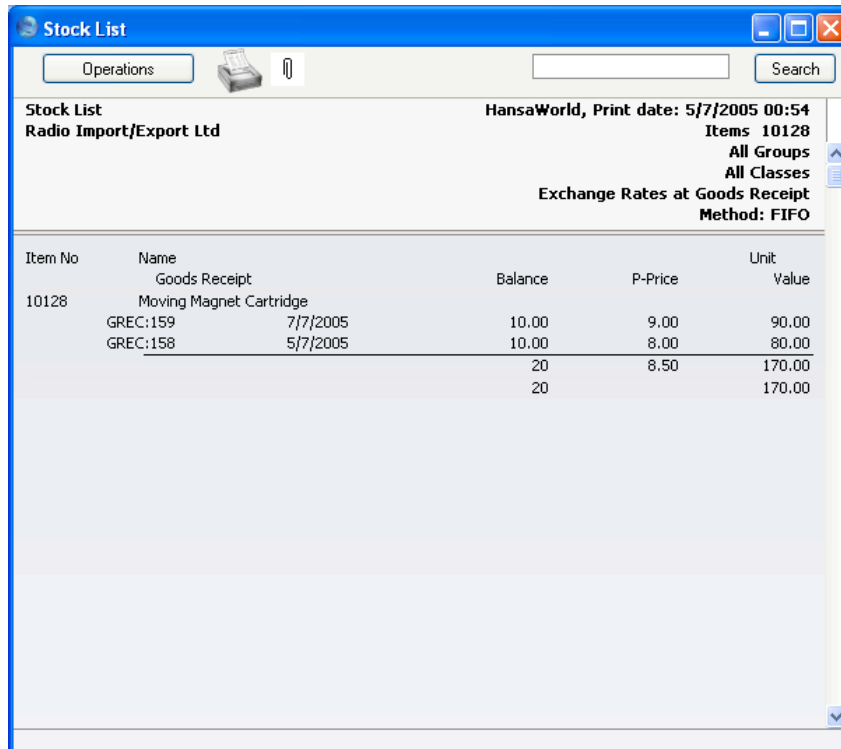
In this case, because we sold our entire stock, there is no difference between the stock value and the Stock Account value.

In the following example, we have received into stock twenty units of Item 10128 using two separate Goods Receipt records. The first Goods Receipt records that ten units were purchased at a price of 8.00 per unit, and the second records that ten were purchased at a price of 9.00 per unit—

We will deliver 12 units of Item 10128. In the Nominal Ledger Transaction created when the Delivery record is approved, their total FIFO value is shown to be 98.00 (i.e. 8.1667 per unit). This total FIFO value will be credited to the Stock Account and debited to the Cost of Goods Account—

	Account	Object	Description	Debit	Credit	V-Cd
1	240		Stock Movements	98.00		
2	740		Stock Valuation		98.00	

Transaction: Inspect — No.: 960275 — Trans.Date: 9/7/2005 — Text: 001 Against All Odds Trading Co — Difference: 0.00 — Total: 98.00 98.00

The price per unit in the Nominal Ledger Transaction in this example is calculated on a strict FIFO basis. This dictates that the units shipped were all ten of those purchased at the earlier price (8.00 per unit) and two of those purchased at the later price (9.00), as follows—

$$\frac{(10 \times 8) + (2 \times 9)}{12} = 8.1667$$

This is shown when the Item History report is recalculated after the Delivery has been made—

The Stock List now values the remaining eight units at 9.00 each, the purchase price per unit in the second Goods Receipt record—

Item No	Name		Balance	P-Price	Unit Value
	Goods Receipt				
10128	Moving Magnet Cartridge				
	GREC:159	7/7/2005	8.00	9.00	72.00
			8	9.00	72.00
			8		72.00

Stock List window header:

Stock List
Radio Import/Export Ltd
HansaWorld, Print date: 9/7/2005 00:58
Items 10128
All Groups
All Classes
Exchange Rates at Goods Receipt
Method: FIFO

In FirstOffice, you will always create Deliveries from Orders. Included in each Order row (on flip C) is a Gross Profit figure. This is calculated using the standard Cost Price of the Item on the Order, not its FIFO value. In this example, the standard Cost Price per unit of Item 10128 is 10.00—

This Cost Price is also used in the GP, Orders report in the Sales Support module (the sales price is 25)—

```
Gross Profit, Orders                                                    _ □ X

 [ Operations ]      🖨  📎                    [              ]  [ Search ]

 Gross Profit, Orders                    HansaWorld, Print date: 9/7/2005 01:01
 Radio Import/Export Ltd                       Period  1/1/2005 : 31/12/2005
 Detailed                                               Orders  1000159
                                                              All Customers
                                                               All Salesmen

 No                      Date                      Sum       Profit    GP%
 1000159      JNW        9/7/2005      30
          001                       Against All Odds Trading Co
     10128             12  Moving Magnet Cartridge    300.00    180.00   +60%
                                                      300.00    180.00   +60%
 Total                                                300.00    180.00   +60%
```

You can have the standard Cost Price of each Item updated to be the last actual purchase price (the one used in the most recent Goods Receipt record). You can do this using two methods—

1. The Stock module contains an 'Update Item Cost Price' Maintenance function. This is not an automatic function: it is your decision whether and when to use it. Each time you run this function, it will transfer the last purchase price to the Cost Price field of the Item record.

2. If you would like the Cost Price of an Item to be updated automatically with the latest purchase price each time a Goods Receipt is entered and approved, use one of the Update Cost Price At Purchase options in each Item record ('Costs' card).

In the example above, the Gross Profit of the Order would have been reduced by 12 if the Cost Price of Item 10128 had been updated using either method before the Order was record was created.

Chart of Accounts

Accounts are the Nominal Ledger headings that you use to classify all financial transactions: each Nominal Ledger Transaction described above posts to two or more Accounts. In fact each Nominal Ledger Transaction can be defined by which Accounts these are. The organisation of these Accounts is known as a 'Chart of Accounts': a systematic list of how assets, liabilities, income and expenses are to be classified and thus the basis for your accounting reports. The logic used in the classification determines the usefulness of your reports, and the drawing up of a satisfactory Chart of Accounts requires careful consideration.

In designing a Chart of Accounts, it is usual practice to group Accounts together according to type. For example, all Sales Accounts should have similar codes, different Bank Accounts should have similar codes and so on. This will ensure that they appear together in reports. Room should be left so that new Accounts, the need for which is currently unforeseen, can be inserted in the right place. If your business develops into new products, for example, you should be able to create Sales Accounts for those new products with similar codes to the existing Sales Accounts.

In traditional accounting systems, the Chart is divided into account classes, following a decimal classification. Two or three classes are reserved for Balance Sheet Accounts, one class is normally reserved for internal accounting and year-end operations, and the remaining five or six classes are used for revenue and cost classification.

Typical Charts of Accounts, including that supplied as a template with FirstOffice, follow the model illustrated below. The Accounts are usually divided into two groups, named after the report in which they appear.

Profit & Loss   This report shows the trading profit or loss of your business, usually at the end of a month or year.

Balance Sheet   This report shows the assets, liabilities and capital of your business at the moment of printing.

FirstOfficeProfessional

Sample Structure of Chart of Accounts

	Description	Account Number Range	Account Type
Profit & Loss (P & L)	Sales	100-199	Income
	Cost of Sales	200-299	Expense
Gross Profit = Sales - Cost of Sales			
	Overheads	300-599	Expense
Net Profit = Gross Profit - Overheads			
Balance Sheet	Fixed Assets	600-699	Asset
	Current Assets	700-799	Asset
	Current Liabilities	800-899	Liability
Net Current Assets = Current Assets - Current Liabilities			
	Long Term Liabilities	900-949	Liability
Total Net Assets = Fixed Assets + Net Current Assets - Long Term Liabilties			
	Equity	950-999	Equity
	Profit/Loss Year To Date	Net Profit from P & L	Income
Total Net Assets = Equity + Profit/Loss Year To Date			

! *Your Chart of Accounts should be drawn up in consultation with your accountant or financial adviser.*

Objects

In traditional cost accounting, the classification of expenditure and the allocation of different expenses to departments, products, regions etc. is a well-known problem area. In essence, there is a need to present management

reports in several different views or dimensions. Normally, there are three basic dimensions used in the accounting of any business—

- The KIND of income or expense - material, labour, transport, telephone etc.

- The COST CENTRE, i.e. the department or organisational unit that carries the responsibility for incurring the expense or realising the revenue.

- The COST BEARER, normally the output, product or service produced.

In some businesses, there is a requirement to add further dimensions that are not subdivisions of the above, such as geographical areas.

Conceptually, the accounting situation can be described as a three-dimensional table—

In traditional accounting systems, the classification is done with the help of the Chart of Accounts. A Chart of Accounts is a *list* of Accounts. By definition it is one-dimensional. Through various means, the Accounts are

divided into sub-classes down one or more levels, and the result is a hierarchical tree structure of classifications.
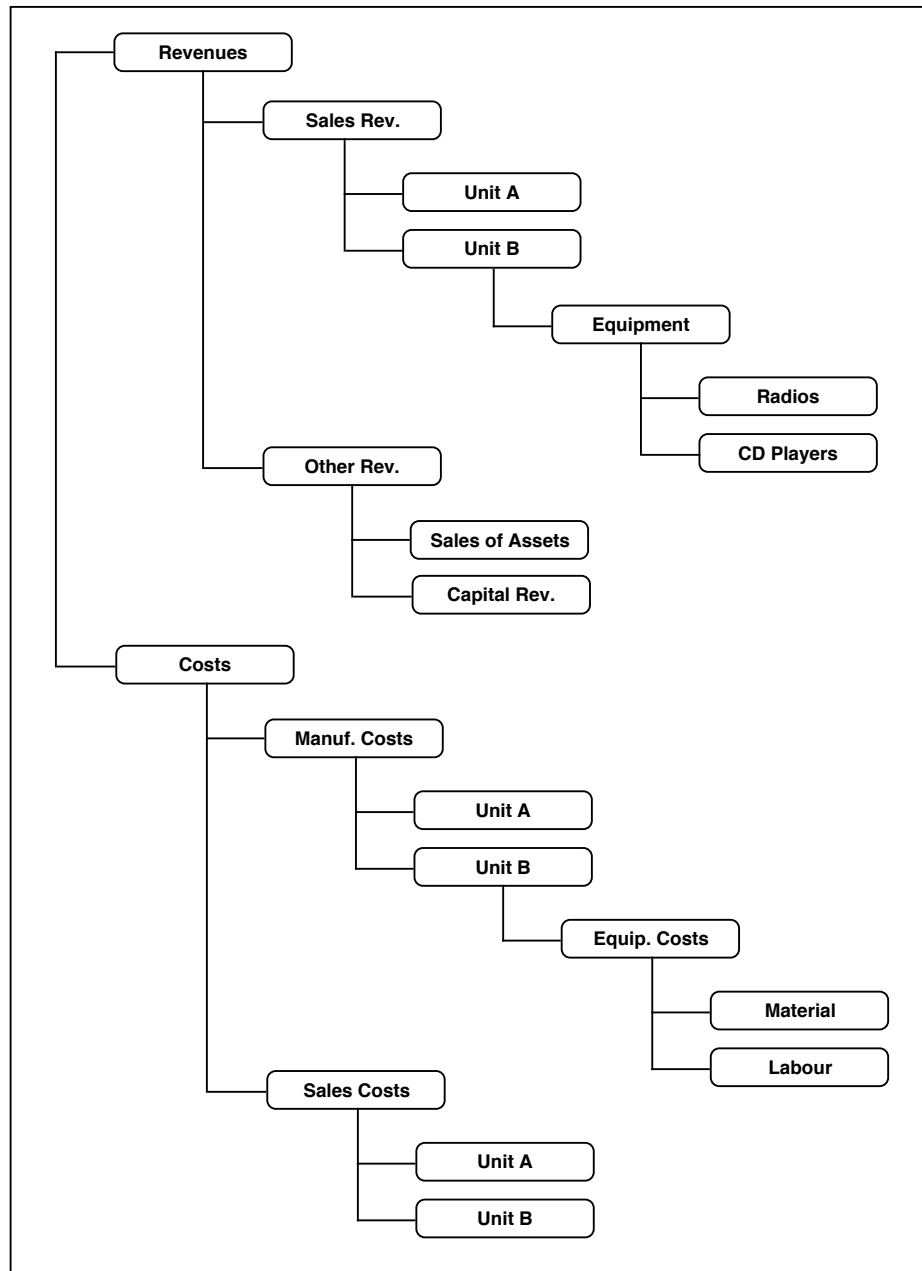
A result of the hierarchical tree structure classification is inevitably that cost type, profit centre and cost bearer classifications are scattered all over the Chart of Accounts. This makes the description of reports complicated and cumbersome, since data will have to be picked up individually from many different Accounts, in order to produce different types of "Functional" result reports.

To simplify the structure many accounting systems subdivide the "account string" into different parts, each indicating cost type, department, project, product etc. This is only a half-way solution. The only logically viable solution to truly multi-dimensional accounting is to use an "Object" classification in each accounting transaction. With this method, the Chart of Accounts contains account specifications for the _kind_ of revenue, expenditure, asset, liability or equity. Each accounting transaction consists of an Account Number, an amount, a date, and one or more Object classifications. In the example above, a wages payment for selling radios in Unit C would contain the following information—

Number	970001
Date	010105
Account	5102 Wages
Text	"Any written description"
Amount	Debit 15420.25
Objects	Unit C, Radio

With this classification, it will be simple to show all transactions entered for a separate product, unit and cost type, or to show a profit and loss statement for a particular section of the business.

In the following section we will show how FirstOffice deals with this task.

Objects in FirstOffice

FirstOffice supports the use of Objects, to allow your accounts to be classified and reported in several different categories or dimensions. You can assign up to 30 Objects to a row in a transaction: the Object field can contain up to 60 characters. When you enter Objects in an Object field, separate each Object Code using commas. It is recommended that you use Object Codes with at least two characters, placing a more usual limit of 20 Objects on each transaction row.

You can assign default Objects to Customers, and to individual Invoices and Nominal Ledger entries. When you assign an Object to a Customer, for example, FirstOffice will automatically assign that Object to all Nominal

Ledger Transactions generated by Invoices made out to that Customer. This gives you excellent possibilities to report for example sales per Object. In general, Objects are tools to improve the internal cost accounting capabilities in your business.

You can use Objects as selection criteria in many reports. For example, if you have several profit centres in your business, and use Objects to separate income and expenditure for each one, you can produce separate profit and loss statements for each profit centre. You can also print a Nominal Ledger report that is restricted to a particular Object. The report will only list the transactions for each Account that have been classified with the selected Object.

All Objects in FirstOffice can span several years. This is a consequence of FirstOffice's continuous database, where the end of year is simply a user-defined reporting interval. The Object balances are thus automatically transferred from one fiscal year to the next. This gives you the ability to keep track of the budget and results of an Object (e.g. a building project) for several years.

You can close an Object, to prevent further postings to it. Working in the Object register (in the Nominal Ledger), switch on the Closed check box to close it. If you want to open the Object again later, you simply click in the box again to remove the check.

It is a good idea to experiment with the Objects and the various reports.

Examples

Illustrated below is a Sales Invoice, where the Customer belongs to the "Unit A" Object, and the Invoice rows have been assigned the "Radio" and "Cass" Objects respectively (on flip D of the 'Items' card). Each Item and Customer have thus been assigned an Object reflecting their position in the table illustrated at the beginning of this section.

This is the Nominal Ledger Transaction that is created when the Invoice is approved—

	Account	Object	Description	Debit	Credit	V-Cd
1	750	UNITA	S/L Control	146.88		
2	199	RADIO,I▸	Sundry Income		50.00	1
3	199	CASS,UI▸	Sundry Income		75.00	1
4	830		VAT Outputs Payable		21.88	
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						

Transaction: Inspect

No.: 970131   Trans.Date: 5/7/2005   Reference:
Text: 001 Against All Odds Trading Co

Difference: 0.00   Total: 146.88   146.88

The following two Profit & Loss reports show the Income Statement for two of the journal postings: those with the Objects "Radio" and "Cass", respectively. Some cost transactions have been added to make the example more complete.

With a careful use of Object and Account definitions, FirstOffice allows you to allocate revenues and expenses in a logical way, in order to reveal the profitability pattern in the business.

Who needs to know about your business

There are several parties who have an interest in your accounts: you, other owners, creditors and banks, employees and not least the tax authorities. Your auditor's job is to certify your accounts on behalf of all the interested parties. He or she will check your books to certify that they give a "true and fair" representation of the state of affairs.

Sometimes it feels as if all this apparatus of reports and accounts is just too much trouble. Used in the right way, however, a good accounting system improves the control of the business. There are, indeed, more examples of companies that have failed because of bad accounting than of too good…

Practical use of accounting information

Accounting information is useful in many situations. You can use it as a foundation for your budgeting, when you want to find out if a certain deal is profitable or not or to monitor the performance of a department, a market segment etc.

Getting capital

From time to time you need to persuade banks or other financiers that your business is solid and profitable, e.g. when you need to borrow money for an investment. A good accounting system allows you to find the information they require quickly, and to make a credible presentation.

Tax returns

Your accounts provide all the information needed to produce the different types of tax returns.

VAT declaration

All VAT registered companies must produce a number of periodical reports, of which the VAT return is the most important. If you are above the threshold amount for trade within EU, there are some other reports that need to be made.
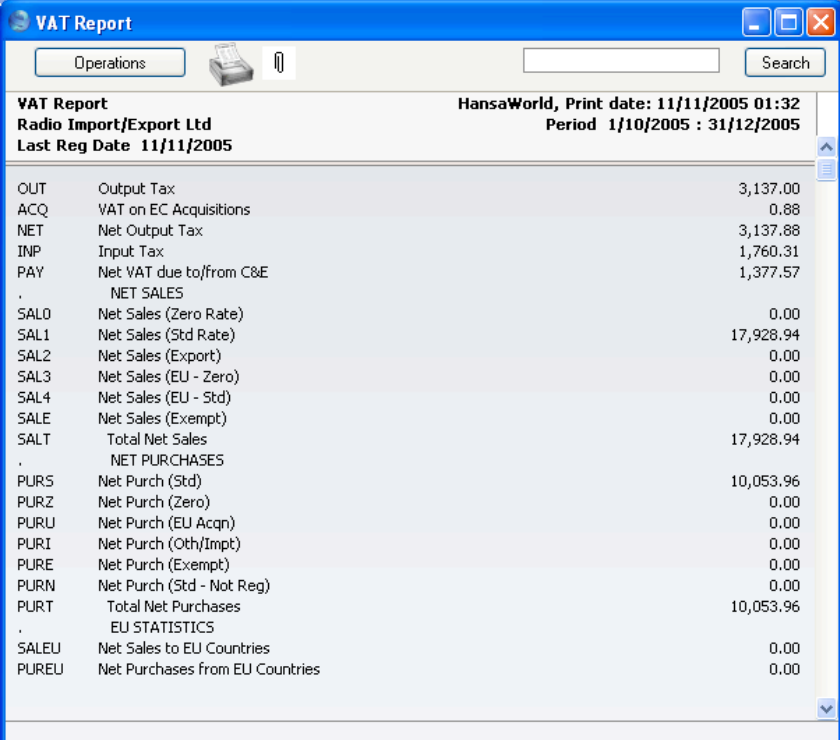
The VAT return comes from your accounts. It follows a prescribed format, and your accounts should reflect the VAT requirements, to make it easy to produce the report.

The End of a Financial Year

At the end of the financial year, the books are closed and a new year is started. The final accounts are produced, the auditors will produce their report, and management will produce their report to the owners' annual meeting. After approval, in the case of limited companies, the annual report is filed with the registrar of companies.

To end a financial year and start a new one in FirstOffice, follow these steps. Companies will have their own methods for recording profit/loss at the end of a financial year. A typical method is described in steps 4-9 below: this method may not be suitable for every company in every country. Please refer to your financial adviser for more advice on this subject.

1. If you are registered for VAT, the first step should be to print a VAT Report for the final quarter of the year (and separately for earlier quarters if this has not already been done).

2. For each quarter, you should then enter a Transaction in the Transaction register transferring the VAT amount payable/receivable into the VAT Payments Account (835 in the Chart of Accounts supplied with FirstOffice). This Transaction would debit the VAT Outputs Payable Account (830) and credit the VAT Inputs Receivable Account (831), with a balancing posting to the VAT Payments Account. You must enter this Transaction in the quarter to which it belongs, preferably as the last Transaction of the period.

You can transfer the amount payable/receivable from/to your bank account using a further Transaction when payment is made/received.

3. Print out the following Nominal Ledger reports, using the whole year as the report period in each case. These will provide both a hard copy record of the year's business and the basis for the end-of-year work that will now be carried out by your auditors.

Nominal Ledger   The Nominal Ledger report is an important part of the final accounts of a business. It is a list of every

Transaction, classified by Account and listed in the order in which they were entered.

Transaction Journal

The Transaction Journal is a list of every Transaction, in transaction number order.

Profit & Loss   The Profit and Loss report summarises the income and expenditure (and therefore the operating profit or loss) of the business during the fiscal year. The result shown on the Profit & Loss report should agree with ('balance') the result on the Balance Sheet.

Balance Sheet   The Balance Sheet shows the financial status - at a particular point in time - of the company showing Assets, Liabilities and Equity capital.

System Documentation

The System Documentation report in the System module describes the accounting system being used. This includes descriptions of the Chart of Accounts, accounting rules etc. This allows an outsider to understand how you have arrived at the final accounts.

4. Ensure your Chart of Accounts (i.e. Account register) includes Accounts defined as shown in the illustration—

5. The Accounts defined in step 4 above should not appear in the Definitions for your Profit & Loss report, but should be part of the profit calculation in the Balance Sheet. In the sample Chart of Accounts supplied with FirstOffice, these are lines 90, 100 and 105 of the Balance Sheet Definition. To check this, first select 'Settings' from the File menu

and double-click 'Report Settings' in the subsequent list. Then, highlight 'Balance Sheet' in the list on the left-hand side of the 'Report Settings' window and click the [Definition] button. The following window opens—

Double-click in turn on lines 90, 100 and 105 (or the equivalents if you are not using the sample Chart of Accounts and/or Balance Sheet report definition supplied with FirstOffice) and ensure they are defined as shown—

Line 90 in the sample Balance Sheet Definition is the equity calculation, it causes the balances of all Accounts between 950 and 970 to be shown in the Balance Sheet, together with a total figure for equity.

Line 100 in the sample Balance Sheet Definition is the profit calculation. This line does not have any Text and therefore it will not be printed in the report.

Line 105 prints the result of the calculation in line 100.

6. Once your auditors have concluded their work and any consequent Transactions have been entered, refer to step 3 above and print out the reports again, as final records of the year just ended. These will be the basis for the end-of-year accounts presented to the owners or directors. The Net Profit in the Profit & Loss Report should be the same as the Profit/Loss this YTD shown in the Balance Sheet. Make a note of this figure.

7. You should now post the profit or loss for the year just ended to the Result of Current Fiscal Year Account (Account 960 in the sample Chart of Accounts and in step 4 above). Do this by entering a new record to the Transaction register dated the last day of the year just ended. If your company made a profit, this Transaction should debit the Special Account for Y/E profit Postings (Account 99999 in step 4 above) and credit the Result of Current Fiscal Year Account with the value noted in step 6. If your company made a loss, the debits and credits should be reversed.

	Account	Object	Description	Debit	Credit	V-Cd
1	99999		Special Account for Y/E Profit Postings	21944.88		
2	960		Result of Current Fiscal Year		21944.88	

No.: 33 Trans. Date: 31/12/2005 Reference:
Text: Posting of Profit for 2005
Difference: 0.00 Total: 21944.88 21944.88

8. Save the Transaction and print the Balance Sheet and Trial Balance to screen. You should now find that the YTD Profit figure on the Balance Sheet is zero, and the Balance Sheet should balance. Finally, check that your Trial Balance report for the last year still balances.

9. You should now bring the profit/loss figure forward to the next year. Do this by entering a new record to the Transaction register dated the first day of the new year (you will need to update the Fiscal Years setting as described in step 10 below before you can do this). If your company made a profit, this Transaction should debit the Result of Current Fiscal

Year Account and credit the Retained Earnings Account (Account 970 in step 4 above) with the value noted in step 6. If your company made a loss, the debits and credits should be reversed.

The result of the two Transactions in steps 7 and 9 is that the forward balance for Account 960 will be the result of the previous year in the Balance Sheet for the next year. The final balance for Account 970 will be the accumulated results of all previous years in the Balance Sheet for the next year.

Some work should now be done to ensure you are ready for the new year. Follow these steps—

10. Using the Fiscal Years setting in the System module, register the new financial year on the first blank line. Do not insert the new year at the top of the list because Fiscal Years have to be listed in chronological order. Do not remove past Fiscal Years. Click [Save] to save.

11. You should now define the periods that you will commonly use when producing reports. This is done using the Reporting Periods setting, again in the System module. In this case, you should insert the new periods at the top of the list because the first period in the list is offered as a default whenever you produce a report. To insert a new period at the top of the list, click on row number 1 and press the Return key. Enter the Reporting Periods that you need and click [Save] to save.

12. If you are using Number Series that are date dependent, you should update them to take account of the new year. This is particularly important for Number Series that will be used when generating records remotely (e.g. Deliveries and Invoices from Sales Orders). There are many Number Series settings in various modules in FirstOffice: be sure to change every one that you have used.

Don't forget to make sure that any defaults set in the Number Series Defaults setting in the System module refer to Number Series in the new year.

Further details of each of these steps can be seen in the sections describing the respective functions in the 'System Module' and 'Nominal Ledger' chapters elsewhere in these manuals.

HansaWorld FirstOffice Professional

Starting Work

Chapter 4: Starting Work with FirstOffice

Entering Data and Opening Balances

If you have been following this manual in sequence, you should by now have created a new database into which you have entered information about your company, the current Fiscal Year, a set of VAT Codes and a Chart of Accounts. If this is not the case, please turn back to the 'Starting FirstOffice' section on page 34 of the 'Introduction and Installation' chapter before proceeding.

Settings

As you start using each module for the first time, it is a good idea to check the different settings in that module. Some settings have default values that you should be aware of and may wish to change, and some represent a special functionality that you might be able to use.

!

> ***Remember, most settings are imported automatically when a new database is created. If you alter the Chart of Accounts, you will probably have to change any settings that use Account Codes as well.***

Persons

One of your first tasks in creating a new database should be to enter details of each member of your staff in FirstOffice. You will do this using the Person register in the System module. One reason for doing this is to protect your data: the Person register allows you to assign a password to each user. It's a good idea to do this even in a single-user system: protecting your database with a password might prove to be a wise precaution if your computer is stolen. In multi-user systems, you can also use the Person register together with the Access Groups setting (also in the System module) to restrict the access each member of staff has to FirstOffice to the modules and function that are relevant to their job.

It is not necessary to restrict this process to members of staff that will be using FirstOffice. For example, someone that will not use FirstOffice should still be recorded in the Person register if you want their sales to be recorded in their name in the Invoice and Order registers.

Before entering Persons, you may wish to define Access Groups: these are described on page 307 in the 'System Module' chapter elsewhere in this Volume.

To enter details of your personnel to the Person register, follow these steps—

1. Select the System module using the [Select Module] button in the Master Control panel.

2. Open the Person register by clicking the [Persons] button in the Master Control panel. If you are using a new database, a blank browse window will appear. Otherwise, it will list all Persons previously entered.

3. Click the [New] button in the Button Bar at the top of the browse window.

    Use the 'Person: New' window shown below to enter information about a member of staff. For full details about each field on the screen, please refer to page 337 in the 'System Module' chapter later in this manual.

    When you enter a Person's initials in the Signature field, note that where there is more than one Company in the database, records in the Person register are specific to the Company in which they were entered. However, if you have the CRM and Mail Value Pack and will be using Mailboxes, each Person's Mailbox will be open to all Companies in the database. This allows mail to be sent between Persons in different Companies. One implication of this is that all Persons across all Companies should have different Signatures (initials). If there are two or more Persons in different Companies with the same Signature, they will not be able to have their own Mailbox.

4. Click the [Save] button in the top right-hand corner of the window. The record is saved in the Person register.

5. The window title changes to 'Person: Inspect', giving you a chance to check you have not made any mistakes in entering the record.

6. Close the record by clicking the close box or using the Ctrl-F4 (Windows and Linux) or ⌘-W (Macintosh) keyboard shortcut.

7. If you have a number of personnel to enter, click [New] instead of [Save] at step (4) above (or use the Ctrl-N/⌘-N keyboard shortcut). The Person record is saved and closed, and a blank window is opened, allowing you to enter another record straight away.

8. When you close the last Person record at step 6 above, you will be returned to the 'Persons: Browse' window, which now lists the members of staff that you have just registered. Click on each one in turn and allocate a password by selecting 'Change Password' from the Operations menu.

If you have the CRM and Mail Value Pack, you should now create a Mailbox for each Person. Mailboxes allow members of staff to send and receive mail. If you do not have the CRM and Mail Value Pack, each Person must have a Mailbox if they are to be able to use the Personal Desktop.

In contrast to the Person register, you should only create Mailboxes for members of staff that will be using FirstOffice.

Before creating Mailboxes, you should first make sure that you have recorded the correct number of Mailboxes in the Configuration setting in the System module. This is described on page 44 in the 'Introduction and Installation' chapter elsewhere in this Volume.

To create a Mailbox, follow these steps—

1. With the 'Persons: Browse' window still open, click on each Person in turn and then select 'Create Mailbox' from the Operations menu.

2. The 'Mailbox/Conference: New' window opens, containing default information taken from the Person that you selected. For full details about each field on the screen, please refer to the 'Mail' chapter in Volume 4 of these manuals.

3.   Click the [Save] button in the top right-hand corner of the window.

Entering the First Customer

FirstOffice keeps all information about Customers and Suppliers together in a single register, the Customer register, with one record for each company. All other companies (e.g. leasing companies, factoring companies, sales leads, etc) should be stored here as well.

Before recording companies in the Customer register, you should first make sure all relevant Payment Terms (used to calculate Due Dates and settlement discounts in Invoices) have been entered in the Payment Terms setting. This is described in the 'Sales Ledger' chapter in Volume 2 of these manuals. You may also wish to define Customer and Supplier Categories (used to group together companies of a similar type): these are described on pages 225 and 226 respectively in the 'Customers and Suppliers' chapter elsewhere in this Volume.

To enter your first record in the Customer register, follow these steps—

1.   Select the Sales or Purchase Ledger or the Sales Support module using the [Select Module] button in the Master Control panel. The same Customer register is available in all three modules.

2.   Open the Customer register by clicking the [Customers] button in the Master Control panel. If you are using a new database, a blank browse window will appear. Otherwise, it will list all Customers previously entered.

3.   Click the [New] button in the Button Bar at the top of the browse window.

     Use the 'Customer: New' window shown below to enter data about the company. For full details about each field on the screen, please refer to page 228 in the 'Customers and Suppliers' chapter later in this manual.

If in step 1 you opened the Customer register from the Sales Ledger or the Sales Support module, the new record will be marked as a Customer automatically. If you opened the Customer register from the Purchase Ledger, the new record will be marked as a Supplier automatically.

4. Click the tabs (named 'Contact', 'Delivery', 'Terms' and 'Company') to enter more information about the Customer.

5. Click the [Save] button in the top right-hand corner of the window. The Customer is saved in the Customer register.

6. The window title changes to 'Customer: Inspect', giving you a chance to check you have not made any mistakes in entering the record.

7. Close the record by clicking the close box or using the Ctrl-F4 (Windows and Linux) or ⌘-W (Macintosh) keyboard shortcut.

8. If you have a number of Customers to enter, click [New] instead of [Save] at step 5 above (or use the Ctrl-N/⌘-N keyboard shortcut). The Customer is saved and closed, and a blank window is opened, allowing

you to enter another Customer straight away. If you need to enter Customers, it's a good idea at step 1 above to open the Customer register from the Sales Ledger or the Sales Support module. All new records will be marked as Customers automatically. If you need to enter Suppliers, open the Customer register from the Purchase Ledger to ensure all new records are marked as Suppliers automatically.

It is a good idea to repeat the above process for a few Customers in order to familiarise yourself both with the data entry process and with the Customer entry screen. However, if you are changing to FirstOffice from another computer program, it is likely that you will want to import your Customers from a text file created by your old system. If you wish to do this, please follow the import instructions described in the section 'Setting up a Basic Accounts System' on page 54 in the 'Introduction and Installation' chapter to import your text file. This procedure, although described there as being used to import a Chart of Accounts, is in fact an all-encompassing import function which will bring in whatever is in the selected text file and save it in the appropriate place in FirstOffice. For details of the composition of the text file (field order, etc), please refer to your FirstOffice representative.

Entering the First Item

FirstOffice keeps all information about Items and prices in an Item register, with one record for each Item. The Item register contains basic data about all products and services sold by your business.

Before entering Items, you may wish to define Item Groups (used to group together Items of a similar type): these are described on page 272 in the 'Items and Pricing' chapter elsewhere in this Volume.

To enter your first Item, select the Sales Ledger, Sales Support module or Stock module using the [Select Module] button in the Master Control panel. Using the Item register, follow the same basic process described above on page 203, under 'Entering the First Customer'.

For full details about each field in the 'Item: New' window, please refer to page 279 in the 'Items and Pricing' chapter later in this manual.

If you wish to import Items from your old accounts system, please follow the import instructions described in the section 'Setting up a Basic Accounts System' on page 54 of the 'Introduction and Installation' chapter to import a text file created by that system. For details of the composition of this text file, please refer to your FirstOffice representative.

Entering Opening Balances

Unless you are starting a new business and intend to use FirstOffice to administer your accounts from the first day, you will need to enter some opening balances. If you are starting to use FirstOffice at the beginning of the fiscal year, these opening balances will take the form of the closing balances for each Account for the end of the previous year. If you are starting to use FirstOffice in the middle of the fiscal year, there will be two components to opening balance figures: the closing balances for each Account for the end of the previous year and Account balances for the current year to date.

To carry out this task, you should equip yourself with as much information as you can in the form of transaction data and reports produced by the old system, in order to make this task as easy as possible.

We recommend that you change during a current financial year. You should enter Account balances for the previous year and then enter individually all current year transactions registered so far. This will a) make you familiar with FirstOffice, and b) automatically give you a check of the old transactions.

You should already have specified the current and, if appropriate, previous financial years using the Fiscal Years setting and entered the Chart of Accounts and VAT Codes you wish to use. Normally you will be able to use the Chart of Accounts included in the program. If this is not suitable, you can import your own chart from a text file or enter it manually. For more instructions about this process, please refer to the section entitled 'Setting up a Basic Accounts System' on page 54 in the 'Introduction and Installation' chapter.

Once you have entered your Fiscal Year, Chart of Accounts and VAT Codes, it's a good idea to enter all the opening balances at once. Ideally, this process should be completed before you start to enter new Transactions, but it is possible to change the opening balances at any time during the financial year.

When entering opening balances, the level of detail is up to you. Factors influencing this decision may be the number of Transactions, the time available to enter these Transactions, whether they can be imported (otherwise, you will have to enter them manually) and the level of detail required in your reports. It might be that you enter or import all Transactions individually (in the form of Invoices, Receipts, Purchase Invoices, Payments and Nominal Ledger Transactions) or it might be that you enter a single opening balance for each Account. Full details covering the necessary data entry processes follow in the next sections.

Once you have entered your opening balances in their chosen form, print the reports you usually use and compare them with the reports from your old

system. These reports should include the Trial Balance, Profit & Loss and Balance Sheet from the Nominal Ledger, and Debtors and Creditors reports from the Sales and Purchase Ledgers respectively.

Opening Balances in the Nominal Ledger

In the Nominal Ledger, the task of entering opening balances has two stages. First, it is recommended that you enter balances for each Account as they stood at the end of the previous fiscal year. Use the Brought Forward Balances register for this task. This information should be available on the Trial Balance report obtained from your old system. Then, if appropriate, enter Transactions for the current year to date, using the Transaction register.

Once you have entered all Balances and Transactions, print out a Trial Balance and compare it with that obtained from your old system. Any discrepancies should be investigated immediately: any delay will make this more difficult.

The following section assumes you have already defined a Chart of Accounts and a set of VAT Codes. To enter Account balances as they stood at the end of the previous financial year to the Nominal Ledger, follow these steps—

1. Select the Nominal Ledger module using the [Select Module] button in the Master Control panel.

2. Click the [B/FW Balances] button in the Master Control panel.

3. Click [New] on the Button Bar.

4. Enter the information as shown in the following illustration. Full details of the fields are to be found in the chapter covering the Nominal Ledger in Volume 2 of these manuals. It is recommended that you choose a Transaction Date that is at the end of the previous fiscal year and that is, in any case, prior to the date when you will be starting work with FirstOffice.

5. The Brought Forward Balances screen does not have an OK check box, so Account Balances are updated as soon as the record is saved. Therefore, before clicking [Save], make sure that no mistakes have been made. One check is that the Debit and Credit totals are the same. If you discover a mistake at a later date, you will be able to correct the record without difficulty.

6. Finish with [New] (or use the Ctrl-N/⌘-N keyboard shortcut) if you wish to enter more Balances.

7. If you are using Objects, you should enter a separate record to the Brought Forward Balances register for each Object and one for the total. For example, if you have a Cash Account with a balance of 100.00 that is divided between two departments so that 49.00 belongs to Department 1 and 51.00 to Department 2, enter three Brought Forward Balance records as follows—

1st record, Cash Account, no Objects, total figure (100.00)
2nd record, Cash Account, Object for Dept 1, figure for Dept 1 (49.00)
3rd record, Cash Account, Object for Dept 2, figure for Dept 2 (51.00)

8.   Finish with [Save] when you have entered the last Balance, and close the window by clicking the close box.

If you are starting to use FirstOffice in the middle of a financial year, you should now enter the Transactions for the current year so far. You should enter these from the original documentation, and do not copy them from Transaction Journal reports produced from your old system. This will ensure that you do not enter any Transactions that relate to the Sales or Purchase Ledgers. These will be entered later. Follow these steps—

1.   Using the [Select Module] button in the Master Control panel, ensure you are in the Nominal Ledger.

2.   Click the [Transactions] button in the Master Control panel.

3.   Click [New] on the Button Bar.

4.   Enter the information as shown in the following illustration. Full details of the fields are to be found in the chapter covering the Nominal Ledger in Volume 2 of these manuals. Ensure you use the same Transaction Date that was used when entering the Transaction to your previous system.

5. The Transaction screen does not have an OK check box, so Account Balances are updated as soon as the Transaction is saved. Therefore, before clicking [Save], make sure that no mistakes have been made. One check is that the Debit and Credit totals are the same.

6. Finish with [New] (or use the Ctrl-N/⌘-N keyboard shortcut) if you wish to enter more Transactions.

   You can use another feature when you need to enter several Transactions quickly in one sitting and don't want to interrupt your typing by reaching for the mouse. Enter the debits in a Transaction first and then, with the cursor in the Credit field in the final credit row, press the Return or Enter key twice. The first pressing causes FirstOffice to enter the correct credit amount to balance the entry for you. The second saves, closes and commits the Transaction to the Nominal Ledger and opens a new, empty, Transaction.

7. Finish with [Save] when you have entered the last Transaction, and close the window by clicking the close box.

Opening Balances in the Sales Ledger

It is worth repeating that there can be two components to opening balance figures in the Sales Ledger: the final Customer balances from the previous fiscal year and, if you will be starting to use FirstOffice in the middle of a fiscal year, Customer balances for the current year to date.

In considering Customer balances from the previous year, it is only necessary to take account of those that are open (i.e. unpaid). These can be entered in one of two ways—

- as a single outstanding balance for each Customer; or

- as separate Invoices per Customer.

In considering Customer balances for the current year to date, the following options are available—

- the minimum is to enter a balance for each Customer as a single figure (in fact, you will need to enter an Invoice total and a Receipt total, representing totals for the current fiscal year to date, enabling you to reconcile your bank account and to keep your Aged Debtor report accurate);

- the opposite extreme is to enter all Invoices raised so far in the current fiscal year, and all Receipts;

- a compromise route to reduce the amount of work required is to enter monthly Invoice and Receipt balances for each Customer;

- a final option, available if you are changing to FirstOffice from an older computerised system, is to import the current year's Invoices and Receipts from a text file. Please refer to your local FirstOffice representative if you would like to consider this option.

In deciding which procedure to use, one factor to consider is credit control. If you need to produce statements that show details of previous Invoices, it will not be enough to simply enter a total balance for each Customer. Instead, you will need to enter individual Invoices and Receipts. If, however, you do not issue statements or it is acceptable for a single opening balance figure to appear on your statements, entering a single opening balance figure per Customer will be sufficient. If you do not issue Invoices or you do not give credit, it may not be necessary to enter any opening balances at all in the Sales Ledger.

If you need to enter opening balances in the Sales Ledger, you should first ensure that all Customers have been entered using the process described in the section entitled 'Entering the First Customer' above on page 203. If you

are entering individual Invoices, you should also ensure that all Items have been entered. Depending on your old system, you may be able to import this information from text files. Finally, if you are entering Receipts in any form (i.e. individual Receipts, or monthly or year-to-date Receipts) make sure all relevant Payment Modes have been entered, so that the Receipt amounts can be posted to the correct Bank or Cash Account. Payment Modes are described below on page 214.

Nominal Ledger Settings

Enter Sales Ledger opening balances in the form of Invoices and Receipts. In the case of balances brought forward from the previous fiscal year, they should be Invoices and Receipts that will not be posted to the Nominal Ledger if you have already entered previous-year Nominal Ledger opening balances to the Brought Forward Balances register as described in the previous section on page 207. The Nominal Ledger opening balances include balances for the Accounts affected by Invoices and thus to post to those Accounts from opening balance Invoices is to post the same amounts twice. Therefore, before Sales Ledger opening balances can be entered, a setting in the Nominal Ledger needs to be considered to ensure that they will not be posted.

Using the [Select Module] button in the Master Control panel, ensure that you are in the Nominal Ledger. Click the [Settings] button in the Master Control panel or select 'Settings' from the File menu. In the subsequent list, double-click 'Sub Systems'. The following window appears—

Specify by clicking the check boxes the transactions ('Sub Systems') that are to create Nominal Ledger Transactions automatically. In the illustration, for example, approving and saving an Invoice with a Transaction Date later than 1/1/2005 will cause a Nominal Ledger Transaction to be created automatically. If the Transaction Date is earlier than 1/1/2005, a Nominal Ledger Transaction will not be created.

It is recommended that for each Sub System you enter the first day of your fiscal year. When you enter previous-year opening balances, use a Transaction Date prior to that date. This will ensure that Nominal Ledger Transactions are created when expected and that they are not created for opening balances. If it takes longer than expected to enter opening balances, you can continue doing so (using early Transaction Dates) and start to issue new Invoices without needing to worry about the consequences in the Nominal Ledger.

If you are starting to use FirstOffice in the middle of a financial year, you should already have entered the Nominal Ledger Transactions for the current year so far, as described in the 'Opening Balances in the Nominal Ledger' section above on page 207. If, as was recommended, you entered these from the original documentation and did not copy them from Transaction Journal reports produced from your old system, you will not have any current year Transactions that relate to the Sales or Purchase Ledger. These will now be created automatically from the Invoices and Receipts (and Purchase Invoices and Payments) that you are about to enter, providing that their Transaction Dates are later than the Sub System Date (the first day of your fiscal year). If you did enter current year Transactions relating to the Sales or Purchase Ledger as part of the previous exercise, you will not want them created again when you enter Invoices and Receipts. In this case, make the Sub System Date later (a few days before the date you start using FirstOffice to originate transactions). This means you will be able to enter Invoices for the current year to date and to issue new Invoices simultaneously without needing to worry about the consequences in the Nominal Ledger.

If you are not certain whether you have entered current year Transactions relating to the Sales or Purchase Ledger, produce a Trial Balance report for the current year and check the balances for your Sales, Purchase, Debtor and Creditor Accounts. If these are zero, you have not entered these Transactions. If they are the same as those on the Trial Balance produced from your old system, you have entered these Transactions already. Please refer to the section below on page 221 entitled 'Printing Reports' for instructions about printing a Trial Balance report.

Once the Sub Systems setting is to your satisfaction, save and close the window by clicking [Save] in the Button Bar.

! ***Note that if you have entered previous-year opening balances in the Nominal Ledger, you should not post any Sales, Purchase or Stock opening balances to your Nominal Ledger. To do so will duplicate the work you have already done and will immediately render your accounts inaccurate.***

Sales Ledger Settings

Before entering the first opening balance, there is a single setting in the Sales Ledger that needs to be considered if you will be entering Receipts for the fiscal year to date.

Use the [Select Module] button in the Master Control panel to enter the Sales Ledger and click the [Settings] button, also in the Master Control panel. Double-click 'Payment Modes' in the subsequent list.

Payment Modes represent the different methods that your Customers will use to pay your Invoices and you will use to pay your Suppliers. Typical examples are cash, cheque, direct debit and credit card. If necessary, FirstOffice allows each Payment Mode to debit a different Account and to be paid into a different bank account.

If you have used the accounts template supplied with FirstOffice, you will find that the basic Payment Modes have already been entered. If you have modified the Chart of Accounts supplied, or you have created your own, ensure that the Account Code shown in the fourth column now refers to the correct Account (remember, you can use 'Paste Special' if necessary).

To create a new Payment Mode, simply click in the first blank row and enter a unique Code. Then enter the other details as appropriate, referring to the 'Sales Ledger' chapter in Volume 2 of these manuals if necessary. Click flip B to complete the entry.

Click [Save] when you have finished.

Opening Balances

The process described below applies to the entering of opening balances both from the previous fiscal year and for the current year to date.

You are now ready to enter the first Invoice. If you are entering a single opening balance figure per Customer, either for the previous fiscal year or for the current year to date, you will need to do this by entering it in an Invoice. If so, omit step 7 in the following procedure. Do this—

1. If you are not already in the Sales Ledger module, move into it using the [Select Module] button in the Master Control panel.

2. Click the [Invoices] button in the Master Control panel to open the Invoice register.

3. Click [New] in the Button Bar.

4. In the 'Invoice: New' window three fields are already filled in: the Invoice Number (except in multi-user systems) and the Invoice and Transaction Dates (which show the current date taken from the system clock). If you are entering a single opening balance figure for each Customer, you might like to use a separate numbering sequence for opening balances (use the Number Series - Invoices setting in the Sales Ledger to set up numbering sequences). If you are entering individual Invoices, you will need to use the Invoice Number and Date of the original Invoice. In multi-user systems, an Invoice Number will be allocated when the Invoice is saved: when entering individual Invoices for the current year to date, to ensure each Invoice retains the number with which it was originally issued, it is recommended that you enter these Invoices in number order from a single client computer to ensure each Invoice retains the number with which it was originally issued. You can enter the Invoice Number yourself before you save the Invoice for the first time to be sure that it is correct.

5. Place the insertion point in the Customer field and select 'Paste Special' from the Edit menu or use the shortcut (Ctrl-Return - Windows/Linux or ⌘-Return - Macintosh). The 'Paste Customer' window appears, showing

a list of the Customers recorded in the Customer register. Select a Customer by clicking on its row and press the Return key twice. The first pressing causes the Customer Number to be transferred to the field in the Invoice, and the second will move all information about the Customer (Name, Address etc.) to the Invoice.

6. Use the Return key to move the insertion point to the Date field. In the case of Customer balances from the end of the previous fiscal year, ensure that this is set to a date that is earlier than the cut-off date you specified in the Sub Systems setting.

7. If you are entering individual Invoices, move the insertion point to the Item field and press Ctrl-Return or ⌘-Return again. Select the correct Item from the list and press Return twice. The insertion point is moved to the Qty field. Enter the number of items ordered, and press Return. Check that the Unit Price is correct and repeat for each item on the Invoice.

8. If you are entering single opening balances, move the insertion point to the Qty field and enter a quantity of 1. Press Return and enter the text "Opening Balance" in the Description field. Enter an amount (excluding VAT) in the Unit Price field.

9. Until you are familiar with the Invoice screen, it is a good idea to check that every field is correct. Clicking the named tabs marked 'Delivery', 'Inv. Address', etc causes different information about the Invoice to be shown, while the tabs marked A-D display further information about the Invoice items. Pay particular attention to the Sales Account and VAT Code fields on flip B. These defaults are taken from the Item record or, if not specified there, from the Account Usage S/L setting. It will be the latter, in the case of single opening balances as then you are not referring to the Item register.

10. At the bottom of the Invoice the total is shown, together with the VAT amount and the total payable amount.

11. Click [Save] to save the Invoice.

    The window title changes to 'Invoice: Inspect'. You can now correct any mistakes before you click the OK check box. With the OK box checked, clicking the [Save] button in the Button Bar once again approves the Invoice and commits it to your Sales Ledger. After this you may not change the individual fields. Invoices must be approved before Receipts can be allocated to them and to appear in the Periodic Customer Statement.

12. Finish with [New] if you wish to enter another Invoice. Or, if you are entering all Invoices for the current fiscal year, click [Duplicate]. This will create a new Invoice which will be a copy of the one just saved. This will save you having to enter Customer details, etc, again if they are the same.

13. Finish with [Save] when you have entered the last Invoice, and close the window by clicking the close box.

Entering Receipts

As with entering Invoices, you can get a lot of help with entering your Receipts using FirstOffice's built-in shortcuts. Perhaps the most useful tool is the 'Paste Special' command. 'Paste Special' can be used whenever you enter data in a field that refers to a register or setting in FirstOffice.

There is no need to enter any Receipts from the previous fiscal year, because you should only have entered outstanding Invoices from that year. You should only follow the steps described below for Receipts from the current year to date, and thus they are only applicable if you are starting to use FirstOffice in the middle of a fiscal year.

1. Open the 'Receipts: Browse' window by clicking the [Receipts] button in the Sales Ledger.

2. Click [New] or use the keyboard shortcut Ctrl-N (Windows and Linux) or ⌘-N (Macintosh).

3. The 'Receipt: New' window is shown. You can use a single window to enter all your Receipts from the earlier part of the year, even if they use different Payment Modes.

4. Enter the data in the top of the window. Select a Payment Mode using 'Paste Special' to open the list of Payment Modes you created earlier. Make sure the Transaction Date is correct.

5. For each Receipt, enter the Invoice Number in the first column (or use 'Paste Special' to choose an unpaid Invoice) and press the Return key.

6. If you have an Invoice that is part-paid, alter the Received Value field to show the amount paid.

7. If any receipt uses a different Payment Mode to that specified in the top of the window, move to flip C to enter a Payment Mode to be used for that row only. Again, use 'Paste Special' to ensure the correct one is selected.

8. When you have entered every receipt, you should check what you have entered. If you find any errors you can change them as needed. When you are satisfied, click the OK check box in the lower left-hand corner.

9. When you click [New] or [Save], the Receipt is approved and after this may not deleted or changed.

Opening Balances in the Purchase Ledger

When entering opening balances in the Purchase Ledger, you should follow the same basic decisions and procedures described in the Sales Ledger section above on page 211, using the Purchase Invoice and Payment registers in the Purchase Ledger. Before entering opening balances, use the Sub Systems setting in the Nominal Ledger to make sure that your previous year Purchase Ledger opening balances will not be posted to the Nominal Ledger, as described in the Sales Ledger section above.

Opening Balances in the Stock Module

When entering opening balances in the Stock module, the precise procedure to be followed will be determined by the nature of your business and the Items that are sold. Again, as in the Sales Ledger, the accuracy of the opening balances increases with the level of detail entered, but the time required by the task increases as well.

You should decide whether to—

*   enter each example of each Item in stock at the moment of implementing FirstOffice. You may prefer this option if the cost price of each Item is often subject to fluctuation;

*   enter a single line for each Item together with a quantity and an average purchase price; or

*   use a combination of the two methods.

Before entering opening balances in the Stock module, you should first ensure that all Items have been entered using the process described in the 'Entering the First Item' section above on page 205. Ensure that, for each Item whose stock levels are to be maintained, the Stocked Item option on the 'Pricing' card is selected. Depending on your old system, you may be able to import Item data from text files.

You should also use the Sub Systems setting in the Nominal Ledger to make sure that your Stock opening balances will not be posted to the Nominal Ledger, as described in the Sales Ledger section above on page 211.

When entering opening balances in the Stock module, follow the same basic procedures described in the Sales Ledger section above, using the Goods Receipt register.

Importing Opening Balances

If you are changing to FirstOffice from another computer program, it is likely that you will want to import opening balances for all three ledgers from text

files created by your old system. If you wish to do this, please follow the import instructions described in the section 'Setting up a Basic Accounts System' on page 54 in the 'Introduction and Installation' chapter to import your text file. This procedure, although described there as one used to import a Chart of Accounts, is in fact an all-encompassing import function which will bring in whatever is in the selected text file and save it in the appropriate place in FirstOffice. For details of the composition of the text files, please refer to your FirstOffice representative. Ensure that they contain opening balances as they were at the beginning of the fiscal year and all subsequent transactions as described in the previous sections.

Printing Reports

FirstOffice can produce many different reports. Detailed descriptions of each one will be found in the chapters describing each module. You should, however, always print a Transaction Journal for the Transactions entered during one work session. The same goes for the Invoice Journal in the Sales Ledger.

Having completed the process of entering your opening balances, you should now print a Trial Balance and compare it with a Trial Balance produced from your old system.

To print a Trial Balance, follow these steps—

1. Ensure you are in the Nominal Ledger module using the [Select Module] button in the Master Control panel and click the [Reports] button, also in the Master Control panel.

2. The following window is shown.
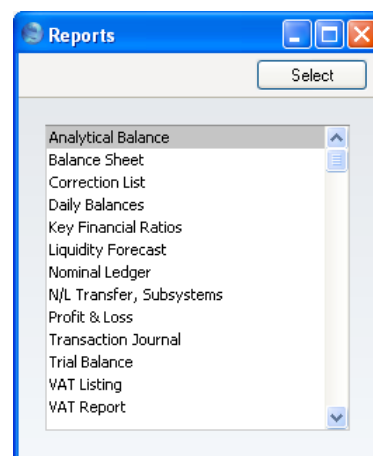
3. Scroll to the bottom of the list and choose 'Trial Balance' by double-clicking, or press the "T" key twice and then press the Return or Enter key. The 'Specify Trial Balance' window appears.

4. In the 'Specify Trial Balance' window, enter the range of transactions you wish to print. To report on your opening balances, you should enter a period from the beginning of the current fiscal year to the current date. Separate the start and end dates of this period using a colon (:), as shown in the illustration. You can leave all the other fields blank, ensuring that all Accounts etc will be included in the report.

5. Use the Media options at the bottom of the window to choose a print destination (for example, 'Printer' or 'Screen'), and click the [Run] button to produce the report.

6. If you printed to screen and now wish to print on a printer, simply click the Printer icon in the Button Bar of the report window.

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Customers and Suppliers

Chapter 5: Customers and Suppliers

Information about your Customers, Suppliers and all other companies with whom you have some contact is stored in the Customer register. This register is available in the Sales Support module and in the Sales and Purchase Ledgers. Storing Customers, Suppliers and other companies together in one register means that you can make full use of the Calendar, Task Manager, Mails and Letters with companies of all kinds (the last two require you to have the appropriate Value Packs). It also means that you will only have to maintain a single record for a company who is both a Customer and a Supplier.

Throughout these manuals (including in the index), the term "Customer" is usually used when describing the use of a record in the Customer register in a sales context, while "Supplier" is used in a purchase context. "Supplier" implies that the Supplier box in the header of the Customer record has been checked.

On the sales side, you can group Customers of a similar type together using Customer Categories. Every Customer belonging to a Category will be given the same default Price List and Debtor Account, saving you the work of having to specify these in each individual Customer record. Defining and assigning Customer Categories also makes modification easier: if it is necessary to assign a different Debtor Account, for example, you only need to make one change (to the Customer Category), rather than many (to each of the Customer records). If you specify information both for a Customer Category and in the Customer record on an individual company belonging to that Category, the information entered in the Customer record will take precedence. For example, if you specify a Price List in a Customer Category and in a Customer belonging to that Category, the one in the Customer will be used.

Similarly, on the purchase side you can group Suppliers of a similar type together using Supplier Categories. All Suppliers belonging to the same Category can be given the same default Creditor Account, saving you the work of having to specify this for all Suppliers individually. A company that is both a Customer and Supplier can belong both to a Customer Category and to a Supplier Category.
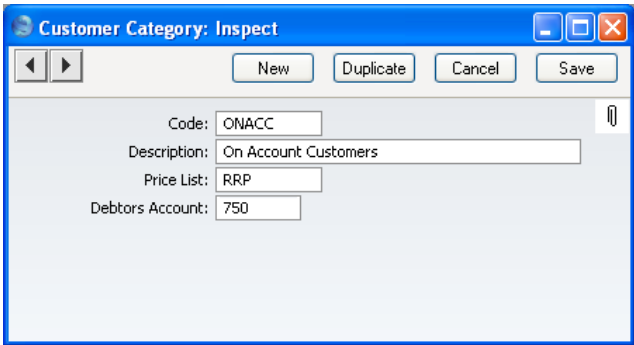
This chapter first describes the defining of Customer and Supplier Categories. This is followed by a detailed description of the Customer register and of Customer-related reports.

Prior to FirstOffice and Office/2 version 4.1, Customers and Suppliers were stored in separate registers. In this version, the two registers were made into one. When you update to this or a later version, you can use the 'Convert Suppliers to Customers' Maintenance function in the System module to bring the information in the two registers together. This is described in the section entitled 'Combining Customers and Suppliers' below on page 246.

Settings

Customer Categories

Customer Categories are defined using the setting in the Sales Ledger. Use the [Select Module] button in the Master Control panel to enter the Sales Ledger and then select 'Settings' from the File menu or click the [Settings] button, also in the Master Control panel. Double-click 'Customer Categories' in the resulting list. Then click [New] to open a new record, or double-click an existing record to modify it.

Code	Specify a unique code, by which the Customer Category may be identified from the Customer screen and elsewhere in FirstOffice.
Description	Enter text describing the Customer Category here.

Price List	**Paste Special**	Price Lists setting, Sales Ledger
	Used as default in	Customers, Sales Orders, Sales Invoices

The Price List entered here determines the prices used in Sales Orders and Sales Invoices for all Customers

belonging to this Category. Price Lists are described in the next chapter, 'Items and Pricing' (page 293).

Debtors Account **Paste Special** Account register, Nominal Ledger/System module

Specify here the Debtor Account that you wish to be debited by the Nominal Ledger Transactions created when Sales Invoices are raised for Customers that belong to this Category. In the example shown in the illustration above, a Customer Category has been defined to post Invoices for all Customers with credit accounts to a special Nominal Account.

Note that you can only specify a Debtor Account at the Customer Category level, not at the individual Customer level. If you do not specify a Debtor Account in a Category, the Debtor Account specified in the Account Usage S/L setting in the Sales Ledger will be used.
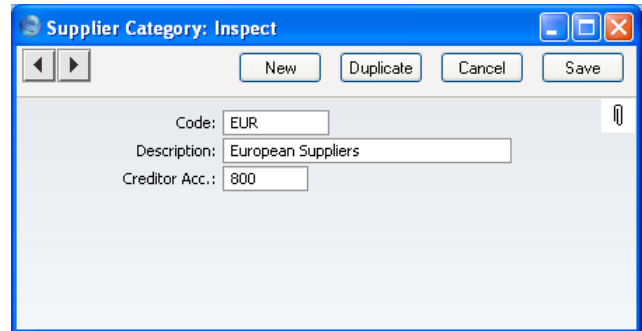
If you have Sub-ledger Checking switched on, any Account entered here must first be defined as a Debtor Control Account. Sub-ledger Checking is switched on using the check box on the 'Debtors' card of the Account Usage S/L setting, and Control Accounts are defined using the Control Accounts setting in the Nominal Ledger.

Supplier Categories

You can group Suppliers of a similar type together using Supplier Categories. All Suppliers of the same Category can be given the same default Creditor Account, saving you the work of having to specify this for all Suppliers individually.

If you specify a Creditor Account both for a Supplier Category and for a Supplier that belongs to that Category, the Account entered for the Supplier will take precedence. If you do not specify a Creditor Account for a Category or a Supplier, the Creditor Account specified in the Account Usage P/L setting ('Creditors' card) will be used. If you are using Sub-ledger Checking, any Creditor Account specified in a Supplier Category must first be defined as a Creditor Control Account. Sub-ledger Checking is switched on using the check box on the 'Creditors' card of the Account Usage P/L setting, and Control Accounts are defined using the Control Accounts setting in the Nominal Ledger.

Supplier Categories are defined using the setting in the Purchase Ledger. Use the Modules menu to enter the Purchase Ledger and then select 'Settings' from the File menu or click [Settings] in the Master Control panel. Double-click 'Supplier Categories' in the resulting list. The 'Supplier Categories: Browse' window is displayed, showing all Categories previously entered. Click [New] to enter a new record, and [Save] to save it.
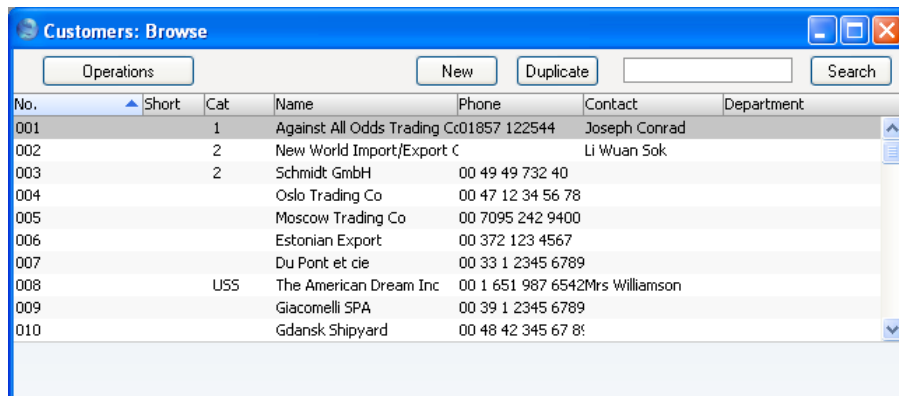
The Customer Register

The Customer register is where you store information about every company with whom you have contact, be they Customers, Suppliers, shipping companies, factoring or leasing companies or sales leads. The register is accessible from the Sales Support module and the Sales and Purchase Ledgers. To open the register, use the [Select Module] button in the Master Control panel to enter either of these modules and click the [Customers] button, also in the Master Control panel.

The 'Customers: Browse' window is opened, showing all Customers already entered.

Entering a Customer

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

The 'Customer: New' window is shown, empty if you clicked [New] or containing a duplicate of the highlighted record.

Since the amount of information stored about each company will not fit in a single window, the Customer screen has been divided into four cards. At the top of each is the header. This contains the Customer Number, Short Code, Customer and Supplier Categories, Customer and Supplier check boxes, Name and Department. There are four 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 Customer you are working with.

Below, the Customer screen is described field by field. The entry of Customer information often requires reference using 'Paste Special' to settings entered in the Sales Ledger or Sales Support modules. Where use of 'Paste Special' is appropriate, this is indicated in the text. Apart from Customer and Supplier Categories (described above on pages 225 and 226 respectively), please refer to the 'Sales Ledger' or 'Sales Support' chapters in Volumes 2 and 3 respectively of this manual for full details of a particular setting.

Header

No.	Enter the unique code you are assigning to this company: this is the means by which this company will be identified elsewhere in FirstOffice. The field holds up to 20 letters and/or numbers. FirstOffice offers a default based on the Customer Number of the previous record entered. Once you have saved the record, you cannot change the Customer Number.

Cust. Category	**Paste Special**	Customer Categories setting, Sales Ledger
	Used as default in	Sales Orders, Sales Invoices
Supp. Category	**Paste Special**	Supplier Categories setting, Purchase Ledger
	Used as default in	Purchase Invoices

If the company is a Customer, you can assign it to a Customer Category. If it is a Supplier, you can assign it to a Supplier Category.

Customer Categories enable you to classify similar Customers together. All Customers belonging to the same Category can use the same default Price List and Debtor Account, saving you the work of having to specify these for each Customer individually.

Supplier Categories enable you to classify similar Suppliers together. All Suppliers belonging to the same Category can use the same default Creditor Account, saving you the work of having to specify these for each Supplier individually.

Customer, Supplier

Check one or both of these boxes to indicate whether the company you are entering is a Customer or a Supplier or both.

If you have marked a company as a Customer only, you will be able to use it in all sales registers (e.g. Sales Orders, Sales Invoices, Deliveries), but not in any purchase registers. Similarly, if you have marked it as a Supplier only, you will be able to use it in all purchase registers (e.g. Purchase Invoices, Goods Receipts), but not in any sales registers. Both Customers and Suppliers can be used in Activities (i.e. in the Calendar and Task Manager), and in Customer Letters and Mails if you have the relevant Value Packs.

If you originally opened the Customer register in a sales-orientated module (e.g. Sales Ledger or Sales Orders module), the new record will be marked as a Customer automatically. If you originally opened the Customer register in a purchase-orientated module (e.g. Purchase Ledger), the new record will be marked as a Supplier automatically. Similarly, if you created the new record by clicking the [New] button in the 'Paste Special' window listing Customers, these check boxes will be set automatically depending on the context. For example, if you entered a Sales Order, activated 'Paste Special' from the Customer field and clicked [New], the new record will be marked as a Customer.

Once you have marked a company as a Customer and you have issued at least one Sales Order or Invoice to that company, you will not be able to remove the check from the Customer box. Similarly, if you have marked a

company as a Supplier and you have received at least one Purchase Order or Invoice from that company, you will not be able to remove the check from the Supplier box.

Throughout these manuals (including in the index), the term "Customer" has been used when referring to companies marked as Customers, and the term "Supplier" refers to companies marked as Suppliers.

Short   This field can be used as an alternative means of identifying this company - information entered here appears in the Short column in the 'Customers: Browse' window. You can give the same Short Code to Companies of a similar nature so that they will be grouped together in the 'Customers: Browse' window when you sort it by the Short column. The field holds up to ten letters and/or numbers.

Name   Enter the Name of the company.

If you want the Customer Name to be printed as part of the address in all documents, use the Organisation Name option in the Form Settings setting in the System module.

Department   You can record the name of a Department here. This might be necessary if you are dealing with several Departments in the same company.

Alternatively, if your company has several departments, you can specify the one responsible for relations with this company can be recorded here.

The Customer List report can be sorted into Department order.

Contact Card

Inv. Address	**Used as default in**	Sales Invoices

Enter here the address to which Sales Invoices, statements and Payments are to be sent.

Sort Key   This field can be used in countries where a post code, zip code or other area code appears on a separate line in an address. This can be made to appear on the standard Forms (Invoice, Delivery Note, etc).

Changed Date   This field is updated automatically by FirstOffice whenever any modification is made to the Customer record on screen.

Attn.	**Paste Special**	Contact Person register, Sales Support module
	Used as default in	Sales Orders, Sales Invoices

You can enter the name of your main contact person here: it will be transferred as a default entry whenever

this Customer record is used in a transaction. The 'Paste Special' selection list will only show contact names for the Customer in question (identified by Customer Number).

Telephone, Fax, Mobile, Email, Skype Name

Enter the company's main telephone, mobile and fax numbers, email address and Skype name here. You should enter extensions, direct line and mobile numbers, e-mail addresses and Skype Names for each contact in the Contact Person register in the Sales Support Module.

If you need to contact the company and you are using Windows, click the [Communicate] button in the Button Bar—

The following window opens, containing the company's contact details—
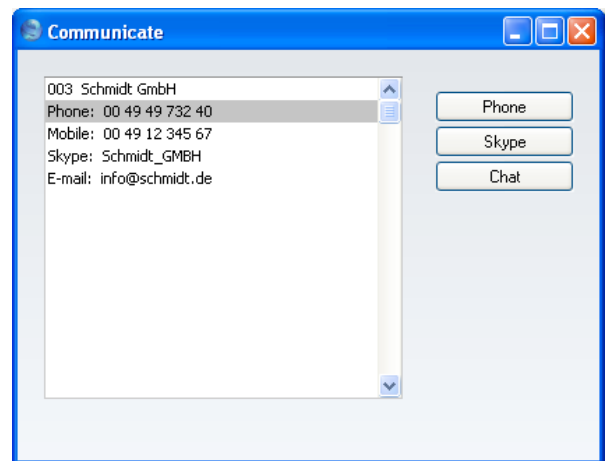
Subject to your computer or network having the suitable connection software and hardware, click on a contact method in the list on the left, and then click the appropriate button on the right. The Skype application will be started automatically, allowing you to call using Skype or SkypeOut (if you clicked on a telephone number). A new Activity window will also be opened, allowing you to record the details of the call or contact immediately.

Web Site   If the company has a website, enter its address (URL) here.

Delivery Card

Del. Address   **Used as a default in**   Deliveries

Specify the Customer's usual delivery address here.

Sales Del. Terms	**Paste Special**	Delivery Terms setting, Sales Support module
	Used as default in	Sales Orders, Deliveries
Purch. Del. Terms	**Paste Special**	Delivery Terms setting, Sales Support module
	Used as default in	Purchase Orders (if you have the Purchase Orders Value Pack)

Use these two fields to specify the Delivery Terms that you will use when shipping goods to this Customer company and that they will use when shipping goods to you. You will tend to use these fields for international companies: examples might be Cost, Insurance, Freight or Free On Board.

Sales Del. Mode	**Paste Special**	Delivery Mode setting, Sales Support module
	Used as default in	Sales Orders, Deliveries
Purch. Del. Mode	**Paste Special**	Delivery Modes setting, Sales Support module
	Used as default in	Purchase Orders (if you have the Purchase Orders Value Pack)

Enter the mode of shipping (i.e. shipping method) that you will tend to use when shipping goods to this company and that they will use when shipping goods to you. Examples might be Post or Courier, or might specify the name of one of the couriers that you use.

Terms Card

Sales Pay. Terms	**Paste Special**	Payment Terms setting, Sales/Purchase Ledger
	Used as default in	Sales Invoices
Purch. Pay. Terms	**Paste Special**	Payment Terms setting, Sales/Purchase Ledger
	Used as default in	Purchase Invoices

In addition simply to ensuring the correct Payment Terms appear on Sales and Purchase Invoices and therefore that the Due Dates of those Invoices are calculated correctly, entering Payment Terms records using the setting available in both the Sales and Purchase Ledger modules can enable a system of early settlement discounts to be established.

Specifying Sales and Purchase Payment Terms for each Customer and therefore for each Invoice provides the basis for the debt-chasing and credit management reports provided in FirstOffice.

Sales Credit Limit

Specify here the Credit Limit that you have granted to this company. You can use the Credit Limit setting in the Sales Ledger to warn against or prevent the entering of Orders or Invoices for Customers who have exceeded their Credit Limit.

If you want to allow a company no credit at all, set their Sales Credit Limit to 0.01.

Purch. Credit Limit

Specify the Credit Limit extended to your firm by this company here. This is for information only.

Sales VAT Code	**Paste Special**	VAT Codes setting, Nominal Ledger
Purch. VAT Code	**Paste Special**	VAT Codes setting, Nominal Ledger

The Sales VAT Code entered here refers to a VAT Code record entered using the VAT Codes setting in the Nominal Ledger. It determines the rate at which VAT will be charged in sales to this company and the VAT Account to be credited.

When you create Sales Orders or Sales Invoices for this Customer, the VAT Code entered here will take precedence over those specified for the Item and the Item Group and that on the 'VAT' card of the Account Usage S/L setting in the Sales Ledger. Usually, you should only specify a Sales VAT Code here for an individual Customer if for some reason your usual VAT accounting method does not apply to them.

The Purch. VAT Code determines the rate at which VAT will be charged to you by this company and the VAT Account to be debited.

When entering Purchase Invoices for this Supplier, the VAT Code entered here will take precedence over those specified in the Account record and in the Account Usage P/L setting in the Purchase Ledger.

Sales Objects	**Paste Special**	Object register, Nominal Ledger
	Used as default in	Sales Orders, Sales Invoices
Purch. Objects	**Paste Special**	Object register, Nominal Ledger

You can specify up to 20 Objects in each of these fields, separated by commas. 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 Sales Objects will be used as defaults in all Sales Orders, Sales Invoices and other sales transactions involving this company.

On the purchase side, when entering a Purchase Invoice, the Purchase Objects entered here will be brought in to the Object field on the 'Identifiers' card of the Purchase Invoice screen if you are using the Objects on Creditor Account option in the Account Usage P/L setting. In any Nominal Ledger Transactions generated from the Invoice, these Objects will be assigned to the debit posting to the Purchase Account(s) and, if you are using the Objects on Creditor Account option, to the credit posting to the Creditor Account.

When a Nominal Ledger Transaction is generated from a Goods Receipt, the Purchase Objects will be assigned to the credit posting to the Purchase Control Account.

Cost A/C   **Paste Special**   Account register, Nominal
Ledger/System module

When entering Purchase Invoices in the name of this Supplier, you can determine that a particular Purchase Account is offered as a default in each Purchase Invoice row. This can be particularly useful in the case of specialist Suppliers or Suppliers of services such as electricity or telephone services, whose Purchase Invoices are usually debited to the same Account.

If you want to set a default Cost Account (i.e. Purchase Account) for this Supplier, enter its Account Number here.

Creditor A/C   **Paste Special**   Account register, Nominal
Ledger/System module

If you are using a particular Creditor Account for a certain Supplier, enter its Account number here.

If you leave this field empty the Creditor Account will be taken from the Supplier Category (if appropriate) or from the Creditor Account on the 'Creditors' card of the Account Usage P/L setting.

Their Customer Code

Enter the Account Number allocated to your firm by this Supplier. It can be printed on Payment documents.

Company Card

Comment	This field can be used to record any additional information about the Customer. Comments entered here will be shown on Sales Ledger reports featuring this Customer.
Order Com.	Text entered here will appear as a default in the Comment fields of Orders and Invoices for this Customer.
Warning on Sales	Text entered here will be used to alert users whenever a Sales Order or Invoice is entered for this Customer.

Warning on Purch.

Text entered here will appear as a warning to alert users whenever a Purchase Invoice is entered for this Supplier.

VAT Zone   **Used as default in**   Sales Orders, Sales and
Purchase Invoices

Select a Zone for this company. This will be used in Sales Orders and in Sales and Purchase Invoices to control VAT calculation and accounting and the choice of Sales Account. Separate default sales VAT Codes and Sales Accounts can be assigned to each Zone on the 'VAT' card of the Account Usage S/L setting in the Sales Ledger. Separate default purchase VAT Codes can be assigned to each Zone on the 'VAT' card of the Account Usage P/L setting in the Purchase Ledger.

For Customers in the "Within EU" Zone, it is important that their VAT Number is recorded (see below).

When Sales Invoices are raised for Customers in the "Inside EU" and "Outside EU" Zones, VAT will not be charged, irrespective of the VAT Code. If you want to charge VAT to such Customers, place them in the Inside EU (Post VAT)" and "Outside EU (Post VAT)" Zones.

Similarly, on the Purchase Side, VAT will not be calculated on Purchase Invoices received from Suppliers in the "Outside EU" Zone. If the Supplier is in the "Inside EU" Zone, VAT from Purchase Invoices will be debited to the Input Account from the VAT Code and credited to the Output Account from the VAT Code. If you want VAT to be calculated and debited to the Input Account from the VAT Code in the normal way, place your Suppliers in the Inside EU (Post VAT)" and "Outside EU (Post VAT)" Zones.

Closed   Check this box if the Customer or Supplier is no longer to be used (Customer records cannot be deleted if Sales Orders or Sales or Purchase Invoices have been raised in their name). Closed Customers will appear in the 'Customers: Browse' window but not in the Customers 'Paste Special' list. You will not be able to enter Sales Orders or Sales or Purchase Invoices for closed Customers. A closed Customer can be re-opened at any time.

Reminders   Check this box if the Customer is to receive Open Invoice Customer Statements and reminders for late payment. Please refer to the description of the Reminder document in the 'Documents' section of the 'Sales

Ledger' chapter in Volume 2 for full details of this feature.

Interest   Check this box if the Customer is to be sent interest Invoices for late payments. Please refer to the 'Maintenance' section of the 'Sales Ledger' chapter in Volume 2 for full details of this feature.

On Account   Check this box if the company is a Customer from whom you want to be able to receive Prepayments and On Account Receipts (i.e. you want to allow them to pay before you have invoiced them) and/or the company is a Supplier to whom you want to be able to issue Prepayments and On Account Payments (i.e. to be able to pay them before you receive Invoices). Full details can be found in the 'Receipts' section of the 'Sales Ledger' chapter and in the 'Payments' section of the "Purchase Ledger' chapter, both in Volume 2.

Before you can enter Prepayments and On Account Receipts, you must specify an On Account A/C on the 'Exchange Rate' card of the Account Usage S/L setting. This Account will be credited with the value of these Receipts.

On the purchase side, before you can enter Prepayments and On Account Payments, you must specify an On Account A/C on the 'Exchange Rate' card of the Account Usage P/L setting. This Account will be debited with the value of these Payments.

Type   Use these options to specify whether the Customer or Supplier is a company or a private individual. This will affect the check that the VAT Number is correct in Argentina and Paraguay.

Reg No 1   If the Customer is a limited company, enter their Company Registration Number here.

Reg No 2   This field is used in Finland, where companies have two registration numbers.

VAT Reg No.   It is important that you record the company's VAT Number here if they are in the "Within EU" Zone as this information is required for EU VAT reporting purposes.

A check is made when you save the record that the VAT Number has not been used in any other Customer record.

If this check fails, you will be warned, but you will still be able to save the record.

Salesman	**Paste Special**	Person register, System module
	Used as default in	Sales Orders, Sales Invoices

Enter the initials of the salesman responsible for this Customer's account. By default, Sales Orders and Sales and Purchase Invoices for this Customer will be attributed to the salesman entered here.

Price List	**Paste Special**	Price Lists setting, Sales Ledger
	Used as default in	Sales Orders, Sales Invoices

If you wish to assign a particular Price List to a Customer, you can do so here. It will determine the prices used in Sales Orders and Sales Invoices for this Customer.

Note that you can also allocate Price Lists to Customer Categories. This makes it easy to allocate or change the Price List of a group or Customers in a single step. Any Price List specified here will override that of the Customer Category (if any) to which the Customer belongs.

Please refer to the 'Price List' section on page 293 in the 'Items and Pricing' chapter for full details of how to use this feature.

Freight No In some countries each Customer can be allocated a specific Freight Number that will be quoted on all Deliveries. Freight Numbers can be included on delivery documents if necessary.

Bank Account Enter the company's main bank account number here. If the company is a Supplier, this bank account number will be transferred to any Purchase Invoices and Payments entered in their name, facilitating payment by the transfer of funds between banks.

Bank 2 This field is used by the 'Banking File' Export function. Please refer to your local FirstOffice representative for details.

Account Operator	**Paste Special**	Banks setting, Purchase Ledger

Enter the name of the company's bank or building society here. If the company is a Supplier, their bank information will be transferred to any Purchase Invoices ('Identifiers' card) and Payments (flip C) entered in their name, facilitating payment by the transfer of funds between banks.

Sort Code   Enter the Sort Code (branch number) of the company's bank here.

Editing a Customer

The Customer register must be kept up to date, so it will need editing from time to time.

In the 'Customers: Browse' window that appears when you open the Customer register, the Customers are initially shown in Customer Number order. You can change the sort order by clicking on one of the headings. The underlined heading shows the current sort order.

To search for a specific Customer, enter the text to be found in the Search field in the top right-hand corner of the window and press Return. The text should be such that it would appear in the current sort column: to search by Company Name, for example, sort by Company Name before entering a Company Name (or its initial letters) to the Search field.

To modify a Customer's record, double-click on the line in the browse window. That record will be opened in a window entitled 'Customer: Inspect'. The fields in this window are the same as those in the 'Customer: New' window: please refer to the previous section for a detailed description of each field.

Edit the fields as necessary. Move from field to field with the Return key, or with the arrow keys. Click [Save] when you have finished, to save changes.

Deleting a Customer

Select and open the Customer record in the same way as for editing. Select 'Delete' from the Record menu. The Customer is deleted. Note that once Orders or Invoices have been entered in a Customer's name, that Customer can no longer be deleted.

! *You cannot undo the deletion of a Customer record.*

Operations Menu
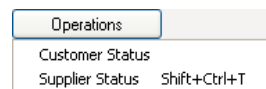
The Operations menu for Customers is shown above. It is available for the 'Customers: Browse' window: highlight a Customer in the list before selecting the function. You can also apply the function to a group of Customers: highlight the first Customer in the group and then click on the last while holding down the Shift key. Then select the function. The Operations menu is also available for the 'Customer: New' and 'Customer: Inspect' windows.

Customer Status

The 'Customer Status' function provides a short cut to the Customer Status report, otherwise only available in a less detailed form in the Sales Ledger.

In its basic form, this report shows address and turnover information and lists all Contact Persons for the Customer currently on screen or for those Customers highlighted in the browse window. However, if required, more information can be shown in the report, such as lists of recent Activities, Invoices, Quotations (if you have the Quotations Value Pack) and Orders. Use the Info on Customer Status Report setting in the Sales Support module to control how much of this additional information will be shown to different users, each of whom can be given a different report definition. Much of this additional information will not be shown if the report is produced from the 'Reports' function in the Sales Ledger.

The Customer Status report has FirstOffice's Drill-down feature. You can open many records such as Contact Persons, Quotations and Invoices from the report by clicking in the appropriate places (i.e. on Contact Person names and on Quotation and Invoice Numbers). Text with the drill-down feature is

shown underlined in the report. The report also contains a [New Activity] text button that you can click to create an empty new Activity.

The function will have no effect if you try to use it with a company that is not marked as a Customer.

Supplier Status

The 'Supplier Status' function provides an immediate report listing previous Invoices and Payments for the Supplier currently on screen or for those highlighted in the browse window. It also shows total turnover and amount due figures. The function will have no effect if you try to use it with a company that is not marked as a Supplier.

Combining Customers and Suppliers

Prior to FirstOffice and Office/2 version 4.1, Customers and Suppliers were stored in separate registers. In this version, the two registers were made into one. When you update from 4.0 or earlier to 4.1 or later, you will need to copy your Supplier information out of the old Supplier register into the Customer register. You must do this before you can use your Supplier information anywhere in the system (e.g. before you can create Purchase Orders or Purchase Invoices).

In 4.1 and later, the old Supplier register can be found in the Technics module, where it is a setting. You can edit the Suppliers that are already there (e.g. change their VAT Numbers as described below), but you cannot add new Suppliers. New Suppliers can only be added to the new unified Customer register.

We will illustrate the procedure for converting Suppliers to Customers using a database containing the following Customers and Suppliers—

Follow these steps—

1. Before updating to the new version, print the significant Purchase Ledger reports such as the Purchase Ledger itself and the Periodic Supplier

Statement. Similarly, if you have the Purchase Orders Value Pack, print reports such as the Purchase Order Stock report and the Purchase Order Journal.

2. Referring to the section entitled 'Updating from Previous Versions of FirstOffice' on page 72 in the first chapter of this manual, update your database to the new version of FirstOffice.

3. Back up your database in the usual fashion.

4. Before you can copy your Suppliers into the Customer register, you should edit your Supplier register with these goals in mind—

   i   If a company is both a Customer and a Supplier, its Customer Number and its Supplier Number should be the same, and the VAT Registration Numbers should be the same in both registers. The conversion process will copy the information about this company in the Supplier register to the corresponding existing record in the Customer register.

   ii   If a company is a Supplier only, its Supplier Number should be a number that is not used as a Customer Number in the Customer register. When the conversion process copies this company into the Customer register, it will be as a new record, with a Customer Number that is the same as its Supplier Number. That Customer Number cannot therefore already be in use.

   Start this process by running the Convert Suppliers To Customers report in the System module (do not use the Compare With Conversion - Supplier Settings option).
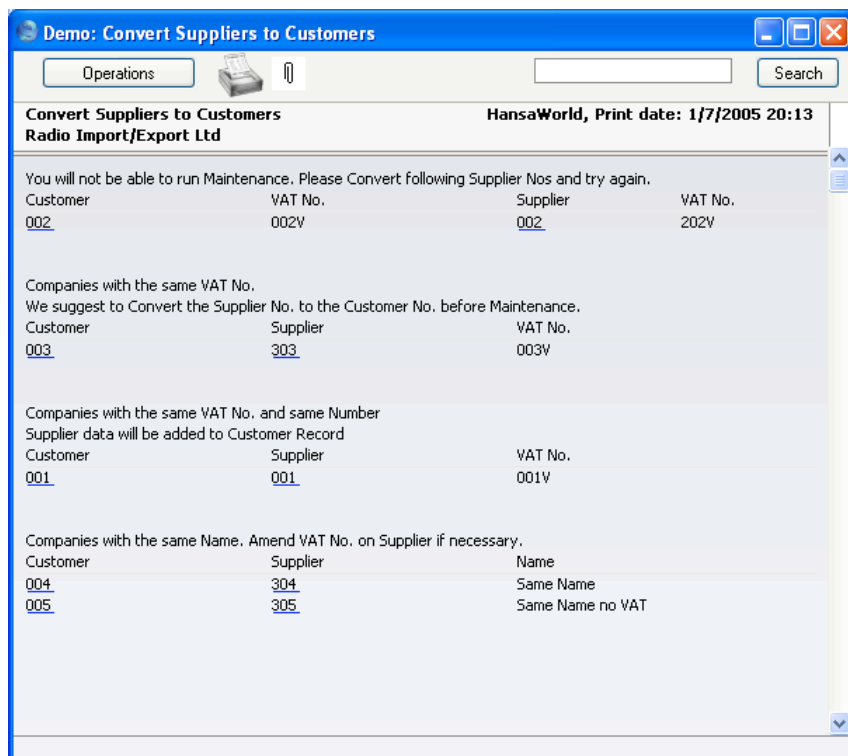
The first line of this report will state whether you can copy your Supplier information into the Customer register immediately. If so (and if the remainder of the report is empty), proceed to step 6.

The remainder of the report will contain up to four sections listing changes that you should make in the Supplier register before the conversion process can copy the information into the Customer register.

The four sections are—

a. Lists the cases where the Supplier Number is the same as the Customer Number, but the companies appear to be different (they have different VAT Registration Numbers, or one or both companies do not have VAT Numbers). In this case you must change the Supplier Number, as described in step 5 below (or if they are in fact the same company you should make sure they have the same VAT Numbers by clicking on the Customer or Supplier Number in the report).

In the example, Customer 002 and Supplier 002 are different companies. We will therefore give Supplier 002 a different Supplier Number (one that is not used as a Customer Number).

b. Lists the cases where the Supplier Number is not the same as the Customer Number, but the Companies appear to be the same (they have the same VAT Registration Number). If the companies are different, you should change the VAT Number in one or both companies by clicking on the Customer or Supplier Number in the report. If in fact the companies are the same, you must change the Supplier Number to be the same as the Customer Number, as described in step 5 below.

    In the example, Customer 003 and Supplier 303 are the same company. We will renumber Supplier 303 to be Supplier 003, so that the conversion process can then copy its Supplier information to Customer 003.

c. Lists the cases where the Supplier Number is the same as the Customer Number and the companies appear to be the same (they have the same VAT Registration Number). If the companies are in fact the same, you need take no action. If they are different, you must change the Supplier Number as described in step 5 below, and you should also change the VAT Number in one or both companies by clicking on the Customer or Supplier Number in the report.

    In the example, Customer 001 and Supplier 001 are the same company. We will allow the conversion process to copy Supplier information from Supplier 001 and to attach it to Customer 001.

d. Lists the cases where the Supplier Number is not the same as the Customer Number and the Companies have different VAT Registration Numbers, but they have the same name. If the companies are different, you need take no action. If they are the same, you must change the Supplier Number to be the same as the Customer Number as described in step 5 below, and you should change its VAT Number to be the same as the Customer's.

    In the example, Customer 004 and Supplier 304 fall into this category. In fact, they are the same company so we will make their VAT Numbers agree. Then we will renumber Supplier 304 to be Supplier 004, so that the conversion process can attach its Supplier information to Customer 004. Customer 005 and Supplier 305 are also in this category, but they are different companies. In their case,

the conversion process can copy Supplier information in to the Customer register with no intervention.

Customers and Suppliers that do not fall into any of the four categories described above (i.e. they are clearly separate companies, with no shared Customer/Supplier Numbers or VAT Numbers) will not be shown in the report. The conversion process can copy Supplier information in to the Customer register with no intervention. In the example, a new Customer record, Customer 503, will be created, to receive information copied from Supplier 503.

As the basis of comparison is the VAT Registration Number, it is recommended that you enter VAT Numbers for as many Suppliers and Customers as possible before producing the report, or from the report by drilling down. Recalculate the report when you've entered as many VAT Numbers as possible. When the VAT Number information is as complete as possible, proceed to step 5.

5. If the report showed that you need to change some Supplier Numbers, do this now.
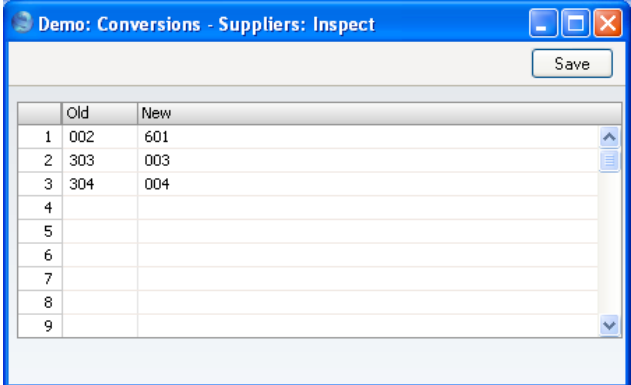
   In the example, we need to change three Supplier Numbers—

   - Supplier 002 should be given a new number that is not in use as a Customer Number. It does not matter what this number is.

   - Supplier 303 should be given number 003 to be the same as Customer 003, and Supplier 304 should be given number 004.

   In brief, this is done by listing the old and new Supplier Numbers in the Conversions - Suppliers setting. You can do this yourself, or you can have the 'Prepare Conversion Suppliers Settings' Maintenance function do it for you. Then, export the database to a back-up file, create a new database, switch on the correct import option in the Conversions - Master setting and import the back-up file.

For more detail, follow these steps—

i.   Open the Conversions - Suppliers setting in the System module and fill in the conversion table with Suppliers' old Numbers in the left-hand column and the new Numbers that they are to be given on the right—

ii. If you have many Supplier Numbers to change, you can use the 'Prepare Conversion Suppliers Settings' Maintenance function in the System module to fill the setting for you.

In essence, this function will assume that a Customer and a Supplier with the same VAT Number are in fact the same company. It will then try to ensure that such a company will end up with matching Customer and Supplier Numbers. Therefore, before using this function, you should ensure that your Customer and Supplier records have as many VAT Numbers as possible, as described in step 4 above.

When you open the 'Prepare Conversion Suppliers Settings' Maintenance function, the following dialogue box appears—

General Rules for matching Numbers

These options control how a new Supplier Number will be assigned to a Supplier falling into category 4a as described above (Supplier Number is the same as a Customer Number, but companies are different).

Start from last Customer No.

Creates a new Supplier Number by finding the last Customer Number and adding 1.

Start from No. Starts a new number sequence starting by adding 1 to the number you specify in the field to the right.

Take great care if you use this option. You should choose a number sequence that is currently not used in the Customer register or in the old Supplier register.

Add Retains the old Supplier Number but adds as a prefix the character(s) you specify in the field to the right.

When Customer with same VAT No. found

> These options control how a new Supplier Number will be assigned to a Supplier falling into category 4b as described above (VAT Number is shared with a Customer but Supplier and Customer Numbers are different).

Convert Supplier No. to Customer No.

> The Supplier will be given the Customer Number of the Customer with the shared VAT Number.

Apply General Rules

> The Supplier will be given a new Supplier Number, created using the option chosen in the General Rules For Matching Numbers section above.

When Customer with same VAT No. and same No. found

> These options control how a new Supplier Number will be assigned to a Supplier falling into category 4c as described above (VAT Number is shared with a Customer, and Supplier and Customer Numbers are the same)

Skip   No action will be taken for these Suppliers.

Apply General Rules

> The Supplier will be given a new Supplier Number, created using the option chosen in the General Rules For Matching Numbers section above.

Apply these rules to all Suppliers

> Check this box if the option chosen in the General Rules For Matching Numbers section above is to be applied to all other Suppliers (i.e. if all Suppliers with no possible match in the Customer register are to be renumbered or given a prefix as described above).

Click the [Run] button to operate the function. When it has finished, check the Conversion - Suppliers setting to see that it has been filled correctly and make any adjustments necessary.

In the example illustrated above, the top section, General Rules For Matching Numbers, will apply to Supplier 002. We have chosen a number sequence beginning at 600, a sequence that is not currently used in either the Customer or the Supplier registers. The second section, When Customer With Same VAT No. Found, will apply to Suppliers 303 and 304. We have specified that these are to become Suppliers 003 and 004 respectively. Note that this rule will apply to all Suppliers that share a VAT Number with a Customer. If there are some Suppliers for whom this was not applicable, we would have to move them out of this group by changing their VAT Numbers before running the Maintenance function.

iii. Produce the Convert Suppliers To Customers report again, this time using the Compare With Conversion - Supplier Setting option. This option means that the report will check that your Suppliers can be copied into the Customer register, taking the information in the Conversions - Suppliers setting into account (i.e. the report will assume the Suppliers have been renumbered as stated in the Conversions - Suppliers setting).

If the report suggests further changes, carry them out as already described.

This is the result in the example database—

The report only contains two sections. The first is a reminder that information from Supplier 001 will be copied to Customer 001. As we know, they are in fact the same company, so we are happy for this to happen. The second is a reminder that Supplier 305 and Customer 005 have the same name and could therefore be the same company. At the moment, a new Customer 305 will be created, so they will be treated as being different companies. As we know, they are in fact different companies, so again we are happy for this to happen. So, in the example no further changes to the Customer or Supplier register are necessary and we can proceed to the next step. Otherwise, the report will provide a reminder that further changes are needed.

iv. Make a back-up of your entire database in the usual way and quit FirstOffice.

v. Create a new database. Open the Conversions - Master setting (System module) and check the Convert Suppliers box.
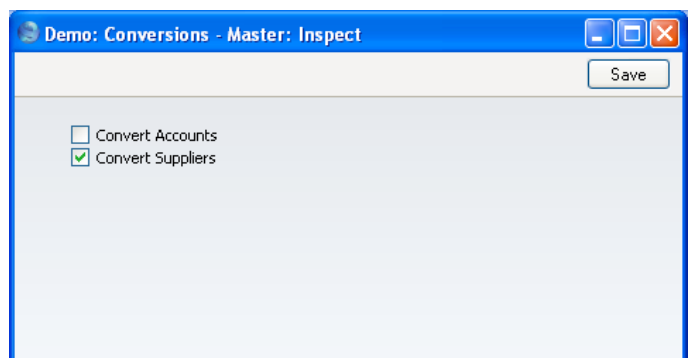
vi. Import the database text backup. When it has finished, turn off the option to Convert Suppliers in the Conversions - Master setting, and empty the Conversions - Suppliers setting.

For more details of steps iv-vi, please refer to the description of the Conversions - Master setting in the 'System Module' chapter of this manual (page 317).

vii. Open the Suppliers setting in the Technics module to check the Supplier Numbers have been updated as expected.
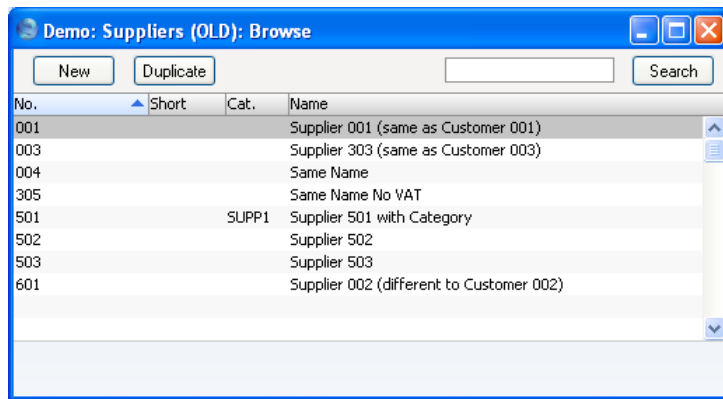
All related transactions (e.g. Purchase Invoices and Goods Receipts) will have been given the new Supplier Numbers as well.

viii. Run the Convert Suppliers to Customers report in the System module again. The report should now state that it is safe to run the 'Convert Suppliers to Customers' Maintenance function.
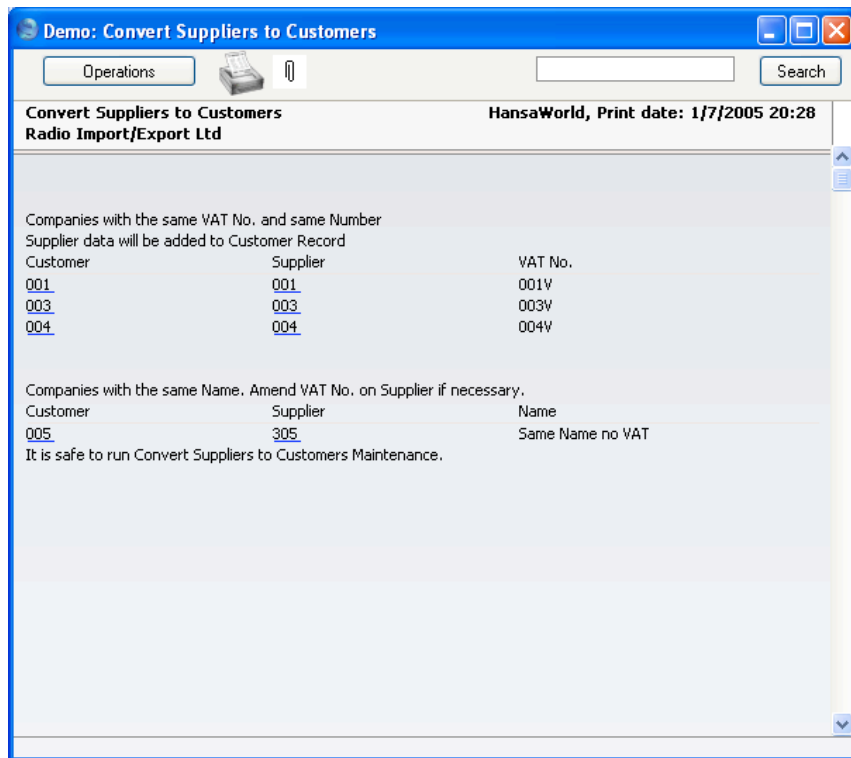
6. Run the 'Convert Suppliers to Customers' Maintenance function in the System module. This will copy all Supplier information into the Customer register, and empty the Suppliers setting.
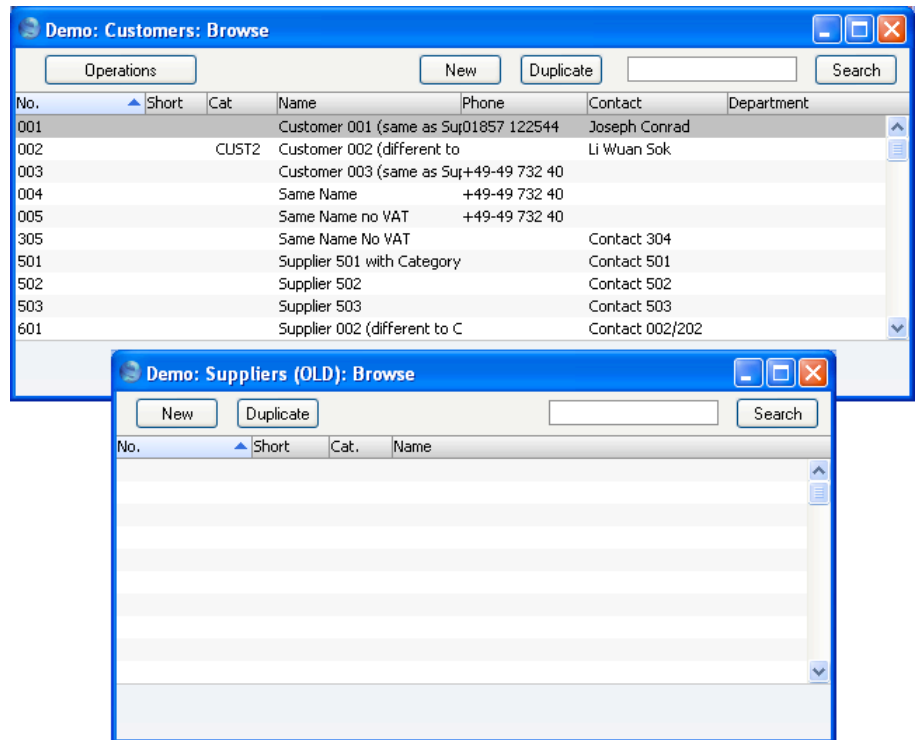
7. Check that the Customer register now includes Suppliers and that all the fields contain the correct information.

8. Produce the same reports as in step 1 above and check that they match.

If you have several Companies in your database, you should carry out steps 1, 3, 4 and 5i-iii separately in each Company. Make sure that the Conversions - Suppliers setting is complete in each Company before carrying out steps 5iv-vi, since ideally you only want to do these once for the whole database.

Documents

Introduction

You can print Customer documents from the Sales Ledger. Use the [Select Module] button in the Master Control panel to ensure you are in the Sales Ledger and then select 'Documents' from the File menu or click the [Documents] button, also in the Master Control panel. Then, double-click the appropriate item in the list. A specification window will then appear, where you can decide the Customers for which documents are to be printed. Click [Run] to print the documents.

Where specified below, it is often possible to report on a selection range, such as a range of Customers. 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.

To determine the Form that will be used when you print a document, follow this procedure (when FirstOffice is supplied, a sample Form will be printed)—

1. Design a Form (or change the sample Form supplied to reflect your own requirements) using the Form register in the System module. This process is fully described on page 346 in the 'System Module chapter later in this manual. The sample Form supplied has the Form Code "CUST_LABEL".

2. Change to the Sales Ledger 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 'Customer Labels' in the list and select 'Define Document' from the Operations menu. In the subsequent window, assign a Form (or more than one Form) to the document: this window and is fully described in the 'Documents' section on page 112 of the 'Work Area' chapter earlier in this manual. In this instance, enter "CUST_LABEL" in the Form field of the first line.

4. You only need use the 'Define Document' function once. Afterwards, Form selection will be automatic.

Customer Labels

This document prints name and address labels to Customers. It uses the Invoice Address and Attn. on the 'Contact' card of the Customer screen.

Customer	**Paste Special**	Customers and Suppliers in Customer register
	Range Reporting	Alpha

Enter the Customer Number or range of Numbers for which you want the labels printed.

By default, the 'Paste Special' list shows Customers. Click the [Suppliers] button if you need to see Suppliers.

Category	**Paste Special**	Customer Categories setting, Sales Ledger

Select a Customer Category. Labels will be printed for all Customers in that Category.

Sort Key   Enter a Sort Key. Labels will be printed for all Customers with that Sort Key.

Start with Label No.

If you will be printing to a sheet of labels, some of which have already been used, specify here where on the sheet you wish to begin printing.

Sorting   The labels can be sorted by Customer Number, Customer Name or Sort Key.

Function   Choose which of the three standard label formats you are using, 2 or 3 columns and 8 rows on an A4 page, or a single label per page.

Illustrated below is a sample CUST_LABEL record from the Form register in the System module. Note that you should only draw each field once: the label printing function will print the fields the appropriate number of times on each page.

If you want static text to be printed on your labels (i.e. text that identifies the information on the labels, such as "Customer Name"), open your "CUST_LABEL" Form (using the Form register in the System module) and follow these steps—

1. Click the [Field] button and draw a rectangle where you want the static text to appear. The Field dialogue box opens.

2. Leave the Fieldname blank and enter the static text in the Field Argument field.

3. Click [OK] to save.

4. Do not use the [Text] button for this purpose: any text entered this way will be printed for the first label only.

Reports

Introduction

Customer reports are located in the Sales Ledger and Sales Support module, and Supplier reports in the Purchase Ledger. To produce a report, use the [Select Module] button in the Master Control panel to ensure you are in the correct module and then select 'Reports' from the File menu or click the [Reports] button, also in the Master Control panel. Then, double-click the appropriate item in the list. A specification window will then appear, where you can decide what is to be included in the report. Leave all the fields in this window blank if the report is to cover all the Customers or all the Suppliers in the database. If it is necessary to restrict the coverage of the report, use the fields as described individually for each report.

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

Use the Media options at the bottom of the specification window to determine the print destination of the report. The default is to print to screen. You can initially print to screen and subsequently send the report to a printer by clicking the Printer icon at the top of the report window.

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

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

Customer List

This report in the Sales Support module is a simple listing of all the Customers in the Customer register. The report can also be produced for an individual Customer by clicking the Printer icon when that Customer is open in a record window. In this case, it will be printed as if the Include all Contact Persons box is on.

If you need to print a list of Suppliers in the Customer register, use the Supplier List report in the Purchase Ledger.

The Customer List report has FirstOffice's Drill-down feature. Click on any Customer Number in the report to open that Customer record.

Leave all the fields blank if the report is to cover all the Customers in the Customer register. If it is necessary to restrict the coverage of the report, use the fields as described below.

Customer	**Paste Special**	Customers in Customer register
	Range Reporting	Alpha
	Use this field to limit the report to a single Customer, or range of Customers.	
Category	**Paste Special**	Customer Categories setting, Sales Ledger
	To restrict the report to Customers of a single Category, enter a Category Code here.	
Salesman	**Paste Special**	Person register, System module
	To restrict the report to Customers of a single Salesman, enter a Salesman's initials here.	

Payment Terms **Paste Special** Payment Terms setting, Sales/Purchase Ledger

Use this field to restrict the report to Customers with the same Payment Terms.

New or updated since

Paste Special Choose date

This field refers to the Changed Date field on the 'Contact' card of the Customer record and can be used to display recently entered or changed Customers.

Include all Contact Persons

This option will list all Contacts for each Customer, as recorded in the Contact Person register in the Sales Support module.

Sorting These radio buttons control the sort order of the report. The default is to print the report in Customer Number order, but you can also print in Name, Category, Sort Key, Department or Telephone Number order.

Function These radio buttons control the level of detail shown in the report.

Detailed This, the default option, causes all data in the Customer register to be printed.

Contact Data This alternative limits the output to Customer Number, Name, Telephone Number, and Contact Person.

Customer Statistics

This report in the Sales Ledger displays trading statistics for each Customer, including turnover, margin and gross profit.

Leave all the fields blank if the report is to cover all the Customers in the Customer register. If it is necessary to restrict the coverage of the report, use the fields as described below.

Customer	**Paste Special**	Customers in Customer register
	Range Reporting	Alpha

Use this field to limit the report to a single Customer, or range of Customers.

Item	**Paste Special**	Item register

To limit the report to a single Item, enter an Item Number here.

Categories	**Paste Special**	Customer Categories setting, Sales Ledger
	Range Reporting	Alpha

To restrict the report to Customers of a single Category, enter a Category Code here.

Salesman (from Cust.)

> **Paste Special**   Person register, System module
>
> To restrict the report to Customers of a single Salesman, enter a Salesman's initials here.

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

> Enter the start and end dates of the reporting period, separated by a colon.

Min Turnover   Enter a value to exclude customers with a lower turnover during the period.

Min. GP   Enter a value to exclude customers with lower gross profit.

Customer Status

This report, which can be found in both the Sales Ledger and the Sales Support module, shows the paid and unpaid Invoices for each Customer in the selection. The age of due Invoices is shown together with their Reminder Levels as are Receipts and total turnover and amount due figures.

The Customer Status report has FirstOffice's Drill-down feature. Click on the Invoice Number of any Invoice in the report to open that Invoice record. The report also contains a [New Activity] text button that you can click to create an empty new Activity, if you have the CRM and Mail Value Pack.

Leave all the fields blank if the report is to cover all the Customers in the Customer register. If it is necessary to restrict the coverage of the report, use the fields as described below.

Customer	**Paste Special**	Customers in Customer register
	Range Reporting	Alpha
	Use this field to limit the report to a single Customer, or range of Customers.	
Category	**Paste Special**	Customer Categories setting, Sales Ledger
	To restrict the report to Customers of a single Category, enter a Category Code here.	

Customers with Balance Only

Switch this option on to exclude Customers with no unpaid Invoices. Customers with unpaid Invoices that are not yet due for payment will not be excluded.

Function Use these options to limit the report to include only the last five paid Invoices (the default), or to start the report from a specific date.

Supplier List

The Supplier List in the Purchase Ledger is a simple listing of the Suppliers entered in the Customer register.

Supplier	**Paste Special**	Suppliers in Customer register
	Range Reporting	Alpha
	Use this field to limit the report to a single Supplier, or range of Suppliers.	
Category	**Paste Special**	Supplier Categories setting, Purchase Ledger
	To restrict the report to Suppliers of a single Category, enter a Category Code here.	
Function	These options control the level of detail shown in the report.	
Detailed	This gives a report showing all available information for each Supplier.	
Contact Data	This gives a report showing only contact data (Supplier Number and Name, Contact Person and Telephone Number), and is therefore a more compact listing.	
Sorting	The report can be sorted by Supplier Number or Name.	

Supplier Statistics

The Supplier Statistics report in the Purchase Ledger shows the turnover of business conducted by your company with each Supplier in the specified period.

Supplier	**Paste Special**	Suppliers in Customer register
	Range Reporting	Alpha
	Use this field to limit the report to a single Supplier, or range of Suppliers.	
Category	**Paste Special**	Supplier Categories setting, Purchase Ledger
	To restrict the report to Suppliers of a single Category, enter a Category Code here.	
Period	**Paste Special**	Reporting Periods setting, System module
	Enter the start and end dates of the reporting period, separated by a colon.	
Specify	You can choose whether the turnover figures are to include or exclude VAT.	

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Items and Pricing

Chapter 6: Items and Pricing

The Item register contains information about the products and services that you sell. It is accessible from the Sales Support, Stock and Sales Ledger modules.

You can group Items of a similar type together using Item Groups. You can give every Item belonging to the same Group the same default Sales and Cost Accounts, Credit Account and VAT Codes, saving you the work of having to specify these for all Items individually. Defining and assigning Item Groups also makes modification easier: if you need to assign a different Cost Account, for example, you only need make one change (to the Item Group), rather than many (to each of the Items).

If information is specified both for an Item Group and for an Item that belongs to that Group, the information entered for the Item will take precedence.

This chapter first describes the defining of Item Groups. This is followed by a detailed description of the Item register and of FirstOffice's pricing features. The final section covers Item related reports.

Settings

Item Groups

It can be practical to organise Items of similar kinds into Item Groups. This option gives you more flexibility in reporting, and helps you to achieve an efficient accounting of costs and stock values.

Entering Item Groups

Use the Item Groups setting in the Sales Ledger to define Item Groups. Use the [Select Module] button in the Master Control panel to enter the Sales Ledger and then click the [Settings] button, also in the Master Control panel. Double-click 'Item Groups' in the 'Settings' list. Then click [New] to open a new record, or double-click an existing record to modify it.

Header

No.   Enter the code or number identifying this Item Group. You can use any combination of letters and numbers. There is a maximum of five characters.

Name   Enter the name or description of the Item Group.

A/C Card

Sales Accounts **Paste Special**   Account register, Nominal Ledger/System module

        Used as default in Invoices, N/L Transactions

One of the Sales Accounts specified in these three fields will be credited whenever you use a member of this Group in an Invoice, depending on the Zone of the Customer (specified on the 'Company' card of the Customer screen). If the Item has a Sales Account specified for the appropriate Zone, or there is a record in the Price register for the appropriate Item/Price List combination with a Sales Account, those will take precedence over any entry here. If these fields are blank,

the Sales Account will be taken from the Account Usage
S/L setting in the Sales Ledger.

VAT Codes　　　　**Paste Special**　　　VAT Codes setting, Nominal
　　　　　　　　　　　　　　　　　　　　　Ledger

　　　　　　　　　　　Used as default in　　Invoices, N/L Transactions

Enter a VAT Code for each Zone. Each will specify the
VAT Account to be credited whenever you use a
member of this Group in an Invoice and the rate at which
VAT will be charged. The Zone used will depend on that
specified for the Customer.

If the Customer or Item has a VAT Code specified, they
will take precedence over any entry here. If these fields
are left blank, the VAT Code will be taken from the
'VAT' card of the Account Usage S/L setting.

Cost A/C　　　　　**Paste Special**　　　Account register, Nominal
　　　　　　　　　　　　　　　　　　　　　Ledger/System module

If you are maintaining stock valuations in the Nominal
Ledger, specify here the Account to be debited with the
calculated cost of goods when Items that are members of
this Item Group are sold (removed from stock). You
should specify three separate Cost Accounts, one for
each Zone. The cost of goods is calculated using the
Cost Model chosen on the 'Cost Model' card or in the
Cost Model setting in the Sales Ledger. If blank, the
Stock Cost Account from the Account Usage Stock
setting will be debited.

This Accountwill only be used as described above if you
are using the Use Item Groups for Cost Accounts option
in the Cost Accounting setting in the Stock module. If
so, it is recommended that you assign every Stocked
Item to an Item Group and that you specify Cost and
Stock Accounts in every Item Group.

Please refer to the 'Cost Accounting' section of the
'Stock Module' chapter in Volume 3 of these manuals
for full details of this feature.

As with all Accounts on this screen, make sure the
desired Account is defined in the Account register
(available in the Nominal Ledger and in the System
module) to ensure that Nominal Ledger Transactions are

generated without difficulty: FirstOffice will not attempt to post to non-existent Accounts.

Stock Account	**Paste Special**	Account register, Nominal Ledger/System module

If you are maintaining stock valuations in the Nominal Ledger, specify here the Account to be credited with the calculated cost of goods when Items that are members of this Item Group are sold. The cost of goods is calculated using the Cost Model chosen on the 'Cost Model' card or in the Cost Model setting in the Sales Ledger. If this Account is blank, the Stock Account from the Account Usage Stock setting will be credited.

This Account will be debited when Items that are members of this Item Group are received into stock. Again, if this field is blank, the Stock Account from the Account Usage Stock setting will be debited.

For both goods out and goods in transactions, this Account will only be used as described above if you are using the Use Item Groups for Cost Accounts option in the Cost Accounting setting in the Stock module. If so, it is recommended that you assign every Stocked Item to an Item Group and that you specify Cost and Stock Accounts in every Item Group.

Cost Model Card

If you are maintaining stock valuations in the Nominal Ledger ('cost accounting'), this card is concerned with the selection of the Cost Model for this Item Group. The Cost Model is the valuation method that will be used to calculate the amount to be debited to the Cost Account and credited to the Stock Account whenever an Item is sold. Both these Accounts are specified on the A/C card.

The Cost Model will be chosen as follows—

- if the Item belongs to an Item Group, and you are using the Use Item Groups for Cost Model option in the Cost Accounting setting in the Stock module, it will be the Cost Model specified here. If that Cost Model is "Default", then it will be the Cost Model, Invoice or the Cost Model, Delivery specified in the Cost Model setting in the Sales Ledger, depending on whether you created the cost accounting transaction from an Invoice or a Delivery;

- if the Item belongs to an Item Group, the Item Group does not have Cost and Stock Accounts, you are using the Use Item Groups for Cost Model option and you created the cost accounting transaction from an Invoice, it will be the Cost Model, Invoice specified in the Cost Model setting;

- if the Item does not belong to an Item Group, or you are not using the Use Item Groups for Cost Model option, and you created the cost accounting transaction from a Delivery, it will be the Cost Model, Delivery specified in the Cost Model setting;

- if the Item does not belong to an Item Group, or you are not using the Use Item Groups for Cost Model option, and you created the cost accounting transaction from an Invoice, it will be the Cost Model, Invoice specified in the Cost Model setting.

Cost accounting is fully described in the 'Stock Module' chapter in Volume 3 of these manuals.

Cost Model If you use cost accounting, select one of the alternatives for calculating the cost amount.

    Default This option will calculate the cost amount using the default Cost Model, set in the Cost Model setting in the Sales Ledger.

    Cost Price Use the Cost Price of the Item (visible on the 'Costs' card of the Item screen). If you choose this option, it is recommended that you also choose one of the Update Cost Price at Goods Receipt options (again, on the 'Costs' card of the

Item), to ensure the Cost Price is always up-to-date.

% of Base Price Calculate the cost by applying a specified percentage to the Base Price (i.e. the retail price) of the Item. Specify the percentage in the Cost in % of Base Price field, just above this Cost Model selection area. This option can be used in cases where a consistent gross margin is required.

Cost from Invoice Use the Cost Price of the appropriate row of the Invoice.

FIFO Price A true FIFO (First In First Out) cost is used based on the cost prices recorded in Goods Receipts.

As its name suggests, First In First Out requires that you must make certain that you enter all stock transactions in strict chronological order. Failure to do this may cause your FIFO values to become incorrect. Do not, for example, enter a Goods Receipt with yesterday's date if you have already entered one with today's. This applies to Deliveries and Stock Depreciations as well. It is also recommended that you always approve stock transactions when you save them for the first time. Do not, for example, go back to an earlier unapproved Goods Receipt and approve it if there are later approved ones, unless you change the date as well.

Weighted Average Use the Weighted Average Cost Price of the Item (the average unit price of all previous purchases, visible on the 'Costs' card of the Item screen).

None Select this option to ensure cost accounting postings will not be made on the sale of Items of the Item Group.

Cost in % of Base Price

Specify here the percentage to be applied if you have chosen the % of Base Price Cost Model.

!   *If you choose Cost Price, % of Base Price or Weighted Average, make sure that the appropriate field contains values for each Item. Otherwise, cost accounting Transactions with a zero amount may result.*

Deleting an Item Group

1. Ensure you are in the Sales Ledger using the [Select Module] button in the Master Control panel and click the [Settings] button, also in the Master Control panel. Double-click 'Item Groups' in the 'Settings' list.

2. Find the Item Group you want to remove, and open it by double-clicking.

3. Select 'Delete' from the Records menu.

    The Item Group is permanently removed. The window shows the preceding Item Group.

4. Close the window with the close box.

!   *You cannot undo the deletion of an Item Group.*

The Item Register

Entering an Item

The Item register contains information about the products and services that you sell. If you also define Item Groups (described above on page 272) you can improve the reporting capabilities of the program. The Item register is accessible from the Sales Support, Stock and Sales Ledger modules.

To open the Item register, use the [Select Module] button in the Master Control panel to enter one of these modules and click the [Items] button, also in the Master Control panel. The 'Items: Browse' window is opened, showing all Items already entered.
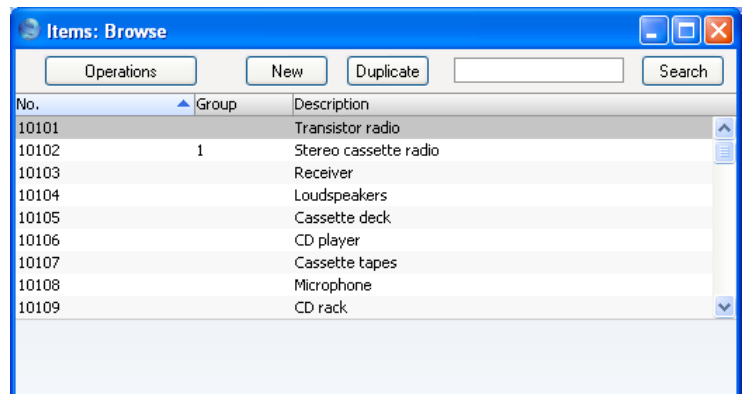
To enter a new Item, click [New] in the Button Bar or use the Ctrl-N (Windows and Linux) or ⌘-N (Macintosh) keyboard shortcut. Alternatively, highlight an Item similar to the one you want to enter and click [Duplicate] on the Button Bar.

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

Since the amount of information stored about each Item will not fit on a single screen, the Item window has been divided into four cards. At the top of each is the header. This contains the Item Number, Item Group and Description, and the Closed check box. There are four 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 Item you are working with.

Header

No.	Enter the unique identification code you are assigning to this Item. This is the means by which you will identify the Item when including it in Orders, Invoices etc. The field holds up to 20 characters.

Group **Paste Special** Item Groups setting, Sales Ledger

Enter the Item Group to which this Item belongs. Item Groups enable you to classify similar Items together. All Items belonging to the same Group can use the same default Sales and Cost Accounts, Credit Account, VAT Codes and Cost Model, saving you the work of having to specify these for all Items individually. All Items in a Group can also use the same Cost Model: this cannot be changed for individual Items.

Closed Check this box if the Item is no longer to be used (Item records cannot be deleted if they have been used on Orders or Invoices). Closed Items will appear in the 'Items: Browse' window but not in the Items 'Paste Special' list. You will not be able to use a closed Item on Orders or Invoices. A closed Item can be re-opened at any time.

Description Enter the name or a short description of the Item.

Pricing Card

Unit **Paste Special** Units setting, Sales Ledger

Specify here the quantity to which the Base Price (below) refers. In the majority of cases, this will be a single item, but otherwise it might be a pair or a dozen.

Base Price **Used as default in** Orders, Invoices

Enter the normal sales price for the Item here.

Sales Accounts   **Paste Special**   Account register, Nominal
                                             Ledger/System module

When you use this Item in an Order or Invoice, one of the three Sales Accounts entered here will be offered as a default, depending on the Zone of the Customer. It will override any Sales Accounts specified for the Item Group or in the Account Usage S/L setting. If there is a record in the Price register for the appropriate Item/Price List combination with a Sales Account, that Sales Account will take precedence over the one entered here.

VAT Codes   **Paste Special**   VAT Codes setting, Nominal
                                             Ledger

When entering Orders or Invoices and including this Item, one of the three VAT Codes entered here will be offered as a default, depending on the Zone of the Customer. It will override any VAT Code specified for the Item Group or in the Account Usage S/L setting. However, if the Customer has a VAT Code specified, that will take precedence over any entry here.

This Code will determine the rate at which VAT will be calculated for this Item when it is bought or sold and the Accounts to be debited and credited respectively with the VAT amount.

Price Factor   **Used as default in**   Orders, Invoices

Use the Price Factor to define the Base Price of the Item as being for a certain quantity; e.g. a price per box. If a box contains 12 units and the Item is usually sold by the box, enter "12" in this field to indicate that the Base Price refers to a box of 12. The price per unit will be calculated automatically in Orders and Invoices. Although related to the Unit field above, this field will tend to be used for Items where the basic sales unit can be broken (e.g. where an Item is usually sold as a box of 12 but can occasionally be sold individually), while the Unit field refers to unbreakable sales units.

Base Price Change

This field shows the date of the last change to the Base Price for the Item and is updated automatically.

Item Type
The Item Type selected here determines how the Item will be treated elsewhere in FirstOffice.

Plain
Select this option if the Item is one for which there is no requirement to maintain stock values. This might be the case for Items such as labour or training. Stock level quantities are maintained for such Items, but they are not subject to the Do Not Allow over Delivery Setting in the Stock module (i.e. you will not be prevented from creating negative stock).

Stocked
Select this type for normal stocked Items. FirstOffice will keep track of the stock values for these Items.

Stock Card

Min. Level
This is the re-order point for the Item, the minimum quantity that can be held in stock. This is used in the Deficiency List, a report in the Stock module that produces purchase proposals.

Shelf Code
The Shelf Code recorded here will be printed on the Stocktaking List report and on Picking Lists.

Weight
The weight of one unit should be recorded here.

Volume
The volume of one unit should be recorded here.

Conversion 1, Conversion 2

You should use these fields for Items that are sold in different quantities. For example, you might sell a particular Item in pairs, by the dozen and in boxes of 144. The Unit field on the 'Pricing' card refers to the basic unit of sale, since this is the unit to which the Base Price refers. In this example, the basic unit is a pair. "72" will be entered as the Conversion 1 (72 of the basic unit i.e. 72 pairs make 144) and "6" as the Conversion 2.

When you design the Invoice and Delivery Note forms using the Form register in the System module, you can

include three relevant fields. These are "Qty Conversion 1", "Qty Conversion 2", and "Qty Conversion 3". Qty Conversion 1 refers to the Conversion 1 field, Qty Conversion 2 refers to the Conversion 2 field, and Qty Conversion 3 refers to the basic sale quantity.

If you receive an Order for 158 units of this Item (i.e. 158 pairs, the basic sale quantity), the three Qty Conversion fields on the printed documentation will appear as follows—

Qty Conv 1	Qty Conv 2	Qty Conv 3
2	2	2

2 boxes of 72 pairs + 2 boxes of 6 pairs + 2 pairs = 158 Units (pairs).

Costs Card

Cost Price	**Used as default in**	Orders, Invoices, Goods Receipts

You should record the Cost Price of the Item here. Since the figure will be used in calculating the Gross Profit of Sales Orders, it is important that it relates to the same Unit and Price Factor values as the Base Price on the 'Pricing' card. Depending on the setting of the Update Cost Price at Goods Receipt options (see below), the figure can be updated automatically from the figures used in Goods Receipts.

Extra Cost   Enter here any extra costs involved in the purchase of this Item, such as fixed freight costs. The figure will be included in the cost when calculating Gross Profit.

Weighted Average This figure records the average unit cost price of this Item (including extra costs such as freight and customs duties). It is updated automatically from Goods Receipts whatever the setting of the Update Cost Price at Goods

Receipt options (see below), using the Calc FIFO Value rounding rules set in the Round Off setting in the System module. You can recalculate the Weighted Average of an Item using the 'Update Item Cost Price' Maintenance function in the Stock module.

Last Pur. Price   This figure records the last unit cost price (including extra costs such as freight and customs duties) used when purchasing this Item. It is updated automatically from approved Goods Receipts whatever the setting of the Update Cost Price at Goods Receipt options (see below).

Price Change   This field shows the date of the last change to the Cost Price for the Item and is updated automatically.

Upd. Cost Price at Goods Receipt

FirstOffice can update the Cost Price of an Item automatically. If you are using this feature, the update will occur whenever you approve a Goods Receipt.

The automatic updating of Cost Prices can be useful if you are using cost accounting (maintaining stock values in the Nominal Ledger) and your goods-out values are based on Items' Cost Prices. In this scenario, it is advantageous if the Cost Prices are always kept up-to-date. Cost Accounting is fully described in the 'Stock Module' chapter in Volume 3 of these manuals.

In both cases, a price in a Goods Receipt will be rounded up or down according to the Calc FIFO Value rounding rules set in the Round Off setting in the System module before it is used to update the Cost Price of the Item.

These options are used to control this feature—

No   Select this option if this feature is not to be used for this Item.

Last Purch Cost Price

If you choose this option, the Cost Price is changed to the Cost Price of the Item on the most recent Goods Receipt (i.e. the price including extra costs such as carriage and customs duties). You will tend to use this option for Items whose prices do not often change, or where the long-term pattern is for prices to fall or rise.

Weighted Average This option changes the Cost Price to the average unit Cost Price of all previous Goods Receipts (including extra costs such as freight and customs duties). This option will be useful where prices fluctuate without a pattern, perhaps due to changing exchange rates.

Bar Code Record the Item's Bar Code here.

Providing the Bar Code does not clash with your Item Codes, you can enter it instead of the Item Code whenever you need to refer to this Item (in Orders or Invoices, for example).

Texts Card

You can use this table to enter extended comments about the Item, such as a detailed specification, which will also appear on Orders and Invoices. To do this, enter the text taking up as many rows as necessary.

Editing an Item

To edit an Item, open the 'Items: Browse' window by clicking the [Items] button in the Master Control panel.

The Items are initially shown in Item Number order. Change the sort order by clicking on one of the column headings: the underlined heading shows the current sort order.

To search for a specific Item, enter the text to be found in the Search field in the top right-hand corner of the window and press Return. The text should be such that it would appear in the current sort column: to search by Item Description, for example, sort by Description before entering a Description (or its initial letters) to the Search field.

To modify an Item's record, double-click on the line in the browse window. That record will be opened in a window entitled 'Item: Inspect'. The fields in this window are the same as those in the 'Item: New' window: please refer to the previous section for a detailed description of each field.

Edit the fields as necessary. Move from field to field with the Return key, or with the arrow keys. Click [Save] when you have finished, to save changes.

Deleting an Item

Select and open the Item record in the same way as for editing. Select 'Delete' from the Record menu. The Item is deleted. Note that once an Item has been included on an Order or Invoice, it can no longer be deleted.

! *You cannot undo the deletion of an Item.*

Prices in Sales Transactions

When you enter an Item in a sales transaction (e.g. Order or Invoice), the Unit Price according to the valid Price List for the Customer will be brought in automatically (Price Lists are described below on page 293). 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 screen is brought in. You are then free to change this Unit Price in the sales transaction if necessary.
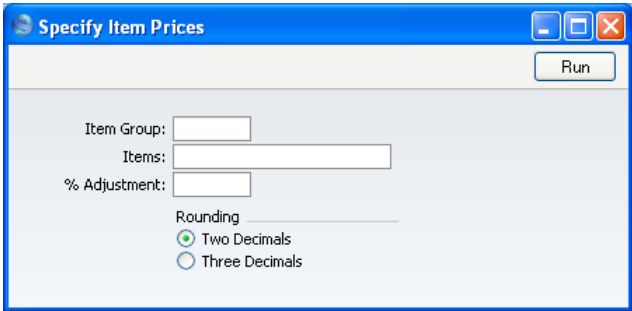
You can prevent a particular user or group of users from changing Unit Prices in sales transactions using Access Groups. To do this, deny access to the 'Change Unit Prices' Action—

Changing Prices of Items in Batches

You can change the Base Prices of many Items at one stroke using the 'Update Item Base Prices' Maintenance function in the Sales Ledger. This function allows you to change Base Prices using a formula, so it will be useful if, for example, you want to change all Base Prices by 10%.

To use this function, ensure you are in the Sales Ledger using the [Select Module] button in the Master Control panel and choose 'Maintenance' from the File menu. When the 'Maintenance' list is opened, double-click 'Update Item Base Prices'. The 'Specify Item Prices' window is displayed—

Item Group	**Paste Special** Item Groups setting, Sales Ledger

Enter an Item Group here if you want to update the Base Prices of all Items belonging to that Item Group.

Items	**Paste Special** Item register
	Range Reporting Alpha

Enter an Item Number or range of Item Numbers here if you want to update the Base Price of a specific Item or of a range of Items. You must enter either an Item Number here or an Item Group in the field above, otherwise no Base Prices will be updated. Do not leave both fields empty in the hope of updating the Base Price of every Item in the database.

% Adjustment   Enter here the percentage by which the Base Prices of the selected Items are to be recalculated. For example, to increase prices by 10%, enter "110". To reduce prices by 10%, enter "90". If this field is left blank, Base Prices will not be changed.

When you click [Run], the Base Price of each selected Item will be recalculated using the specified percentage adjustment.

If necessary, you can deny access to this function using Access Groups as described earlier in this section.

Operations Menu

The Operations menus for Items are shown above. On the left is that for the 'Items: Browse' window: highlight an Item in the list before selecting the function. On the right is that for the 'Item: New' and 'Item: Inspect' windows.

Item Status Report

The 'Item Status Report' function provides a quick report for the Item(s) highlighted in the 'Items: Browse' window or that showing in the record window, showing stock and order positions and prices in different price lists. To apply the function to a group of Items, in the browse window highlight the first Item of the group and then click on the last while holding down the Shift key. Then select the function.
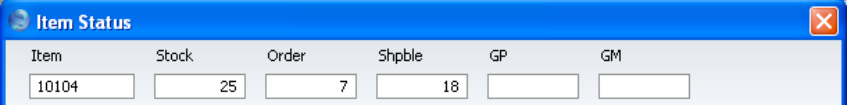
You can have the In Stock figure updated (i.e. reduced by the quantity delivered) when Deliveries are created or when they are approved. This is controlled using the Decrease Available on Deliveries options in the Stock Settings setting in the Stock module. If you have the Purchase Order Value Pack, the Purchase Order figure will include both approved and unapproved Purchase Orders. Goods Receipts will update the In Stock and Purchase Order figures when they are approved.

Item Status

This function provides instant feedback for each Item concerning the quantity in stock, the quantity on order, how many can be shipped and the current gross profit.

The function is available from the 'Items: Browse' window, as well as on the Operations menus for Sales Orders, Invoices, Deliveries and Stock Depreciation records.

When you select this function, the 'Item Status' window is opened. This window is different from other windows because it always "floats" on top of other windows, even when those windows are active.

When you open the 'Item Status' window from the 'Items: Browse' window, it displays information about the Item highlighted in the list. This information will change as you click on different Items in the list.

When you open the 'Item Status' window from other windows, for example, from an Invoice or Order, it displays information about the Item in the row containing the cursor. As you move the insertion point to different rows, the data in the 'Item Status' window is immediately updated. If you then select 'Paste Special' from the Item Number field of an Invoice or Order row and highlight an Item in the 'Paste Special' window, the 'Item Status' window is updated to show values for the Item highlighted.

You can have the Stock and Order figures updated (i.e. reduced by the quantity delivered) when Deliveries are created or when they are approved. This is controlled using the Decrease Available on Deliveries options in the Stock Settings setting in the Stock module. The Shippable figure is reduced by the quantity ordered as soon as a new Order is saved, so it assumes that stock is immediately allocated to that Order. Goods Receipts will update the Stock and Shippable figures when they are approved.

When you open the 'Item Status' window from the Invoice, Order and Quotation screens, the GP and GM figures will show the Gross Profit and Gross Margin (%) for the row containing the cursor. In other circumstances, these fields will be blank.

You can move the window and put it where you want on the screen. Use the Window menu (Windows and Linux) or the ⌘-Shift-S keystroke (Macintosh) to ensure it is opened in that position the next time it is used.

Price Lists

Introduction

FirstOffice has a powerful set of functions to handle different types of Price Lists in a business. These functions allow you to manage several alternative Price Lists listing all or some of the goods or services you offer to Customers. Different Price Lists can be connected with specific Customer Categories. The number of alternatives is great, but as always is the case with great flexibility, it is necessary to know and understand the tools and techniques to set up a specific pricing structure.

The Base Price

Each Item has a Base Price, shown on the 'Pricing' card. This is the Item's normal selling price. In many cases, this will be the only price used. If each Item is always sold at the same price (or with an *ad hoc* discount), whoever the Customer, you will be able to rely on the Base Price and not worry about the Price List feature.

On the 'Costs' card of the Item record, there is also a Cost Price. This indicates the cost of purchasing or making the Item. FirstOffice uses the Cost Price to calculate the Gross Profit of Orders and Invoices.

Structure of Price Lists

FirstOffice allows you to assign different Prices to individual Items so that each Price is associated with a particular Price List. For example, many retail outlets have different prices for their retail and trade Customers, or different retail and educational prices. You might then have separate retail, trade and educational Price Lists, each of which is available to the appropriate kind of Customer. When you enter a Customer in an Order or Invoice, the appropriate Price List will be used and so the correct prices will be selected automatically.

In planning such a price structure, follow these steps—

1. Enter the Items with their Base Prices, using the Item register as described towards the beginning of this chapter.

2. Define each Price List (in our example, retail, trade and educational) using the Price Lists setting in the Sales Ledger.

3. The Items that are to appear on the Price Lists should be attached as necessary. For each Item on each Price List, enter a record to the Price register (available in the Sales Ledger and the Sales Support module) with an appropriate price. In our example, for each Item three Price records should be entered, containing the retail, trade and education prices. If a Price List is specified for a Customer that you then use in an in an Order or Invoice, FirstOffice searches in the Price register for the appropriate, and unique, record representing the particular Item for that Price List.

4. You can now assign a Price List to each Customer or Customer Category. When you enter an Order or Invoice for a particular Customer, the specified Price List will be used automatically. If you sell an Item that is not on the appropriate Price List, the Base Price will be used.

5. You can print Price Lists, or export them to disk for incorporation into your company's publicity material. Print Price Lists using the report of the same name, available in the Sales Support module and the Sales Ledger. This is fully described in the 'Reports' section below on page 302.

Below, steps 2 and 3 are described in detail.

Price Lists

To define a new Price List, first ensure you are in the Sales Ledger using the [Select Module] button in the Master Control panel. Then click the [Settings] button, also in the Master Control panel, or select 'Settings' from the File menu. Double-click 'Price Lists' in the 'Settings' list and click [New].

Code	Enter a unique code here, by which this Price List will be identified elsewhere in FirstOffice.
Description	Name the Price List here.
VAT	Choose the Exclusive option if the prices are to exclude VAT, and the Inclusive option if they are to include

VAT. If you use an 'Inclusive' Price List in an Invoice or an Order, the Unit Price, Sum and Total figures will all include VAT, but if you use an 'Exclusive' Price List, the Unit Price and Sum figures will exclude VAT. In both cases, VAT will be calculated using, in order of preference, the VAT Code specified for the Item, the Item Group or on the 'VAT' card of the Account Usage S/L setting.

The Price Register

You can have several different Prices for each Item. Enter each Price as a separate record in the Price register, one record for each Price for each Item. You should do this after you have defined your Items, Item Groups and Price Lists.

You should ensure that there is a single, unique, Price record for each Item/Price List combination, making the use of Price Lists in Orders and Invoices extremely fast. FirstOffice will prevent you entering a Price record for an Item/Price List combination if one already exists by displaying the error message "Already Registered".

To enter a new Price record, open the Prices register using the [Prices] button in the Master Control panel in the Sales Ledger or the Sales Support module and click [New]. Enter the Item Number of an existing Item, using 'Paste Special' if necessary to select from a list of Items, and press Return. The Item Name from the Item register is shown. Enter the required Price, specify a Price List, again using 'Paste Special', and click [Save].

Specifying a Price List in a Price record has the following effects—

- It will be included when the Price List is printed, using the report in the Sales Ledger. This report is described below on page 302.

- When you create an Order or Invoice in the name of a particular Customer, the Price List specified for that Customer will determine the Prices used. The Price List can be specified on two levels: for each

Customer; or for Customer Categories. Prices from the appropriate Price List will be offered as a default whenever the Customer places an Order or receives an Invoice.

If you specify a Sales Account in a Price record, that Account will be offered as a default in Invoices where pricing is determined by that Price (i.e. by the unique Price record for the Item/Price List combination). This Account will take priority over those for the Item and Item Group and that in the Account Usage S/L setting.

Reports

Introduction

Item reports are located in the Sales Ledger and Sales Support modules. Use the [Select Module] button in the Master Control panel to ensure you are in the correct module and then select 'Reports' from the File menu or click the [Reports] button, also in the Master Control panel. Then, double-click the appropriate item in the list. Leave all the fields in this window blank if the report is to cover all the Items in the database. If it is necessary to restrict the coverage of the report, use the fields as described individually for each report.

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

Use the Media options at the bottom of the specification window to determine the print destination of the report. The default is to print to screen. You can initially print to screen and subsequently send the report to a printer by clicking the Printer icon at the top of the report window.

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

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

Item List

This report is available in both the Sales Ledger and the Sales Support modules. For each Item, it displays the Item Number, Name, any Group membership, Unit, VAT Code and the Base Price.

Leave all the fields blank if the report is to cover all the Items in the Item register. If it is necessary to restrict the coverage of the report, use the fields as described below.

Item No.	Paste Special	Item register
	Range Reporting	Alpha

Use this field to limit the report to a single Item, or range of Items.

Item Group	Paste Special	Item Groups setting, Sales Ledger
	Range Reporting	Alpha

To limit the report to a single Item Group, enter an Item Group Code here.

If you specify both a range of Items and a range of Item Groups, the report will cover only those Items in the range that are members of the specified Item Groups.

Sorting The report can be sorted by Item Number, Item Group or Name.

Item Statistics

This report is available from the Sales Ledger only. It displays sales statistics for each Item, including turnover, quantity and gross profit.

When printed to screen, the Item Statistics report has FirstOffice's Drill-down feature. Click on any Item Number to open the corresponding Item record.

Leave all the fields blank if the report is to cover all the Items in the Item register. If it is necessary to restrict the coverage of the report, use the fields as described below.

Item No.	Paste Special	Item register
	Range Reporting	Alpha

Use this field to limit the report to a single Item, or range of Items.

Customer	Paste Special	Customers in Customer register

To limit the report to sales to a single Customer, enter a Customer Number here.

| **Categories** | **Paste Special** | Customer Categories setting, Sales Ledger |
| | **Range Reporting** | Alpha |

Use this field to limit the report to sales to Customers of a single Category or range of Categories.

| **Item Groups** | **Paste Special** | Item Groups setting, Sales Ledger |
| | **Range Reporting** | Alpha |

To limit the report to a single Item Group, enter an Item Group Code here.

If you specify both a range of Items and a range of Item Groups, the report will cover only those Items in the range that are members of the specified Item Groups.

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

Enter the start and end date of the reporting period.

Function   These settings control the level of detail included in the report.

Overview   This option offers a single line per Item displaying sales statistics, including turnover, quantity and gross profit.

Detailed   In addition to the information offered by the previous option, this choice also shows quantities in stock and on order, the unit price and the cost price for each Item.

Customer/Item Statistics

The Customer/Item Statistics report found in the Sales Ledger analyses in a Customer-by-Customer format the sales in both quantity and turnover terms of Items to Customers. It can compare this information for two periods.
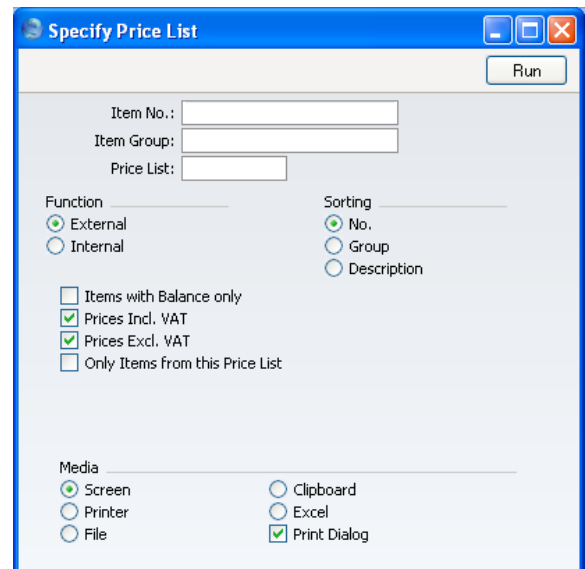
Leave all the fields blank if the report is to cover all the Customers and all Items. If it is necessary to restrict the coverage of the report, use the fields as described below.

Customers	**Paste Special**	Customers in Customer register
	Range Reporting	Alpha
	Use this field to limit the report to a single Customer, or range of Customers.	
Categories	**Paste Special**	Customer Categories setting, Sales Ledger
	Range Reporting	Alpha
	To restrict the report to Customers of a single Category, enter a Category Code here.	
Item No.	**Paste Special**	Item register
	Range Reporting	Alpha
	To limit the report to a single Item, enter an Item Number here.	

Item Groups	**Paste Special**	Item Groups setting, Sales Ledger
	Range Reporting	Alpha

To limit the report to a single Item Group, enter an Item Group Code here.

If you specify both a range of Items and a range of Item Groups, the report will cover only those Items in the range that are members of the specified Item Groups.

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

Enter the first and last dates of the reporting period, separated by a colon.

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

Enter the first and last dates of the period with which the reporting period is to be compared, separated by a colon.

Price List

This report, available from the Sales Support module and the Sales Ledger, prints a Price List. It is a report that perhaps might be sent to a text file so that it can be incorporated in your publicity material. To do this, decide upon the contents of the report using the screen illustrated below in the usual fashion. Then, choose 'File' from the Media options at the bottom of the window. When you click [Run], you will be asked to name the text file and to specify where it is to be saved.

Item	**Paste Special**	Item register
	Range Reporting	Alpha

To limit the report to a single Item, enter an Item Number here.

Item Group	**Paste Special**	Item Groups setting, Sales Ledger
	Range Reporting	Alpha

To limit the report to a single Item Group, enter an Item Group Code here.

If you specify both a range of Items and a range of Item Groups, the report will cover only those Items in the range that are members of the specified Item Groups

Price List	**Paste Special**	Price Lists setting, Sales Ledger

Specify which Price List is to be printed here.

By default, all Items or, if you have also specified a range of Items and/or a range of Item Groups, all Items in the range, will be printed irrespective of whether or not they have been included in the Price List. The Price shown will be taken from the appropriate Price record

or, if there isn't one, from the Base Price of the Item record.

If you only want to print those Items which fall within the range and which have been included in the Price List, use the Only Items from this Price List option (below).

Leave this field blank if you wish to print the Base Price of each Item, as entered on the 'Pricing' card of the Item screen.

Function These options control the format of the report.

External Select this option to print sales prices (including and excluding VAT) together with the Item Code and Description.

Internal This option prints sales prices excluding VAT, cost prices, gross profit and gross margin.

Sorting The report can be sorted by Item Number, Item Group or Name.

Items with Balance only

Select this option if you only want Items of which you have stock to appear in the Price List.

Prices Incl. VAT Check this box to print prices including VAT in the report. This option applies to the External Price List only.

Prices Excl. VAT Check this box to print prices excluding VAT in the report. By checking this box and the one above, both inclusive and exclusive prices can be shown in the same report. This option applies to the External Price List only.

Only Items from this Price List

By default, the report will list all Items in the selected range, irrespective of whether they have been included in the Price List. The Price shown will be taken from the appropriate Price record or, if there isn't one, from the Base Price of the Item record.

If you only want to show those Items which fall within the range and which have been included in the Price List, check this box.

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System Module

Chapter 7: The System Module

This module contains settings and registers used collectively by the other modules, including the Chart of Accounts. It is also where the administration of users, including the allocation of access rights to the other modules, is carried out.

Settings

Introduction

The following settings are available in the System module—
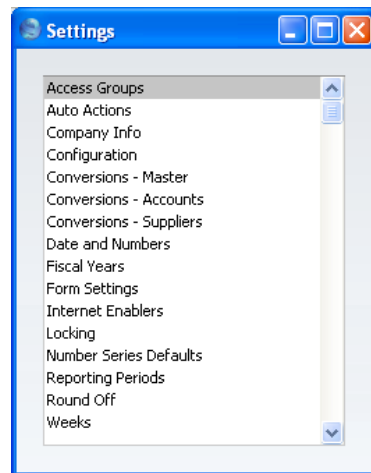
To edit a setting, ensure you are in the System module using the [Select Module] button in the Master Control panel and click the [Settings] button, also in the Master Control panel, or select 'Settings' from the File menu. Then double-click the relevant item in the list.

Access Groups

Access Groups are a part of FirstOffice's security system. You can define a number of Access Groups, each of which can be allowed access to one or more parts of the program. When you enter a record to the Person register (described below on page 337) for each member of personnel, you can then allocate them to the relevant Access Group.

Double-click on 'Access Groups' in the 'Settings' list to open the 'Access Groups: Browse' window. A list of the defined Groups is shown—
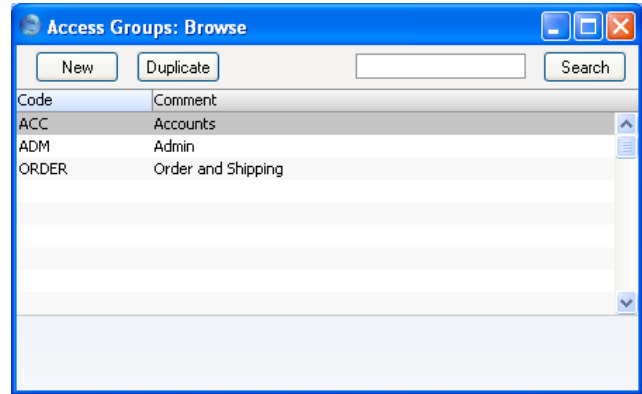
To create a new Access Group, click [New] in the Button Bar. To edit an existing record, double-click one of the items in the list.

In either case, the following window appears—

Members of the Access Group "ORDER" in the above illustration will have access to two modules - Sales Support and Stock. The Stock module is featured in the first row of the grid, so this will be the active module when they first log in to FirstOffice. They will be allowed access to every function in those modules. In this manner, you can determine the parts of FirstOffice to which the members of each Access Group have access.

As you create Access Groups, give each a unique identifier in the Code field, and enter a description in the Text field.

Use the grid area to determine the modules to which members of the Access Group will be given access, and the level of that access. You can allow or disallow access to any module or any component of a module (such as a particular register or setting).

First, specify the component in the Type field, using the 'Paste Special' function to show a full list of the components available—
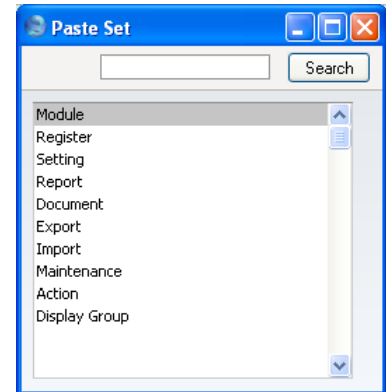
Next, use the second field in the grid to specify the individual item. For example, if you enter "Modules" in the Type field, the 'Paste Special' list from the Item field will contain a list of modules—
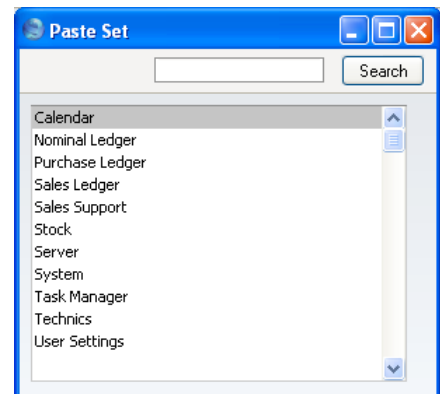
The list will show all FirstOffice's modules, including those that you may not have installed. Make sure you only select modules that are included in your particular installation of FirstOffice.

If you enter "Action" in the Type field, the 'Paste Special' list from the Item field will contain a list of functions to which you can restrict access if necessary. These include the checking of the OK box in transactions of all kinds, the Operations menu functions and some miscellaneous features such as deleting records.
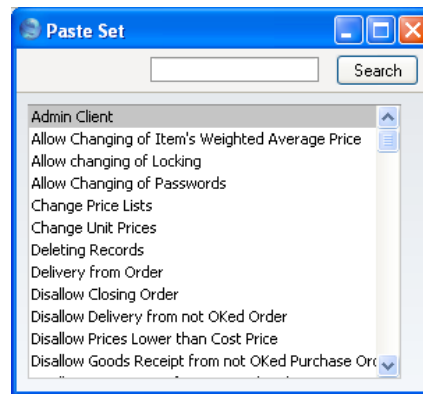
If you enter "Reports" in the Type field, 'Paste Special' from the Item field will list all reports, and so on.

Finally, use the last column to determine the access level of the Group. A further 'Paste Special' list displays the available options—
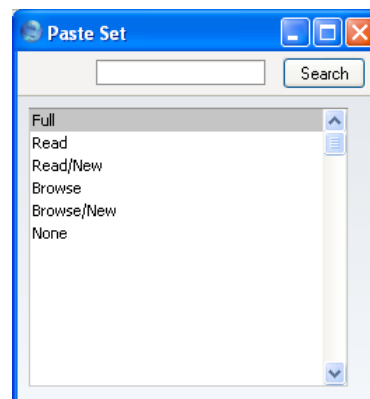
'Read', 'Read/New', 'Browse' and 'Browse/New' should only be applied to registers or settings, as follows—

Browse   Allows access to the browse and 'Paste Special' windows only. Searches can be performed. Records cannot be entered or modified.

Browse/New   Allows access to the browse and 'Paste Special' windows and the creation of new records. Existing records cannot be viewed, changed or copied.

Read   Allows access to the browse window and the double-clicking of items so that they can be viewed in an inspect window. Records cannot be entered or modified.

This attribute can also be applied to reports, allowing them to be printed to screen but not to a printer or to a text file.

Read/New   Allows access to the browse window and the double-clicking of items so that they can be viewed in an inspect window. New records can be created. Existing records cannot be modified, but they can be copied.

If you want to allow 'Paste Special' access to a register or setting to which access is otherwise denied, you should grant Browse or Read access to that register or setting. For example, if a user only has access to the Sales Ledger, you should grant them Browse or Read access to the Account register if you want them to be able to choose Sales Accounts in Invoices.

You can allocate access to the various modules using one of two methods, by specifying one of the two Start From alternatives. These can be described as follows—

No Access   This option effectively excludes members of the Access Group from all modules except those listed in the grid. You should use the first row(s) of the grid to specify the module(s) that members of the Access Group are to be allowed to use. You should select 'Full' in the third 'Paste Special' list. This will give full access to those modules (including to all registers, settings and reports). You can then exclude users from particular parts of those modules if necessary. No access will be given to modules that you have not listed.

Full Access   If this option is used, members of the Access Group will be allowed full access everywhere except those areas listed in the grid.

Note that it is only possible to restrict access to Persons that belong to an Access Group. Persons that do not belong to an Access Group will have full access to your FirstOffice system.

Logging In

By default, the Sales Ledger is the first module that you will see when you log in to FirstOffice. If you want another module to be active on log-in but otherwise do not want to restrict access in any way, this can be achieved using Access Groups. Enter an Access Group that Starts from Full Access and with a single module listed in the grid: the module that is to be active on log in. Assign this Access Group to the Persons as appropriate.

Members of the Access Group illustrated above will see the Stock module when they enter FirstOffice.

System Administrator

In multi-user systems, it is recommended that at least one member of staff acts as a system administrator, able to use the Technics module on a client machine when other users are logged in. To implement this, the Person record for that administrator should belong to an Access Group that Starts from Full Access and explicitly grants full access to the Technics module—

Auto Actions

This setting determines the rules for automatic document printing.

The documents involved are the Order Confirmation/Acknowledgement, the Internal Order, Delivery Note and the Invoice. The default setting is that no documents are printed automatically.

You can choose to have Order Confirmations and Internal Orders printed every time a new Order is saved for the first time, or after every alteration of an Order. For Invoices and Delivery Notes, the document can be printed each time an Invoice or Delivery Note is approved and saved.

Company Info

Use this setting to record your company's name and address, and other particulars such as phone and fax numbers, and the bank and bank account number. This information will be printed as appropriate on all documents.

To open the Company Info setting, double-click 'Company Info' in the 'Settings' list. The 'Company Info: Inspect' window is opened.

Apart from the Company Name, Address etc, you should enter the following information in this setting—

Reg Card

Bank 1, Bank 2 You should enter your company's main bank account number(s) here. This information can then be printed on any appropriate documentation.

Bank Customer ID

This is an ID number used for automatic (modem) communication with certain credit institutions in some countries. Please contact your local FirstOffice representative for details.

Edit Font, Report Font, Report Font Size

Paste Special   Fonts in your system

These fields allow you to select different fonts for use on screen and in reports respectively. If you leave these fields empty, FirstOffice's default fonts will be used. These fonts are selected for maximum readability, and you should only change them if you have good reasons to do so. In non-English versions of FirstOffice, use these fields to select fonts with special character sets.

Commercial Reg. No.

The Intrastat system is used to collect statistics on the physical trade in goods (i.e. the actual movement of goods) between the various member countries of the

European Union (EU). If your business is situated in an EU country and its trade with companies in other EU countries is greater than the threshold value, it will be necessary to send an Intrastat report periodically to the relevant authorities. You can do this by printing a document or exporting a text file. In both cases, the report should include your company name and address (from the 'Address' card above), your VAT Number (above) and a company or branch identifier (entered in this field). You should have a separate identifier for each branch if you will be submitting Intrastat returns from different branches using the same VAT Number.

VAT Law   **Paste Special**   Choices of possible entries

Use this field to ensure the behaviour of FirstOffice conforms to the local accounting conventions in your country. If your country is not listed in the 'Paste Special' list, choose the "Default" option.

Character Set   **Paste Special**   Choices of possible entries

This field is used to control sorting in FirstOffice. In countries where the alphabet differs to that of the UK/US, sorting by ASCII codes produces a list that is not in the correct alphabetical order: use this field to overcome this problem.

Country   Enter your Country of operation here. This must be the same as the Country that you enter in the Weeks setting (see below).

Confirm the entry by clicking [Save], or cancel it by closing the window using the close box.

Configuration

Use this setting to register the Value Packs you have purchased, how many Companies there are in your FirstOffice database and how many users will have access to the system. Once you have done this, FirstOffice will generate a Control Code, which you should quote when you need to obtain an Enabler Key. The setting is fully described in the sections entitled 'Value Packs, Users and Companies' and 'The Enabler Key' on pages 44 and 47 respectively in the first chapter of this manual, while Value Packs are described in Volume 4.

Conversions - Master, Conversions - Accounts

These settings allow you to move all postings to one or more Accounts to another Account. For example, you might have been using Account 100 for sales of a particular product, but for some reason you want to use Account 102 instead. These settings allows you to change Account 100 wherever it appears in the Transaction register to Account 102 and to recalculate all previous entries to the old Account, so that they will appear under the new Account in all reports. To do this recoding you must follow the steps below—

1. Make a back-up of your entire database and quit FirstOffice.

2. Remove the FirstOffice database file (named "1Office.HDB") from the folder or directory containing your FirstOffice application. Ensure, however, that the "DBDef.txt" and "Default.txt" files are present.

3. Launch FirstOffice again. Because there is now no "1Office.HDB" file, a new database is created. Enter new Company information to the dialogue (a Code and Name is sufficient): click [Save] and double-click the new Company in the subsequent list.

4. When the 'Import files available' window appears, close it by clicking the close box. Do not import anything yet.

5. Select the System module using the [Select Module] button in the Master Control panel, and select 'Settings' from the File menu. Double-click 'Conversions - Accounts' in the subsequent list. Enter the old and new Account numbers one by one in the window as shown in the illustration. Finish by saving the setting by clicking [Save].
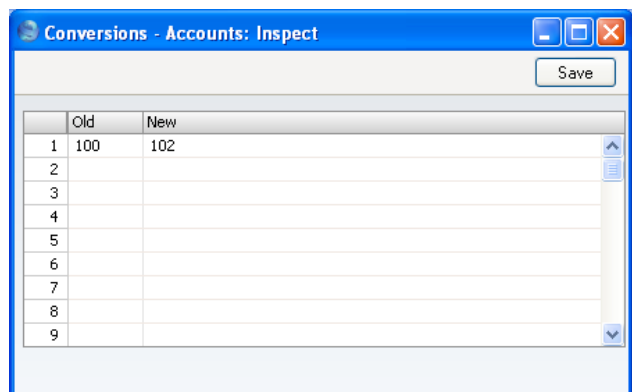
6. From the 'Settings' list, select 'Conversions - Master' and enter a check mark in the Convert Accounts check box. Save the setting by clicking [Save].
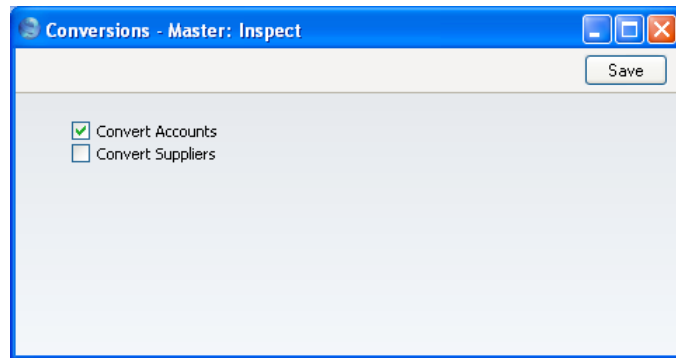
7. Select 'Imports' from the File menu and import the back-up using the 'Automatic' or 'Automatic, manual file search' import routines. Quit FirstOffice and restart if so prompted.

8. The routine will renumber the Account records in the Account register as required. In the example, Account 100 will be given the new number of 102. If Account 102 already existed, the old Account (100) would be deleted. Check the Account register to make sure that this has happened.

9. Produce a Nominal Ledger report for one of the new Accounts and check that all the Transactions have been converted as you expected.

10. You must now inspect and change all *report definitions* in the Nominal Ledger where the old Account number has been used.

11. Return to the Conversions - Master setting in the System module and turn off the option to Convert Accounts.

12. Return to the Conversions - Accounts setting and delete everything line by line.

During the import of the back-up file, all references to the old Account numbers will be replaced in all transactions (including Sales and Purchase Ledger transactions and Sales Order records) and in all settings (including Account Usage S/L and Payment Modes).

Note that if you have more than one Company in your database, the conversion will apply to all Companies in that database. If you want the conversion to take place in one Company only, follow the procedure described above with the following differences—

i. Before step 1, and working in the Company where the conversion is to take place, enter the old and new Account numbers one by one in the Conversions - Accounts setting. Check that the setting is empty in all other Companies, or, if you want a different conversion to take place in another Company, enter old and new Account numbers in that Company as necessary.

ii. Omit step 5.

So, if the Conversions - Accounts setting in all Companies is empty when the original database is exported in step 1, any conversion on import will be determined by what you enter to the setting in step 5. If the Conversions - Accounts setting in a particular Company is not empty when the original database is exported, its contents in that Company only will override what you enter to the setting in step 5. Therefore, it's important to empty the Conversions - Accounts setting after conversion in all Companies in step 12: this is not done automatically. If you do not do this, the conversion may have unexpected results the next time you carry it out.

Conversions - Master, Conversions - Suppliers

The Conversions - Suppliers setting is described in the section entitled 'Combining Customers and Suppliers' on page 246 in the 'Customers and Suppliers' chapter elsewhere in this manual.

Date and Numbers

Use this setting to ensure your FirstOffice installation displays and prints dates and numbers using your preferred date and number formats.
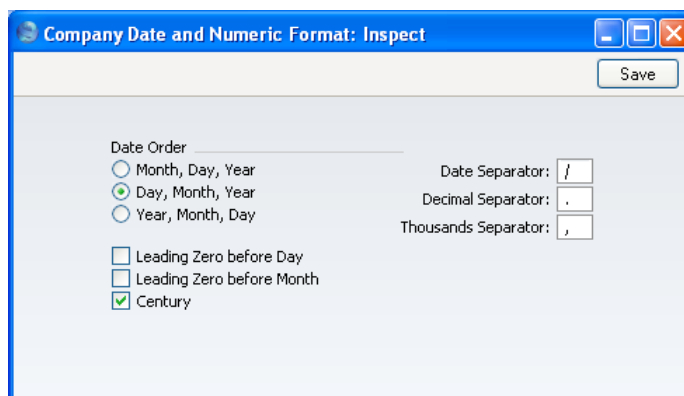
Internally, FirstOffice features full Year 2000 compatibility: all dates are stored with four-digit years (e.g. "2005"). If you switch on the Century check box, FirstOffice will display the century digits in all dates. However, you do not have to type the extra two century digits, they will be added automatically by FirstOffice. If you enter "100405" in a date field, FirstOffice will change it to "10-04-2005".

In the current version of FirstOffice, the Century check box must be checked for the long dates to appear in the text back-up and in FirstOffice's different Export files. If the box is not checked, all dates in the exported files will be written as short dates, without the century digits. This will create a problem if you later import a back-up or an export file containing dates from both centuries.

Our recommendation is always to check the Century box. This will make certain that your FirstOffice program will behave correctly, both internally and when you communicate with other applications.

In single-user systems, whenever you make a change in this setting, its effect will be immediate and universal.

In multi-user systems, you can change the Date and Numbers setting, but the changes will not take effect until the server has been restarted. You can also have different date and numeric formats on a particular client machine. To choose date and numeric formats for a client machine, use the Client Date and Numeric Format setting in the User Settings module. These formats will be used on that machine irrespective of the Person logging in. You will need

to quit FirstOffice and restart on that client machine only (not the server) for the change to take effect.

If a particular client machine has its own date and number formats, they will be used on screen and in reports. However, numbers and dates will be printed in documents using the formats chosen in Company Date and Numeric Formats setting, to retain corporate identity.

Dates and Export Files

Be careful when opening a FirstOffice Export file with Microsoft Excel with the intention of editing it before importing it to a new database. Under certain circumstances, Excel will, when opening a text file, convert some variables that it interprets as dates into its own internal date format. Where you are expecting a date to appear in the spreadsheet you may see a number such as "35475". When you save the spreadsheet again as a text file these variables will not be converted back to date format. So, if you import this text file to FirstOffice, the dates will be wrong. To avoid this problem, make sure you use the third step of Excel's Import Wizard to set all imported columns to 'text' format (highlight all the columns in the Data Preview area using the Shift key and select 'Text' as the Column Data Format).

You cannot open files created using the 'Database Text Backup', 'Company Text Backup' and 'Client Text Backup' functions in Excel as they are not text files.

Fiscal Years

FirstOffice has a multi-year database. In this setting you can define several financial years. Each year must have a Code, and can be between 6 and 18 months in duration. The Code will be used as a prefix for Transactions entered directly to the Transaction register in the Nominal Ledger.

Note that you should always list your Fiscal Years in chronological order as shown in the illustration. You cannot insert new Fiscal Years at the top of the list, or remove old Fiscal Years. You should not make any changes to a Fiscal Year once a transaction has been posted.

FirstOffice will issue a warning whenever you try to post a transaction whose date does not fall in a Fiscal Year as defined in this setting.

Form Settings

Use this setting to control how addresses are printed in documents (in the Address and Delivery Address fields).

Print Blank Lines By default, blank lines in addresses are not printed in documents. Use this option if you want the blank lines to be printed.

Organisation Name

Use this option if you want the Customer Name to be printed as the first line of the address.
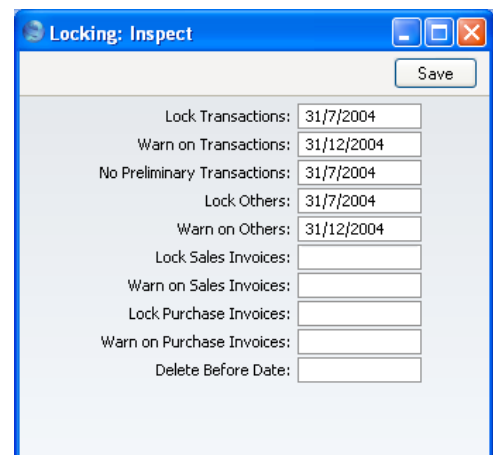
Internet Enablers

Please refer to the section entitled 'The Enabler Key' on page 47 in the first chapter of this manual for full details of this setting.

Locking

This setting allows you to close an accounting period to prevent the further entry of new or corrected transactions. You will do this by specifying a cut-off date: no transactions whose Transaction Date is on or before this cut-off date will be permitted. Because Locking is carried out by specifying a single date, months or periods must be locked chronologically.

FirstOffice does not force you to close months or periods, but this setting allows you to do so if necessary.

Lock Transaction If you enter a date in this field, the entry of Transactions whose Transaction Date is on or before this date will not be permitted. This applies only to Transactions entered directly to the Transaction register in the Nominal Ledger.

If you discover that a Transaction that falls within a closed month contains an error, you can only correct it using the 'Correction Mark' function. Please refer to the 'Correcting Transactions' section of the 'Nominal Ledger' chapter in Volume 2 for full details.

If you try to enter a Transaction whose Transaction Date is on or before the Lock Transaction date, the following warning will appear—
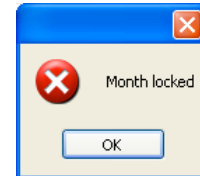
Warn on Transactions

If you enter a date in this field, a warning will be displayed when you enter a Transaction whose Transaction Date is on or before this date. You will still be able to save the Transaction. This applies only to Transactions entered directly to the Transaction register in the Nominal Ledger.

If you try to enter a Transaction whose Transaction Date is on or before the Warn Transaction date, the following warning will appear—

No Preliminary Transactions

If you are using Preliminary Transactions (this is controlled in the Transaction Settings setting in the Nominal Ledger), and you have entered a date in this field, only those Transactions whose Transaction Date is after this date will be treated as Preliminary (i.e. modifiable). All Transactions whose Transaction Date is on or before this date will not be modifiable.

If the No Preliminary Transactions date is later than the Lock Transaction date, you will be able to enter Transactions with a Transaction Date that falls between them. Such Transactions will be treated as actual Transactions as soon as they have been saved (i.e. they will never be modifiable).

Lock Others If you enter a date in this field, the creation of records in any of FirstOffice's transaction registers whose Transaction Date is on or before this date will not be permitted. This covers all transaction registers including Goods Receipts and Deliveries except Invoices or Purchase Invoices, which have separate controls (below).

Warn on Others If you enter a date in this field, a warning will be displayed when you enter a record in any of FirstOffice's transaction registers whose Transaction Date is on or before this date. You will still be able to save the record. Again, all transaction registers except Invoices and Purchase Invoices are affected.

! ***After locking the accounts at a certain date, you may not enter Transactions with earlier dates, and you may not alter earlier Transactions.***

Delete Before Date

Under normal circumstances, you cannot delete Nominal Ledger Transactions or approved records in the transaction registers. However, it can be necessary to delete such records in certain situations, perhaps because disk space is at a premium and the previous year's accounts have been committed to an archive file.

To allow the deletion of such transactions, you must enter a Delete Before Date in this field. You will only be able to delete Nominal Ledger Transactions and records in FirstOffice's transaction registers whose Transaction Date is on or before this Delete Before Date.

You will be able to delete individual records using the 'Delete' function on the Record menu, and groups of records using the 'Delete Old Transactions'

Maintenance function in the System module. This latter function will only delete records whose Transaction Date is on or before the Delete Before Date specified here.

!   ***Use great care when attempting to delete records, and make sure you have a backup before you remove any data.***

Lock Sales Invoices

If you enter a date in this field, the creation of Invoices whose Transaction Date is on or before this date will not be permitted.

Warn on Sales Invoices

If you enter a date in this field, a warning will be displayed when you enter an Invoice whose Transaction Date is on or before this date. You will be able to save the Invoice.

Lock Purchase Invoices

If you enter a date in this field, the creation of Purchase Invoices whose Transaction Date is on or before this date will not be permitted.

Warn on Purchase Invoices

If you enter a date in this field, a warning will be displayed when you enter a Purchase Invoice whose Transaction Date is on or before this date. You will be able to save the Invoice.

Once you have entered a date in any of the fields in this setting, you will usually only be able to change that date to a later one. You will not be able to change it to an earlier date. When a period or month is locked, you should print and file all management reports (e.g. Balance Sheet, Profit & Loss report, etc), and so it will not be appropriate to re-open the period to post new transactions. However, in some exceptional circumstances, it may be appropriate to change a locking date to an earlier one. If you want to do this, you must belong to an Access Group where Full access has been granted to the 'Allow Changing of Locking' Action—
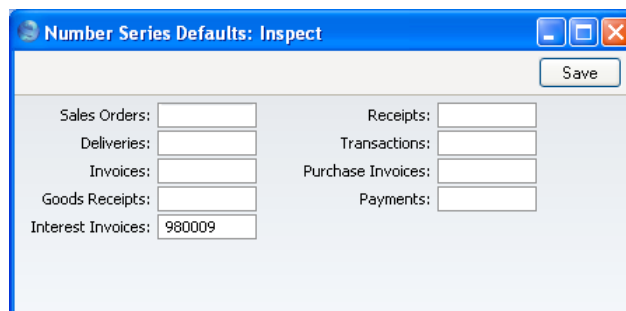
Access Groups are described above on page 307.

Number Series Defaults

FirstOffice allows you to define several Number Series (number sequences) for use in generating Order Numbers, Invoice Numbers, Transaction Numbers and so on. By default, FirstOffice will select the next available number from the first Number Series defined for the current period whenever you create a new record.

If you have several number sequences in each Number Series setting, you can specify here which one is to be used as the default when creating new records in each register. Take care to specify a number in each field that falls in a recognised Number Series. If you specify a number that is not in a Number Series, all new records in the affected register will not be given serial numbers when they are created. The implications of this are quite far reaching: for example, Invoices will not be created by any of the remote Invoice creation functions (e.g. from Sales Orders). This situation will be most common in cases where Number Series are tied to a period such as a calendar year and that period ends.

If you are not using Number Series, FirstOffice will normally start numbering transaction records from 1.

Click [Save] to save any changes and close, or the close box to close without saving changes.

Reporting Periods

This setting allows you to name and define certain time periods. These should be the periods that you will commonly use when producing reports: using 'Paste Special' from the Period field of a report specification window will bring up a list of the Report Periods entered using this setting. For example, if you want to produce monthly reports you should define each month as a separate period in this setting.

Once memorised, the Code can be used as a fast way of choosing a Report Period. For example, using the Report Periods illustrated above, type "Q1CY" in the Period field of a report specification window when you want the report to cover the period "1/1/2005:31/3/2005".

To enter a new Reporting Period, simply click in the first blank line and enter details as appropriate. Click [Save] to save and close, or the close box to close without saving changes.

Note that the Reporting Period in the first row of this setting will be offered as a default wherever a Reporting Period is required. You might therefore like to change the first row from time to time so that a useful option is always offered as a default. To delete the old first row once it is no longer useful, click on the row number and press the Backspace key. To insert a new record on the first row, click on the row number and press the Return key.

Round Off

Use this setting to control the way calculations are rounded off. The setting is used by Sales Orders and Sales and Purchase Invoices. Any amounts lost or gained from the rounding off process are posted to the Round Off Account specified in the Account Usage S/L setting. This Account is used in

Transactions generated both from the Sales Ledger and from the Purchase Ledger.

Totals   This group of options sets the rule for rounding off Total figures (i.e. including VAT) in Invoices and Orders.

VAT   This group of options allows you to use a different rounding off rule for taxes. This rule applies to Orders, Invoices and Purchase Invoices.

FIFO   This group of options allows you to determine the rounding method to be used when calculating FIFO values in the Stock List report.

If you have chosen to have the Cost Prices of your Items updated automatically from approved Goods Receipts, prices in Goods Receipts will be rounded up or down according to the rounding rules set here before they are used to update the Cost Prices of Items.

The Weighted Average of each Item will also be rounded up or down according to the rounding rules set here.

Discount Calculation

This group of options allows you to determine how discounts are calculated in Sales Orders and Invoices. In certain circumstances (where there is a very small unit price and a large quantity), the two alternatives can produce different results due to rounding. If you choose the Value Discount option, the discount will be

calculated after the multiplication of the unit price and the quantity. If you choose the Price Discount option, the discount will be applied to the unit price before it is multiplied by the quantity.

For example, you receive an Order for 20,000 items priced at 0.05 with a 25% discount. Using the Value Discount option, the calculated discount is 250—

20000 x 0.05 = 1000. 25% of 1000 = 250

Using the Price Discount option, the calculated discount is 200—

25% of 0.05 rounded to two decimal places is 0.01. 0.01 x 20000 is 200

Click [Save] to save any changes and close, or the close box to close without saving changes.

Weeks

Use the Weeks setting to define the Week Numbers that are shown in the six-monthly and monthly Calendar views and in the 'Paste Date' window. Week Numbers can vary from country to country and depending on when the year started. The six-monthly and monthly Calendar views are described in the 'Activities, Calendar and Task Manager' chapter in Volume 3 of these manuals, and the 'Paste Date' window is described on page 92 in the 'Work Area' chapter earlier in this manual.

You only need enter one record to the Weeks setting. You should update this record regularly, so that Week Numbers continue to appear in the Calendar and the 'Paste Date' window. Ensure you are in the System module and click the [Settings] button in the Master Control panel or select 'Settings' from the File menu to open the 'Settings' list. Double-click 'Weeks' in the list. If you have already entered a Weeks record, it will be shown in the 'Weeks: Browse' window. Double-click it to modify, or click [New] to create a new record.

Complete the grid for each year of use as shown in the illustration (there is no need to have the years in order, but you should only enter each year once). Click [Save] in the Button Bar to save, and then click the close box to save the record. The Country should be the same as that entered on the 'Reg' card of the Company Info setting.

The Company Register

If your business is one where there are separate departments or subsidiary companies that keep separate accounts, these can be set up as separate accounting entities in FirstOffice using the Company register in the System module. Each department or subsidiary is termed a 'Company'. If you set up more than one Company in FirstOffice, each will be completely separate: there will be no common information, although you can copy from one to another using the export and import functions. Separate account balances will be maintained, and each Company within a database can be backed up separately or together. You can have up to four Companies in a FirstOffice database.

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

On launching FirstOffice for the first time, your first task will normally be to create a Company. Please refer to page 37 in the first chapter of the manual for full details.

! ***You must ensure you have at least one Company as your first task in using FirstOffice.***

The number of Companies that you can create is restricted by the Configuration setting (in the System module). In a new database, this number will always be one. If you need more than one Company, it is advisable to enter as many Companies as you need straight away, so that you only need apply for an Enabler Key once. The Enabler Key is dependent upon the number of Companies entered, so you will need to apply for a new one if you add a new Company later. Remember that each Company will maintain completely separate accounts, so there is no need to create separate Companies for departments that are part of the same accounting whole.

Entering Companies

This is the first task to be completed when creating a FirstOffice database. The process is fully described on page 37 in the first chapter of this manual.

If you have been working with a FirstOffice database for some time and need to change or add to the information in the Company register, ensure you are in the System module and click the [Companies] button in the 'Registers: System' section of the Master Control panel. The 'Companies: Inspect' window appears: this is the same as that used to enter Companies when starting to use FirstOffice. Please refer to page 46 in the first chapter of this manual for details.

You can add new Companies at any time (up to a maximum of four), but remember that doing so will mean that you will need to apply to your FirstOffice representative for a new Enabler Key.

For security reasons, FirstOffice will shut down after any changes or additions have been made in the Company register. Restart the program to continue working.

If you need to change or add to the information in the Company register in a multi-user system, you must do so either working on the server itself or having logged on from a client in "Admin Client" mode. "Admin Client" mode is described below on page 335.

!
●

The "Default.txt" file must be present when adding Companies.

Working with Companies

If you have set up more than one Company, you will need to inform FirstOffice which one you would like to work with each time you start work. Whenever you launch FirstOffice, the 'Select Company' list window will appear automatically—
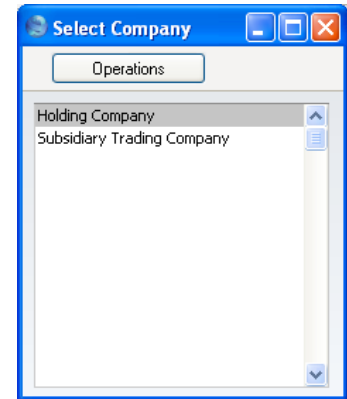
Highlight the Company you wish to work with and press the Enter key (or double-click on the Company in the list).

If you need to change Companies in the middle of a work session, there is no need to quit FirstOffice and restart. Instead, go to the File menu and select 'Company', or click the [Companies] button in the 'Personal' section of the Master Control panel. The 'Select Company' list will appear, where you can choose a new Company to work with.

In a multi-user installation, choose any Company when starting the server. Users will then be able to log on to and work with any of the Companies stored within that database.

The Admin Client

In multi-user systems, almost all work done on a client machine will be saved in the database on the server, and will therefore be available to the other clients immediately. For example, a change made from a client machine to the Reporting Periods setting will immediately affect reporting from all other clients.

In a very small number of cases, the work will be saved in the database on the client machine and will therefore only affect the operation of that client. These special cases are the Date and Numbers setting and Company register in the System module.

To change these settings and registers in the server database you must either work on the server itself, or you must log on from a client as the system administrator, and then change to "Admin Client" mode. You must use the second method if your server does not have a graphical interface, or if it is otherwise inconvenient to work on the server (e.g. it is in another building). To do this, go to the Technics module using the [Select Module] button in the Master Control panel (or the Ctrl-0 or ⌘-0 keyboard shortcuts) and open the Program Mode register. Choose 'Admin Client' from the Operations menu. Once you have completed the setup work, leave "Admin Client" mode by returning to the Program Mode register and choosing 'Normal Client' from the Operations menu as the final step.

!   *Ensure you leave "Admin Client" mode as soon as possible.*

Before changing to "Admin Client" mode, you should check that no other users are logged in. If you change the Company register on the server, the server will shut down, so you will need to close the client as well.

In multi-user systems, you can control who can change to "Admin Client" mode using Access Groups (by giving full access to the 'Admin Client' Action). Access Groups are described above on page 307.

The Person Register

This register holds information about Persons, i.e. users, employees, sales persons etc. You can use it as part of your FirstOffice security system: each Person can be given their own password. Once you have entered at least one record to the register, starting FirstOffice will require the entry of a Person's initials and, if appropriate, a password.

To open the Person register, ensure you are in the System module, then click the [Persons] button in the Master Control panel. The 'Persons: Browse' window is opened, showing Persons that have already been entered.
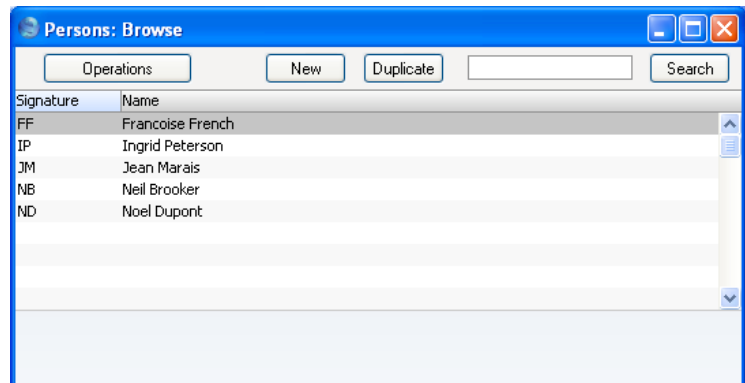
To enter a new record, click [New] in the Button Bar or use the Ctrl-N (Windows and Linux) or ⌘-N (Macintosh) keyboard shortcut. Alternatively, highlight a Person similar to the one you want to enter and click [Duplicate] on the Button Bar.

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

Signature   Enter the Person's initials to be used when logging on, or to identify the Person from elsewhere in FirstOffice.

If there is more than one Company in the database, records in the Person register (as with all registers) are specific to the Company in which they are entered. However, if you are using the CRM and Mail Value Pack, each Person's Mailbox will be open to all Companies in the database. This allows mail to be sent between Persons in different Companies. One implication of this is that all Persons across all Companies should have different initials. If there are two or more Persons in different Companies with the same initials, they will not be able to have separate Mailboxes.

Name   The name of the Person.

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

Enter an Access Group, perhaps representing the department in which the Person works. By allocating an Access Group, you can restrict the Person's access to certain modules or parts of modules. Please refer to the section covering Access Groups above on page 307 for full details.

Job Descr.   A short job description or title.

Our Ref   Using the Our Ref field, you can assign a short (up to 20 characters) reference text for the individual. This text will appear in the Reference fields of all transactions entered by this Person.

Email Address   The employee's email address.

Bonus   You can enter a bonus percentage for each individual. This figure will be used by the Bonus, Salesman report in the Sales Ledger (described in the 'Sales Ledger' chapter in Volume 2 of these manuals).

!   ***As soon as you have entered a single Person in the Person register, the password dialogue will appear each time you start FirstOffice.***

Operations Menu
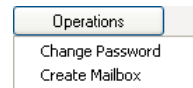
The Operations menu for Persons is shown above. It is available for the 'Persons: Browse' window: highlight a Person in the list before selecting the function.

Change Password

Once you have recorded a user or employee to the Person register, they will be able to log in to and use your FirstOffice database. For security reasons, therefore, it is recommended that all Persons have their own passwords and that these are changed from time to time.

You can assign Passwords to Persons as you add them to the Person register. If you do not do this, each Person will be asked to set a password the first time they log in. To set a password for a Person as you add them to the Person register (or to change a password at any other time, for example if a Person leaves the company), highlight their name in the 'Persons: Browse' window and select 'Change Password' from the Operations menu. The following window is opened—

Type in the new password twice to ensure that it is correct. Click [Save] to close the window and save: use the close box if you do not want to save changes. The password is case-sensitive.

Each Person can also change their own password, even if they do not have access to the System module. Open the Master Control panel (or bring it to the front) and select 'Change Password' from the Operations menu. Then, follow the instructions above.

Create Mailbox

To create a Mailbox for a Person, first click on the Person in the 'Persons: Browse' window and then select 'Create Mailbox' from the Operations menu. Only one Mailbox can be entered for a particular Person: if a Mailbox already exists, the function will have no effect.

The Mailbox is opened in a new window entitled 'Conference/Mailbox: New'. This means that it has not yet been saved. After amendment if necessary, save the Mailbox by clicking the [Save] button in the Button Bar. Alternatively, if you no longer require the Mailbox, click [Cancel].

The Person's initials and Name will be copied from the Person record to the new Mailbox, and the Class will be set to "Mailbox".

To close the screen and return to the 'Persons: Browse' window, click the close box. You will be asked if you would like to save any changes that you may have made.

For more details about Mailboxes, please refer to the 'Mail' chapter in Volume 4 of these manuals. You must have the CRM and Mail Value Pack if you want to use Mailboxes. If you do not have the CRM and Mail Value Pack, you must still create a Mailbox for each Person if you want them to be able to use the Personal Desktop. Please refer to page 137 in the 'Work Area' chapter elsewhere in this manual for more details about the Personal Desktop.

The Account Register

This is where you define the Chart of Accounts. Each Account has a number and a name, and belongs to a class of Accounts.

FirstOffice does not have any hard-coded Accounts. You must define a Chart of Accounts, or import an existing one. The simplest method is to use the standard Chart of Accounts supplied with FirstOffice. Please refer to the section entitled 'Setting up a Basic Accounts System' on page 54 in the first chapter of this manual for details of how to do this.

! ***If you use your own Chart of Accounts, or modify the one supplied with FirstOffice, it is important to ensure that every Account used in the settings and report definitions in each module is a valid Account that exists in your Chart of Accounts.***

In FirstOffice you always have access to the Chart of Accounts through the 'Paste Special' feature, for example when you enter Transactions and cannot remember an Account Number.

In the Account register you can—

- Show all Accounts on screen

- Search for a certain Account

- Inspect or change a certain Account

- Create new Accounts

- Remove Accounts you don't need

- Print the Chart of Accounts.

Showing all Accounts on screen

To open the Account register, ensure you are in the System module, then click the [Accounts] button in the Master Control panel. The 'Accounts: Browse' window is opened, showing Accounts that have already been entered.
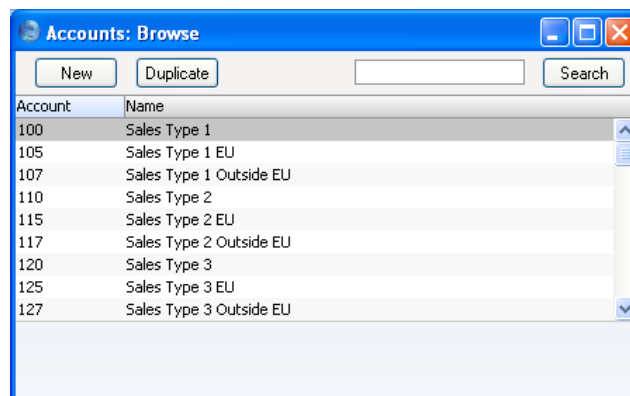
The list contains two columns: Account Number and Account Name. The list is sorted by the column whose heading is coloured blue. Click on the other column heading if you want to change the sort order, and double-click on the column heading to reverse the sort order.

Searching for an Account

In the 'Accounts: Browse' window shown above, you can scroll up and down through the list of Accounts as usual. You can also search for a particular Account by entering the first few characters of its Number or Name in the Search field in the top right-hand corner of the window. Enter a Name if the list is sorted by Name, a Number otherwise. FirstOffice will find the first record that matches the text you have entered.
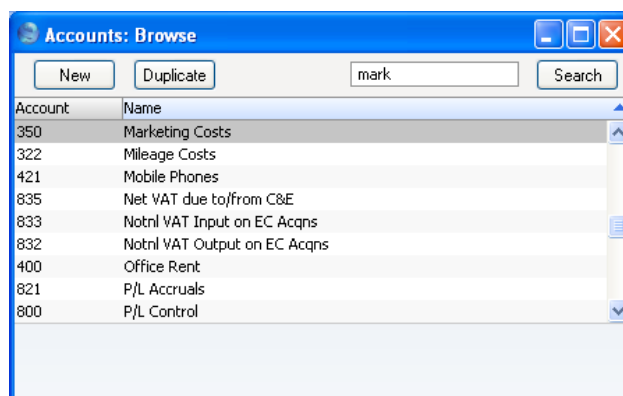
Inspecting or Changing an Account

If you want to look at the details of an Account, double-click its name in the 'Accounts: Browse' window to open the Account record.

The 'Account: Inspect' window contains the following information—

Account

The unique number of the Account. You can use up to ten characters, with a minimum of two.

Once you have saved the record, you cannot change the Account Number simply by typing into the field. If you need to change an Account Number, use the Conversions - Master and Conversions - Accounts settings in the System module, described above on page 317. These settings will change the Account Number both here and in all other registers where the Account has been used.

Name

The name or description of the Account.

Auto. Trans.   **Paste Special**   Autotransactions setting,
                                          Nominal Ledger

You can link an Autotransaction with a particular Account by entering the code of the Autotransaction in this field. When you enter the Account number in a Transaction record, the Autotransaction will be entered on the following rows automatically.

VAT Code	**Paste Special**	VAT Codes setting, Nominal Ledger

You can assign a VAT Code to each Account. It will be entered automatically every time you use the Account in a Purchase Invoice or Nominal Ledger Transaction.

Account Type An Account can belong to one of five types: Assets, Liabilities, Equity, Revenues or Expenses. This information is used to control how the balance of this Account will be stored, as a negative or a positive figure. Assets and costs are treated as positive values, while liabilities, equity and incomes are treated as negative. If you need to change the sign of negative (credit) values for reporting purposes, use the Presentation of Balances setting in the Nominal Ledger.

Normal Amount Click one or both of the check boxes to indicate what type of posting is the usual for the Account. If you are using the Warn on Unusual Amount option in the Transaction Settings setting in the Nominal Ledger, and try to debit an Account usually used for credit or vice versa, FirstOffice will alert you to the possible error.

Closed Check this box if you want to close the Account for further Transactions. You will no longer be able to use it, and it will not appear in the 'Paste Special' selection window. If you want to open the Account again later, you simply click in the box again to remove the check mark.

Entering an Account

There are two ways to add new Accounts to the Chart of Accounts: creating a new Account or copying and then editing an existing one.

In the 'Accounts: Browse' window, click [New] in the Button Bar, or highlight the Account to be copied and click [Duplicate] in the Button Bar. The 'Account: New' window appears. This is as described in the previous section.

Enter the new information or change the copied record as appropriate. Click [Save] to save the new record or [Cancel] to close without saving the record.

Deleting Accounts

You can delete an Account from the Chart of Accounts, as long as it has not been used in any Transactions.

In the 'Accounts: Browse' window, double-click the Account you want to delete. This opens the 'Account: Inspect' window.

Select 'Delete' from the Record menu. The Account is deleted and the previous Account in the list is shown.

!   ***You cannot undo the deletion of an Account. Used Accounts cannot be deleted.***

Printing the Chart of Accounts

You can print the Chart of Accounts using the 'System Documentation' report in the System module. This report is fully described in the 'Reports' section of this chapter below on page 364.

The Form Register

FirstOffice has a built-in forms editor, which allows you to design every document used in the program. To open the editor, ensure you are in the System module using the [Select Module] button in the Master Control panel and click the [Forms] button, also in the Master Control panel.
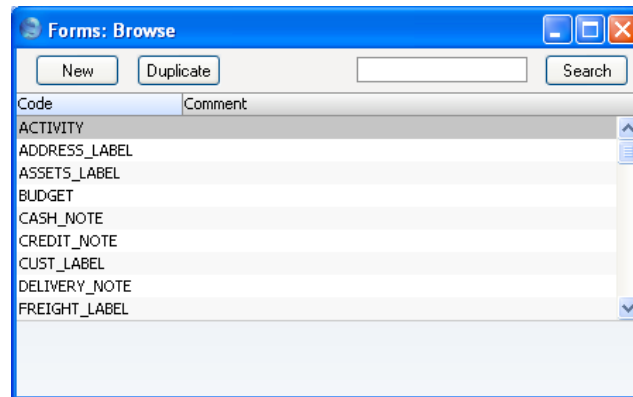
Double-click on a document to open the editing window, or click [New] or [Duplicate] to create a new Form. When you have designed the Form, click [Save] in the Button Bar to save it in the normal way.

The 'Form: Inspect' window shows the selected Form or document. At the top of the window there are five buttons: [Text], [Line], [Frame], [Field] and

[Picture]. In the editing area, each printing object in the Form is shown either as a framed box, or as text. You can select an object by clicking on it with the mouse and then drag it to another place, re-size it etc. as in most drawing programs.

Editing Objects

To edit an object, double-click on it with the mouse. This will open a dialogue box, where you can perform certain editing functions. These are described for each object type below. For all object types, use the Left, Top, Right and Bottom fields to set the location in pixels of the four sides of the object. The Justification options allow you to justify the text as you wish. Style refers to the Style register, where you can set font, font size and font style.

Text Objects

To add a new text element to the Form, click the [Text] button and then draw the object where you want the text to appear.

When you release the mouse button, the following dialogue box will appear—
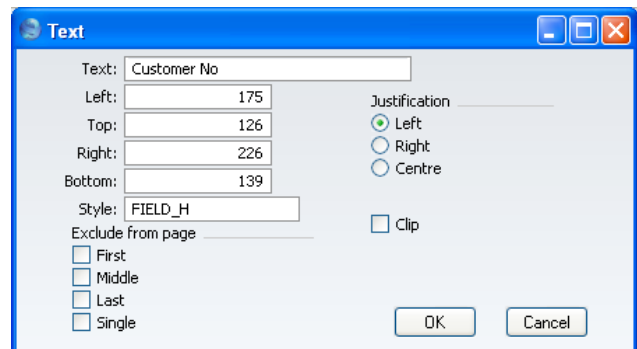
Text

The text that is to be printed on the Form. This can be up to 80 characters long, but it is limited to one line. To create a text area with more than one line, use the appropriate number of separate one-line text objects.

Left, Top, Right, Bottom

Use these fields to specify the size and position of the text box that is to contain the text. When you create a new text box, the measurements of the box that you have just drawn will appear here.

Style	**Paste Special**	Style register, System module

Use this field to assign a font and font style to the text. Styles are defined using a separate register that is fully described below on page 357. If you do not enter a Style here, the first record in the Style register will be used.

Justification   Use these options to specify where the text will appear inside the text box.

Exclude from page

Please refer to the 'Single- and Multi-Page Forms' section below on page 353 for details about these options.

Click [OK] to close. The text field is visible on the screen, and you can move it around the Form with the mouse.

To edit a text object once it has been created, double-click it to open the 'Text' dialogue box.

Lines and Frames

Use these tool buttons to draw lines and frames on the Form. Click either button and then draw the object. When you release the mouse button, a dialogue box will appear where you can indicate the width in pixels of the line or frame.

Fields

A field is an area on the Form where information from FirstOffice's database is to be printed. The following example from an Invoice Form explains how—

Payment Terms:
Payment Terms

Invoice Date
Invoice Date

Due Date
Invoice Due Date

Shipment Date
Delivery Date
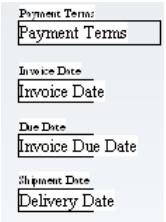
Fields appear as framed boxes containing the field name, e.g. "Delivery Date". The box frames are for identification only: they will not be printed. You can use the [Frame] button to add a printing frame if necessary. Above each field is a text object (created using the [Text] button as described above on page 347) that identifies the information shown in the field. These would not be necessary if the Form is to be printed on pre-printed stationery.

To add a field, click the [Field] button, and mark the position of the field. A dialogue box opens—

Enter the Field Name (use 'Paste Special' to see all available Field Names for the Document Type), and paste a style in the Style field. Some fields consist of more than one line (e.g. Comment fields, and the fields listing the Items in Orders and Invoices). You can modify the spacing between lines (in pixels) using the Spacing field. Usually the number of pixels that you specify here should be the same as the font size. If you leave this field empty, the lines of text may be printed on top of each other.

In the case of matrix fields (for example, those printing the Items in Orders and Invoices), you should enter "1" as the Format (as well as specifying a vertical Spacing). If you do not do this, the printed matrix columns may not be aligned correctly if the first row only contains text.

Click [OK] to save.

Document Types are described in the section covering the 'Properties' Operations menu function below on page 351.

Notes and Comments

Usually each field that you place in a Form corresponds to a field in the original record. For example, the Customer Number field in the illustration above will print the contents of the Customer Number field in each Invoice. An exception is the "Note" field. If you include the "Note" field in your Form design, this will print the first note or comment that you attach to the original record using the Attachments feature.

Pictures

Use the [Picture] button to include a picture in your design. As with other tools, click the button and draw a frame for the picture on the Form. A dialogue box then appears. In the Picture Name field, enter the file name of the picture as it is on your hard disk. The picture must be stored in the same directory or folder as the FirstOffice database and application. In multi-user systems, the picture should be on both the server and the clients. You can use 'Paste Special' to ensure that the file name is spelt correctly, but this method will bring in the full path name of the picture. It is recommended that you remove the path name to leave the file name only. If you do not remove the path name, it will become incorrect if you move your FirstOffice folder and as a result the picture will no longer be printed.

In the Windows environment, files of BMP format are supported. For Macintosh users, EPS and PICT formats are supported. For Linux users, files of BMP and EPS format are supported. In mixed networks, you should have versions of each picture on your server in each format, and you should use the [Picture] button to include all versions in your Form design (i.e. you should have BMP, EPS and PICT picture objects in each Form, depending on the machines in your network). This will ensure the picture will print correctly from clients of all types. If a picture does not print, opening it in Adobe Photoshop and saving it may correct the problem. The name of the picture file must have an extension, and both the name and extension must be in uppercase characters. The file should be smaller than 200K.

Operations Menu

Operations	
Properties	
PC Printer	
Copies	
Send To Back	Shift+Ctrl+B
View All	
First Only	
Middle Only	
Last Only	
Single Page Only	
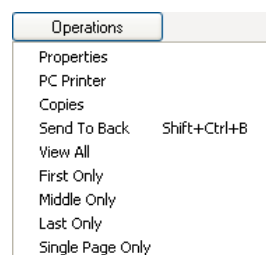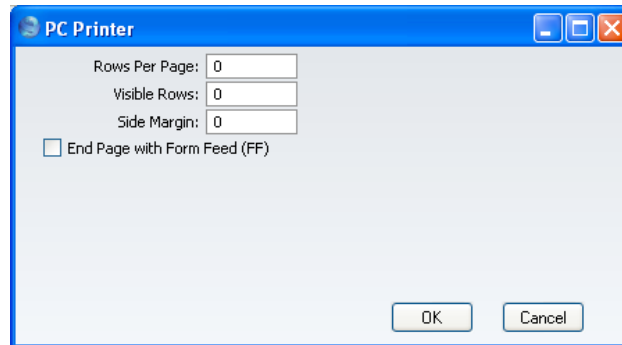
Properties

This menu command opens the 'Form Properties' dialogue box. Here you can record the basic specification for the Form currently being edited.

Code
: A unique code for the Form. If you have created a new Form by copying a template, you must enter a new Code here before you can save it.

Comment
: A description of the Form, e.g. Invoice.

Matrix Rows On
: Please refer to the 'Single- and Multi-Page Forms' section below on page 353 for details about these options.

Document Type
: Using 'Paste Special', enter one of the available Document Types into this field. When the time comes to add fields to the Form, only the fields available for that Document Type will be available in the 'Paste Special' list in the 'Field' dialogue box.

Printer Dialog
: Check this box to force a printer dialogue to be shown each time the Form is printed.

PC Printer
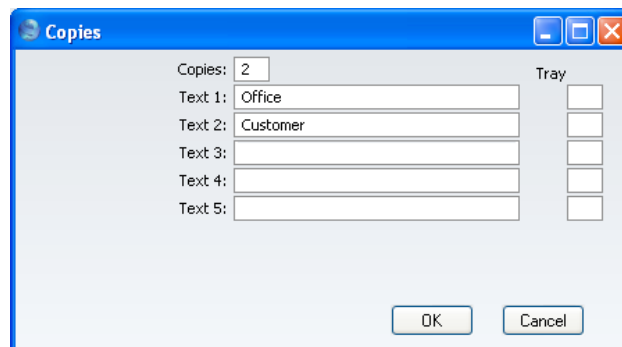
If you are using a dot matrix printer, use this dialogue box to define the page size.

A dot matrix printer needs certain settings for printing on continuous stationery. If you are printing a document to pre-printed forms, you may need to define the number of rows in the page, the number of visible rows and the left margin for the forms used.

Copies

Use this function to specify how many copies should be printed each time the Form is used, the headings to be printed on each copy and the printer tray from which each copy is to be printed. If you want the headings to be printed, be sure to include the Copy Type field in your Form design. In the example illustrated above, we have specified that two copies of each Invoice will be printed: one marked "Office" and one "Customer". Only one copy (marked "Office") will be printed if the Invoice is not approved, and if an approved Invoice has already been printed.

Send to Back

If you wish certain objects on the Form to appear behind other objects, select them and select this function.

View All, First Only, Middle Only, Last Only, Single Page Only

These functions are described in the next section, 'Single- and Multi-Page Forms'.

Single- and Multi-Page Forms

When you design a Form, you should consider what is to happen when the printing of a document requires more than one page. Two options are available—

1. The "simple" option, where the same page design is used for each page.

2. The "multi-page" option allows the use of up to four page designs, as follows—

First	The first page of a multi-page document.
Middle	In a multi-page document, the pages between the first and last pages.
Last	The last page of a multi-page document.
Single	The sole page of a single-page document.

Usually, the First and Single page designs will be the same.

When you add an object of any kind (i.e. text, line, frame or field) to a Form design, you can use the Exclude From Page check boxes to specify the pages on which the object is to be printed. If you do not check any of these boxes, the object will be printed on every page. This will be the case when using the "simple" option. If you want the object to be printed on certain pages only, check one or more of the boxes. For example, if the object is to be printed on all pages except the first, check the First box. If it is only to be printed on the first page, check all boxes except the First box (i.e. it will be excluded from all pages except the first).

The text object in the illustration below will be printed on the first page only—

To help with the design process, you can choose to display the objects from a particular page. To do this, select 'First Only', 'Middle Only', 'Last Only' or 'Single Page Only' as appropriate from the Operations menu. For example, select 'First Only' to view the objects that are to be printed on the first page (i.e. those whose First box has not been checked). Select 'View All' to see all objects, irrespective of the page on which they are to be printed.

The number of pages printed will vary from record to record, depending on the number of rows that the record has. An Invoice with one Item will be printed on a single page (i.e. using those objects whose Single box is not checked). An Invoice with 100 Items (i.e. 100 rows) will be printed over several pages. You should specify the maximum number of rows that can be printed on each page by selecting 'Properties' from the Operations menu. This opens the 'Form Properties' window, which has four fields under the overall heading of Matrix Rows On—

In the case of the "simple" option, you should enter the same number to each of these four fields. Otherwise, enter different numbers as appropriate. For example, in an Invoice Form, First and Single are set to 5, Middle to 6 and

Last to 7. Invoices will be printed as follows, depending on the number of rows—

Invoice rows	Pages	Type of Page
Up to 5	1	Single
5-12	2	First and Last
13-19	3	First, Middle and Last
19-25	4	First, 2 x Middle, Last

Printing Forms

Once you have designed a Form, you should inform FirstOffice when it is to be printed. You should do this by attaching the Form to an item in the 'Documents' list in the appropriate module. This is only necessary if you have given your Form a new Form Code using the 'Properties' Operations menu function.

For example, when printing an Invoice, FirstOffice, by default, will use a Form with the Form Code of "INVOICE". A template Form with this Code is supplied with FirstOffice. If you have used this template as a basis for designing your own invoice form and haven't changed the Form Code, the new design will be used automatically. However, if you have changed the Form Code to, for example, "INVOICE1", you should inform FirstOffice that this is now the Form to be used for printing Invoices.

To do this, follow these steps—

1. Select the Sales Ledger module using the [Select Module] button in the Master Control panel.

2. Click the [Documents] button in the Master Control panel. The 'Documents' list window is opened showing a list of available documents. Highlight 'Invoices'.

3. Select 'Define Document' from the Operations menu.

4. In the first row, "INVOICE" will be shown in the Form field. Change this to the Form Code of your new invoice Form ("INVOICE1" in the example). Use the 'Paste Special' feature to see the available forms in your Form register and to ensure the spelling is correct.

5. Click [Save] to save the Invoice definition. From now on, whenever Invoices are printed, the "INVOICE1" Form will be used.

You can also use 'Define Document' (steps 3 and 4 above) to specify that more than one Form is to be printed (for example, you might require that a Delivery Note is printed with each Invoice).

The 'Define Document' function is available for many of the documents printed by FirstOffice, allowing a high level of flexibility in the production of printed output from FirstOffice. Further details are given in the chapters of this manual covering the individual modules.

Related Items

The Style register in the System module is used to define the various type styles, fonts, etc available for use when designing Forms.

The Style Register

This register allows you to define the different font Styles to be used in the Fields and Text objects in your Forms, ensuring a consistency of appearance.

Click the [Styles] button in the Master Control panel in the System module to open the 'Styles: Browse' window and see a list of the defined Styles.
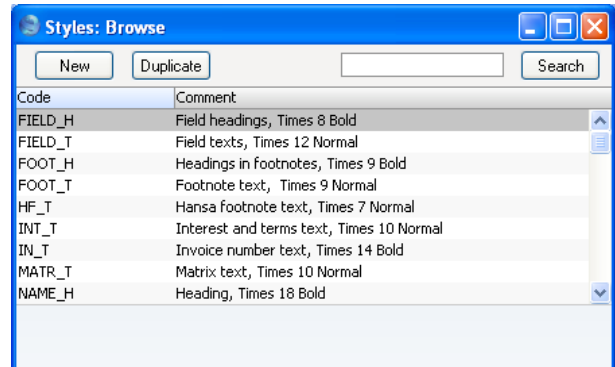
Double-click on a line to open the edit window or click the [New] button to create a new Style.
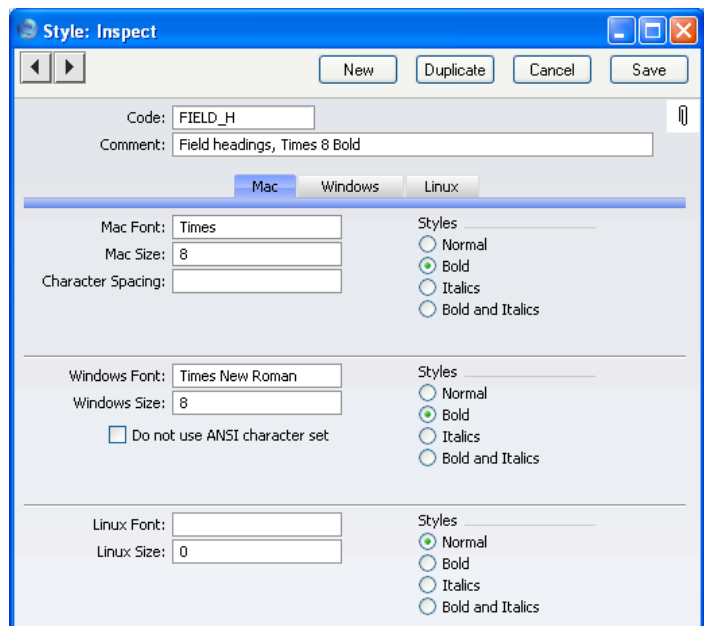
Code The code for the Style.

Comment Any description.

Mac/Windows/Linux Font

Paste Special Fonts available on your computer

The name of the font file, as it appears in the Windows directory or the System folder.

Mac/Windows/Linux Size

The font size in points.

Styles Select one of the available style types.

Do not use ANSI character set

Use this option if the Style is to use a non-standard character set (for example, that used in barcodes).

If you are using FirstOffice on a mixed network with Linux, Windows and Macintosh clients in any combination, you should specify Fonts and Sizes for each platform in each Style record.

Maintenance

Introduction

Maintenance functions allow you to carry out certain updating tasks, usually involving batch processing and encompassing all or many of the records in the affected register. There are four such functions available in the System module. To use them, select 'Maintenance' from the File menu. The following window appears—
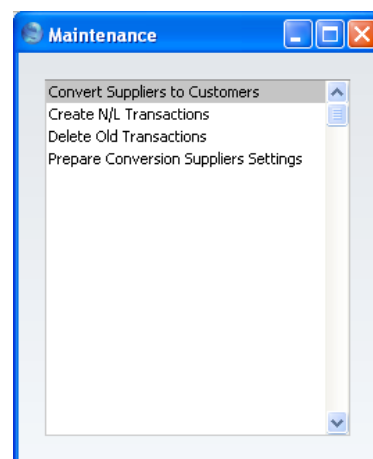
Double-click the chosen option. A specification window will then appear, where you can decide how the function is to operate. Click [Run] to operate the function.

Convert Suppliers to Customers
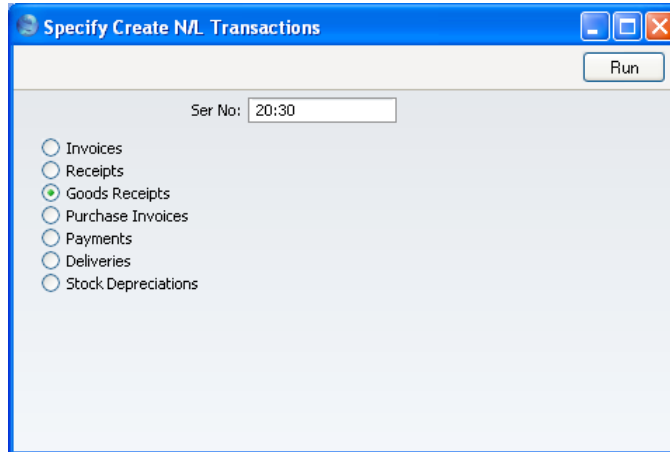
Please refer to page 246 in the 'Customers and Suppliers' chapter elsewhere in this manual for full details of this function.

Create N/L Transactions

The integration between FirstOffice's different modules means that Nominal Ledger Transactions can be generated automatically from other ledgers and modules ('Sub Systems'). For example, approving an Invoice in the Sales Ledger can cause the automatic generation of a Nominal Ledger Transaction

debiting a Debtor Account and crediting a Sales Account and, if appropriate, a VAT Account. This feature is controlled using the Sub Systems setting in the Nominal Ledger.

If you are not using this feature (i.e. if you are not using any of the options in the Sub Systems setting), you will have to create the Nominal Ledger Transactions yourself, or you can use this function to create them in batches from records in the various Sub Systems. If you want a list of the Transactions that will be created by this function, produce an NL Transfer, Subsystems report (in the Nominal Ledger) before running the function.

Select a Sub System from which Nominal Ledger Transactions are to be created by clicking one of the radio button options. You should first temporarily turn on the equivalent option in the Sub Systems setting. If you wish to create Transactions for a particular range of Sub System records, specify this in the Ser No field. In the illustration, Nominal Ledger Transactions will be created for Goods Receipts numbers 20 to 30.

If a Sub System transaction contains an error, an error message will be shown and the routine will be stopped.

Nominal Ledger Transactions will not be created for unapproved Sub System transactions.

Delete Old Transactions

This option allows you to remove old transactions from the database, for example when they are no longer needed for accounting or statistical purposes.

Select one or more registers from which records are to be deleted. Only transactions that fall within the specified time period and/or number range will be removed. No records later than the Delete Before Date specified in the Locking setting in the System module will be deleted.

In some cases, a record will not be deleted even if its date is earlier than the Delete Before Date. For example, Invoices and Purchase Invoices will not be deleted if they have not been paid or if the payment was received or issued after the Delete Before Date.

! *Use this feature with great care, and make sure you have a backup before you remove any data.*

Prepare Conversion Suppliers Settings

Please refer to page 246 in the 'Customers and Suppliers' chapter elsewhere in this manual for full details of this function.

Reports

Introduction

As with all modules, to print a report in the System module, select 'Reports' from the File menu or click the [Reports] button in the Master Control panel. You can also use the Ctrl-R or ⌘-R keyboard shortcuts. Then, double-click the appropriate item in the list.

The following reports are available in the System module—
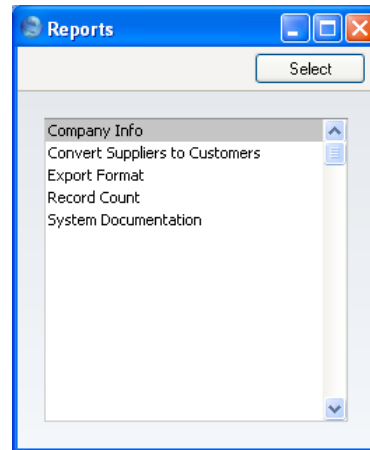
A specification window will then appear, where you can decide what is to be included in the report.

Use the Media options at the bottom of the specification window to determine the print destination of the report. The default is to print to screen. You can initially print to screen and subsequently send the report to a printer by clicking the Printer icon at the top of the report window.

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

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

Company Info

This report is effectively a print-out of the Company Info setting. It also shows licensing information such as the Control String and Control Code. It is sometimes necessary to print this report when applying to your local FirstOffice representative for an Enabler Key.

Convert Suppliers to Customers

Please refer to page 246 in the 'Customers and Suppliers' chapter elsewhere in this manual for full details of this report.

Export Format

You can use the 'Automatic' and 'Automatic, manual file search' functions to import information to your FirstOffice database. These functions are described in full below on page 365. The information to be imported must be placed in a tab delimited text file with the fields in the correct order. This report displays the correct field order for each register.
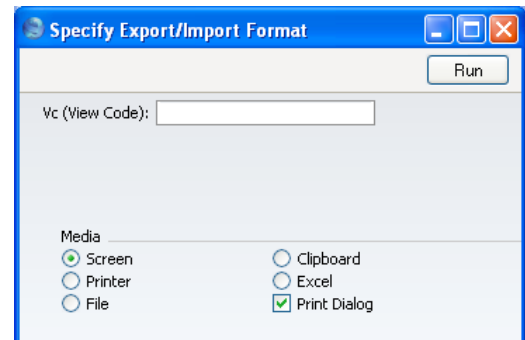
Specify the View Code of the register you are interested in (or leave the field blank to report on all registers), and click the [Run] button. The field is case sensitive. The View Code is the code given to each register inside the FirstOffice application.

Record Count

This report shows the number of records in each register and setting. It is used for system maintenance.

System Documentation

System Documentation produces a number of lists showing the records that have been entered to certain settings. You can therefore use it to describe the contents and set-up of your system. It may be a good idea to check the contents of your system from time to time. This report is also useful for auditing purposes since it contains important system information to be included in a professional audit, such as the Chart of Accounts.

Double-click 'System Documentation' in the 'Reports' list in the System module. The 'Specify System Documentation' window is opened.
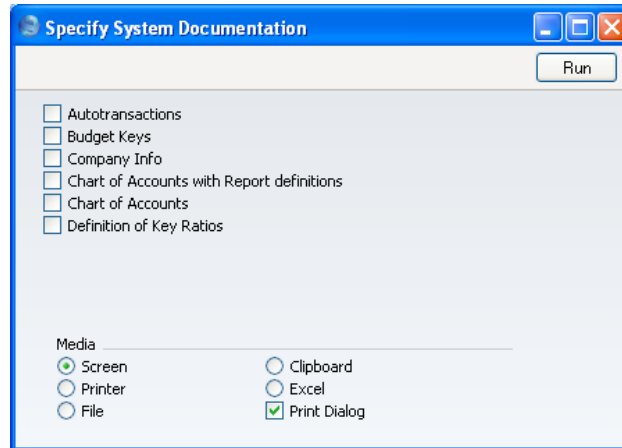
Click the check boxes for each option that you would like to be included in the report and click the [Run] button in the Button Bar.

Imports

The 'Imports' function allows you to import information from tab-delimited text files exported by other FirstOffice databases or Companies, or from other applications such as spreadsheets. It also imports the encrypted back-up files created by the 'Company Text Backup' and 'Database Text Backup' Export functions.

When you select the function using the 'Imports' item on the File menu, an 'Imports' list window appears. There are two import options in the System module: double-click one to start the import process. An 'Open File' dialogue box will appear, asking you to locate the file to be imported. Click [Open] and the import will begin.

Automatic

You can use the 'Automatic' import to import text and encrypted files created by any of FirstOffice's export functions. It determines from information contained in the first line of such files what the file contains and thus in which register the information is to be saved.

You should use this function when you need to restore from a back-up. This process is described below on page 372. You can also use it to import information to a Company holding the consolidated accounts of several subsidiaries.

A further use will be to import set-up information such as a Chart of Accounts and base register data such as Customers and Suppliers, thus ensuring that the task of accurately entering this information need only be undertaken once.

Finally, you can also use this function to import data exported from other systems, after appropriate formatting. For further details, please contact your local FirstOffice representative.

Automatic, manual file search

This import is similar to the 'Automatic' import described immediately above in that you can use it to import from files created by any of FirstOffice's export functions. The only differences are—

• It allows you to import files from anywhere on your hard disk or on your network, while files imported by the 'Automatic' function have to be

located in the "Backup" or "Setup" folders in the same folder as the FirstOffice application.

- It allows you to import files with any filename. The 'Automatic' function is restricted to files whose names do not contain any spaces or other non-alphabetic characters but have .txt extensions.

- Comments inserted in the back-up files are not visible when you use the 'Automatic, manual file search' function, so be certain that you are selecting the correct file to be imported. You can see these comments when you use the 'Automatic' import.

To use the function to restore from a back-up, follow the procedure below. To import data exported from other systems, after appropriate formatting or from other Companies in your FirstOffice database, follow the procedure as described below, but omit steps 1 and 2. If you have more than one Company, ensure you are in the correct one before importing.

1. Move the old database (named "1Office.HDB") to another folder/directory, to avoid mixing things up. Rename it so that you know what it contains.

2. Delete the database file "1Office.HDB" from the folder or directory with your FirstOffice application, but make sure that the "DBDef.txt" and "Default.txt" files are present in that folder. Double-clicking the FirstOffice application now will force it to create a new database.

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

3. In the System module, choose 'Imports' from the File menu.

4. Select 'Automatic, manual file search' and press the Enter key (or double-click on 'Automatic, manual file search').

   FirstOffice opens a standard dialogue box with a list of the files in the current folder of the current volume. To find the back-up file, scroll through the list or select another folder or volume in the normal way.
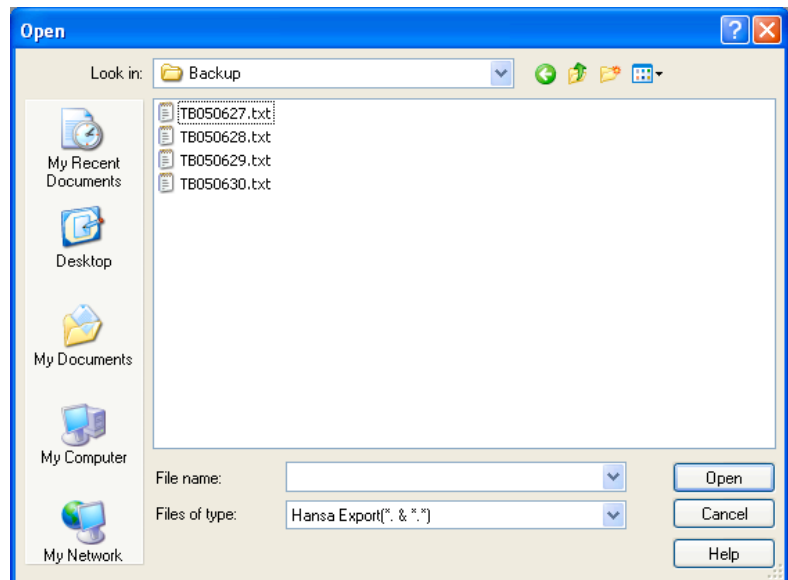
5. Once you have found the file you want to import (the back-up to which
    you wish to revert), highlight it and click [Open] or [Select] (depending
    on the operating system), or double-click on the name of the file.

6. A message window informs you about the progress of the import.

7. When the import has finished, FirstOffice will shut down for reasons of
    security if the imported file contains any Person register records. Restart
    the program and you will then be ready to continue working.

!   *Copy the old database to another*
folder/directory or remove it, to avoid
mixing things up.

Exports

Introduction

You can export several different types of data from FirstOffice. You can incorporate the exported information in external programs such as spreadsheets, word processors etc. Apart from those created by the Back-up functions, all exports are output in simple text format, with fields separated by tabs.

To produce an export file, select the 'Exports' item on the File menu or click the [Exports] button in the Master Control panel. The window illustrated below appears. This lists the Exports that you can produce from the System module. Double-click the appropriate item. A specification window will then appear, where you can decide the contents of the export file. Click [Run] and a 'Save File' dialogue box will appear, where you can name the file and determine where it is to be saved.
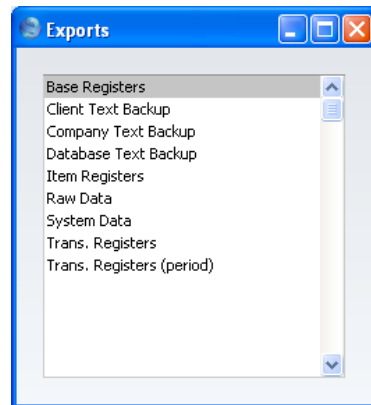
Company Text Backup, Database Text Backup

These functions provide you with an effective way to back up your data. They copy all data from the program to a separate file. You can also copy or duplicate the database file (1office.HDB) on your hard disk, but FirstOffice's method has two advantages—

- The back-up file takes up very little space.

- The back-up file is independent of the program version. IT CAN ALWAYS BE USED, whereas a new version of the FirstOffice program (for reasons of internal updates in the program) may have difficulties in reading old database files.

! *Use FirstOffice's built-in back-up feature to guarantee a successful restoration.*

This is how you back up your data—

1. In the System module, select 'Exports' from the File menu or click the [Exports] button in the Master Control panel. The 'Exports' list is shown.

2. Select 'Company Text Back-up' (if you wish to back up the data in the database relating to the single Company currently selected) or 'Database Text Back-up' (if you wish to back up the whole database) in the 'Exports' window and press the Enter key. In a single-user system, you can use the [Backup] button in the Master Control panel as a short cut to the 'Database Text Back-up' option.

   Usually you should use the 'Database Text Back-up' option, as this is the only choice that backs up the entire database. You must use it regularly for your safety and peace of mind. Some registers and settings (e.g. the Configuration setting and, if you are using the CRM and Mail Value Pack, Mailboxes and Conferences) are stored at database level, not Company level. These will not be exported by the 'Company Text Back-up' option, even if your database only contains a single Company. The 'Company Text Back-up' option is intended for use in the situation where you need to move all the information relating to a specific Company from one database to another.

   In a multi-user system, you cannot use the 'Database Text Back-up' option on a client machine. You can only use it on the server machine, when no other user is logged in. On the server, select 'Quit, Remove

Autoserver' from the File menu and restart FirstOffice. Then, choose the System module using the [Select Module] button in the Master Control panel. If it is not convenient to work from the server, use the Timed Operations setting in the Technics module (described on page 67 in the first chapter of this manual). This will be the case if your server does not have a graphical interface, or if it is in another room or building.

3. The "Specify Text Backup" window appears where you can describe the back-up file using up to 40 characters. This description will be shown in the list of importable files shown by the 'Imports' function. Click [Run] to proceed.

4. FirstOffice opens a standard dialogue box where you can name and place the export file. Enter the name of the file in the filename area and locate it in the appropriate directory in the usual way.

    The name of the back-up should include the date the back-up was made (e.g. TC0711 for Training Company and date), but remember that you can use a maximum of eight characters if you are using Windows NT version 3. If you are intending to restore from the back-up file using the 'Automatic' function, add a .txt extension but do not include any spaces or other non-alphabetic characters in the file name (the 'Automatic, manual file search' function can import files with names that include non-alphabetic characters and without extensions). Then, click [Save].

    It is recommended that you store the back-up file in a folder or directory named "Backup" which should be in the same folder or directory as the FirstOffice application. All back-up files in this folder will be shown in a list of importable files if it becomes necessary to restore from a back-up.
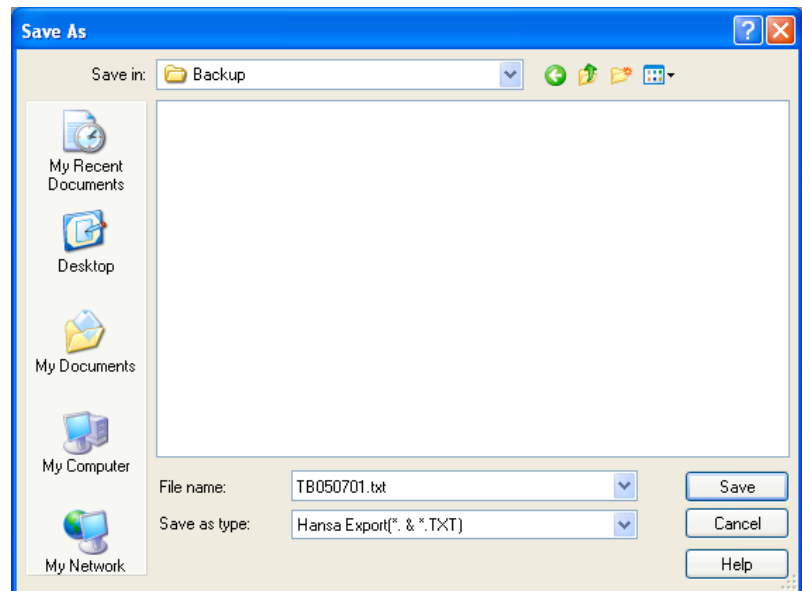
5.   A message window informs you about the progress of the export.

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

!   ***Make a rule to take a safety back-up EVERY DAY! Your database can be damaged, through hardware failures, power cuts and other reasons. A back-up file is a safety guarantee against loss of data and loss of work, should anything go wrong.***

Note that, for reasons of security and unlike the other export files produced by FirstOffice's Export functions, the files created by the 'Company Text Backup' and 'Database Text Backup' functions are encrypted files, not text files.

Restoring from a Back-up

To restore from a back-up, you must first create a new database. Then import the back-up file using the 'Imports' function on the File menu in the System module.

Restoration from a safety back-up is a non-destructive process, i.e. the back-up file is not affected by the reading process. This means that you can use the same back-up file more than once.

Restoring from a back-up is done in the following way—

1. Move the old database (named "1Office.HDB") to another folder/directory, to avoid mixing things up. Rename it so that you know what it contains.

2. Delete the database file "1Office.HDB" from the folder or directory with your FirstOffice application, but make sure that the "DBDef.txt" and "Default.txt" files are present in that folder. Double-clicking the FirstOffice application now will force it to create a new database.

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

3. In the System module, choose 'Imports' from the File menu. The 'Imports' window is shown.

4. Select 'Automatic' and press the Enter key (or double-click on 'Automatic').

    FirstOffice opens a list of back-up files. To be included in this list, a back-up file must be stored in the "Backup" or "Setup" folder or directory which should be in the same folder or directory as the FirstOffice application.

    In the list, the filename of each back-up file is shown together with the date it was saved and any comment added when it was created (see step 3 in the previous section).
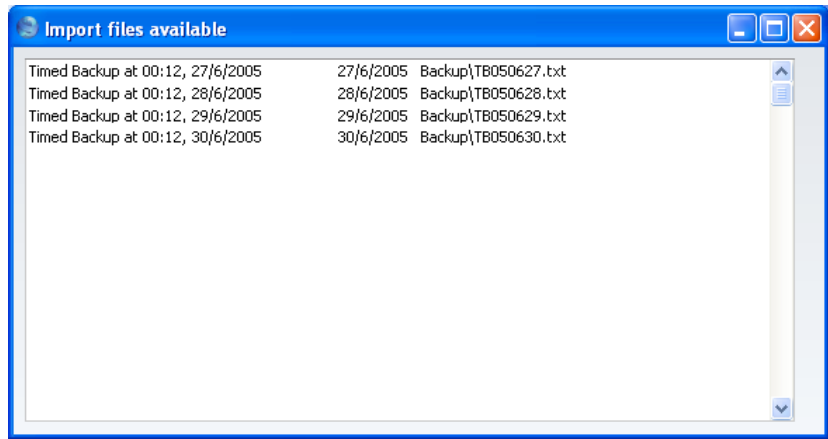
5. Highlight the file you want to import (the back-up to which you wish to revert) and press the Enter key (or double-click on the name of the file).

6. A message window informs you about the progress of the import.

7. When the import has finished, FirstOffice will shut down for reasons of security if the imported file contains any Person register records. Restart the program and you will then be ready to continue working.

> **!** ***Copy the old database to another folder/directory or remove it, to avoid mixing things up.***

If the Restoration Appears to Fail

Files whose name contains a space will be shown in the list of available back-up files, but FirstOffice will not be able to import them successfully. If the name of your back-up file contains a space (or it is not shown in the list of available files because it is not stored in the "Backup" or "Setup" folder or directory, or because its name does not have a .txt extension), continue with these steps—

1. If it is still open, close the list of available import files using the close box.

2. In the System module, choose 'Imports' from the File menu. The 'Imports' window is shown—
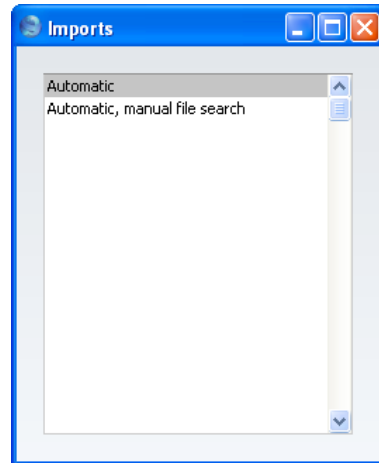
3. Select 'Automatic, manual file search' and press the Enter key (or double-click on 'Automatic, manual file search').

    FirstOffice opens a standard dialogue box with a list of the files in the current folder of the current volume. To find the back-up file, scroll through the list or select another folder or volume in the normal way.
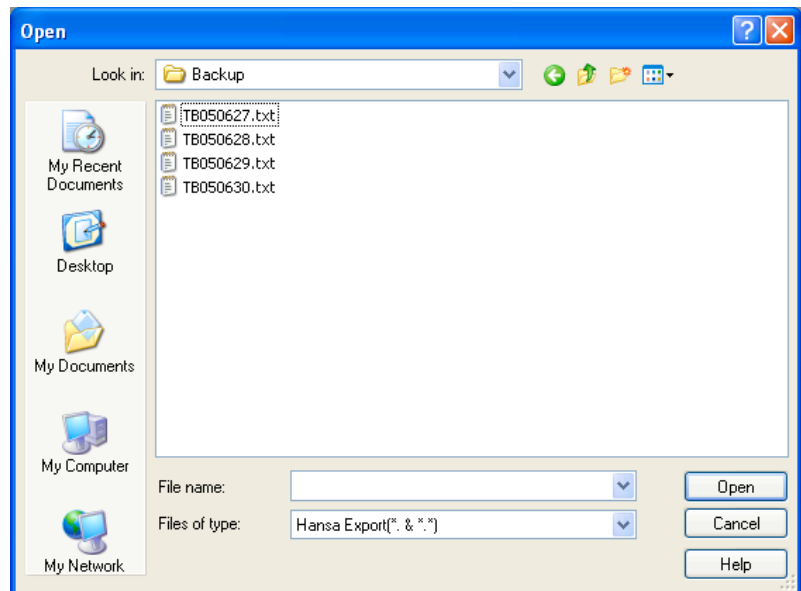
4. Once you have found the file you want to import (the back-up to which you wish to revert) and click [Open] or [Select] (depending on the operating system), or double-click on the name of the file.

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

5. When the import has finished, FirstOffice will then close for reasons of security if the back-up file contains at least one record in the Person register. Restart the program: you are now ready to continue working.

Client Text Backup

You should use this function on client machines only for backing up information that is stored locally. This information will not be included in the normal daily back-up file made from the server. As very little is stored locally (e.g. Companies), the resulting back-up file will usually be very small. For example, window settings saved by each user using the 'Save Normal Position' (Windows)/'Save' (Macintosh) functions on the Window menu (i.e. window positions, sizes and sort orders) are stored on the client machines. All information in the User Settings module is also stored on the client machines. Company information is also stored on client machines, so if there are several Companies in a client (i.e. it is capable of logging on to several servers), then it is advisable to create a Client Text Backup periodically.

If the local machine has not been backed up before, you must create a second Company, to be used for backing up only. Follow these steps—

1. Select 'Company' from the File menu. The 'Select Company' window appears. Select 'Open Company Register' from the Operations menu.

2. The 'Companies: Inspect' window appears. On the second row, enter a new Company. This should be a local Company, so leave the TCP/IP and Port fields blank.

3. Save the new Company by clicking the [Save] button in the Button Bar. For security reasons, FirstOffice quits automatically. Restart FirstOffice, and choose to use the new, second, Company. You might wish to enter a single record in the Person register with a password, again for security reasons.

If the local machine has been backed up before and the second Company already exists, you must log off from the server and change to the second Company before backing up. Follow these steps—

1. If you are on the logged on to the server, quit FirstOffice.

2. Restart FirstOffice and choose to use the second Company. You cannot change Companies using the 'Company' function on the File menu because the two Companies are on different machines.

In both cases, you can now back up the local machine. Change to the System module using the [Select Module] button in the Master Control panel, select 'Exports' from the File menu and double-click the 'Client Text Backup' option. From here, this option operates in a similar fashion to the 'Company' and 'Database Text Backup' functions described in the previous section, and, like them, creates an encrypted file, not a text file.

Restoring from a Client Text Back-up

Whenever you update to a new version of FirstOffice, the new version should be installed on the server and all clients, as described on page 72 in the first chapter of this manual. If there are several Companies in the client (i.e. it is capable of logging on to several servers), it will probably be easier for you to recreate them by importing the Client Text Backup file into the new client database rather than by typing them in to the Company register manually. Also, if special window settings and/or settings in the User Settings module have been saved on a local machine, you may want to ensure these are still used after the update. To do this, you should import the Client Text Backup file that you created from the old version following the instructions above. If you do not have any special window settings, have not used the User Settings module and if the Company register is easy to recreate manually, there is no

need to import a Client Text Backup file, because no other important information is stored locally.

Importing a Client Text Backup is done on the client machine in the usual way. Install the new version of FirstOffice on the client, ensure there is no 1Office.HDB file in the folder containing the program and start the program. If the 'Import files available' window appears, import the Client Text Backup from there. Otherwise, change to the System module using the [Select Module] button in the Master Control panel, and select 'Imports' from the File menu.

When the import finishes, you will need to quit FirstOffice and restart before you can log in to the server.

Base Registers

In a similar manner to the 'System Data' export described below on page 379, this function allows you to export the records from any base register.

Select one or more options and use the Backup Comment to describe the back-up file (up to 40 characters are permitted). This description will be shown in the list of importable files shown by the 'Imports' function. Click [Run] to proceed. If you have selected a single register, you may export a selection of records in that register by specifying a code range in the Code field. Then, give a name and destination to the file and click [Save].

Files created by this export can be imported to other FirstOffice Companies or databases using the 'Automatic' or 'Automatic, manual file search' import functions in the System module.

Item Base Registers

In a similar manner to the 'System Data' export described below on page 379, this function allows you to export the records from any base register related to Items.

Some of the registers in the 'Specify Base Registers Export' window may not be used in your version of FirstOffice. An attempt to export information from registers not present will result in an empty file.
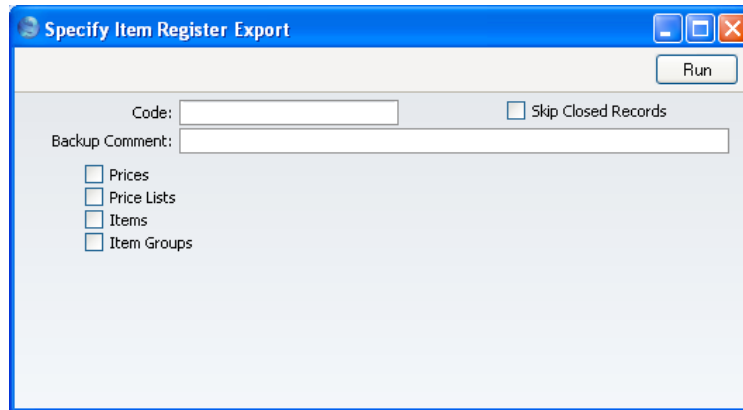
Select one or more options and use the Backup Comment to describe the back-up file (up to 40 characters are permitted). This description will be shown in the list of importable files shown by the 'Imports' function. Click [Run] to proceed. If you have selected a single register, you may export a selection of records in that register by specifying a code range in the Code field. Then, give a name and destination to the file and click [Save].

Files created by this export can be imported to other FirstOffice Companies or databases using the 'Automatic' or 'Automatic, manual file search' import functions in the System module.

Raw Data

This export is used for system maintenance, and requires a FirstOffice system expert to be used correctly.

If the database has somehow become damaged, you will be prompted to create a Raw Data export. You should do so, and you should then attempt to create a Database Text Backup as well. The Raw Data option exports data in byte order, while the Database Text Backup exports data in record order, on a register-by-register basis.

You can import a Raw Data export file in the usual way, using the 'Automatic' or 'Automatic, manual file search' options. However, because of the way the Raw Data export file is structured, no indexes will be created. Therefore, as soon as the Raw Data file has been imported, you must immediately create a Database Text Backup and import that file to a new database. This will ensure the data is properly indexed.

System Data

You can use this function to export basic information from a database. This is a practical tool when you want to create a new Company that will use the same basic accounts structure as your existing ones.

You can save much work by simply copying repeated data such as the Chart of Accounts and afterwards changing whatever is different between the two Companies.

The System Data export is saved as an ordinary text file, and you can import it to the new Company using the 'Automatic' or 'Automatic, manual file search' Import functions in the System module (described above on page 365).

Click the [Exports] button in the Master Control panel in the System module and double-click 'System Data' in the 'Exports' list. The 'Specify System Data Export' window is opened—
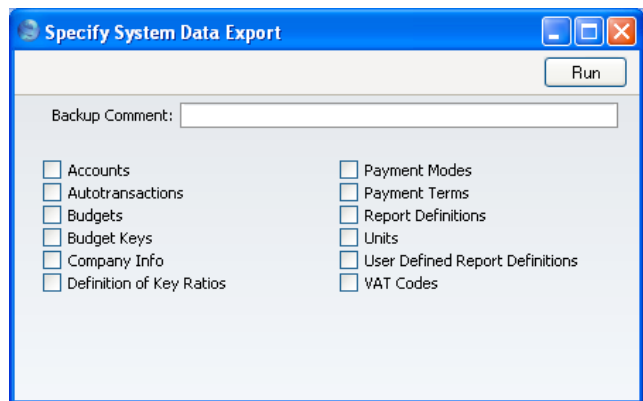
Check the boxes to determine the data to be exported. Click [Run] to proceed. FirstOffice will open a dialogue box where you can name the export file and specify where it is to be saved.

Enter a name for the file and click [Save] or press the Enter key.

A message window informs you about the progress of the export. The process can be interrupted at any time by pressing Esc (Windows) or ⌘-Period (Macintosh).

When the export has finished, you may close the 'Exports' window with the close box.

Transaction Registers
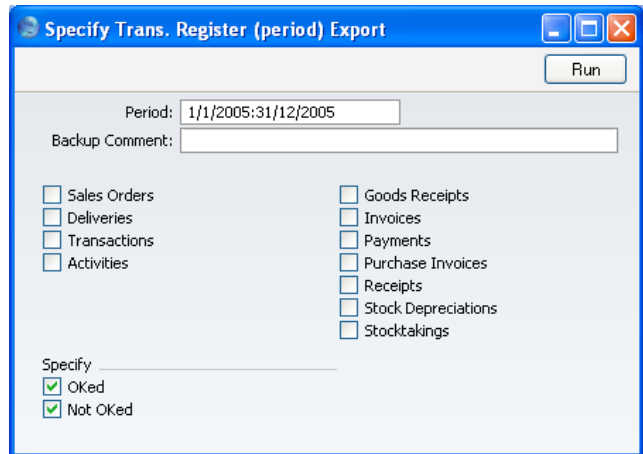
In a similar manner to the 'Base Registers' and 'System Data' functions described above on pages 377 and 379 respectively, records in FirstOffice's transaction registers can be exported. Just as is the case with the Base Registers, if your installation does not use some of the registers, an attempt to export data from a register that is not present will result in an empty file.
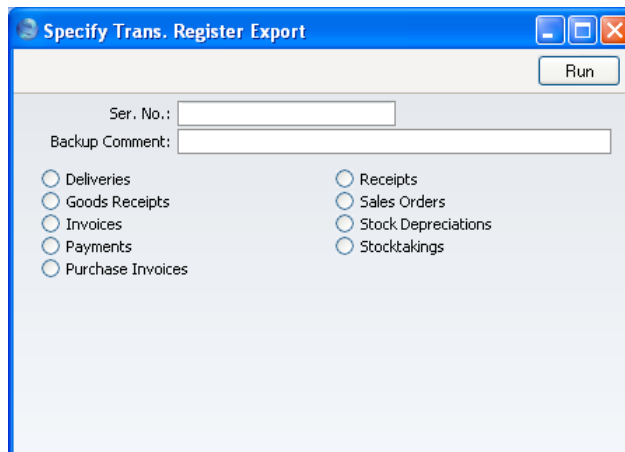
Transaction Registers (Period)

This export allows you to export all records within selected transaction registers for a certain time period. FirstOffice has a multi-year database, where all transactions are saved in full. After a few years, as the database grows, the time required to create a back-up increases. With this feature, you can reduce the time needed to carry out the daily back-up by only backing up those transactions that fall within a specified period, for example the current year only. If using this function, you should ensure you create a full back-up at the end of the previous financial year. To restore the database, you should import two files: the "historical" archive back-up, and the most recent back-up file from the current year. In both cases, use the 'Automatic' or 'Automatic, manual file search' import functions in the System module.

To use this feature, check the registers you need to back up, and set the time period and use the Backup Comment to describe the back-up file (up to 40 characters are permitted). This description will be shown in the list of importable files shown by the 'Imports' function. Click [Run] to proceed.

Then, give a file name and destination to the file and click [Save].

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