

HansaWorld FirstOffice Professional

Integrated Accounting System
for Macintosh, Windows and
Linux

Volume 3: Logistics and Personal Registers

Sales Support, Stock Control, Activities, the Calendar and the Task
Manager

Program version: 4.3 050902a

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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.

This manual covers FirstOffice's Sales Support and Stock modules, and the Calendar and Task Manager. Prior to reading it, you should already be familiar with FirstOffice's Work Area (its modules, registers, windows, menus and buttons) and the Customer and Item registers (covered in Volume 1 of these manuals) and the Sales, Purchase and Nominal Ledgers (described in Volume 2).

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
Sales Support

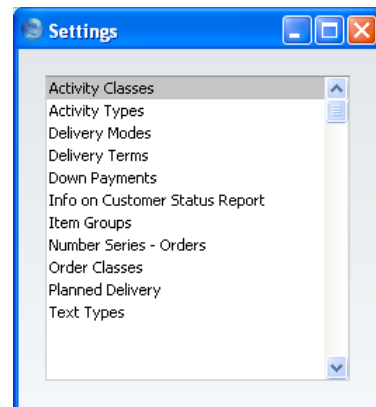
Chapter 1: The Sales Support Module

Use the Sales Support module to record and administer the Orders that you receive from Customers, including issuing Deliveries and raising Invoices. The module is integrated with the Sales Ledger (Orders are converted to Invoices) and with the Stock module (Deliveries are created from Orders).

Settings

Introduction

The following settings are available in the Sales Support module—



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

Activity Classes

Please refer to the 'Activities, Calendar and Task Manager' chapter below on page 166 for details about this setting.

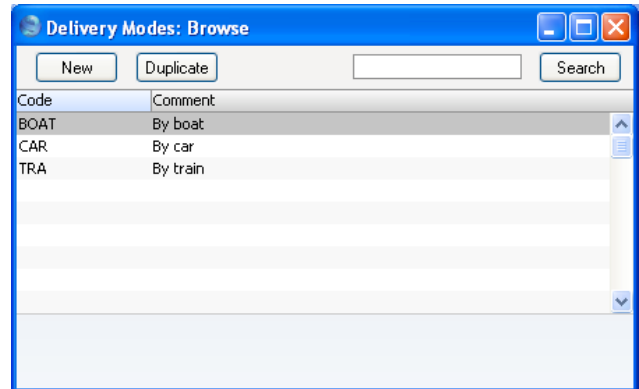
Activity Types

Please refer to the 'Activities, Calendar and Task Manager' chapter below on page 168 for details about this setting.

Delivery Modes

Use the Delivery Modes setting to define the various delivery methods that are used. These can be accessed using 'Paste Special' from the Sales Order, Invoice and Delivery registers.

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



Enter a code and a short descriptive text for each Delivery Mode. The code may contain up to five characters, and you may freely mix letters and numbers.

Confirm the entry by clicking [Save].

Delivery Terms

In this setting you can enter the different shipping terms you wish to use, such as FOB (Free On Board) and CIF (Cost, Insurance, Freight). Usually these will be used for international Customers, and are specified on the 'Delivery' card of each Customer record. You can override this default in an individual Order using the Delivery Terms field on the 'Del. Terms' card of the Order screen.

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

Enter a code and a short descriptive text for each Delivery Term. The code may contain up to five characters, and you may freely mix letters and numbers.

Confirm the entry by clicking [Save].

Down Payments

A Down Payment is an Invoice for part or the whole amount sent to the Customer ahead of the delivery of the goods or service.

Use this setting to specify the text to be shown on Down Payment Invoices, and the Sales Account to be credited. You can create these Invoices using the 'Create Down Payment' item on the Operations menu of the Receipt screen: this is described in the 'Sales Ledger' chapter in Volume 2 of these manuals.

Pay Terms

Paste Special

Payment Terms setting,
Sales/Purchase Ledger

Specify here the Payment Terms to be used for Down Payment Invoices. You cannot use a "Cash" Type Payment Term.

Item

Paste Special

Item register

Use this field can be used to specify the default Sales Account and VAT Code for Down Payment Invoices. These are taken from an Item entered in the Item register solely for this purpose and whose Item Number you specify here.

If you leave this Item field blank, the default Sales Account and VAT Code will be taken from the Account Usage S/L setting in the Sales Ledger. The Description of the Item will not appear on the Invoice.

Text

Specify here the text that is to appear on the first row of the Down Payment Invoice. Note that the Order Number

will be added to this text, so a suitable model might be “Down Payment for Order No ” (with trailing space).

Use Sales Order No for Prepayments

When you create a Down Payment Invoice from a Receipt, you should enter an identifying Prepayment Number on flip C of the Receipt screen. This can be an arbitrary number of your own generation, the number allocated to the Prepayment by the Customer or the number of the Sales Order against which the deposit has been received. Switch on this option if you wish to ensure the last option is always used (i.e. if the Prepayment Number must be a Sales Order Number).

Info on Customer Status Report

You can use this setting to specify what will be shown in the Customer Status Report when it is produced by different users using the Operations menu function of the ‘Customers: Browse’ and ‘Customer: Inspect’ windows. The setting has no effect on Customer Status reports produced using the ‘Reports’ function in the Sales Ledger.

You can save a separate record in this setting for each Person, so each user can customise the report to their particular requirements. These records are listed when you double-click ‘Info on Customer Status Report’ in the ‘Settings’ list in the Sales Support module. To create a new record, click the [New] button in the Button Bar, or highlight a record in the list that is similar to the one that you are about to create and click [Duplicate].

The following window opens —

Info on Customer Status Report: Inspect

User: FF

Activities

- ☒ Include Activities
- ☒ Include Not Done
- Last Done Activities: 5

Invoices

- ☒ Include Invoices
- ☒ All Open
- Last Paid Invoices: 5

Orders

- ☐ Include Orders
- Number of Orders:

User	Paste Special	Person register, System module
		Enter the user's initials in the User field, using 'Paste Special' if necessary. FirstOffice will prevent you from entering more than one record for a particular Person.
Include Activities		Check this box if Done Activities are to be included whenever the user entered to the field above produces a Customer Status report.
Include Not Done		If Activities that are not Done are to be included as well, check this box. This means Activities of all kinds will be listed. This box has no effect if the Include Activities box is not checked.
Last Done Activities		Specify here the maximum number of Done Activities that will be shown in the report when produced by the Person in question. The most recent Done Activities will be shown. If the Include Not Done box is checked, all such Activities that are later than the earliest Done Activity will also be shown. Leave the field blank to list all Activities.
Include Invoices		Check this box if Invoices are to be listed in Customer Status Reports produced by the Person entered in the User field above. You should also specify which Invoices are to be included by checking the All Open box and/or entering a number in the Last Paid Invoices field.
All Open		Check this box if open (unpaid) Invoices are to be listed.
Last Paid Invoices		If you want paid Invoices to be shown in the report, specify here how many are to be included.
Include Orders		Check this box if Orders are to be included whenever the user entered to the field above produces a Customer Status Report. The check box will have no effect if the Number of Orders field is blank.

Order Class	Paste Special	Order Classes setting, Sales Support module
		Enter an Order Class here to restrict the listing to Orders belonging to that Class.
Number of Orders		Specify here the maximum number of Orders that will be shown in the report, starting with the most recent. No Orders will be shown if you do not enter a number.
To save a user's Customer Status Report setting, click the close box and elect to save changes.		

Item Groups

Please refer to the 'Items and Pricing' chapter in Volume 1 of these manuals for full details of this setting.

Number Series - Sales Orders

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

Use this setting to define these sequences, or Number Series. The different series should not overlap. If you leave the setting empty, Order Numbers will start at 1 and continue consecutively.

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

When you double-clicking 'Number Series- Sales Orders' in the 'Settings' list, the following window appears—

No.	Date		From	To	Comment
	From	To			
1	990001	994999	1/1/2004	31/12/2004	London office
2	995001	999999	1/1/2004	31/12/2004	Manchester office
3	1000001	1004999	1/1/2005	31/12/2005	London office
4	1005001	1009999	1/1/2005	31/12/2005	Manchester office
5					
6					
7					
8					
9					
10					

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

Order Classes

The Order Class is a means of analysing Orders for reporting or prioritising. When you enter an Order, you can assign it to an Order Class. This Class will be visible in the 'Orders: Browse' window. It will also be printed in the Order Stock report.

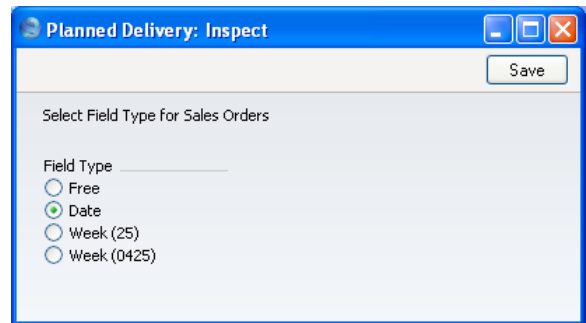
The 'Order Classes: Browse' window lists the available Order Classes: double-click to modify or click [New] to create a new record.

Code	Comment
HOLD	Hold Order
NORM	Normal Order
PRI	Priority Shipment

In the 'Order Class: New' window, you should enter a code and a short descriptive text. The code may contain up to five characters, and you may freely mix letters and numbers. Click [Save] to save changes.

Planned Delivery

This setting allows you to define the format of the Planned Delivery field on the Sales Order screen. Depending on the option you choose here, FirstOffice will interpret what is entered to this field as free text, a date, a week number or a year-week combination. This code is used in the selection for different reports, and determines the sorting order.



Text Types

Please refer to the 'Activities, Calendar and Task Manager' chapter below on page 169 for details about this setting.

The Sales Order Register

The foundation for a sales order system is of course the Orders you enter into your system. Use the Sales Order register in the Sales Support module to enter or work with Orders.



Before you start entering Orders, you must define the current accounting year using the Fiscal Years setting. You should also have defined your sequence of Order Numbers using the Number Series - Sales Orders setting.

Entering a Sales Order

To open the Sales Order register, first ensure you are in the Sales Support module, then click the [Sales Orders] button in the Master Control panel. The 'Orders: Browse' window is opened, showing Orders already entered.

Orders: Browse								
Operations				New		Duplicate		Search
No.	Delvd	Invd	OrdDate	Cl.	Cust.	C.O.no.	Name	Total
990001	✓	✓	11/1/2005		001		Against All Odds Tradin	11.75
990002	✓	✓	11/1/2005		001		Against All Odds Tradin	11.75
990003	✓	✓	11/1/2005		001		Against All Odds Tradin	11.75
990004	✓	✓	16/1/2005		001		Against All Odds Tradin	58.75
990005	✓	✓	16/1/2005	1	001		Against All Odds Tradin	11.75
990006	✓	✓	16/1/2005		001		Against All Odds Tradin	58.75
990007	✓	✓	16/1/2005		005		Moscow Trading Co	58.75
990008	✓	✓	16/1/2005		005		Moscow Trading Co	10.00
990009	✓	✓	16/1/2005		001		Against All Odds Tradin	23.50
990010	✓	✓	16/1/2005		001		Against All Odds Tradin	23.50

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

Also shown are the Customer number and name, and indications that an Order has been shipped or invoiced, as follows—

Order Status	Delvd	Invd
not delivered or invoiced		-
full delivery created but not approved	✓	-
full delivery approved but not invoiced	✓	
delivered and invoiced in full	✓	✓
partial delivery created but not approved		-
partial delivery approved but not invoiced		
partial delivery invoiced		✓

In the last situation, invoicing is up to date for the Deliveries made so far, but that the Order has not been completely fulfilled. An Order usually cannot be invoiced before a Delivery has been made *and approved*. The Cl. column shows the Order Class.

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

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

FirstOffice provides several shortcuts to simplify your work with entering Orders. You may for example bring a date into a date field using the 'Paste Special' function. You can also use this function to simplify the entering of Item Numbers, Customer Numbers, Payment Terms etc.

Order: Inspect

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

No.: 1000160 Name: Against All Odds Trading Co
 Customer: 001 ☐ Closed

Date: 13/12/2005 Planned Del.:
 Pay. Terms: 30 Attn.: Joseph Conrad
 Our Ref.: Cust. Ord. No.:
 Salesman: JNW Object:

Item	Qty	Description	Unit Price	%	Sum
1 10103	6	Receiver	67.00		402.00
2 10108	7	Microphone	20.00		140.00
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					

Freight: 20.00 VAT: 98.35 Sum: 562.00
☐ OK TOTAL: 660.35



You are not bound by the values suggested as defaults by FirstOffice. For most fields you can change the pre-set values into something that suits you better. Changes made here are only valid for the Order you are working with.

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



By clicking the tabs you can navigate between cards. The header is always visible, as a reminder of the Customer whose Order you are working with. If you have the Dual Base Currency or the Currencies, Languages and

Advanced Pricing Value Packs, there will be six cards. A new 'Currency' card containing the Currency and Exchange Rate will be inserted between the 'Items' and 'Del. Terms' cards.

Header

No.	Paste Special	Select from another Number Series
		When you create a new Order, FirstOffice will enter the next unused number from the first number sequence in the Number Series - Orders setting. You may change this number, but not to one that has already been used. If you are working in a multi-user environment, the Order Number is assigned when you first save the Order.
Customer	Paste Special	Customers in Customer register
		Enter the Customer Number or use the 'Paste Special' function. When you press Return, the Customer's name, address and other information will be entered into the appropriate fields.
Name		The Customer Name is entered after you have entered the Customer Number.
Closed		<p>Check this box when the Order has been completed. Once this box has been checked and the Order saved, you will no longer be able to make changes to the Order. Should there be any remaining quantities that have not been delivered, these will be cancelled and will no longer appear in reports as being outstanding.</p> <p>If an Order is marked as Closed, you will not be able to create Deliveries from it. However, you will still be able to create Invoices for earlier Deliveries.</p> <p>A Closed Order cannot be re-opened.</p> <p>In multi-user systems, you can prevent certain users from marking an Order as Closed using Access Groups</p>

(by giving full access to the 'Disallow Closing Order' Action). Access Groups are described in the 'System Module' chapter in Volume 1 of these manuals.

Date Card

Date	Items	Del. Terms	Inv. Address	Del. Address
Date: 13/7/2005		Planned Del.:		
Pay. Terms: 30		Attn.:	Joseph Conrad	
Our Ref.:		Cust. Ord. No.:		
Salesman: JNW		Object:		

Date

Paste Special

Choose date

The date the Order was placed: the current date according to the computer's clock is entered as a default.

Planned Del.

Paste Special

Choose date

The date on which the Order is scheduled to ship. The format of this field is determined by the Planned Delivery setting. Available options are free text, date, week number or year-week (four characters).

Pay. Terms

Paste Special

Payment Terms setting,
Sales/Purchase Ledger

Default taken from

Customer (Sales Pay. Terms)

Payment Terms entered here will be transferred to any Invoices raised from the Order. In addition simply to ensuring that the correct Payment Terms appear on Invoices, entering basic Payment Terms records using the Sales Ledger setting can enable you to establish a system of early settlement discounts.

Our Ref.

Use this field if you need to identify the Order by means other than the Order Number. A default will be taken from the Our Ref field of the Person record of the current user. References entered will appear on any Invoices created from the Order.

Attn.

Paste Special

Contact Person register, Sales
Support module

Default taken from



Customer

Record here the person for whose attention any Deliveries made from this Order are to be marked. 'Paste

	Special' will only list the Contact Persons of the Customer.	
Cust Ord. No.	Record the Customer's Purchase Order Number here. It will be printed on all documentation associated with the Order.	
Salesman	Paste Special	Person register, System module
	Default taken from	Customer
	Register the Salesman responsible for the Order here. There are many reports in the Sales Support and Sales Ledger modules that can be broken down by Salesman.	
Object	Paste Special	Object register, Nominal Ledger
	Default taken from	Customer (Sales Objects)
	You can assign up to 20 Objects, separated by commas, to this Order. You might define separate Objects to represent different departments, cost centres or product types. This provides a flexible method of analysis that can be used in Nominal Ledger reports.	
	In any Nominal Ledger Transactions generated from Invoices raised from this Order, any Objects specified here will be assigned to the credit posting to the Sales Account(s), the debit posting to the Cost Account (if cost accounting is being used), and the debit posting to the Debtor Account (if you are using the Objects on Debtor Account option in the Account Usage S/L setting).	
	Although they will not be visible, the Objects specified here will also be transferred to any Deliveries issued from this Order. They will be assigned to the debit posting to the Stock Cost Account in any Nominal Ledger Transactions generated from those Deliveries.	

Items Card

Order: Inspect

Operations   New Duplicate Cancel Save

No.: 1000160 Name: Against All Odds Trading Co
 Customer: 001 ☐ Closed

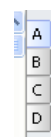
Date Items Del. Terms Inv. Address Del. Address

	Item	Qty	Description	Unit Price	%	Sum
1	10103	6	Receiver	67.00		402.00
2	10108	7	Microphone	20.00		140.00
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						

☐ OK

Freight: 20.00 VAT: 98.35 Sum: 562.00
 TOTAL: 660.35

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



To add rows to an Order, click in any field in the first blank row and enter appropriate text. To remove a row, click on the row number on the left of the row and press the Backspace key. To insert a row, click on the row number where the insertion is to be made and press Return. You cannot remove or insert rows after you have issued a Delivery, but you can still add rows to the end of the Order.

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

You can also copy a list of Item Numbers in a spreadsheet or word processor and paste them in the Item field in the first empty row.

Flip A

Item

Paste Special

Item register

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

Qty

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

Description

Default taken from

Item

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

FirstOffice will take any rows of text that have been entered on the 'Texts' card of the Item record and move them into the Description field, as shown below.

Date Items Del. Terms Inv			
	Item	Qty	Description
1	10103	6	Receiver
2	10108	7	Microphone
3	10104	1	Loudspeakers
4			Require cabling
5			Require stands
6			
7			

Unit Price

Paste Special

Price register, Sales Ledger

The Unit Price of the Item according to the valid Price List for the Customer is brought in. If the Customer has no Price List specified, or the Item is not on the Price List in question, the Base Price from the Item record is brought in. This figure will include VAT if the Price List specified is one that is Inclusive of VAT or if you have specified on the 'Debtors' card of the Account Usage

S/L setting in the Sales Ledger that Base Prices include VAT.

In multi-user systems, you can prevent certain users from changing any Unit Price in an Order using Access Groups (by denying access to the 'Change Unit Prices' Action). Access Groups are described in the 'System Module' chapter in Volume 1 of these manuals.

Use 'Paste Special' if you want to choose a Unit Price from a different Price List to the Customer's usual one.

%

Discount percentage.

In the Round Off setting in the System module, you can determine whether the discount is to be applied to the Unit Price before it has been multiplied by the Quantity or to the Sum. In certain circumstances (where there is a very small unit price and a large quantity) this choice can cause the calculated discount to vary due to the rounding system used within FirstOffice. Please refer to the 'System Module' chapter in Volume 1 of these manuals for details and an example.

Sum

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

Flip B

Object

Paste Special

Object register, Nominal Ledger

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

In any Nominal Ledger Transactions generated from Invoices raised from this Order, any Objects specified here will be assigned to the credit posting to the Sales Account and, if you are using cost accounting, the debit posting to the Cost Account. This assignment will merge

these Objects with those of the parent Order (shown on the 'Date' card).

The Objects specified here are also transferred to the corresponding row of any Delivery issued from this Order row, although they will not be visible in the Delivery window. They will be assigned to the debit posting to the Stock Cost Account in any Nominal Ledger Transactions generated from those Deliveries.

Account**Paste Special**

Account register, Nominal
Ledger/System module

This Nominal Ledger Sales Account for this Item, which will be credited with the Sum in the Nominal Ledger Transactions generated by Invoices created from this Order. A default is offered, taken from the record in the Price register for the Item/Price List combination. If there is no such record, or it has no Sales Account specified, the default will be taken from the Item record, the Item Group or from the 'VAT' card of the Account Usage S/L setting. You can change this default in a particular Order row if necessary.

V-Cd**Paste Special**

VAT Codes setting, Nominal
Ledger

When you raise an Invoice from this Order, the VAT Code entered here will determine the rate at which VAT will be charged on this Item and the Output VAT Account to be credited, when the Invoice is raised. A default is offered, taken from the Sales VAT Code field in the Customer record. If that field is empty, the default is taken from the Item, the Item Group, or from the 'VAT' card of the Account Usage S/L setting. You can change this default in a particular Order row if necessary.

*Flip C***Cost**

Default taken from Item (Cost Price + Extra Cost)

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

If you duplicate an Order, the new Order will contain the latest Cost Price from the Item register, and the Gross Profit will be recalculated accordingly. The Cost Price in

the original Order will not be transferred to the new Order.

GP

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

*Flip D***Del 1, Del 2**

The quantity delivered for each Order row will be updated automatically when you create Deliveries using the 'Create Delivery' function on the Operations menu (you will need to close the Order and re-open it to see the updated figure). The Del 1 quantity includes both approved and unapproved Deliveries, while the Del 2 field only shows approved Deliveries. You cannot raise Invoices for Deliveries that have not yet been approved.

Invoiced

The quantity invoiced for each Order row will be updated automatically when you raise Invoices using the 'Create Invoice' function on the Operations menu (you will need to close the Order and re-open it to see the updated figure). The quantity shown includes both approved and unapproved Invoices. You cannot raise an Invoice until you have issued and approved at least one Delivery. In the case of partial Deliveries, you can only raise Invoices for the quantity delivered.

Price Factor

Default taken from Item

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

Footer

Freight:	<input type="text" value="20.00"/>	VAT:	<input type="text" value="94.85"/>	Sum:	<input type="text" value="542.00"/>
				TOTAL:	<input type="text" value="656.85"/>

The Order Footer contains various running totals as described below. Whenever an Order row is added or changed, these totals are updated.

OK

You can approve the Order by clicking this check box. Once you have done this and have saved the Order, it will no longer be modifiable. If you do need to change an approved Order, first remove the check from the OK box and save.

You do not have to approve an Order to deliver goods from it, or for its Items to be included in the Order total displayed by the 'Item Status' function. Nevertheless, in larger systems, once you have finalised a Sales Order, it is recommended that you approve it for security reasons.

You can use Access Groups to control who can approve Sales Orders, who can unapprove Sales Orders, who if anyone can create Deliveries from unapproved Sales Orders and who if anyone can receive Prepayments against unapproved Sales Orders. To do this, deny access to the 'OKing Orders', 'UnOK Orders', 'Disallow Delivery from not OKed Order' and 'Disallow Prepayment for not OKed Order' Actions respectively. The 'Delivery from Order' Action allows you to control the creation of Deliveries from both approved and unapproved Sales Orders. Access Groups are described in the 'System Module' chapter in Volume 1 of these manuals.

References in this manual to approved Sales Orders are to those whose OK check box has been switched on.

Freight

The Freight setting in the Sales Ledger allows a fixed amount for Freight to be added automatically to each Order. If you are using this setting, the appropriate amount will be placed in this field when you enter a Customer Number. You can change the figure if necessary. The VAT Code and the Sales Account for the freight charge will be taken from the Item entered in the Freight setting.

If you are not using the Freight setting, enter a freight amount if applicable. In this case, VAT will not be charged and, in the eventual Invoice, the amount will be posted to the appropriate Sales Account for the Zone of the Customer, set on the 'VAT' card of the Account Usage S/L setting.

VAT

The VAT total for the Order.

This figure is rounded up or down according to rounding rules set in the Round Off setting in the System module.

Sum The total for the Order, excluding VAT.

TOTAL The total for the Order, including VAT.

This figure is rounded up or down according to rounding rules set in the Round Off setting in the System module.

Del. Terms Card

DateItemsDel. TermsInv. AddressDel. Address

Del. Terms:

Del. Mode:

☐ Reserved

Order Class:

Total GP: 438.18

GP %: 80.8

Comment:

Order Comment

Del. Terms	Paste Special	Delivery Terms setting, Sales Support module
	Default taken from	Customer (Sales Del. Terms)
		Specify the Delivery Terms for this Order here. You will tend to use this field for international Customers: examples might be Cost, Insurance, Freight or Free On Board.
Del. Mode	Paste Special	Delivery Modes setting, Sales Support module
	Default taken from	Customer (Sales Del. Mode)
		Enter the mode of shipping used for this Order. Examples might be Post or Courier, or might specify the name of the courier that you will use to supply the goods on the Order.
Reserved		Check this box if you want to reserve stock of the ordered Items for this Order. When delivering similar Items in fulfilment of other Orders, FirstOffice will maintain sufficient stock for this Order while it remains undelivered.

Order Class	Paste Special	Order Classes setting, Sales Support module
		Enter the Order Class for the Order (if any). Order Classes permit the analysis of Orders for reporting or prioritising.
Total GP		The total gross profit for the Order.
GP%		The overall gross profit for the Order, shown as a percentage.
Comment	Default taken from	Customer
		Record here any comment about this Order: the comment will not be printed on Delivery Notes and will not be transferred to Invoices. The default is taken from the Order Comment field in the Customer record ('Company' card).

Inv. Address Card

Date	Items	Del. Terms	Inv. Address	Del. Address
Invoice To: Burntwhistle Lodge				
Address: High Malberry				
Staffs TF5 6TY				
Phone:	01857 122544	VAT Zone		
Fax:	01857 445788	<input checked="" type="radio"/> Domestic <input type="radio"/> Inside EU <input type="radio"/> Inside EU (Post VAT) <input type="radio"/> Outside EU <input type="radio"/> Outside EU (Post VAT)		

Invoice to Address

	Default taken from	Customer
	Used as default in	Invoices
		The Customer's address, as entered on the 'Contact' card of the Customer record. If you need to change something for this Order only, you can do so. Permanent changes should be made in the Customer register.
Phone, Fax	Default taken from	Customer
		The Customer's telephone and fax numbers, as entered on the 'Contact' card of the Customer record.

VAT Zone**Default taken from** Customer

These radio buttons show the Zone for this Customer, brought in from the Customer record. The Account Usage S/L setting allows different defaults for the Sales Account and the VAT Account to be set up for each Zone. The setting cannot be changed for this Order: any should be made in the Customer register before entering Orders.

Del. Address Card
Delivery Address**Default taken from** Customer**Used as default in** Deliveries

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

When the Order is complete, click the [Save] button to save it. The screen title changes from 'Order: New' to 'Order: Inspect'. Until the Order has been saved, Deliveries cannot be made.

Inspecting and Changing Orders

You can change an Order at any time unless it has been closed. To do so, ensure you are in the Sales Support module and click the [Sales Orders] button in the Master Control panel. The 'Orders: Browse' window is opened, listing all Orders. Double-click on the Order you want to inspect or change. The window 'Order: Inspect' will appear. This is identical to the 'Order: New' window described above.

If you have issued a Delivery or Invoice from the Order, some changes may not be permitted. For example, you cannot change a Quantity to a number lower than has already been delivered. You can add new rows at any time, but you cannot insert or remove rows after Deliveries have begun, even if no Delivery has been made from the row in question.

Printing Orders

It is often necessary to print Orders, perhaps for the purpose of confirmation or acknowledgement, or to gain an authorisation signature. There are three ways to print an Order.

1. While entering or inspecting an Order, click the Printer icon in the Button Bar or select 'Print' from the File menu. If you want to print to screen, click the Preview icon.
2. Click the [Documents] button in the Master Control panel or select 'Documents' from the File menu. Double-click 'Sales Orders' in the 'Documents' list window. Indicate the Order Number (or range of Order Numbers) to be printed and press [Run].
3. Orders can be printed automatically. This is controlled using the Auto Actions setting in the System module. Please refer to the appropriate section in the chapter in Volume 1 describing the System module.

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

1. Using the Form register in the System module, design the sales order and name it "ORDER". Use the 'Properties' function on the Operations menu to assign a Document Type of "Order". A sample "ORDER" is supplied with FirstOffice: this can be modified to suit your requirements. Full instructions for using the Form register can be found in the chapter in Volume 1 covering the System module.
2. Select the Sales Support module using the [Select Module] button in the Master Control panel or the Ctrl-0 (Windows and Linux) or ⌘-0 (Macintosh) keyboard shortcut.
3. Click the [Documents] button in the Master Control panel or select 'Documents' from the File menu. The 'Documents' list window is opened: highlight 'Sales Orders'.
4. Select 'Define Document' from the Operations menu.
5. In the subsequent window, enter "ORDER" in the Form field of the first row (you can use 'Paste Special' to ensure the spelling is correct). If appropriate, you could use the first and second rows to ensure both an order acknowledgement and an order authorisation are printed at all times, using different Forms.
6. Click [Save] to save the Order Form definition. From now on, the order form that you have designed will be used, from the 'Documents' function and from the Printer and Preview icons.

Operations Menu

Operations	
Create Delivery	Ctrl+L
Create Invoice	Ctrl+F
Order Status	Shift+Ctrl+R

Operations	
Create Delivery	Ctrl+L
Create Invoice	Ctrl+F
Item Status	Ctrl+I
Print Internal Order	
Order Status	Shift+Ctrl+R

The Operations menus for Orders are shown above. On the left is that for the 'Orders: Browse' window: the selected function will apply to the first record highlighted in the list. On the right is that for the 'Order: New' and 'Order: Inspect' windows.

Create Delivery

To issue a Delivery from a Sales Order, select 'Create Delivery' from the Operations menu. For the function to have any effect, you must save all changes to the Sales Order (use the [Save] button).

A new record will be created in the Delivery register (in the Stock module), and opened in a new window, entitled 'Delivery: Inspect'. This means that it has been created and saved and is being opened for amendment and approval.

The screenshot shows the 'Delivery: Inspect' window. At the top, there are buttons for 'New', 'Duplicate', 'Cancel', and 'Save'. Below these are input fields for 'Del. No.: 960276', 'Cust No.: 001', 'Order No.: 1000160', 'Del. Mode:', and 'Del. Date: 13/7/2005'. There are also checkboxes for 'Tel. Message' and 'Use Invoice Address'. Below the input fields are tabs for 'Items', 'Address', and 'Packaging'. The 'Items' tab is selected, showing a table with columns: Item, Description, Ordered, Avail., and Del. Qty. The table contains two rows of data: Item 1 (Receiver) and Item 2 (Microphone). At the bottom, there is an 'OK' checkbox, a 'Del. Qty: 13.00' field, and a 'Comment:' field.

Item	Description	Ordered	Avail.	Del. Qty
1	10103 Receiver	6	49	6
2	10108 Microphone	7	13	7
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				

The Delivery record takes its information from the Order, and tries to ship as many Items on the Order as possible. Plain Items are shipped without any control. For Stocked Items, FirstOffice will check the stock balance and suggest a shippable quantity for each Item.

If you need to make a part shipment, change the Delivery Quantity in the appropriate Delivery rows. You can also remove entire rows, by clicking on the row number to the left and pressing the Backspace key. FirstOffice does not allow you to deliver a greater Quantity than was ordered. For Stocked Items, you can also prevent delivering more than you have in stock by using the Do Not Allow Over Delivery option in the Stock Settings setting.

If you have already made a part shipment, when the time comes to ship the remainder of the Order, FirstOffice will again attempt to ship as many of the remaining Items on the Order as possible. The default quantity on the second Delivery will be the same, irrespective of whether the first Delivery has been approved.

To print Freight Labels, use the function on the Operations menu. To print a Picking List, click the Printer icon. To print a Delivery Note, approve the Delivery (see next paragraph), click the [Save] button and then click the Printer icon. Alternatively, go into the Stock module and use the 'Documents' function on the File menu or the [Documents] button in the Master Control panel.

When the Delivery is complete, click the OK check box and save. This signifies that the Delivery has been approved. If you have determined that cost accounting transactions are to be created at the point of delivery, stock transactions in the Nominal Ledger will now be raised (they may otherwise be raised after invoicing). You will no longer be able to modify the Delivery. You will not be able to raise an Invoice for the Delivery until it has been approved.

For a full description of the screen, including detailed information about shipments, stock and Nominal Ledger Transactions, please refer to the chapter covering the Stock module below on page 84.

To close the screen and return to the Order, click the close box. You will be asked if you want to save any changes. The Del 1 and Del 2 fields of the Order (visible on flip D) will be updated automatically (you will need to close the Order and re-open it to see this). You will no longer be able to delete the Order.

If you run the 'Create Delivery' function from the Operations menu of the 'Orders: Browse' window, it will only create a Delivery for the first highlighted Order. You can also create a Delivery by dragging an Order from the 'Orders: Browse' window to the 'Deliveries: Browse' window. In this

case, the new Delivery will not be opened automatically for checking and approval.

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




1. The Order has been marked as Closed.
2. All Items on the Order have already been delivered.
3. You have logged in as a user that is not permitted to create Deliveries from Orders. This is controlled using Access Groups. To do this, deny access to the 'Delivery from Order' and/or 'Disallow Delivery from not OKed Order' Actions as appropriate. Access Groups are described in the 'System Module' chapter in Volume 1 of these manuals.
4. There is no valid record in the Number Series - Deliveries setting (in the Stock module). This might be a fault in the setting itself, or it might be because the default Delivery Number in the Number Series Defaults setting (in the System module) is not in a valid Number Series. This problem will usually occur at the beginning of a new year.

Create Invoice

To raise an Invoice from a Sales Order, select 'Create Invoice' from the Operations menu. For the function to have any effect, you must first save all changes to the Sales Order (use the [Save] button), and there must be at least one approved Delivery.

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

Invoice: Inspect

Operations    New Duplicate Cancel Save

No.: 970133 Name: Against All Odds Trading Co
Customer: 001

Terms Items Delivery Inv. Address Del. Address

Inv. Date: 13/7/2005 Our Ref.:
Pay. Terms: 30 Attn.: Joseph Conrad
Due Date: 12/8/2005 Salesman: JNW
Trans. Date: 13/7/2005 Object:
Service Del. Date: 13/7/2005 Official Ser. No.:

Item	Qty	Description	Unit Price	%	Sum
1 10103	6	Receiver	67.00		402.00
2 10108	7	Microphone	20.00		140.00
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					

Freight: 20.00 VAT: 98.35 Sub-Total: 562.00
TOTAL: 660.35

☐ OK

The Invoice takes its information from the Order, and, as a default, assumes that all delivered Items are to be invoiced. If you have made and approved a part Delivery, the Invoice will default to the Quantity of that Delivery. If you have made and approved two part Deliveries, the Invoice will be for the aggregate Quantity of both Deliveries. If you have made two part Deliveries, only one of which is approved, the Invoice will be for the Quantity on the approved Delivery only.

You can change the Quantity of one or more rows on the Invoice screen as appropriate, but not to a Quantity that is greater than that delivered. You can also remove entire rows, by clicking on the row number to the left and pressing the Backspace key, or add new rows. If you need to invoice a greater Quantity than was delivered, you must do so by adding a new row to the Invoice. Ensure that the Update Stock box on the 'Delivery' card of the Invoice is checked so that stock levels are updated accordingly and, if appropriate, to cause cost accounting transactions to be created in the Nominal Ledger for the extra quantity. The Update Stock box will only apply to Invoice rows that are not related to the Order.

To print an Invoice, click the Printer icon. If the Invoice has not been approved and if you are not using the No Test Printout option in the

Configuration setting in the System module, the printed Invoice will be marked as a test print, so that it cannot be confused with the final version.

When the Invoice is complete, click the OK check box and save. This signifies that the Invoice has been approved. Associated transactions in the Nominal Ledger (including cost accounting transactions if you are using this option) will be raised and you will no longer be able to modify the Invoice. If you are raising part Invoices from an Order, you will be able to raise further Invoices even if the previous one has not been approved.

For a full description of the Invoice screen and of approving and printing Invoices, please refer to the chapter covering the Sales Ledger module in Volume 2 of these manuals.

To close the screen and return to the Order, click the close box. You will be asked if you want to save any changes. The Invoiced field of the Order (visible on flip D) will be updated automatically (you will need to close the Order and re-open it to see this).

If you run the 'Create Invoice' function from the Operations menu of the 'Orders: Browse' window, it will only create an Invoice for the first highlighted Order. You can also create an Invoice by dragging an Order from the 'Orders: Browse' window to the 'Invoices: Browse' window. In this case, the new Invoice will not be opened automatically for checking and approval.

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

1. There are no Items on the Order awaiting invoicing.
2. You have logged in as a user that is not permitted to create Invoices from Orders. This is controlled using Access Groups. To do this, deny access to the 'Invoice from Order' Action. Access Groups are described in the 'System Module' chapter in Volume 1 of these manuals.
3. There is no valid record in the Number Series - Invoices setting (in the Sales Ledger). This might be a fault in the setting itself, or it might be because the default Invoice Number in the Number Series Defaults setting (in the System module) is not in a valid Number Series. This problem will usually occur at the beginning of a new year.

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

1. Set the value of the Invoice to zero. Do this by removing every row from the Invoice or by changing all quantities to zero.
2. Delete the Invoice using the 'Delete' command on the Record menu.

Order Status

This function produces a report for the Order currently open in a record window or for the first Order highlighted in the 'Orders: Browse' window. This report summarises all aspects of the Order, including Order details, each Delivery and each Invoice.

The screenshot shows the 'Order Status' window for order 1000160. The window has a title bar with 'Order Status' and standard window controls. Below the title bar is a toolbar with 'Operations', a printer icon, and a search icon. The main content area is divided into several sections:

Order Status
Radio Import/Export Ltd
HansaWorld, Print date: 13/7/2005 19:40

No	Date	Customer	Planned Del.				
1000160	13/7/2005	001	Against All Odds Trading Co Burntwhistle Lodge High Malberry Staffs TF5 6TY				

		Qty	Delvd.	Outstdg.	In Stock	To Ship
10103	Receiver	6	6	0	43	0
10108	Microphone	7	7	0	6	0
	GP					438.18

Deliveries

Del. No	Del. Date	Order No	Cust No	Name	Ordered	Delvd.
960276	13/7/2005	1000160	001	Against All Odds Trading Co Burntwhistle Lodge High Malberry Staffs TF5 6TY		

Volume:	Weight:	Packages:	Transport No.:
10103	Receiver		6
10108	Microphone		7

Return Goods

Item Status

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

Please refer to the 'Items and Pricing' chapter in Volume 1 of these manuals for full details.

Print Internal Order

A printed order is usually sent to the customer to confirm that the order has been entered. An internal order form is used within the company for administrative purposes and reference.

There are three ways to print an internal Order.

1. While entering or inspecting an Order, select 'Print Internal Order' from the Operations menu.
2. Click the [Documents] button in the Master Control panel or select 'Documents' from the File menu. Double-click 'Internal Orders' in the 'Documents' list window. Indicate the Order Number (or range of Order Numbers) to be printed and press [Run].
3. Internal Order forms can be printed automatically. This is controlled using the Auto Actions setting in the System module. Please refer to the appropriate section in the chapter in Volume 1 describing the System module.

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

1. Using the Form register in the System module, design the internal order and name it "INTERNAL_ORDER". Use the 'Properties' function on the Operations menu to assign a Document Type of "Internal S/Order". A sample "INTERNAL_ORDER" is supplied with FirstOffice: this can be modified to suit your requirements. Full instructions for using the Form register can be found in the chapter in Volume 1 covering the System module.
2. Select the Sales Support module using the [Select Module] button in the Master Control panel or the Ctrl-0 (Windows and Linux) or ⌘-0 (Macintosh) keyboard shortcut.
3. Click the [Documents] button in the Master Control panel or select 'Documents' from the File menu. The 'Documents' list window is opened: highlight 'Internal Orders'.
4. Select 'Define Document' from the Operations menu.
5. In the subsequent window, enter "INTERNAL_ORDER" in the Form field of the first line (you can use 'Paste Special' to ensure the spelling is correct).
6. Click [Save] to save the Internal Order Form definition. From now on, the internal order form that you have designed will be used, from the 'Documents' function and from the Operations menu function.

The Customer Register

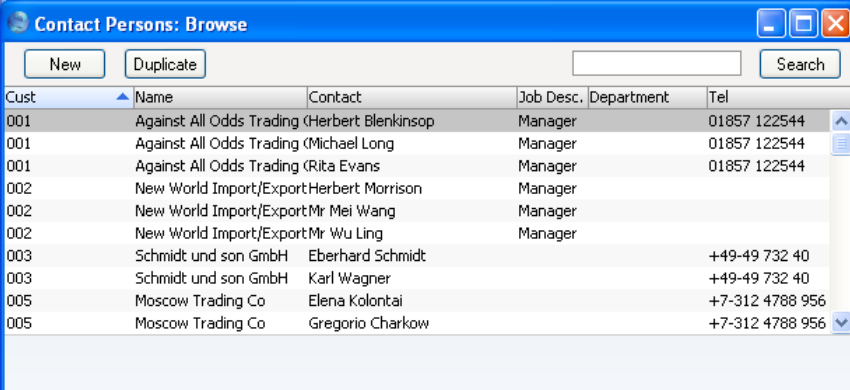
Please refer to the 'Customers and Suppliers' chapter in Volume 1 of these manuals for full details of this register.

The Contact Person Register

When you enter a record in the Customer register, you can record the name of the main contact person in the Attn. field on the 'Contact' card. This name will be brought in as a default whenever the Customer is used in an Order or Invoice.

If you need to enter further Contact Persons for a particular Customer, you can do so using this register. Then, selecting 'Paste Special' from the Attn. field of an Order or Invoice will list all Contacts for the specified Customer, including the main contact.

To enter a new Contact Person, ensure you are in the Sales Support module and click [Contact Persons] in the Master Control panel. The 'Contact Persons: Browse' window appears, listing Contacts already entered.



Cust	Name	Contact	Job Desc.	Department	Tel
001	Against All Odds Trading	Herbert Blenkinsop	Manager		01857 122544
001	Against All Odds Trading	Michael Long	Manager		01857 122544
001	Against All Odds Trading	Rita Evans	Manager		01857 122544
002	New World Import/Export	Herbert Morrison	Manager		
002	New World Import/Export	Mr Mei Wang	Manager		
002	New World Import/Export	Mr Wu Ling	Manager		
003	Schmidt und son GmbH	Eberhard Schmidt			+49-49 732 40
003	Schmidt und son GmbH	Karl Wagner			+49-49 732 40
005	Moscow Trading Co	Elena Kolontai			+7-312 4788 956
005	Moscow Trading Co	Gregorio Charkow			+7-312 4788 956

Double-click on a row to open and change a Contact Person record, or click [New] in the Button Bar to create a new one.

Cust. No.**Paste Special**

Customers and Suppliers in
Customer register

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

Cust. Name

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

Department

The Department in which the Contact Person works.

Name

The name of the Contact Person.

Address

FirstOffice will enter the address from the Customer record. Change to a personal or department address if necessary.

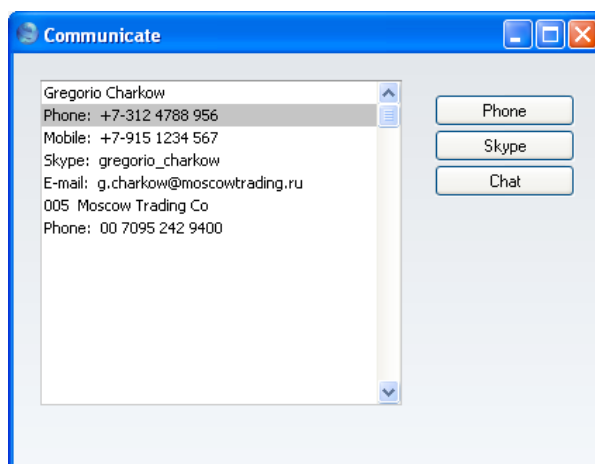
Tel, Fax, Mobile, Email, Skype Name

Enter the Contact Person's telephone, mobile and fax numbers, email address and Skype name here. The telephone and fax numbers will be copied from the Customer record.

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.

Comment

Any comment.

The Item Register

Please refer to the 'Items and Pricing' chapter in Volume 1 of these manuals for full details of this register.

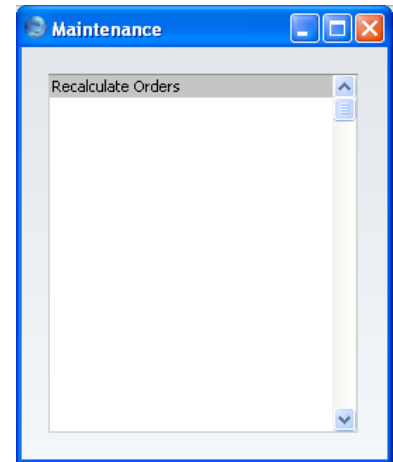
The Price Register

Please refer to the 'Items and Pricing' chapter in Volume 1 of these manuals for full details of this register.

Maintenance

Introduction

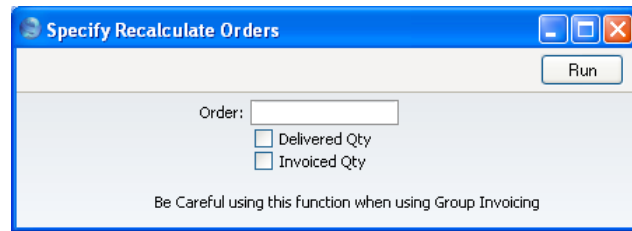
Maintenance functions allow you to carry out certain updating tasks, usually involving batch processing and encompassing all or many of the records in the affected register. There is one such function available in the Sales Support module. To use it, select 'Maintenance' from the File menu. The following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



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

Recalculate Orders

The Del 1, Del 2 and Invoiced Quantities in Sales Orders can occasionally be rendered inaccurate in certain circumstances. If this happens, you can correct them using this function.



Enter the Order Number of the Order to be corrected (or a range of Order Numbers), and specify whether the Delivery Quantity or the Invoice Quantity (or both) are to be updated. Click the [Run] button in the Button Bar: the Sales Orders are updated.

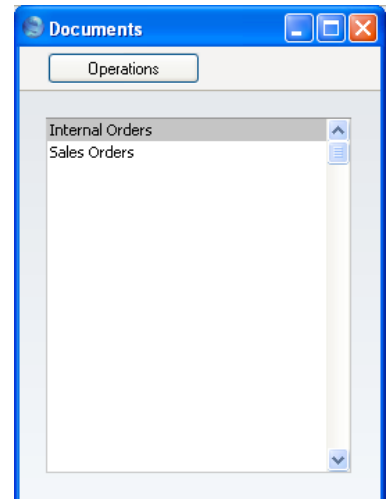


Do not use this function for Orders whose Invoices were created using the 'Group Invoicing' Maintenance function (part of the Group Invoicing Value Pack). These Invoices do not show Order Numbers on their 'Delivery' cards and therefore this function cannot find them when recalculating the Invoiced Quantity.

Documents

Introduction

Use the 'Documents' function to print particular documents or Forms in batches. To begin printing documents, select 'Documents' from the File menu or click the [Documents] button in the Master Control panel. The window illustrated below appears, listing the documents that you can print from the Sales Support module. Each item ("Document") will be printed using a different Form.



To print a document, follow this procedure—

1. Double-click the appropriate item in the list.
2. A specification window will then appear, where you can determine the documents that you want to be printed (e.g. which Sales Orders are to be printed). The specification window for each document is described in detail below.
3. Click [Run] to print the documents.
4. Close the 'Documents' window using the close box.

Each document prints using a different Form. To determine the Form that will be used when you print a document, follow this procedure (when FirstOffice is supplied, sample Forms will be printed)—

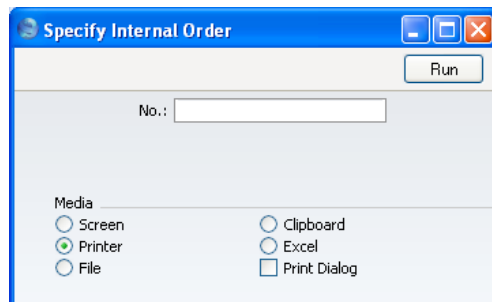
1. For each option, design a Form (or change the sample Form supplied to reflect your own requirements) using the Form register in the System module. This process is fully described in the chapter in Volume 1 covering the System module.
2. Change to the Sales Support module and click the [Documents] button in the Master Control panel
3. Highlight each item in the list and select 'Define Document' from the Operations menu. In the subsequent window, assign a Form to each document: this window is fully described in the 'Documents' section of the 'Work Area' chapter in Volume 1 of this manual.
4. You only need use the 'Define Document' function once. Afterwards, Form selection will be automatic.

The selection process for each document is described below. In all cases, leave all the fields in the specification window blank if documents for all the records in the database are to be printed. If it is necessary to restrict the number of documents printed, use the fields as described.

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

Internal Orders

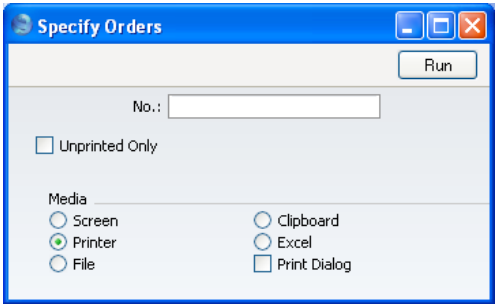
Internal orders are used within the company for administrative purposes and reference.



Number	Range Reporting	Numeric
Enter the Order Number or range of numbers for which you want the documents printed.		
This document can also be produced automatically, controlled by the Automatic Actions setting in the System module.		

Sales Orders

A printed order is usually sent to the customer to confirm that the Order has been received.



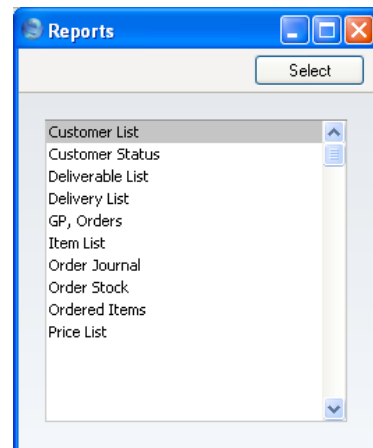
Number	Range Reporting	Numeric
Enter the Order Number or range of numbers for which you want the documents printed.		
Unprinted Only	If you check this box only previously unprinted Orders are printed.	
This document can also be produced automatically, controlled by the Automatic Actions setting in the System module.		

Reports

Introduction

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

The following reports are available in the Sales Support module —



A specification window will then appear, where you can decide what is to be included in the report. Leave all the fields in this window blank if the report is to cover all the Sales Orders 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

Please refer to the 'Customers and Suppliers' chapter in Volume 1 of these manuals for full details of this report.

Customer Status

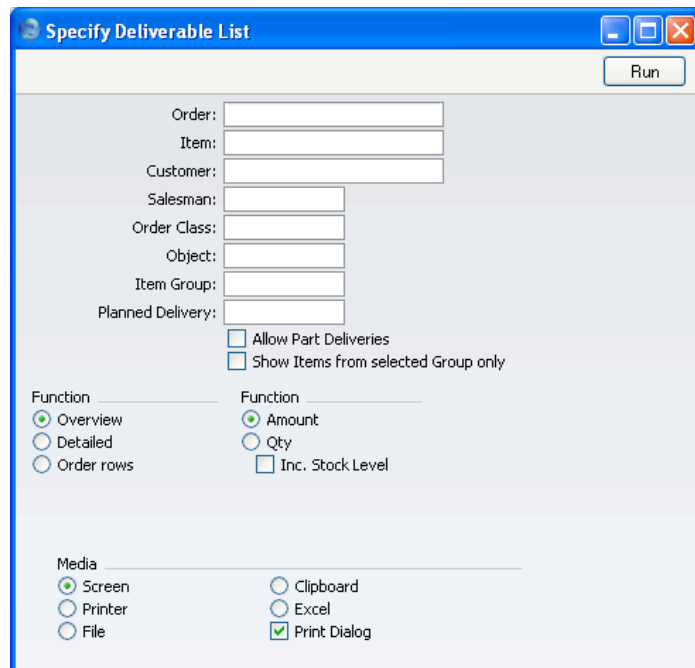
Please refer to the 'Customers and Suppliers' chapter in Volume 1 of these manuals for full details of this report.

Deliverable List

This report lists the Orders that have yet to be delivered in full but which can be fulfilled from stock. This means that there is sufficient stock to satisfy each of the Orders listed, but not necessarily all of them.

Orders with unapproved Deliveries are treated as delivered for the purposes of this report (i.e. they are not listed). However, stock that has been used in unapproved Deliveries is treated as being available to other Orders.

When printed to screen, the Deliverable List has FirstOffice's Drill-down feature. Click on any Order Number to open an individual Order record.



The dialog box titled "Specify Deliverable List" contains the following fields and options:

- Order: [Text Field]
- Item: [Text Field]
- Customer: [Text Field]
- Salesman: [Text Field]
- Order Class: [Text Field]
- Object: [Text Field]
- Item Group: [Text Field]
- Planned Delivery: [Text Field]
- ☐ Allow Part Deliveries
- ☐ Show Items from selected Group only
- Function:
 - ☒ Overview
 - ☐ Detailed
 - ☐ Order rows
- Function:
 - ☒ Amount
 - ☐ Qty
 - ☐ Inc. Stock Level
- Media:
 - ☒ Screen
 - ☐ Printer
 - ☐ File
 - ☐ Clipboard
 - ☐ Excel
 - ☒ Print Dialog
- Run [Button]

Order	Range Reporting	Numeric
	Use this field to limit the report to a single Order, or range of Orders.	
Item	Paste Special	Item register
	Use this field to limit the report to Orders containing a particular Item. If you use the Overview or Order Rows options, only Order rows with the specified Item will be included in the report, not the whole Order. If you use the Detailed option, the whole Order will be included in the report, not just those Order rows with the specified Item.	
Customer	Paste Special	Customers in Customer register
	To limit the report to Orders from a single Customer, enter a Customer Number here.	
Salesman	Paste Special	Person register, System module
	To limit the report to Orders generated by a single Salesman, enter their initials here.	

Order Class	Paste Special	Order Classes setting, Sales Support module
		Enter an Order Class code to limit the report to Orders of a single Class.
Object	Paste Special	Object register, Nominal Ledger
		To limit the report to Orders containing a single Object, enter that Object here. This refers to Objects entered at Order level, not those entered for Order rows.
Item Group	Paste Special	Item Groups setting, Sales Ledger
		Use this field to limit the report to Orders containing Items belonging to a single Item Group. The figures shown in the report will be for the whole Order, unless the Show Items From Selected Group Only option (below) is used as well.
Planned Delivery	Paste Special	Choose date
	Range Reporting	By date
		If you wish to report on Orders whose Deliveries were to be made on a specific date (based on the Planned Del. field on the 'Date' card of the Order screen), enter that date here.

Allow Part Deliveries

Switch this option on if you want Orders that can only be part delivered to be included in the report.

To make the most of this option, it is recommended that you use it together with the Quantity and Inc Stock Levels options (below), or together with the Quantity and Order Rows options. These combinations will show the full quantity remaining to be delivered, and the quantity in stock that you can ship. You will therefore be able to distinguish Orders that can be fully delivered from those that can only be partially delivered, and how much of each Order you can satisfy from stock.

Show Items from selected Group only

If you have specified an Item Group using the field above, the report will be limited to Orders containing Items of that Group. You can decide whether to show all

rows of those Orders or just those rows featuring Items of the specified Group. If you need the latter option, switch on this check box.

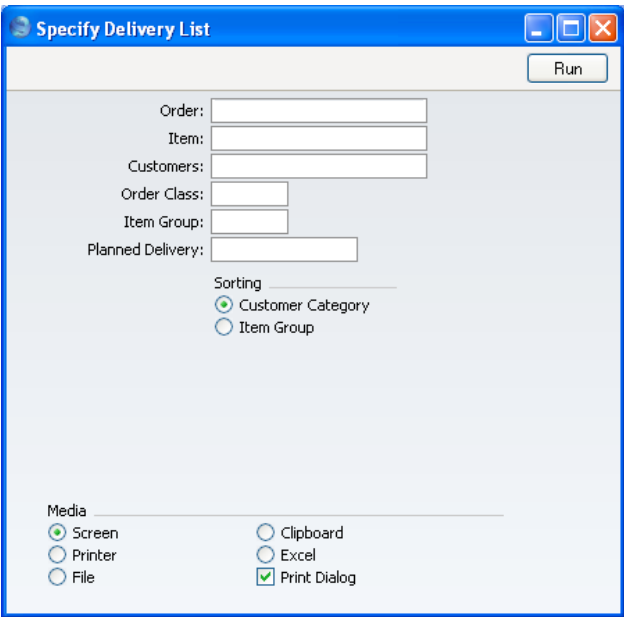
Function	Use these options to determine the level of detail to be shown in the report. In each case, where a quantity is shown, this is the quantity awaiting delivery and invoicing. So, if an Item is delivered but not invoiced, it is included in the quantity.
Overview	The default setting for this report is Overview, which is a simple list of Orders that have not yet been fully delivered. For each Order, the Number, Date, Customer Name and the value of Items not yet delivered and invoiced are shown. The list is sorted by Order Number. If you use this option together with the Quantity option (below), the number of Items not yet delivered will replace the value and Currency (if you have that Value Pack).
Detailed	This is a more comprehensive report in which the Orders are sorted by Order Number. In addition to the information shown in the Overview, the Planned Delivery Date, the full Invoice Address, telephone and fax number, Price List and Our Reference are shown and the Order rows are listed. For each row, the Item Name, quantity, unit price, discount and outstanding value are shown.
Order Rows	This is a simple list of Order rows from Orders that have not yet been fully delivered. The list is sorted by Order Number and shows the Order Number, Date, Planned Delivery Date and Item Number. If you use it together with the Amount option (below), it also shows the quantity remaining to be delivered, unit price, outstanding undelivered value and Currency (if you have that Value Pack). If you use it together with the Quantity option, it also shows the full Order quantity, quantity delivered so far, quantity remaining to be delivered, quantity in stock, and quantity delivered but not invoiced. In calculating this last figure, a delivered quantity is said to be invoiced even if the Invoice has not yet been approved.

Function Use these options to determine whether values or quantities are to appear in the report, as described for each Function option above.

Inc Stock Level This option is only useful if you are using the Detailed option and have selected the Quantity option immediately above. If so, it will additionally show for each Order row the quantity in stock, thus identifying which Order rows can be fulfilled immediately. The Order Rows option always shows stock quantities, irrespective of whether you have chosen this option.

Delivery List

This report shows a list of Orders for which there are Deliveries remaining to be made or Invoices to be raised.

A screenshot of a software dialog box titled "Specify Delivery List". The dialog has a blue title bar with standard window controls (minimize, maximize, close) on the right. Below the title bar is a "Run" button. The main area contains several input fields: "Order:", "Item:", "Customers:", "Order Class:", "Item Group:", and "Planned Delivery:". Below these fields is a "Sorting" section with two radio buttons: "Customer Category" (which is selected) and "Item Group". At the bottom is a "Media" section with five radio buttons: "Screen" (selected), "Printer", "File", "Clipboard", and "Excel". A "Print Dialog" checkbox is also present and checked.

Order **Range Reporting** **Numeric**
Use this field to limit the report to a single Order, or range of Orders.

Item	Paste Special	Item register Enter an Item Number here to list Orders containing a particular Item in the report.
Customer	Paste Special	Customers in Customer register To limit the report to Orders from a single Customer, enter a Customer Number here.
Order Class	Paste Special	Order Classes setting, Sales Support module Enter an Order Class code to limit the report to Orders of a single Class.
Item Group	Paste Special	Item Groups setting, Sales Ledger Use this field to limit the report to Orders containing Items belonging to a single Item Group.
Planned Delivery	Paste Special	Choose date
	Range Reporting	By date If you wish to report on the Deliveries to be made on a specific date (based on the Planned Del. field on the 'Date' card of the Order screen), enter that date here.
Sorting		The report can be sorted by Customer Category or Item Group.

GP, Orders

This report displays the Order Total and Gross Profit of each Order in the specified selection. The Gross Profit is based on the Cost Price for each Order row.

When printed to screen, the GP, Orders report has FirstOffice's Drill-down feature. Click on any Order Number to open an individual Order record.

Period**Paste Special**

Reporting Periods setting,
System module

If you would like to consider only Sales Orders that fall within a certain period, enter the start and end dates of that period separated by a colon.

Order No.**Range Reporting**

Numeric

Use this field to limit the report to a single Order, or range of Orders.

Customer**Paste Special**

Customers in Customer register

To limit the report to Orders from a single Customer, enter a Customer Number here.

Salesman**Paste Special**

Person register, System module

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

Object**Paste Special**

Object register, Nominal Ledger

To limit the report to Orders containing a single Object, enter that Object here. This refers to Objects entered at Order level, not those entered for Order rows.

Function	These settings control the level of detail included in the report.
Overview	This option offers a single line per Order displaying Order total and Gross Profit.
Detailed	This option shows for each Order row the Item, Order Quantity, Sum and Gross Profit.

Item List

Please refer to the 'Items and Pricing' chapter in Volume 1 for full details of this report.

Order Journal

This report gives you information about registered Orders in the system.

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

Order No **Range Reporting** Numeric

Use this field to limit the report to a single Order, or range of Orders.

Period	Paste Special	Reporting Periods setting, System module
		Enter the start and end dates of the reporting period, separated by a colon (:).
Customer	Paste Special	Customers in Customer register
		To limit the report to Orders from a single Customer, enter a Customer Number here.
Salesman	Paste Special	Person register, System module
		To limit the report to Orders generated by a single Salesman, enter their initials here.
Order Class	Paste Special	Order Classes setting, Sales Support module
		Enter an Order Class code to limit the report to Orders of a single Class.
Function		Use these options to specify the level of detail in the report.
	Overview	The default setting for this report is Overview, which results in a report with the most important order journal data in a table format.
	Detailed	Clicking this button will result in a report with all available data.
	Excl VAT	Same as the Overview report, but amounts will be printed net of VAT.
Status		Choose one or more of these check boxes to include Orders of various statuses in the report. At least one option must be chosen, otherwise the report will be blank.
	Not Invoiced	Orders that have not yet been invoiced.
	Part Delivered	Orders that have been partially shipped.
	Delivered	Orders that have been shipped and invoiced in full.

Order Stock

This report gives you information about unfulfilled Orders, showing Order Number, Date, Customer and Order Value yet to be invoiced. As it also shows Planned Delivery Dates, it can be used to aid cashflow planning. Further detail is available if required.

When printed to screen, the Order Stock report has FirstOffice’s Drill-down feature. Click on any Order Number to open an individual Order record.

Specify Order Stock

Run

Order:

Item:

Customer:

Salesman:

Order Class:

Item Groups:

Planned Del.:

Object:

Function

☒ Overview

☐ Detailed

☐ Order Rows

Specify

☒ Amounts

☐ Quantities

☐ Inc. Stock Level

Status

☒ Not Delivered

☒ Part Delivered

☒ Not Invoiced

☐ Show Invoiced

☒ Status per Row

☒ Show Items from selected Group only

☒ Complete Order Information (only for Detailed)

Media

☒ Screen

☐ Printer

☐ File

☐ Clipboard

☐ Excel

☒ Print Dialog

Order	Range Reporting	Numeric
	Use this field to limit the report to a single Order, or range of Orders.	
Item	Paste Special	Item register
	Use this field to limit the report to Orders containing a particular Item. Figures in the report will be for the specified Item only, not the whole Order.	

Customer	Paste Special	Customers in Customer register To limit the report to Orders from a single Customer, enter a Customer Number here.
Salesman	Paste Special	Person register, System module To limit the report to Orders generated by a single Salesman, enter their initials here.
Order Class	Paste Special	Order Classes setting, Sales Support module Enter an Order Class code to limit the report to Orders of a single Class.
Item Group	Paste Special	Item Groups setting, Sales Ledger Use this field to limit the report to Orders containing Items belonging to a single Item Group. The figures shown in the report will be for the whole Order, unless you use the Show Items From Selected Group Only option (below) as well.
Planned Del.	Paste Special	Choose date
	Range Reporting	By date If you wish to report on Orders whose Deliveries are to be made on a specific date (based on the Planned Del. field on the 'Date' card of the Order screen), enter that date here.
Object	Paste Special	Object register, Nominal Ledger To limit the report to Orders containing a single Object, enter that Object here. This refers to Objects entered at Order level, not those entered for Order rows.
Function		Use these options to control the level of detail shown in the report.
Overview		This option displays the most important Order journal data (Order Number, Date, Customer Name and Order Value yet to be invoiced) in a table format.
Detailed		At the Order level, this option provides the additional information of Payment Terms and Planned Delivery Date. It also shows the Order

rows with Item Code and Name, unfulfilled Quantity and unfulfilled Value. The full Customer Address can be shown by switching on the Complete Order Information check box.

Order Rows	This option shows minimal Order level information (Order No, Date and Planned Delivery Date). For all unfulfilled Order rows, it shows the Item Code, unfulfilled Quantity and unfulfilled Value.
Specify	Use these options to determine whether values or quantities are to appear in the report.
Amounts	The report will show the unfilled value of each Order.
Quantities	This option is only useful if you are using the Detailed or Order Rows options. If so, it will show for each Order row the quantity delivered, invoiced and remaining to be delivered.
Inc Stock Level	This option is only useful if you are using the Detailed or Order Rows options and have selected the Quantity option immediately above. If so, it will show for each Order row the quantity in stock, thus identifying which Order rows can be fulfilled immediately.
Status	Check one or more of the boxes to include Orders of different status. The Not Invoiced option refers to Order rows that have been delivered but not invoiced (i.e. rows that are ready for invoicing): rows that have not been delivered will not be shown if you only select this option. An Order row is said to be invoiced even if the Invoice has not yet been approved.
Status per Row	If you are reporting on Part-Delivered Orders and are using the Detailed and Quantity options, switching this option on will only list unfulfilled (undelivered or part-delivered) Order rows. Otherwise, all Order rows will be shown.
Show Items from selected Group only	If you have specified an Item Group using the field above, the report will be limited to Orders containing Items of that Group. You can decide whether to show all

rows of those Orders or just those rows featuring Items of the specified Group. If you need the latter option, switch on this check box.

Complete Order Information

Switch this check box on if you are using the Detailed option and wish to see the full Customer Address for each Order in the report.

Ordered Items

This report provides a simple list of Stocked Items for which you have received Orders that are as yet undelivered. Quantities not yet delivered, Cost Amounts (Cost Price multiplied by undelivered Quantity) and unfulfilled sales values are shown.

Period

Paste Special

Reporting Periods setting,
System module

Enter the start and end date of the reporting period.

Item No.	Paste Special	Item register
	Range Reporting	Alpha
	Use this field to limit the report to Orders for a single Item or range of Items. Only the Stocked Items in the range will be included in the report.	
Item Group	Paste Special	Item Groups setting, Sales Ledger
	Use this field to limit the report to Orders for Stocked Items of a single Item Group.	
Order Class	Paste Special	Order Classes setting, Sales Support module
	Enter an Order Class code to limit the report to Orders of a single Class.	
Group totals only	Switch this option off if you would like to display all Items waiting to be delivered, with Quantities and Purchase Values. Otherwise, only aggregate totals for each Item Group will be shown.	
Cost Price	Choose here whether you would like the Cost Amounts shown in the report to be based on the Cost Price in each Order or on the latest Cost Price for the Item.	
Sorting	These radio buttons control the sort order of the report. The default is to print the report in Item Group order. If you do so and turn off the Group Totals Only option above, the Items will be sorted in Item Group order and subtotals will be provided for each Group. You can also choose to print in Item Number or Description order, but if you do you should not use the Group Totals Only option.	

Price List

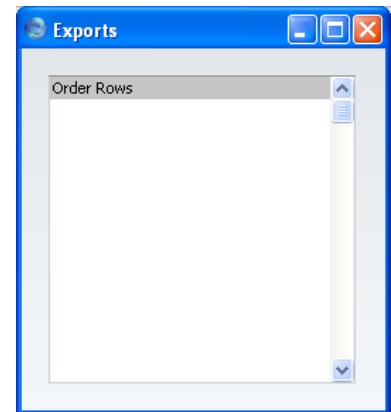
Please refer to the 'Items and Pricing' chapter in Volume 1 for full details of this report.

Exports

Introduction

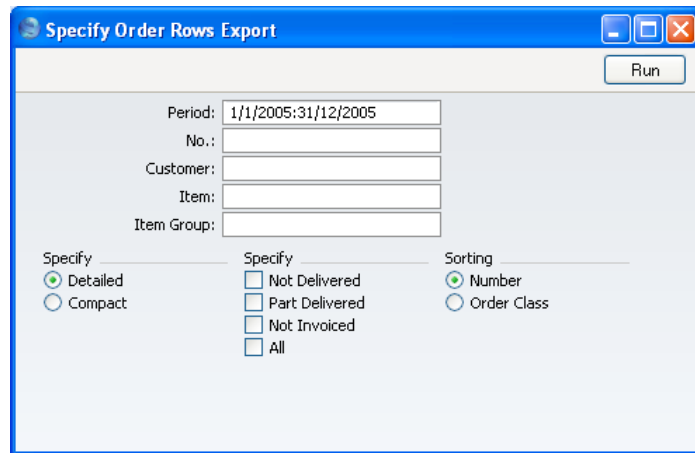
The 'Exports' function provides for the exporting of certain information to tab-delimited text files from where it can be incorporated in word processing programs for mailmerge, in spreadsheets for further statistical analysis or in page make-up programs for incorporation in publicity material or published reports. Alternatively, it can be imported into other FirstOffice databases or Companies using the 'Automatic' and 'Automatic, manual file search' import functions in the System module. The function is selected using the 'Exports' item on the File menu or by clicking the [Exports] button in the Master Control panel.

On choosing the function, the window illustrated below appears. This shows the single Export that can be produced from the Sales Support module. Double-click the item, and a specification window will then appear, where you can decide the contents of the exported text file. Click [Run] and a 'Save File' dialogue box will appear, where you can name the file and to determine where it is to be saved.



Order Rows

The 'Order Rows' export produces a text file containing all the Order rows included in the selection you make. The order rows can be used for different statistical analysis in other programs, for example spreadsheets.



The image shows a Windows-style dialog box titled "Specify Order Rows Export". It has a blue title bar with standard window controls (minimize, maximize, close) and a "Run" button in the top right corner. The main area is light blue and contains several input fields and radio button groups. The "Period:" field is pre-filled with "1/1/2005:31/12/2005". Below it are empty fields for "No.:", "Customer:", "Item:", and "Item Group:". There are three sections of radio buttons: "Specify" with "Detailed" (selected) and "Compact"; another "Specify" with "Not Delivered", "Part Delivered", "Not Invoiced", and "All" (all unselected); and "Sorting" with "Number" (selected) and "Order Class".

Field	Value
Period:	1/1/2005:31/12/2005
No.:	
Customer:	
Item:	
Item Group:	

Specify

☒ Detailed
☐ Compact

Specify

☐ Not Delivered
☐ Part Delivered
☐ Not Invoiced
☐ All

Sorting

☒ Number
☐ Order Class

Use the selection fields to make the selection you want. Range reporting is possible from the Customer and Order Number fields.

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Stock

Chapter 2: The Stock Module

The Stock module allows you to record deliveries to and from stock. It interacts with the Sales Support module, with the Sales Ledger and the Nominal Ledger. The Delivery register is always updated from the Sales Order register.

All shipments in and out of stock are recorded as transactions in the Stock module. In addition and if required, FirstOffice can automatically update stock valuations in the Nominal Ledger. Several reports give information about the contents and value of your stock.

Cost Accounting

Many companies will be happy to keep track of stock values by running monthly stock valuation reports, and to update Balance Sheet and cost of sales values with monthly Nominal journals (Nominal Ledger Transactions). However, some companies may want these values to be kept constantly up to date, with the benefit that Balance Sheets and Profit & Loss reports can be run at any time. For these users, when goods are received into or sold from stock, FirstOffice can generate Nominal Ledger postings for the cost of goods, updating stock valuations in the Nominal Ledger ('cost accounting'). A choice is available whereby Transactions from outward stock movements can be created when Invoices are approved or when Delivery Notes are approved.

For cost accounting transactions to take place, the Items concerned must be Stocked Items. Once you have configured FirstOffice as described below, cost accounting will take place automatically.

Switching Cost Accounting On

For cost accounting to operate, follow these steps—

1. Define the Item Groups, following the procedure described in the 'Items and Pricing' chapter in Volume 1 of these manuals. In each Group, ensure you define Cost and Stock Accounts and that you choose a Cost Model option. Although cost accounting transactions will be created for Items that do not belong to Item Groups, management of the system is easier using Item Groups since it is simple to change Cost and Stock Accounts and Cost Models for a particular Item Group.

If you would like Item Groups to be the basis of your cost accounting system, switch on the Use Item Groups for Cost Accounts and the Use Item Groups for Cost Model options in the Cost Accounting setting in the Stock module. It is then recommended that you assign every Stocked Item to an Item Group and that you specify Cost and Stock Accounts in each Item Group. If you are not using these options, the Cost and Stock Accounts and Cost Models specified in Item Groups will play no part in your cost accounting structure.

2. Ensure that each Item for which cost accounting transactions are to be created have been defined as Stocked Items using the option on the 'Pricing' card of the Item screen. If you are using the Use Item Groups for Cost Accounts and/or Use Item Groups for Cost Model options, allocate all Stocked Items to Item Groups.
3. Using the Account Usage Stock setting in the Stock module, define a Purchase Control Account, a Stock Account and a Stock Cost Account. You should specify Purchase Control and Stock Cost Accounts for each Zone. These will be used as defaults in the event that equivalent Accounts have not been defined for a particular Item Group: the roles of these Accounts are described in the next sections, 'Cost Accounting Transactions from Goods Receipts' and 'Cost Accounting Transactions from Deliveries and Invoices'. In the same setting, you should also define Extra Cost, Freight Cost and Customs Cost Accounts.
4. Use the Sub Systems setting in the Nominal Ledger to determine when the cost accounting transactions will be created.

Transaction Type	From Date
<input checked="" type="checkbox"/> Invoices	1/1/2005
<input checked="" type="checkbox"/> Receipts	1/1/2005
<input checked="" type="checkbox"/> Purchase Invoices	1/1/2005
<input checked="" type="checkbox"/> Payments	1/1/2005
<input checked="" type="checkbox"/> Goods Receipts	1/1/2005
<input checked="" type="checkbox"/> Deliveries	1/1/2005
<input checked="" type="checkbox"/> Stock Depreciations	1/1/2005

If you would like the cost accounting transactions to be created when Delivery Notes are approved, switch on the Deliveries check box. Otherwise, they will be created when Invoices are approved providing

that the Invoices Update Stock option is switched on in the Account Usage S/L setting in the Sales Ledger.

You should also switch on the Goods Receipts option. This will ensure inward cost accounting postings are made, to balance the outward postings made on Invoice or Delivery. As a result, an inward movement will see a Purchase Control Account being credited and a Stock Account being debited, while an outward movement will credit the Stock Account and debit the Stock Cost Account.

5. If, on the 'Cost Model' card of any of your Item Groups in step 1, you specified that the default Cost Model was to be used (to calculate the cost amount to be used in outward cost accounting transactions), define the default Cost Model using the Cost Model setting in the Sales Ledger. This default will also be used for Items that do not belong to Item Groups. It will also be used if you have not switched on the Use Item Groups for Cost Model option in the Cost Accounting setting. The Cost Model setting is fully described in the 'Sales Ledger' chapter in Volume 2 of this manual.
6. Further cost accounting attributes are set using the Cost Accounting setting in the Stock module: please refer to the section describing this setting below on page 79 for full details.

Cost Accounting Transactions from Goods Receipts

Providing you have followed the steps in the previous section (in particular, steps 3 and 4), a Nominal Ledger Transaction will be created each time you approve a Goods Receipt. No cost model will be used: the values posted will be taken directly from the Goods Receipt record.

The Account credited by such Transactions will be the Purchase Control Account for the Zone of the Supplier specified in the Account Usage Stock setting in the Stock module.

The 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, the Stock Account for the Item Group to which the Item belongs will be debited.
2. If this is blank, or the Item does not belong to an Item Group or you are not using the Use Item Groups for Cost Accounts option, the Stock Account in the Account Usage Stock setting in the Stock module will be debited.

Cost Accounting Transactions from Deliveries and Invoices

Nominal Ledger Transactions for outward cost accounting postings can be created when Deliveries are approved, or when Invoices are approved.

Deliveries

To create Nominal Ledger Transactions when Deliveries are approved, switch on the Deliveries check box in the Sub Systems setting in the Nominal Ledger (see step 4 in the 'Switching Cost Accounting On' section above). Ensure that the Goods Receipts option in the same setting is also on, so that cost accounting postings are made for both outward and inward stock movements.

The values posted are calculated using the Cost Model specified in the appropriate Item Group or in the Cost Model, Delivery defined in the Cost Model setting in the Sales Ledger. This depends on whether the Item belongs to an Item Group and on whether you are using the Use Item Groups for Cost Model option in the Cost Accounting setting.

The Account credited 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, the Stock Account for the Item Group to which the Item belongs will be credited.
2. If you are not using the Use Item Groups for Cost Accounts option, or the Item does not belong to an Item Group, the Stock Account in the Account Usage Stock setting will be credited.

The 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, the Cost Account for the Item Group to which the Item belongs will be debited.
2. 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, the Stock Cost Account specified in the Account Usage Stock setting will be debited.

In all cases, the appropriate Stock Cost Account for the Zone of the Customer will be used.

You can only issue Deliveries from Sales Orders, and you cannot raise an Invoice from a Sales Order until you have approved the Delivery. However, you can also enter Invoices directly to the Invoice register, without reference to Sales Orders. When you have specified that outward cost accounting transactions will be created on Delivery, it is recommended that such

Invoices (those without a related Sales Order) should also create cost accounting transactions (using the model described in the next section), because there is no Delivery to carry out this task.

For this to happen, ensure that you have switched on the Invoices Update Stock option in the Account Usage S/L setting ('Debtors' card).



If you find that Nominal Ledger Transactions are not created from Deliveries despite this having been specified in the Sub Systems setting, the likely cause is that the default Cost Model has been set to None.

Invoices

To ensure that outward cost accounting postings are only included in Nominal Ledger Transactions created when Invoices are approved, switch off the Deliveries check box in the Sub Systems setting in the Nominal Ledger (see step 4 in the 'Switching Cost Accounting On' section above). Ensure that the Goods Receipts option in the same setting remains on, so that balancing inward cost accounting postings are made.

Next, check that you have switched on the Invoices Update Stock option in the Account Usage S/L setting ('Debtors' card).

If you are using the Use Item Groups for Cost Model option in the Cost Accounting setting, the values posted will be calculated using the Cost Model specified for the Item Group to which the Item belongs. Otherwise (i.e. if you are not using this option, if the Item is not a member of an Item Group, or the Item Group has a blank Stock or Cost Account), the Cost Model, Invoice defined in the Cost Model setting in the Sales Ledger will be used.

The Account credited 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, the Stock Account for the Item Group to which the Item belongs will be credited.
2. If this is blank, the Item does not belong to an Item Group or you are not using the Use Item Groups for Cost Accounts option, the Stock Account in the Account Usage Stock setting will be credited.

The 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, the Cost Account for the Item Group to which the Item belongs will be debited.
2. If the Item does not belong to an Item Group, the Stock Cost Account specified in the Account Usage Stock setting will be debited.

In both cases, the appropriate Stock Cost Account for the Zone of the Customer will be used.

Nominal Ledger Transactions created when Invoices are approved will contain a cost accounting element in the following circumstances—

- i. You entered the Invoice directly to the Invoice register (i.e. it does not relate to a Sales Order or a Delivery); and
- ii. You raised the Invoice from a Sales Order and no Nominal Ledger Transaction was created from the Delivery (i.e. the Deliveries option in the Sub Systems setting is switched off).

Returned Goods

If you are using a FIFO stock system and/or cost accounting (maintaining stock values in the Nominal Ledger), two complications can arise from the issuing of a Credit Note—

1. some Credit Notes will involve the return of goods to stock, whereas others may not; and
2. FIFO becomes impossible to calculate without intervention, as there is no way for the system to know the actual cost of the goods being returned.

For these reasons, to maintain an accurate stock valuation it is recommended that you follow a particular course of action when issuing Credit Notes and returning goods to stock. Please refer to the section entitled 'Credit Notes and Stock' in the 'Sales Ledger' chapter in Volume 2 of these manuals for full details.

Switching Cost Accounting Off

If you do not wish to operate cost accounting, perhaps because the extra work required in ensuring the Nominal Ledger stock valuation agrees with the stock list valuation will not be of benefit, follow these steps—

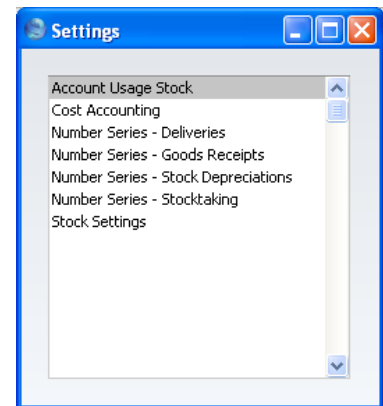
1. In the Sub Systems setting in the Nominal Ledger, ensure that Nominal Ledger Transactions will not be created by Deliveries or Goods Receipts by switching off these options. Do not switch off the Invoices option because doing so will prevent posting to the Sales, VAT and Debtor Accounts as well.
2. In the Cost Model setting in the Sales Ledger, ensure that the Cost Model, Delivery and Cost Model, Invoice options are both set to None.
3. On the 'Cost Model' card of each Item Group, ensure that the selected Cost Model is either Default or None. The Default Cost Model has already been set to None in step 2.
4. If you will be creating Deliveries from Orders, stock quantities for any Items used will be updated automatically when Deliveries are approved. If you would also like stock quantities to be updated when Invoices that are not related to Orders are approved, ensure the Invoices Update Stock option on the 'Debtors' card of the Account Usage S/L setting has been switched on.

Stock quantities will also be updated when Goods Receipts are approved.

Settings

Introduction

The following settings are available in the Stock module—



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

Account Usage Stock

This setting allows you to determine the Accounts that will be used as defaults in your stock transactions. Take care to ensure that the Accounts that you specify here exist in the Account register. In each case, you can use the 'Paste Special' function (Ctrl-Return or ⌘-Return) to help you choose the correct Account.

The screenshot shows a window titled "Account Usage Stock: Inspect" with a "Save" button in the top right corner. The window contains a list of account fields and their corresponding values:

Purchase Control:	805
EU Purchase Control:	805
Import Purchase Control:	805
Extra Cost:	240
Freight Cost:	290
Customs Cost:	298
Stock:	740
Stock Cost:	240
EU Stock Cost:	240
Export Stock Cost:	240

Purchase Control The suspense Account used to book goods received before a Purchase Invoice has been received and booked. It is credited when records in the Goods Receipt register in the Stock module are approved. You should specify three separate Purchase Control Accounts, one for each Zone.

Please refer to the 'Cost Accounting' section above on page 72 for full details of this feature.

Extra Cost A special expense account to collect any "extra costs" associated with the receipt of goods (entered to the Cost field for each row of a Goods Receipt record). It is credited when records in the Goods Receipt register in the Stock module are approved.

Freight Cost Used to book the cost of freight on receipt of goods. It is credited when records in the Goods Receipt register in the Stock module are approved.

Customs Cost Used to book the customs duty cost on receipt of goods. It is credited when records in the Goods Receipt register in the Stock module are approved.

Stock The stock control Account. If you are using maintaining stock values in the Nominal Ledger ('cost accounting'), this Account will be debited when goods are received into stock and credited upon Invoice or Delivery, if the equivalent field for the appropriate Item Group is blank.

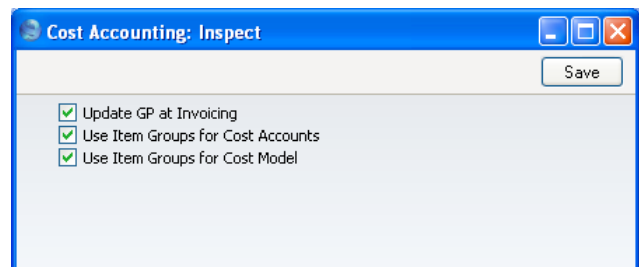
Please refer to the 'Cost Accounting' section above on page 73 for full details of this feature.

Stock Cost

Cost Account used when shipping goods from stock. If you are using cost accounting, this Account will be debited upon Invoice or Delivery, if the equivalent field for the appropriate Item Group is blank. You should specify three separate Stock Cost Accounts, one for each Zone.

Cost Accounting

This setting offers some options for controlling the costing method used by FirstOffice when generating Nominal Ledger cost accounting transactions from the Sales Support module.



Update GP at Invoicing

When you create Invoices from Orders, the Cost Price of each Item on the Invoice (and therefore its gross profit) can be taken from the Order or from the sum of the Cost Price and the Extra Cost from the Item record. If you wish to use the latter alternative, switch this check box on. This can be more accurate if you are routinely updating Items' Cost Prices from Goods Receipts since these are likely to occur after the entry of the Sales Order.

Use Item Groups for Cost Accounts

If you select this option, FirstOffice will give priority to the Accounts entered for each Item Group when Nominal Ledger Transactions are generated from Deliveries and Goods Receipts.

If you are using this option, it is recommended that all Stocked Items belong to Item Groups and that all Item Groups have Cost and Stock Accounts specified.

Use Item Groups for Cost Model

If you select this option, FirstOffice will give priority to the Cost Model entered for each Item Group when outgoing cost accounting transactions are generated from Deliveries and Invoices.

If you are using this option, it is recommended that all Stocked Items belong to Item Groups and that all Item Groups have Cost Models specified.

Number Series - Deliveries

Use this setting to define the number sequences for Deliveries in a similar manner to that described below.

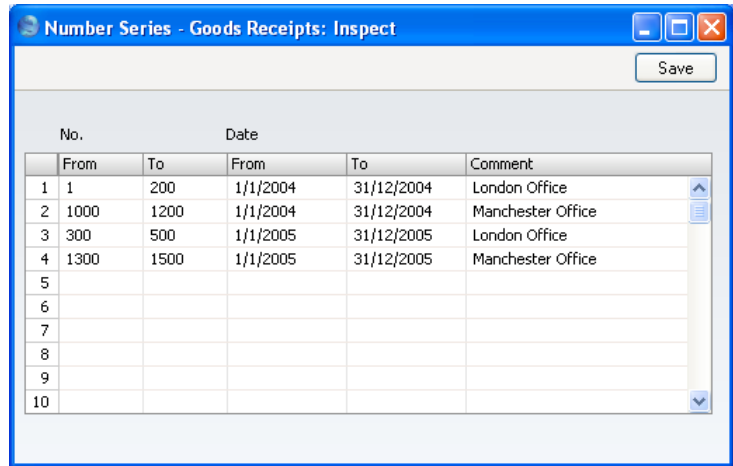
Number Series - Goods Receipts

Each Goods Receipt has its own unique identifying number, based on a sequential series. When you enter a new Goods Receipt, the next number in the series will be used. If required, you can have a number of such sequences running concurrently, perhaps representing different years, different departments or different order types.

Use this setting to define these sequences, or Number Series. The different series should not overlap. If you leave this setting empty, Goods Receipt Numbers will start at 1 and continue consecutively.

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

When you double-click 'No. Ser - Goods Receipts' in the 'Settings' list, the following window appears—



	No.		Date		Comment
	From	To	From	To	
1	1	200	1/1/2004	31/12/2004	London Office
2	1000	1200	1/1/2004	31/12/2004	Manchester Office
3	300	500	1/1/2005	31/12/2005	London Office
4	1300	1500	1/1/2005	31/12/2005	Manchester Office
5					
6					
7					
8					
9					
10					

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

Number Series - Stock Depreciations

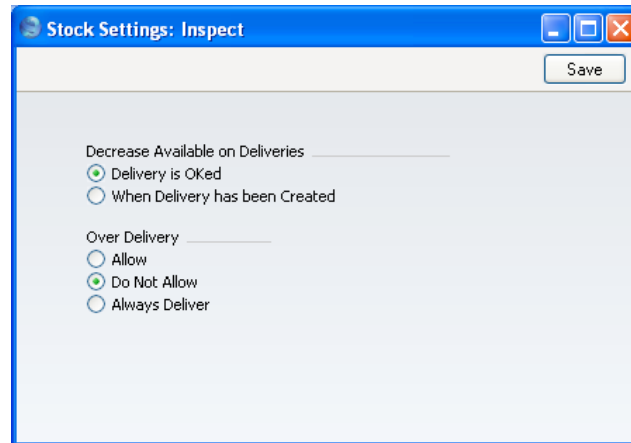
This setting contains the number sequences for Stock Depreciation records.

Number Series - Stocktaking

This setting contains the number sequences for use in the Stocktaking register.

Stock Settings

This setting contains some miscellaneous options controlling the behaviour of various aspects of the Stock module.



Decrease Available on Deliveries

Use these options to determine exactly when delivered Items are to be removed from stock. You can quickly look up the available quantity of an Item using the 'Item Status' and 'Item Status Report' functions on the Operations menu, available in several areas of FirstOffice.

These options control the calculation of the Available figure shown in a Delivery when it is created. They also control when the Stock and Order figures in the 'Item Status' window and Item Status Report are updated. In both cases, the figures can be reduced by the quantity delivered when you create Deliveries or when you approve them (i.e. the choice is whether these figures should include quantities on previous unapproved Deliveries). The 'Item Status' and 'Item Status Report' functions are fully described in the 'Items and Pricing' chapter in Volume 1 of this manual.

Over Delivery

These options control FirstOffice's behaviour when creating Deliveries from Orders when there is not sufficient stock to fully satisfy those Orders. Plain Items are not affected by these options.

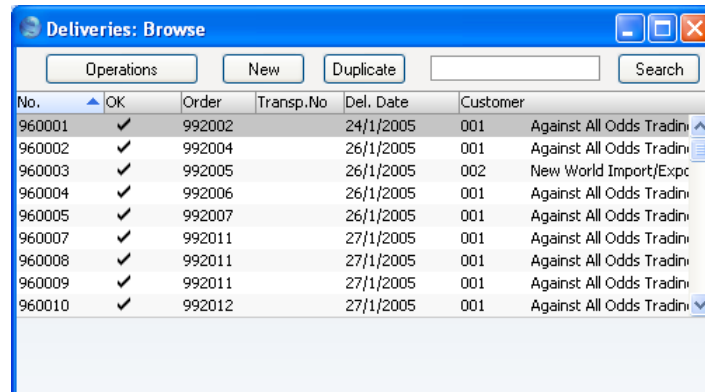
If you are using the FIFO Cost Model to calculate cost accounting values, you must use the Do Not Allow option. If you try to deliver an Item that is not in stock, its FIFO value will not be known and so the value of the cost accounting transaction will not be correct.

- | | |
|-----------------------|--|
| Allow | This option will allow the delivery of more units of a Stocked Item than are in stock. However, when you create Deliveries from Sales Orders, the default quantity will be the quantity in stock if the order quantity is greater. |
| Do Not Allow | Use this option to prevent the delivery of more units of a Stocked Item than are actually in stock. |
| Always Deliver | This option will allow the delivery of more units of a Stocked Item than are in stock. It differs from the Allow option in that when you create Deliveries from Sales Orders, the default quantity will always be the order quantity, even if there is insufficient stock. |

The Delivery Register

This register holds one record per Delivery. A Delivery is always connected with a Sales Order, and it can be either a full (final) Delivery or a part Delivery.

To view Deliveries already entered, ensure you are in the Stock module and click the [Deliveries] button in the Master Control panel. The 'Deliveries: Browse' window is opened—



The screenshot shows a window titled 'Deliveries: Browse' with a blue title bar. Below the title bar are buttons for 'Operations', 'New', 'Duplicate', and a search field with a 'Search' button. The main area contains a table with the following data:

No.	OK	Order	Transp.No	Del. Date	Customer
960001	✓	992002		24/1/2005	001 Against All Odds Trading
960002	✓	992004		26/1/2005	001 Against All Odds Trading
960003	✓	992005		26/1/2005	002 New World Import/Export
960004	✓	992006		26/1/2005	001 Against All Odds Trading
960005	✓	992007		26/1/2005	001 Against All Odds Trading
960007	✓	992011		27/1/2005	001 Against All Odds Trading
960008	✓	992011		27/1/2005	001 Against All Odds Trading
960009	✓	992011		27/1/2005	001 Against All Odds Trading
960010	✓	992012		27/1/2005	001 Against All Odds Trading

Deliveries are normally shown in number order. For each is shown a Delivery Number, an indication of whether the Delivery has been approved in the OK column, the Sales Order Number, Transport Number, Delivery Date and Customer Number and Name. As in all FirstOffice browse windows, you can re-sort the list and search for particular records.

Entering a Delivery

You must create new Deliveries from Sales Orders. With a Sales Order open, select the 'Create Delivery' command from the Operations menu. This creates a new Delivery record. For the command to have any effect, you must first save all changes to the Sales Order (use the [Save] button). You can also create a Delivery by dragging an Order from the 'Orders: Browse' window to the 'Deliveries: Browse' window.

Delivery: Inspect

Operations New Duplicate Cancel Save

Del. No.: 960276 Cust No.: 001 ☐ Tel. Message
 Order No.: 1000160 Del. Mode: ☐ Use Invoice Address
 Del. Date: 13/7/2005

Items Address Packaging

Item	Description	Ordered	Avail.	Del. Qty
1	10103 Receiver	6	49	6
2	10108 Microphone	7	13	7
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				

☒ OK Del. Qty: 13.00 Comment:

Note that the record is presented in a 'Delivery: Inspect' window. This means that the record has already been created and saved into the register. To delete it you must choose 'Delete' on the Record menu.

Let us go through the fields.

Header

Del. No.

Paste Special

Select from another Number Series

The serial number of the current Delivery. The default is the next unused number from the number sequence specified in the Number Series Defaults setting or from the first number sequence in the Number Series - Deliveries setting. You can change this number, but not to one that has already been used.

Cust. No.

The Customer Number from the Order. This field cannot be changed.

Tel. Message	If it is necessary to remind your warehouse or delivery staff to call the Customer to arrange this Delivery, check this box. Depending on how you have designed your delivery documentation, an X can be printed on the Delivery Note or Picking List to ensure this task is carried out.	
Order No.	The serial number for the Sales Order from which the Delivery record was created. This field cannot be changed.	
Del. Mode	Paste Special	Delivery Modes setting, Sales Support module
	The Delivery Mode from the Order. Examples might be Post or Courier, or might specify the name of the courier that you will use to supply the goods on the Order.	

Use Invoice Address

When you print a Delivery Note, Picking List or Freight Label for a Delivery, the address that will be printed will usually be the one shown on the 'Address' card of the Delivery record. Check this box if you would like the Invoice Address (from the 'Inv. Address' card of the originating Order) to be printed instead.

Del. Date	Paste Special	Choose date
	The date of the Delivery. The current date is entered by FirstOffice as a default.	
	If you are using the FIFO stock valuation method, either in the Stock List or in the Nominal Ledger, 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 Delivery with yesterday's date if you have already entered one with today's. It is also recommended that you always approve Deliveries when you save them for the first time. Do not, for example, go back to an earlier unapproved Delivery and approve it if there are later approved ones, unless you change the date as well.	

Items Card

The information in the grid on the 'Items' card is dictated by the Order and, where appropriate, by current stock levels. If you need to make a part shipment, change the Quantity of one or more rows as appropriate. You can remove entire rows, by clicking on the row number to the left and pressing the Backspace key. FirstOffice does not allow you to deliver a greater Quantity than was ordered, or to add rows.

Item	The Item Number from the Order. This field cannot be changed.
Description	The Item Name from the Order.
Ordered	The ordered quantity. This field cannot be changed.
Avail.	<p>The quantity available in stock at the moment when the Delivery is created. The field will be blank for Plain Items (Items for which a stock history is not maintained), as for these there is no stock balance figure. This field cannot be changed.</p> <p>The calculation of this figure is controlled by the Decrease Available on Deliveries options in the Stock Settings setting. The free stock figure for each Item can be reduced by the quantities on previous Deliveries when you create them or when you approve them. So, if you are using the second option, the figure in this field will include delivery quantities from previous unapproved Deliveries.</p>
Del. Qty	<p>As a default, FirstOffice assumes you wish to ship as many Items as possible. Therefore, for Stocked Items, if the stock balance is greater than the ordered quantity, the ordered quantity is suggested. If the balance is less than ordered quantity, the stock balance is suggested. If the balance is zero or negative, zero will be entered. For Plain Items, as no stock balance figure is kept, the ordered quantity is always suggested.</p> <p>You can change this figure if necessary: the change will also be recorded in the Del 1 and Del 2 fields of the relevant Order row.</p> <p>If you wish to prevent the shipping of a quantity greater than that in stock (i.e. if you do not want to allow negative stock), switch on the Do Not Allow Over Delivery option in the Stock Settings setting.</p>

If you would like the default value always to be the ordered quantity, even if there is insufficient stock, use the Always Deliver option in the Stock Settings setting.

Footer

OK	<p>Check this box to approve the Delivery. When you save the approved Delivery, you will no longer be able to change it. Stock levels may be amended, depending on the Decrease Available on Deliveries options in the Stock Settings setting (they are otherwise amended when you create the Delivery). If you have determined that cost accounting transactions are to be created at the point of delivery, stock transactions in the Nominal Ledger will now be raised (they may otherwise be raised after invoicing). Cost accounting is described above on page 73.</p> <p>You must approve the Delivery before you can raise an Invoice for it from the Order.</p> <p>You can use Access Groups to control who can approve Deliveries. To do this, deny access to the 'OKing Deliveries' Action. Access Groups are described in the 'System Module' chapter in Volume 1 of these manuals.</p> <p>References in this manual to approved Deliveries are to those whose OK check box is on.</p>
Del. Qty	<p>This shows the total number of Items delivered.</p>
Comment	<p>Any comment that you enter here can be printed on the Freight Label.</p>

Address Card

ItemsAddressPackaging

Address:

Burntwhistle Lodge

High Malberry

Staffs TFS 6TY

Address	Default taken from	Sales Order
		The Delivery Address, taken from the 'Del. Address' card of the Order which, in turn, is taken from the

‘Delivery’ card of the Customer. It can be changed for this Delivery if necessary.

Packaging Card

Items		Address		Packaging	
Packages:	<input type="text"/>	Transport No.:	<input type="text"/>		
Weight:	<input type="text"/>	Volume:	<input type="text"/>		
From City:	<input type="text"/>	To City:	<input type="text"/>		
From Dock:	<input type="text"/>	To Dock:	<input type="text"/>		
Transport Directives:		<input type="text"/>			

Packages	An optional field to register the number of packages used to make up the Delivery. This information can be printed on the Freight Label.
Transport No.	An optional transport number, e.g. bill of lading number or consignment note number. This information can be printed on the Freight Label and is shown in the ‘Deliveries: Browse’ window.
Weight	Default taken from Items This field will contain a calculated value based on the Delivery Quantity and the Weight of the Items. If you change the Weight of one of the Items or if this figure becomes inaccurate for any other reason, use the ‘Calculate Weight’ function on the Operations menu to update this field.
Volume	Default taken from Items This field will contain a calculated value based on the Delivery Quantity and the Volume of the Items. If you change the Volume of one of the Items or if this figure becomes inaccurate for any other reason, use the ‘Calculate Weight’ function on the Operations menu to update this field.
From City	If appropriate, specify here the city from which the Delivery is to be made. This information can appear on delivery documentation.
To City	If appropriate, specify here the city to which the Delivery is to be made. This information can appear on delivery documentation.

From Dock	If appropriate, specify here the port or airport from which the Delivery is to be made. This information can appear on delivery documentation.
To Dock	If appropriate, specify here the port or airport to which the Delivery is to be made. This information can appear on delivery documentation.
Transport Directives	If appropriate, enter any special handling instructions for the Delivery here. This information can appear on delivery documentation.

Nominal Ledger Transactions from Deliveries

When you approve and save a Delivery record, a Nominal Ledger Transaction will be generated automatically if you have so determined in the Sub Systems setting in the Nominal Ledger, if you have chosen a Cost Model and if at least one of the Items on the Delivery is a Stocked Item. Please refer to the 'Cost Accounting' section above on page 73 for full details of this Transaction.

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

Inspecting and Approving Deliveries

Before a Delivery goes out you need to prepare it and approve it. The first step is to print the Picking List. You can do this by clicking the Printer icon in the Button Bar. When the Delivery is finally OK, click the OK check box and press the [Save] button. Once you have done this, you will no longer be able to modify the Delivery. You will then be able to create an Invoice for the Delivery (from the Order screen).

You can also approve several Delivery records at once by highlighting them in the 'Deliveries: Browse' window and selecting 'OK' from the Operations menu. To highlight several Delivery records, click on the first Delivery to be approved, hold down the Shift key and click on the last.

On approval, stock levels may be amended, depending on the Decrease Available on Deliveries options in the Stock Settings setting (they are otherwise amended when the Delivery is created). Also, if defined in the Sub Systems setting in the Nominal Ledger, a cost accounting Transaction will be created in the Nominal Ledger. Please refer to the 'Cost Accounting' section above on page 73 for details of the Accounts used by this Transaction.

You can use Access Groups to control who can approve Deliveries. To do this, deny access to the 'OKing Deliveries' Action. Access Groups are described in the 'System Module' chapter in Volume 1 of these manuals.

Deliveries from the Sales Ledger

It is possible to deliver goods from stock without a Delivery. You can do this by entering Invoices directly to the Invoice register (i.e. without first entering a related Sales Order). On the 'Delivery' card of the Invoice, there is an Update Stock check box, which will be on by default if the Invoices Update Stock option in the Account Usage S/L setting, is on. If it is on, an Invoice for a Stocked Item will generate an "invisible" Delivery transaction. The result of such an event is that the stock balance of the Item will be altered, but there will be no Delivery transaction generated in the Delivery register. The result of the stock change will be visible in the Item History report in the Stock module. If you are using cost accounting (maintaining stock values in the Nominal Ledger), stock postings (the equivalent of those in Transactions generated from Deliveries) will be included in the Transaction created from the Invoice.

The Invoices Update Stock check box is only relevant for Deliveries issued from an Invoice (i.e. when there is no related Sales Order).

Printing Picking Lists and Delivery Notes

If you click the Printer icon in the Button Bar of a Delivery window, a document will be printed. If the Delivery is not approved, a Picking List is printed. If the Delivery is approved, a Delivery Note is printed. If you want to print to screen, click the Preview icon.

To print Delivery Notes or Picking Lists in batches, click the [Documents] button in the Master Control panel or select 'Documents' from the File menu. Double-click 'Delivery Notes' or 'Picking Lists' in the 'Documents' list window. Indicate the Delivery Number (or range of Delivery Numbers) to be printed and press [Run].

Delivery Notes can also be printed automatically on approval. This is controlled using the Auto Actions setting in the System module. Please refer to the 'Auto Actions' section in the 'System Module' chapter in Volume 1 for details.

However Picking Lists or Delivery Notes are printed, the Forms used are determined as follows—

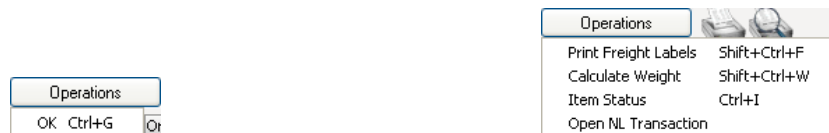
1. Using the Form register in the System module, design the Delivery Note or Picking List as appropriate and name it "DELIVERY_NOTE" or

“PICKING_LIST”. Use the ‘Properties’ function on the Operations menu to assign Document Types of “Delivery Note” and “Picking List” respectively. Samples are supplied with FirstOffice: these can be modified to suit your requirements. Full instructions for using the Form register can be found in the chapter in Volume 1 covering the System module.

2. Select the Stock module using the [Select Module] button in the Master Control panel or the Ctrl-0 (Windows and Linux) or ⌘-0 (Macintosh) keyboard shortcut.
3. Click the [Documents] button in the Master Control panel or select ‘Documents’ from the File menu. The ‘Documents’ list window is opened: highlight ‘Delivery Notes’.
4. Select ‘Define Document’ from the Operations menu.
5. In the subsequent window, enter “DELIVERY_NOTE” in the Form field of the first row (you can use ‘Paste Special’ to ensure the spelling is correct).
6. Click [Save] to save the Form definition.
7. Repeat steps 3-6 above, this time highlighting ‘Picking Lists’ in the ‘Documents’ list window and entering “PICKING_LIST” in the ‘Define Document’ window. From now on, the Forms that you have designed will be used, from the ‘Documents’ function and from the Printer and Preview icons. “PICKING_LIST” will be used when a Delivery is not approved, otherwise “DELIVERY_NOTE” will be used.

If you need to include a telephone and/or fax number on Delivery Notes and Picking Lists, they will be taken from the Company Info setting in the System module.

Operations Menu



The Operations menus for Deliveries are shown above. On the left is that for the ‘Deliveries: Browse’ window: highlight one or more Deliveries (hold down the Shift key while clicking) in the list before selecting the function. On the right is that for the ‘Delivery: Inspect’ window.

OK

This command is available on the Operations menu only from the 'Deliveries: Browse' window. It allows you to approve a Delivery and is therefore the equivalent of checking the OK box in the Delivery record. You can also select several Deliveries (hold down the Shift key to select a range of Deliveries in the list) and approve them all at once. Remember that, if so defined in the Sub Systems setting in the Nominal Ledger, this action causes Nominal Ledger Transactions to be created for each Delivery in the selection and that therefore once it has been carried out you will no longer be able to modify those Deliveries. Stock levels may be amended, depending on the Decrease Available on Deliveries options in the Stock Settings setting (they are otherwise amended when the Delivery is created).

You can use Access Groups to control who can approve Deliveries. To do this, deny access to the 'OKing Deliveries' Action. Access Groups are described in the 'System Module' chapter in Volume 1 of these manuals.

Print Freight Labels

Select this command to print Freight Labels for the current Delivery. You can also print Freight Labels using the 'Documents' function.

Calculate Weight

When you create a Delivery from a Sales Order, its total Weight and Volume, calculated from the Delivery Quantity and from the Item records, is shown on the 'Packaging' card. If you change the Weight or Volume of an Item or if these figures become inaccurate for any other reason, you can recalculate them using this function.

Item Status

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

Please refer to the 'Items and Pricing' chapter in Volume 1 for full details of this function.

Open NL Transaction

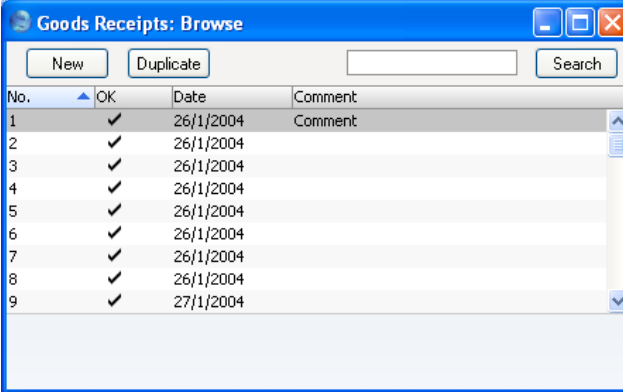
When you approve and save a Delivery, if so defined in the Sub Systems setting in the Nominal Ledger, a Nominal Ledger Transaction will be created. This function allows you to view that Transaction.

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

The Goods Receipt Register

This register records the receiving into stock of Stocked Items. Normally, you will take the information for the Goods Receipt record from the Supplier's delivery note. In many cases, the Invoice from the Supplier will not be available at the time of delivery, and therefore full information about the cost of different Items may not be available. The stock value in FirstOffice is based on the information recorded in the Goods Receipt register.

To open the Goods Receipt register, first ensure you are in the Stock module, then click the [Goods Receipts] button in the Master Control panel. The 'Goods Receipts: Browse' window is opened, showing Goods Receipts already entered—



No.	OK	Date	Comment
1	✓	26/1/2004	Comment
2	✓	26/1/2004	
3	✓	26/1/2004	
4	✓	26/1/2004	
5	✓	26/1/2004	
6	✓	26/1/2004	
7	✓	26/1/2004	
8	✓	26/1/2004	
9	✓	27/1/2004	

Goods Receipts are normally shown in transaction number order. The OK column contains a check mark for Goods Receipts that have been approved.

Entering a Goods Receipt

From the 'Goods Receipts: Browse' window, click the [New] button in the Button Bar to open a new Goods Receipt transaction.

Goods Receipt: Inspect

Operations New Duplicate Cancel Save

No.: 380 Trans.Date: 15/7/2005 ☐ Price Incl VAT

Sup.No.: 511 Name: Roman Candles SpA

Comment Items

Comment:

Item	Qty	Description	Unit Price	Cost	Cost Price
1	10	Stereo cassette radio	14.29		15.29
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					

OK Qty: 10.00 Freight: 5 Customs: 5 Cost Price: 152.90

Header

No.

Paste Special

Select from another Number Series

The number of the Goods Receipt: FirstOffice will enter the next unused number from the number sequence specified in the Number Series Defaults setting or from the first number sequence entered in the Number Series - Goods Receipts setting. You may change this number, but not to one that has already been used.

Trans. Date

Paste Special

Choose date

The date of the receipt. The default value is the current date.

If you are using the FIFO stock valuation method, either in the Stock List or in the Nominal Ledger, 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. It is also recommended that you always approve Goods Receipts 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.

Sup. No.	Paste Special	Suppliers in Customer register
		Enter the Supplier Number. When you press Return, the Supplier's name will be entered to the field on the right.
Name		The Supplier's Name is entered from the Customer register after you have entered the Supplier Number.
Price Incl. VAT		Check this box if the prices entered for the goods received include VAT. For each Item, VAT will be calculated using the VAT Code in the Purch. VAT Code field in the Customer record for the Supplier, in the Item record, the Item Group or from the 'VAT' card of the Account Usage P/L setting.

Comment Card

Comment	A comment regarding the current Goods Receipt.
----------------	--

Items Card

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



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

Flip A

Item	Paste Special	Item register
		Enter the Item Number of the Item received. A warning will appear if you use an Item that is not a Stocked Item.
Qty		Received quantity, to be added to stock. Negative values are not accepted.
Description		The Item description is brought in from the Item register by FirstOffice. It may be altered.
Unit Price		The normal purchase price from the Cost Price field in the Item register. This figure excludes any extra costs such as delivery or customs duties, but includes VAT if you have checked the Price Incl. VAT box in the header. You can change the price in a particular transaction.
Cost		<p>Any additional cost (per unit) for the Item. It will be shown added to the Unit Price in the Cost Price column to the right. Enter either an amount or a percentage followed by the % character.</p> <p>This value will default to the Extra Cost from the 'Costs' card of the relevant Item.</p> <p>If a Nominal Ledger Transaction is generated from this Goods Receipt (this is determined using the Sub Systems setting in the Nominal Ledger), any costs in this field are credited to the Extra Costs Account specified in the Account Usage Stock setting.</p>
Cost Price		<p>The Unit Price of the Item, including any freight and other additional costs. If you have checked the Price Incl. VAT box in the header, this figure will be the only one in the Goods Receipt not to include VAT.</p> <p>You can use the Upd. Cost Price at Goods Receipt options on the 'Costs' card of each Item record to update its Cost Price automatically from approved Goods Receipts. If you have chosen the Last Purch. Cost Price option, the figure in this field will become the new Cost Price of the Item. If you have chosen the Weighted Average option, its Cost Price will be updated to the latest Weighted Average including this figure. In both cases, this figure will be rounded up or down according to the Calc FIFO Value rounding rules set in the Round</p>

Off setting in the System module before it is used to update the Cost Price of the Item.

Flip B

Fr. Cost

An optional Freight Cost (per unit) to be added to the total Cost Price for the Goods Receipt. You can enter a value in a particular row, or you can enter a Freight amount for the total shipment in the Freight field in the footer. When you move to the next field, FirstOffice will distribute the total Freight amount to the different Item rows according to the cost value of each row.

If a Nominal Ledger Transaction is generated from this Goods Receipt (this is determined using the Sub Systems setting in the Nominal Ledger), any Freight costs are credited to the Freight Cost Account specified in the Account Usage Stock setting.

Customs

This field works in the same manner as the Freight fields, using the Customs field in the footer area. It refers to any customs charges attached to the Goods Receipt.

If a Nominal Ledger Transaction is generated from this Goods Receipt, any Customs costs are credited to the Customs Cost Account specified in the Account Usage Stock setting.

Footer

OK

Check this box to approve the Goods Receipt. After saving, you will not be able to change it. Stock levels will be amended accordingly.

If you have so determined in the Sub Systems setting in the Nominal Ledger, a Nominal Ledger Transaction will be created in the Transaction register. The nature of this Transaction is described in the section entitled 'Nominal Ledger Transactions from Goods Receipts', below on page 99.

You can use Access Groups to control who can approve Goods Receipts. To do this, deny access to the 'OKing Goods Receipts' Action. Access Groups are described in the 'System Module' chapter in Volume 1 of these manuals.

References in this manual to approved Goods Receipts are to those whose OK check box is on.

Qty	This field records the total number of items of all types on the Goods Receipt. It is updated automatically.
Freight	Please refer to the description above on page 98 of the Fr. Cost field on flip B for details of this field.
Customs	Please refer to the description above on page 98 of the Customs field on flip B for details of this field.
Cost Price	<p>This field records the total value of the Goods Receipt, including all shipping and other additional costs.</p> <p>This figure is rounded up or down according to the Calc FIFO Value rounding rules set in the Round Off setting in the System module.</p>

Nominal Ledger Transactions from Goods Receipts

When you approve and save a Goods Receipt record, a Nominal Ledger Transaction can be generated automatically if you have so determined in the Sub Systems setting in the Nominal Ledger. Please refer to the 'Cost Accounting' section above on page 72 for full details of this Transaction.

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

An example Nominal Ledger Goods Receipt Transaction is shown on the next page.

Transaction: Inspect

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

No.: 380 Trans.Date: 15/7/2005 Reference:
 Text: 511 Roman Candles SpA

	Account	Object	Description	Debit	Credit	V-Cd
1	740		Stock Valuation	152.90		
2	805		P/L Suspense a/c		142.90	
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						

Difference: 0.00 Total: 152.90 152.90

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

As shown in the illustration, any Freight, Customs and Extra Costs specified on flip B will be credited to separate Accounts specified in the Account Usage Stock setting.

Stock Adjustments

From time to time you may need to adjust your stock balances for returned goods etc. Entering and approving Credit Notes should not usually update stock levels because of the difficulty of obtaining a FIFO valuation. Instead, you should return the goods to stock using a Goods Receipt. Take care to enter the correct cost prices, in agreement with the stock valuation method you have selected: first you will probably need to find out the true value of the Item from flip C of the original Invoice (if there is no related Sales Order) or from the Delivery record using a report such as the Stock Out Journal or Item History (or by opening the related Nominal Ledger Transaction). The stock valuation in the Nominal Ledger will be updated from the Goods Receipt if you are using FirstOffice's cost accounting facilities.

Credit Notes are described in the 'Sales Ledger' chapter in Volume 2 of this manual, while cost accounting is described above on page 70.

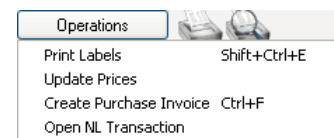
Checking and Approving Goods Receipts

Once you have entered a Goods Receipt, you need to check it and approve it, in order to confirm amounts and values. Click in the OK click box to approve it, and save the approval by pressing the [Save] button in the Button Bar. You will no longer be able to change a Goods Receipt once it has been approved.

On approval, stock levels will be amended and, if so defined in the Sub Systems setting in the Nominal Ledger, a cost accounting Transaction will be created in the Nominal Ledger. Please refer to the 'Cost Accounting' section above on page 72 for details of the Accounts used by this Transaction.

You can use Access Groups to control who can approve Goods Receipts. To do this, deny access to the 'OKing Goods Receipts' Action. Access Groups are described in the 'System Module' chapter in Volume 1 of these manuals.

Operations Menu



The Operations menu for the 'Goods Receipt: New' and 'Goods Receipt: Inspect' windows is shown above. There is no Operations menu for the 'Goods Receipts: Browse' window.

Print Labels

Use the 'Print Labels' command to print a label document, which you can use to identify a particular shipment from a Supplier.

To print labels in batches, click the [Documents] button in the Master Control panel or select 'Documents' from the File menu. Double-click 'Purchase Labels' in the 'Documents' list window, or highlight it and press the Enter key. Indicate the Goods Receipt Number (or range of Numbers) to be printed and press [Run].

Whether printing singly or in batches, the Form used is determined as follows—

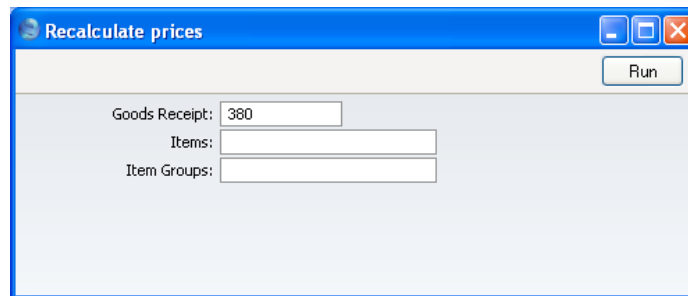
1. Using the Form register in the System module, design the Label and name it “PUR_LABEL”. A sample is supplied with FirstOffice: this can be modified to suit your requirements. Full instructions for using the Form register can be found in the chapter in Volume 1 covering the System module.
2. Select the Stock module using the [Select Module] button in the Master Control panel.
3. Click the [Documents] button in the Master Control panel or select ‘Documents’ from the File menu. The ‘Documents’ list window is opened: highlight ‘Purchase Labels’.
4. Select ‘Define Document’ from the Operations menu.
5. In the subsequent window, enter “PUR_LABEL” in the Form field of the first row (you can use ‘Paste Special’ to ensure the spelling is correct).
6. Click [Save] to save the Form definition. From now on, the Form that you have designed will be used, from the ‘Documents’ function and from the Operations menu item.

Update Prices

This command allows you to update the Cost Prices of the Items used in the current Goods Receipt.

You should only use the function once you have saved the Goods Receipt by clicking the [Save] button in the Button Bar. It is not necessary to approve the Goods Receipt.

Selecting the function opens the dialogue box shown below. Complete it as described and click the [Run] button in the Button Bar. Price changes will then be made, as directed.

A screenshot of a Windows-style dialog box titled "Recalculate prices". The dialog has a blue title bar with standard minimize, maximize, and close buttons. Inside, there is a "Run" button in the top right corner. Below it, there are three input fields: "Goods Receipt:" with the value "380" entered, "Items:" which is empty, and "Item Groups:" which is also empty.

Goods Receipt	This field provides a reminder of the number of the Goods Receipt from which the changed prices are taken. It cannot be changed.	
Items	Paste Special	Item register
	Range Reporting	Alpha
	Specify a particular Item (which must be one on the Goods Receipt) whose Cost Price is to be changed. If left blank, all Items on the Goods Receipt will be affected.	
Item Groups	Paste Special	Item Groups setting, Sales Ledger
	Range Reporting	Alpha
	Specify a particular Item Group, the Items of which are to have their Cost Price changed. Only members of the Item Group shown on the Goods Receipt will be affected. If left blank, all Items on the Goods Receipt will be affected.	

Create Purchase Invoice

To raise a Purchase Invoice from a Goods Receipt, select 'Create Purchase Invoice' from the Operations menu. For the function to have any effect, you must first approve the Goods Receipt and then save it (use the [Save] button).

When you select the function, a new record will be created in the Purchase Invoice register (in the Purchase Ledger). It will be opened in a new window, entitled 'Purchase Invoice: Inspect'. This means that it has been created and saved and is being opened for amendment and approval.

Purchase Invoice: Inspect

Operations New Duplicate Cancel Save

No.: 970089 Invoice Date: 15/7/2005 Trans. Date: 15/7/2005

Supplier: 511 Name: Roman Candles SpA

TOTAL: 152.90 Sup. Inv. No.:

VAT: 22.77

Terms Costs Identifiers

Pay Term: 30 ☐ Hold Due Date: 14/8/2005

Cash Discount: ☐ Prel. Book. Discount Date:

Reference: Credit of Invoice:

	Account	Object	Description	Amount	V-Cd	
1	805		P/L Suspense a/c	152.90	2	A
2						B
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						

☐ OK Calculated VAT:

The Purchase Invoice assumes that all Items on the Goods Receipt are to be invoiced. The ordered Items will be grouped together on a single row on the Invoice indicating that they are to be posted to the same Cost Account (the Purchase Control Account from the Account Usage Stock setting). If the Items on the Goods Receipt have different VAT Codes, there will be a separate row on the Invoice for each VAT Code. If you have the Purchase Orders Value Pack, the Cost Account will depend on the Purchase Order Item Transfer Control options in the Purchase Invoice Settings setting in the Purchase Ledger. Please refer to the chapter describing the Purchase Orders Value Pack in Volume 4 of these manuals for details.

The Creditor Account will be taken from the 'Terms' card of the Customer record for the Supplier or, if this is blank, from the Account Usage P/L setting. If you have the Purchase Orders Value Pack and the Goods Receipt was created from a Purchase Order, the VAT Code on each row will be taken from the appropriate Purchase Order row. Otherwise, it will be the Purch. VAT Code from the Customer record for the Supplier or the VAT Code from the Item, the Item Group or the 'VAT' card of the Account Usage P/L setting. The value in the Calc VAT field in the footer will be calculated using the VAT Codes from each row.

If the Calculate VAT box is checked in the Purchase Invoice Settings setting in the Purchase Ledger, VAT will be calculated backwards from the overall value of the Purchase Invoice using the VAT Rate in that setting. This figure will be placed in the VAT field in the header, and may differ from that in the Calc VAT field in the footer if the Items have different VAT Codes. You will need to correct the header field before you can approve the Invoice. For this reason, it is recommended that the Calculate VAT option should only be used in countries where there is a single VAT rate.

The Amount in each Purchase Invoice row will include any extra costs from flip B of the Goods Receipt. You can change the Amount of one or more rows on the Invoice screen as appropriate. You can also add more rows.

When you have checked the Purchase Invoice, click the OK check box. This signifies that the Purchase Invoice has been approved. When you save it, associated Transactions in the Nominal Ledger will be raised (if so defined in the Sub Systems setting in the Nominal Ledger) and you will no longer be able to modify the Invoice.

For a full description of the Purchase Invoice screen, please refer to the 'Purchase Ledger' chapter in Volume 2 of these manuals.

Open NL Transaction

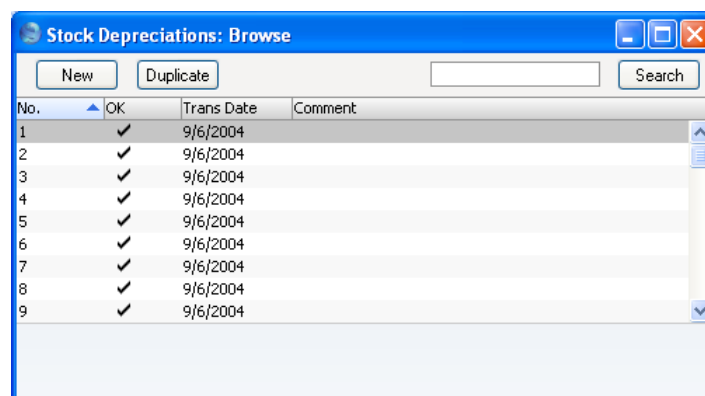
When you approve and save a Goods Receipt, if so defined in the Sub Systems setting in the Nominal Ledger, a Nominal Ledger Transaction will be created. This function allows you to view that Transaction.

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

The Stock Depreciation Register

This register holds a special type of transaction for the depreciation of stock, the withdrawal from stock of items for internal use and the writing-off of stock. You can also use this register when you need to adjust stock balances for breakages, losses, returned goods, etc. It allows full control over the removal of items from stock, including the adjustment of FIFO values. If so determined in the Sub Systems setting in the Nominal Ledger, Stock Depreciation transactions, when approved, will create Nominal Ledger Transactions with full control over Accounts etc.

To open the Stock Depreciation register, first ensure you are in the Stock module, then click the [Stock Depreciations] button in the Master Control panel. The 'Stock Depreciations: Browse' window is opened, showing Stock Depreciation transactions already entered —



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

Entering a Stock Depreciation transaction

From the 'Stock Depreciations: Browse' window, click the [New] button in the Button Bar to open a new Stock Depreciation transaction. Alternatively, if one already exists that is similar to the one you are about to enter, find it in the list, highlight it and click [Duplicate].

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

Item	Qty	Description	Cost Acc
1 10106	3	CD player	230
2 10108	2	Microphone	235
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			

☒ OK Tot. Qty.: 5.00 Comment:

No.

Paste Special

Select from another Number Series

The number of the Stock Depreciation transaction: FirstOffice will enter the next unused number from the first number sequence entered in the Number Series - Stock Depreciations setting. You may change this number, but not to one that has already been used.

Trans Date

Paste Special

Choose date

The Transaction date: FirstOffice enters the current date as a default.

If you are using the FIFO stock valuation method, either in the Stock List or in the Nominal Ledger, 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 Stock Depreciation with yesterday's date if you have already entered one with today's. It is also recommended that you always approve Stock Depreciations when you save them for the first time. Do not, for example, go back to an earlier unapproved Stock Depreciation and approve it if there are later approved ones, unless you change the date as well.

Cost Acc.	Paste Special	Account register, Nominal Ledger/System module
------------------	----------------------	---

The default debit Account for the Stock Depreciation transaction. You can specify a Cost Account in any of the Stock Depreciation rows, to override the one entered here. The default is the Stock Cost Account specified in the Account Usage Stock setting.

If you do not enter an Account here or in a Stock Depreciation row, the Cost Account from the Item Group will be debited.

Use the grid that takes up most of the window to list the Items that are to be removed from stock.

Flip A

Item	Paste Special	Item register
-------------	----------------------	---------------

As with all Item Number fields in FirstOffice, enter the Item Number of the Item.

If you choose an Item of which there is no stock, it will not be included in the resulting Nominal Ledger Transaction. However, the stock balance of the Item will be reduced (i.e. negative stock will be created) unless you are using the Do Not Allow Over Delivery option in the Stock Settings setting.

If the Item is a Plain Item, it will not be included in the resulting Nominal Ledger Transaction: stock values are not stored for Plain Items.

Qty	The quantity of the Item that is to be deducted from stock levels. If you are using the Do Not Allow Over Delivery option in the Stock Settings setting, you will not be able to enter a greater figure than you have in stock.
------------	---

Description	FirstOffice enters the Item Name in this field: you can change it if necessary.
Cost Acc	<p>Paste Special Account register, Nominal Ledger/System module</p> <p>You can enter an individual Cost Account number for each row, to override that entered for the Stock Depreciation overall.</p>
<i>Flip B</i>	
FIFO	<p>The value of the Item, to be subtracted from your Nominal Ledger Transaction stock valuation. If the Quantity is greater than one, this field will show the average unit FIFO cost. This figure will be brought in automatically when you approve the Stock Depreciation record.</p> <p>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, the figure in this field will be calculated using the Cost Model specified in the Item Group. Otherwise, it will be calculated using the Cost Model, Invoice in the Cost Model setting in the Sales Ledger. If the Cost Model is % of Base Price or Cost from Invoice, FIFO values will be used.</p>
<i>Footer</i>	
OK	<p>Check this box to approve the Stock Depreciation transaction. After approving the transaction, you will not be able to change it.</p> <p>If you have so determined in the Sub Systems setting in the Nominal Ledger, a Nominal Ledger Transaction will be created in the Transaction register. The nature of this Transaction is described in the section entitled 'Nominal Ledger Transactions from Stock Depreciation transactions', below on page 110.</p> <p>You can use Access Groups to control who can approve Stock Depreciations. To do this, deny access to the 'OKing Stock Depreciation' Action. Access Groups are described in the 'System Module' chapter in Volume 1 of these manuals.</p>

References in this manual to approved Stock Depreciation transactions are to those whose OK check box is on.

Tot. Qty	This shows the total number of Items included in the Stock Depreciation transaction.
Comment	Record any comment about the Stock Depreciation record here, such as the reason for its entry.

Nominal Ledger Transactions from Stock Depreciation transactions

An example Nominal Ledger Transaction created from a Stock Depreciation record (that shown in the previous illustration) is shown below. This Transaction will be generated automatically when you approve and save a Stock Depreciation record if you have so determined in the Sub Systems setting in the Nominal Ledger.

The Debit Account(s) in the Nominal Transaction will be determined as follows—

1. The Account specified in the Cost Account field in the Stock Depreciation transaction will be debited. By default, this is the Stock Cost Account from the Account Usage Stock setting. If you have entered a Cost Account in a particular row, that will be used instead of the Account entered for the Stock Depreciation overall.
2. If you do not specify a Cost Account in the Stock Depreciation record, and you are using the Use Item Groups for Cost Accounts option in the Cost Accounting setting is on, the Cost Account for the Item Group to which the Item belongs will be debited.

The Credit Account(s) in the Nominal Transaction will be determined as follows—

1. If you are using the Use Item Groups for Cost Accounts option in the Cost Accounting setting, the Stock Account for the Item Group to which the Item belongs will be credited.
2. If this is blank, the Item does not belong to an Item Group or you are not using the Use Item Groups for Cost Accounts option, the Stock Account from the Account Usage Stock setting will be credited.

Note that Plain Items will not be included in the resulting Nominal Ledger Transaction. If you enter a Stocked Item in a Stock Depreciation record with a quantity greater than you have in stock, you will not be able to approve the

Stock Depreciation if you are using the Do Not Allow Over Delivery option in the Stock Settings setting.

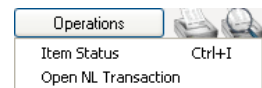
The screenshot shows the 'Transaction: Inspect' window. At the top, there are buttons for 'Operations', 'New', 'Duplicate', 'Cancel', and 'Save'. Below these are input fields for 'No.: 41', 'Trans.Date: 15/7/2005', and 'Reference:'. A 'Text:' field is also present. The main area is a table with columns: Account, Object, Description, Debit, Credit, and V-Cd. The table contains three rows of data:

	Account	Object	Description	Debit	Credit	V-Cd
1	230		Cost Type 4	38.31		
2	740		Stock Valuation		60.31	
3	235		Cost Type 5	22.00		
4						
5						
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19						
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21						

At the bottom, there are fields for 'Difference: 0.00' and 'Total: 60.31 60.31'.

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

Operations Menu



The Operations menu for the 'Stock Depreciation: New' and 'Stock Depreciation: Inspect' windows is shown above. There is no Operations menu for the 'Stock Depreciations: Browse' window.

Item Status

This function provides instant feedback for the Item shown in the Stock Depreciation row containing the cursor or highlighted in the 'Paste Special'

window listing Items. Information displayed in a new window includes the quantity in stock, the quantity on order and the quantity shippable.

Please refer to the 'Items and Pricing' chapter in Volume 1 for full details of this function.

Open NL Transaction

Once you have approved and saved a Stock Depreciation record, if so defined in the Sub Systems setting in the Nominal Ledger, a Nominal Ledger Transaction will be created. This function allows you to view that Transaction.

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

The Stocktaking Register

From time to time, you should carry out a stocktake, to check that the quantities of Items held in stock match the stock levels recorded in FirstOffice. When it is necessary to do this, it is recommended that you use the following procedure—

1. You should print a stock list should be printed using the Stocktaking List report. This contains spaces where the actual stock figures can be written in.
2. Once you have carried out the stocktake, you should enter the results to a new record in the Stocktaking register.
3. Approve the Stocktaking record and print out the Stocktaking Comparison report. This will compare the Stocktaking record you have just entered with the current stock figures in FirstOffice. Note: the report will use the previous Stocktaking record if you forget to approve the new one.
4. Once you have checked the report and confirmed it to be correct, you can enter any discrepancies shown in the report to the Stock Depreciation or Goods Receipt registers, depending on the reason for the discrepancy.

The Stocktaking register is used for step 2 in the above procedure. To open the Stocktaking register, ensure you are in the Stock module, then click [Stocktaking] in the Master Control panel. The 'Stocktaking: Browse' window is opened, listing Stocktaking records previously entered. Click [New] to enter a new record: the 'Stocktaking: New' window appears, as shown overleaf.

	Item	Qty	Description
1	10101	817	Transistor radio
2	10102	52	Stereo cassette radio
3	10106	7	CD player
4	10108	8	Microphone
5	10112	3	Stereo System
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			

No.**Paste Special**

Select from another Number Series

The number of the Stocktaking record: FirstOffice will enter the next unused number from the first number sequence entered in the Number Series - Stocktaking setting. You may change this number, but not to one that has already been used.

Trans. Date**Paste Special**

Choose date

Enter the date on which the stocktake was carried out.

Use the grid area that occupies most of the screen to list the Items you have in stock, together with Quantities.

Item**Paste Special**

Item register

As with all Item Number fields in FirstOffice, enter the Item Number of the Item. Only Stocked Items should be entered.

Qty	Actual quantity of the Item as recorded in the stocktake. This quantity is given the term “Counted Quantity” in FirstOffice and in these manuals.
Description	FirstOffice enters the Item Name in this field: you can change it if necessary.
<i>Footer</i>	
OK	Check this box when you have confirmed that the Stocktaking record is complete and correct. Once you have checked this box and saved the Stocktaking record, you will no longer be able to change it. Stock levels will not be altered and Nominal Ledger Transactions will not be created: a Stocktaking record merely allows you to compare actual stock levels with the stock levels recorded in FirstOffice. You can print this comparison using the Stocktaking Comparison report (you must have approved the Stocktaking record before it will be included in this report). You can then rectify any discrepancies using Goods Receipts or the Stock Depreciation register, both of which will affect stock levels and, if so defined in the Sub Systems setting in the Nominal Ledger, create Nominal Ledger Transactions.

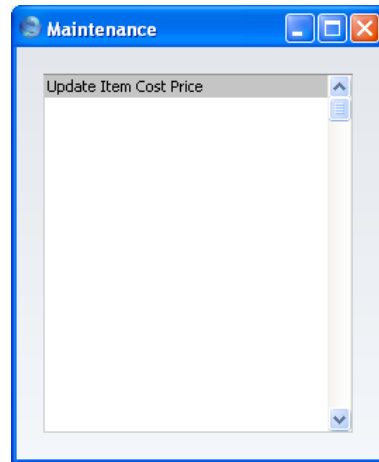
The Item Register

Please refer to the ‘Items and Pricing’ chapter in Volume 1 for full details of this register.

Maintenance

Introduction

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



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

Update Item Cost Price

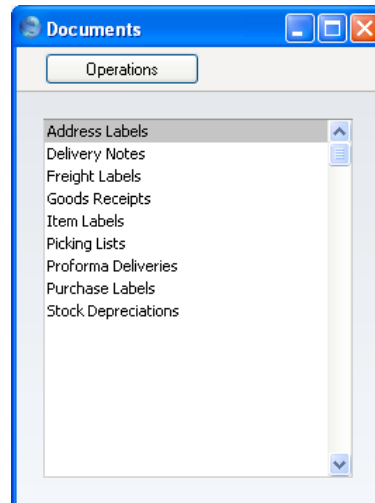
This function allows you to update the Cost Prices of Stocked Items in the Item register. The new cost prices are taken from the Goods Receipt register.

Item	Paste Special	Item register
		Enter an Item Number, or leave blank to update all Stocked Items.
Item Group	Paste Special	Item Groups setting, Sales Ledger
		Limit the updating to Stocked Items of a single Item Group.
Update Using		Use these alternatives to determine how the new cost prices are to be calculated.
	Type from Item Record	The function will use the Update Cost Price at Goods Receipt option specified on the 'Costs' card of each Item.
	Weighted FIFO	A weighted FIFO method will be used for all Items.
	Update Weighted Average Field	Use this option to recalculate the Weighted Average of each Item.
	Only Items with Balance	Use this option to limit the updating to Items with positive stock balances.

Documents

Introduction

Use the 'Documents' function to print particular documents or Forms in batches. To begin printing documents, select 'Documents' from the File menu or click the [Documents] button in the Master Control panel. The window illustrated below appears, listing the documents that you can print from the Stock module. Each item in the list ("Document") will be printed using a different Form.



To print a document, follow this procedure—

1. Double-click the appropriate item in the list.
2. A specification window will then appear, where you can determine the documents that you want to be printed (e.g. which Delivery Notes are to be printed). The different specification windows for each option are described in detail below.
3. Click [Run] to print the documents.
4. Close the 'Documents' window using the close box.

Each document will be printed using a different Form. To determine the Form that will be used when you print a document, follow this procedure (when FirstOffice is supplied, sample Forms 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 in the chapter in Volume 1 covering the System module. The design, contents and usage of these Forms are completely matters for your own choice, determined by what is suitable for your business. You should design a separate Form for each document.
2. Change to the Stock module and open the 'Documents' list window using the 'Documents' item on the File menu or by clicking the [Documents] button in the Master Control panel.
3. Highlight the appropriate item in the list and select 'Define Document' from the Operations menu. In the subsequent window, assign a Form (or more than one Form) to the document: this window is fully described in the 'Documents' section of the 'Work Area' chapter in Volume 1 of this manual.
4. You only need use the 'Define Document' function once. Afterwards, Form selection will be automatic.

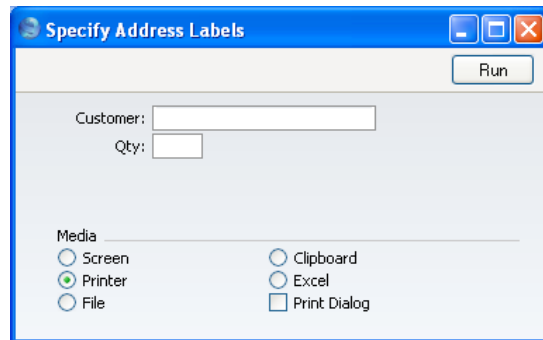
The selection process for the document is described below. Leave all the fields in the specification window blank if documents for all the records in the database are to be printed. If it is necessary to restrict the number of documents printed, use the fields as described.

Where specified below, it is often possible to report on a selection range, such as a range of Delivery Numbers. To do this, enter the lowest and highest values of the range, separated by a colon. For example, to report on Suppliers 001 to 010, enter "001:010" in the Supplier 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.

Address Labels

You can print address labels per Customer or for all Customers.

Double-click 'Address Labels' in the 'Documents' list and the 'Specify Address Labels' window appears—



Enter a Customer Number (or a range of numbers) and a Quantity (the number of labels to be printed for each Customer) and click [Run] in the Button Bar. A Quantity must be entered.

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"), please follow the instructions in the section describing the Item Label below. The Form to be amended has the Code "ADDRESS_LABEL".

Delivery Notes

There are several ways to print Delivery Notes—

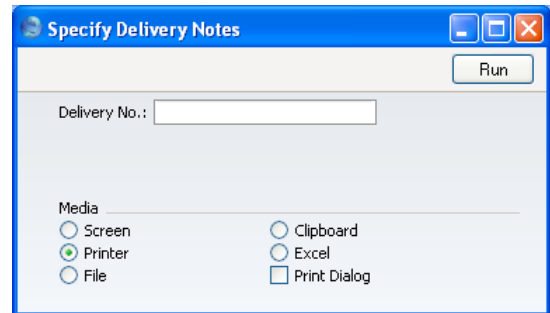
1. While the Delivery is shown in an inspect window, click the Printer icon in the Button Bar. If you want to print to screen, click the Preview icon.
2. The Delivery Note can be printed automatically when the Delivery is approved. This is controlled by the Auto Actions setting in the System module.
3. With a list of Deliveries shown in the 'Deliveries: Browse' window, you can select one or more rows, and select 'Print' from the File menu. Delivery Notes for the selected records will then be printed.

Select several rows by shift-clicking the first to the last record. This will select all records in the interval.

4. In the Stock module, click the [Documents] in the Master Control panel, or select 'Documents' from the File menu. Double-click 'Delivery Notes' in the 'Documents' list.

The 'Specify Delivery Notes' window is opened.

Enter a single Delivery number, or a range separated by a colon. If there are any unapproved Deliveries in the range, they will be printed using the Picking List Form instead of the Delivery Note Form. You must enter a Delivery number or a range of numbers: if you leave this field empty, no Delivery Notes will be printed.



Click [Run] to start the printout.

If you have included fields to print your telephone and/or fax number on Delivery Notes, this information will be taken from the Location record, if you have the Locations Value Pack. If the relevant fields in the Location are blank, no Location was specified in the Delivery or you do not have the Locations Value Pack, it will be taken from the Company Info setting in the System module.

Freight Labels

Special freight labels that you can attach to parcels to identify each Delivery.

Double-click 'Freight Labels' in the 'Documents' list and, when the 'Specify Freight Labels' window appears, enter a Delivery Number or a range of numbers separated by a colon. Unusually, you must specify a Delivery: you cannot leave this field blank. Click [Run] to start printing.

If you want static text to be printed on your labels (i.e. text that identifies the information on the labels, such as "Item Name"), please follow the instructions in the section describing the Item Label below. The Form to be amended has the code "FREIGHT_LABEL".

Goods Receipts

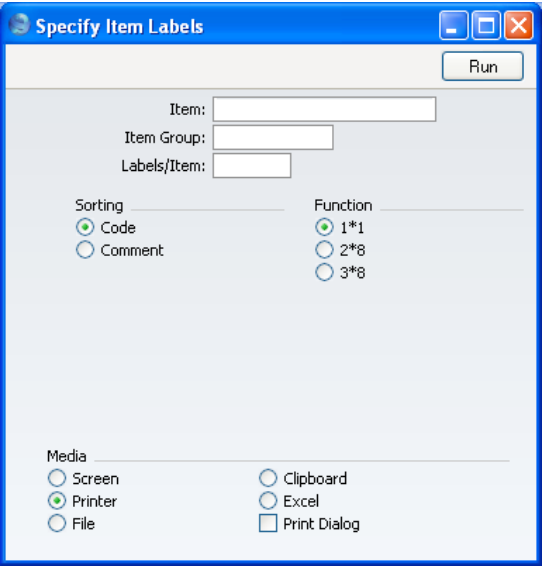
This document provides a hard copy of any records entered to the Goods Receipt register. It can be printed for a range of Goods Receipts from the ‘Documents’ function, or for a single Goods Receipt by clicking the Printer icon in the ‘Goods Receipt: Inspect’ window.

When using the ‘Documents’ function, double-click ‘Goods Receipts’ in the ‘Documents’ list and, when the ‘Specify Goods Receipt’ window appears, enter a Goods Receipt Number or a range of numbers separated by a colon. Click [Run] to start printing.

Item Labels

Item Labels can be printed for fixing to item packages. Information in the label is taken from the Item register.

Double-click ‘Item Labels’ in the ‘Documents’ list and the ‘Specify Item Labels’ window appears—



Item

Paste Special

Item register

Range Reporting

Alpha

Use this field if you need to print labels for specific Items.

Item Group	Paste Special	Item Groups setting, Sales Ledger
		Use this field if you need to print labels for all Items belonging to a particular Item Group.
Labels/Item		Specify here the number of labels that you want printed for each Item. One label per Item will be printed if this field is blank.
Sorting		The Labels can be sorted by Item Number or Name.
Function		Select the appropriate option for the label configuration being used.

Illustrated below is a sample ITEM_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 “Item Name”), open your “ITEM_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.

Picking Lists

The Picking List can be used by the stock staff to prepare an Order for delivery.

Double-click 'Picking Lists' in the 'Documents' list and, when the 'Specify Picking Lists' window appears, enter a Delivery Number or a range of numbers separated by a colon. Click [Run] to start printing.

If you have included fields to print your telephone and/or fax number on Picking Lists, this information will be taken from the Location record, if you have the Locations Value Pack. If the relevant fields in the Location are blank, no Location is specified in the Delivery or you do not have the Locations Value Pack, it will be taken from the Company Info setting in the System module.

Proforma Deliveries

This option behaves in the same manner as 'Picking Lists' already described, but uses its own dedicated form.

Purchase Labels

These are labels that you can attach to parcels received, in order to identify particular shipments into stock. You can print a Purchase Label for a range of Goods Receipts from the 'Documents' function, or for a single Goods Receipt using the 'Print Labels' item on the Operations menu of the 'Goods Receipt: Inspect' window.

When using the 'Documents' function, double-click 'Purchase Labels' in the 'Documents' list and, when the 'Specify Purchase Labels' window appears, enter a Goods Receipt Number or a range of numbers separated by a colon. Unusually, a Goods Receipt must be specified: this field cannot be left blank. Click [Run] to start printing.

If you want static text to be printed on your labels (i.e. text that identifies the information on the labels, such as "Item Name"), please follow the instructions in the section describing the Item Label above. The Form to be amended has the Code "PUR_LABEL".

Stock Depreciations

This document provides a hard copy of any records entered to the Stock Depreciation register. You can print it for a range of Stock Depreciation records from the 'Documents' function, or for a single Stock Depreciation record by clicking the Printer icon in the 'Stock Depreciation: Inspect' window.

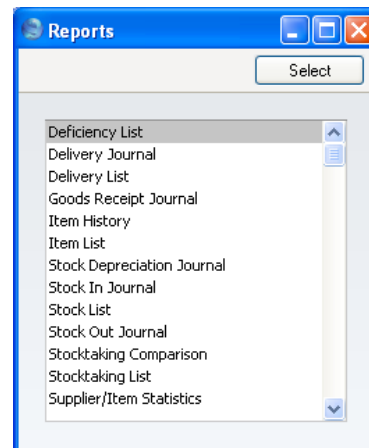
When using the 'Documents' function, double-click 'Stock Depreciations' in the 'Documents' list and, when the 'Specify Stock Depreciation' window appears, enter a Stock Depreciation Number or a range of numbers separated by a colon. Click [Run] to start printing.

Reports

Introduction

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

The Stock module has the following reports—



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 records in the database. If it is necessary to restrict the coverage of the report, use the fields as described individually for each report.

Where specified below, it is often possible to report on a selection range, such as a range of Items. To do this, enter the lowest and highest values of the range, separated by a colon. For example, to report on Items 001 to 010, enter "001:010" in the Item No 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 can be used 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.

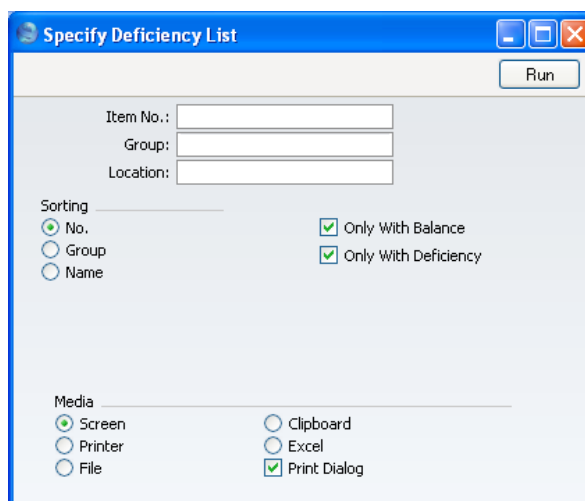
Deficiency List

This report shows for each Item the stock balance, the quantity ordered and a proposed purchase quantity. The proposed purchase quantity takes into account the current stock level, the unfulfilled order quantity and the minimum stock level of the Item.

For an up to date Deficiency List, you should keep several registers up to date—

- The Order register contains information about Sales Orders not yet shipped.
- Each Item must be defined as "Stocked", and minimum stock levels must be specified.
- The Goods Receipt register provides information about physical shipments into stock, and influences the stock balance.
- The Delivery register also influences the stock balance.

The Deficiency List uses all the above information to present a purchase proposal for Stocked items.



The image shows a Windows-style dialog box titled "Specify Deficiency List". It has a "Run" button in the top right corner. Below the title bar, there are three text input fields labeled "Item No.:", "Group:", and "Location:". Under these fields, there is a "Sorting" section with three radio buttons: "No." (selected), "Group", and "Name". To the right of the "Sorting" section, there are two checked checkboxes: "Only With Balance" and "Only With Deficiency". At the bottom, there is a "Media" section with six radio buttons: "Screen" (selected), "Printer", "File", "Clipboard", "Excel", and "Print Dialog" (checked).

Item No.	Paste Special	Item register
	Range Reporting	Alpha
	Use this field to restrict the report to a particular Item or range of Items. Only Stocked Items will be shown in the report.	
Group	Paste Special	Item Groups setting, Sales Ledger
	Range Reporting	Alpha
	Use this field to restrict the report to Items of a particular Item Group or range of Groups.	
Sorting	You can sort the report by Item Number, Item Group or Description.	
Only with Balance		
	This option excludes from the report Items for which there is no stock balance. This will usually mean that some Items of which you have a stock deficiency will not be listed.	
Only with Deficiency		
	Switch this option on if you want the report only to list those Items that you need to purchase (i.e. those Items of which you have a deficiency).	

Delivery Journal

The Delivery Journal produces a list of Deliveries from the Delivery register.

Del No.	Range Reporting	Numeric	Specify the range of Deliveries to be shown in the report. Use a colon (:) to separate the first and last number.
Period	Paste Special	Reporting Periods setting, System module	Enter the start and end date of the period whose Deliveries are to be shown in the report. The first record in the Reporting Periods setting is used as a default.
Customer	Paste Special	Customers in Customer register	
	Range Reporting	Alpha	To limit the report to a single Customer, enter the Customer Number here.
Order No.	Range Reporting	Numeric	To limit the report to Deliveries from a particular range of Orders, enter their Order Numbers here. Use a colon (:) to separate the first and last number.

Del. Mode	Paste Special	Delivery Modes setting, Sales Support module
		Use this field to restrict the report to Deliveries of a single Delivery Mode.
Function		Use these options to determine the level of detail to be included in the report.
	Overview	This choice gives a report with one row per Delivery, showing Delivery Number and Date, Order Number, Customer Number and Name and value of the Delivery.
	Detailed	This gives a report listing each Item on the Delivery with quantities and unit prices. The full Delivery Address is also shown. You can use this report as an archive file instead of printing a copy of each Delivery.
Specify		Use these options to specify whether approved and/or unapproved Deliveries are to be included in the report.
	New page for each Customer	Check this box to create a page break after each Customer. The report is usually sorted by Delivery Number. Selecting this option sorts it by Customer Number and then Delivery Number.

Delivery List

This report is similar to the Delivery Journal described above on page 129. It differs in that, instead of showing all Deliveries that fall within a certain period, it lists Deliveries that have been issued against Orders received in that period.

Period**Paste Special**

Reporting Periods setting,
System module

Enter the start and end date of the period whose Orders are to be covered by the report. The first record in the Reporting Periods setting is used as a default.

Del No.**Range Reporting**

Numeric

To limit the report to a particular Delivery, or range of Deliveries, enter their Delivery Numbers here.

Customer**Paste Special**

Customers in Customer register

Enter a Customer Number to limit the report to Deliveries to that Customer.

Order No.**Range Reporting**

Numeric

Enter an Order Number or a range of numbers to restrict the scope of the report.

Del. Mode**Paste Special**

Delivery Modes setting, Sales
Support module

Use this field to restrict the report to Deliveries of a single Delivery Mode.

Salesman	Paste Special	Person register, System module
		Enter a Person's initials to show Deliveries raised against Orders of a particular sales person.
Function		Use these options to determine the level of detail to be included in the report.
Overview		This choice gives a report with one row per Delivery, showing Delivery Number and Date, Order Number, Customer Number and Name and value of the Delivery.
Detailed		This gives a report listing each Item on the Delivery with quantities and unit prices. The full Delivery Address is also shown.
Per Item		This option simply features a single line per Item, showing Order Quantity, Delivered Quantity and Delivered Value.
Specify		Use these options to specify which Deliveries are to be included in the report.

Goods Receipt Journal

This report shows Goods Receipts from the Goods Receipt register.

Specify Goods Receipt Journal

Run

No.:

Period:

Supplier:

Function

☒ Overview

☐ Detailed

Specify

☒ Not OKed

☒ OKed

Media

☒ Screen

☐ Printer

☐ File

☐ Clipboard

☐ Excel

☒ Print Dialog

No.	Range Reporting	Numeric
	Specify the range of Goods Receipts to be shown in the report. Use a colon (:) to separate the first and last number.	
Period	Paste Special	Reporting Periods setting, System module
	Enter the start and end date of the period whose Goods Receipts are to be shown in the report. The first record in the Reporting Periods setting is used as a default.	
Supplier	Paste Special	Suppliers in Customer register
	To limit the report to a single Supplier, enter the Supplier Number here.	
Function	Use these options to determine the level of detail to be included in the report.	
	Overview	This option gives a report with one line per Goods Receipt, showing Receipt Number and Date, Supplier, Comment and Value.
	Detailed	This choice produces a report listing each Item on the Goods Receipt with quantities and unit prices. Any extra costs such as carriage or customs duties are also shown.
Specify	Use these options to specify whether approved and/or unapproved Goods Receipts are to be included in the report.	

Item History

The Item History is a report listing every goods in and goods out transaction for each Item.

When printed to screen, the Item History report has FirstOffice’s Drill-down feature. Click on any stock transaction number (e.g. Delivery Number, Goods Receipt Number or Invoice Number) to open the corresponding record.

Specify Item History

Run

Period:1/1/2005:31/12/2005

Item No.:

Group:

☐ Only Stocked Items

Function

☐ Overview

☒ Detailed

Function

☒ Quantities

☐ Amounts

Registers

☒ Invoices

☒ Deliveries

☒ Goods Receipts

☒ Stock Depreciations

Media

☒ Screen

☐ Printer

☐ File

☐ Clipboard

☐ Excel

☒ Print Dialog

Period	Paste Special	Reporting Periods setting, System module
		Enter the start and end date of the report period, separated by a colon (:).
Item No	Paste Special	Item register
	Range Reporting	Alpha
		To restrict the report to particular Items, enter an Item Number or a range of numbers here.

Group	Paste Special	Item Groups setting, Sales Ledger
		Enter an Item Group number, to include in the report only those Items belonging to the Item Group.
Only Stocked Items		Use this option to exclude Plain Items from the report.
Function		Use these options to control the level of detail shown in the report.
	Overview	The report will contain one row per Item, showing for each the quantity received and the quantity removed from stock over the report period.
	Detailed	For each Item, the report will list all stock transactions during the period.
Function		Use these options to determine which figures are shown in the report.
	Quantities	The report will contain only stock quantities.
	Amounts	The report will show stock values and, if the Detailed option has been chosen, quantities.
Registers		Select one or more transaction types for inclusion in the report.

Item List

Please refer to the ‘Items and Pricing’ chapter in Volume 1 of these manuals for full details of this report.

Stock Depreciation Journal

This report shows selected records from the Stock Depreciation register.

Serial No.	Range Reporting	Numeric
	Specify the range of Stock Depreciation transactions to be shown in the report. Use a colon (:) to separate the first and last number.	
Period	Paste Special	Reporting Periods setting, System module
	Enter the start and end dates of the period to be covered by the report.	
N/L Account	Paste Special	Account register, Nominal Ledger/System module
	Range Reporting	Alpha
	To report on Stock Depreciations that debit a particular Account, enter the Account Number here. This refers to the Cost Accounts entered in the header of the Stock Depreciation records, not any that might have been entered in the rows.	

Function	Use these options to control the level of detail shown in the report.
Overview	This choice gives a report with one row per Stock Depreciation record, showing Serial Number and Date, Cost Account (from the header of each record) and Comment.
Detailed	As well as the information shown in the Overview, this report lists each Item in each Stock Depreciation record, showing the Item Number and Name, Cost Account, Quantity and value. You can use this report as an archive file instead of printing a copy of each Stock Depreciation record.
Status	Use these options to specify whether approved and/or unapproved Stock Depreciation transactions are to be included in the report.

Stock In Journal

This report lists all goods in transactions in the specified period.

Period	Paste Special	Reporting Periods setting, System module
		Enter the start and end dates of the period to be covered by the report.
Function		Use these options to control the level of detail shown in the report.

Overview	This option produces a report with a single line per transaction, showing transaction type, date and serial number and Supplier.
Detailed	This option shows for each transaction the Items involved together with quantities and values.
Status	Use these options to specify whether approved and/or unapproved transactions are to be included in the report.

Stock List

This report shows the stock situation, balances etc. for all or selected Items. Various stock valuation models are available for calculating stock values. Be careful when comparing the results of this report with the balance on the Stock Account in the Nominal Ledger: the latter may be based on a different stock valuation to that selected here.

Item No. **Paste Special** Item register
Range Reporting Alpha

Enter an Item Number (or range of numbers) to produce a Stock List for specific Item(s). Use a colon (:) to separate the first and last number.

	Only Stocked Items in the range will be shown (not Plain Items).	
Group	Paste Special	Item Groups setting, Sales Ledger
	Range Reporting	Alpha
	Enter an Item Group Code to produce a report covering all Stocked Items in a particular Item Group.	
Date	Paste Special	Choose date
	Enter a date to produce a Stock List for a specific date. If the field is left blank, the current date will be used.	
Function	Use these options to control the level of detail shown in the report.	
	Overview	This choice gives a report with one line per Item, showing quantity, unit cost and value.
	Detailed	This gives a report showing when each individual Item was entered into stock together with its FIFO value.
Only with Balance	Use this option to ensure only Items of which you have stock (positive or negative) will be listed.	
Valuation Method	These options control how the stock is valued. If you select the Base Price or Purchase Price options and print the Detailed version of the report, overall stock values will be calculated using those options, but FIFO prices will be shown for each individual Item.	
	FIFO	This will calculate the value of the items in stock according to a strict FIFO principle. The number of decimal places used in the unit value and total value columns is determined using the Round Off setting in the System module.
	Base Price	Select this option to produce a stock balance valued according to the Base Price (sales price) recorded in the Item register.
	Purchase Price	Select this option to value the stock balance using the unit Cost Price shown in the Goods Receipt. This includes extra costs such as carriage and customs duties.
Sorting	Three sorting options are available.	

Stock Out Journal

This report lists all goods out transactions in the specified period.

Period	Paste Special	Reporting Periods setting, System module
		Enter the start and end dates of the period to be covered by the report.
Function		Use these options to control the level of detail shown in the report.
Overview		This option produces a report with a single line per transaction, showing transaction type, date and serial number and Customer.
Detailed		This option shows for each transaction the Items involved together with quantities and values.
Status		Use these options to specify whether approved and/or unapproved transactions are to be included in the report.
Type		Entering records to any of three registers can result in stock levels being decreased: use these options to specify which transactions are to be included in the report.

Stocktaking Comparison

When you carry out a stocktake, you should enter the results to a new record in the Stocktaking register. After you approve this record, you can compare its contents (“Counted Quantities” of each Stocked Item) with current stock levels in FirstOffice using this report. Once you have checked the report and confirmed it to be correct, you can enter any discrepancies shown in the report to the Stock Depreciation or Goods Receipt registers, depending on the reason for the discrepancy.

Specify Stocktaking Comparison

Run

Item No.:

Group:

Date: 30/6/2005

☐ If Item not on the last stocktake assume 0 in stock

Media

☒ Screen ☐ Clipboard

☐ Printer ☐ Excel

☐ File ☒ Print Dialog

Item No.	Paste Special	Item register
	Range Reporting	Alpha
Group	Enter an Item Number (or range of numbers) to include specific Item(s) in the report. Use a colon (:) to separate the first and last number.	
	Only Stocked Items in the range will be shown (not Plain Items).	
Date	Paste Special	Item Groups setting, Sales Ledger
	Range Reporting	Alpha
	Enter an Item Group Code to produce a report covering the Stocked Items in a particular Item Group.	
	Paste Special	Choose date
	Enter a date to produce a report for a specific date.	

If you do not enter a date or if you specify a date for which no Stocktaking record exists, all Counted Quantities will be zero.

If Item not on last Stocktaking assume 0 in Stock

In order to find the Counted Quantity of an Item, this option looks to the Stocktaking record for the specified date to find a reference to the Item in question. If no date was specified, it looks to the most recent Stocktaking record. If the Item is not included in that Stocktaking record, it will assume the stock level in FirstOffice and the Counted Quantity are both zero. So, no discrepancy will be shown.

If you accidentally specify a date for which there is no Stocktaking record, the report will assume the stock levels and Counted Quantities for all Items are zero. So no discrepancies will be shown, even when some are expected.

You might use this option in the situation where you have not finished with the stocktaking process, so you do not want discrepancies shown for Items that you have not counted yet.

Stocktaking List

You can use this report as a basis for stocktaking. It provides one row per Item, showing the number recorded as being in stock and a space where the actual number can be written in.

When you carry out a stocktake, you can enter the results to the Stocktaking register. You can then print these results using the Stocktaking Comparison report (described above on page 141). Once you have checked this report, you can adjust stock levels to take any discrepancies into account using the Stock Depreciation or Goods Receipt registers (depending on the nature of the discrepancy).

Specify Stocktaking List

Run

Item No.:

Shelf Code:

Group:

☐ Show Quantity

Sorting

☒ Item No.

☐ Shelf Code

Media

☒ Screen

☐ Printer

☐ File

☐ Clipboard

☐ Excel

☒ Print Dialog

Item No.**Paste Special**

Item register

Range Reporting

Alpha

Enter the Item Numbers for the Items you want to include in the report, or leave the field blank to show them all.

Only Stocked Items in the Item Number range will be shown in the report.

Shelf Code**Range Reporting**

Alpha

Enter a Shelf Code (or range of Shelf Codes), to include in the report only those Items with a particular Shelf Code (shown on the 'Stock' card of the Item record).

Group**Paste Special**

Item Groups setting, Sales Ledger

Range Reporting

Alpha

Enter an Item Group Number (or range of Numbers) to include in the report all Stocked Items in a particular Item Group or Groups.

Show Quantity

Use this option if you need current stock quantities for each Item to be shown in the report.

Sorting

You can sort the report by Item or by Shelf Code.

Supplier/Item Statistics

The Supplier/Item Statistics report analyses in a Supplier-by-Supplier format the purchases in both quantity and turnover terms of Items from Suppliers. The information comes from the Goods Receipt register in the Stock module.

Suppliers	Paste Special	Suppliers in Customer register
	Range Reporting	Alpha
	Use this field to limit the report to Items purchased from a single Supplier, or range of Suppliers.	
Period	Paste Special	Reporting Periods setting, System module
		Use this field to limit the report to Goods Receipts entered in a certain period.
Items	Paste Special	Item register
	Range Reporting	Alpha
	Use this field to limit the report to specific Items purchased in the specified period.	

Item Groups	Paste Special	Item Groups setting, Sales Ledger
	Range Reporting	Alpha
		Use this field to limit the report to Items belonging to specific Item Groups.
Include Item Name		Check this box to include Item Names in the report.
Include		Specify here whether approved and/or unapproved Goods Receipts are to be included in the report.
Function		Specify here the level of detail to be included in the report.
	Overview	A single line is allocated to each Supplier/Item combination, showing the quantity purchased, average cost price and total cost.
	Detailed	A line is given to each individual Item, showing cost price and Freight, Customs and Extra costs.

***HansaWorld
FirstOffice
Professional

Activities,
Calendar and
Task Manager***

Chapter 3: Activities, Calendar and Task Manager

The Calendar and Task Manager are simple and efficient tools for keeping track of contacts with Customers and for planning activities of all kinds. You can use them to record the different tasks and events in the business day, such as customer contacts for sales, service support, consultancy appointments etc. In FirstOffice, each task and event is saved as a separate record in the Activity register. The Calendar and the Task Manager allow you to view, review and change your Activities, and to add new ones. You can use the Activity register as a planning and monitoring tool for a sales force, or as a tool to log telephone calls to a customer service centre, and in many other ways. As with all FirstOffice features, there is a great deal of flexibility, and different users will adapt it to their own requirements.

This chapter begins with an example and continues with a description of the Activity register, the heart of FirstOffice's time and contact management systems. To keep your Activities separate from those of other users, you cannot open the Activity register itself. Instead, you can access the register using the Calendar, the Personal Calendar report and the Task Manager. These are described towards the end of in the chapter.

Examples

Contact Management

To explain Activities, the Calendar and the Task Manager, we have prepared a small example. The business is an export business with a number of sales persons who communicate with domestic and foreign firms via phone, fax and e-mail. We shall follow one of the sales persons through a day's work with the Calendar and Task Manager.

In the morning, Françoise French will open the Task Manager (i.e. her 'To Do' list). To do this, she will click the [Tasks] button in the Master Control panel—



The Task Manager lists Activities whose Task Type is To Do. In practice, it is a list of the Activities that Françoise is to carry out by the end of the day (including Activities from previous days that have not been completed).

Activities that have been marked as Done are not shown. The Activities are sorted by Start Date and Time, but Françoise can change this by clicking on one of the column headings.

Prio	Done	Text		
1	<input type="checkbox"/>	Send details about new DVD system	Eberhard Schmidt	00 49 49 732 40
2	<input type="checkbox"/>	Call to follow up quotation	Joseph Conrad	01857 122544
3	<input type="checkbox"/>	Remember Dinner at Mike's 19:30	FF Personal	
4	<input type="checkbox"/>	Sales Visit 11:30	Mrs Magnusson	00 47 12 34 56 78
5	<input type="checkbox"/>	Dentist 14:30	FF Personal	
6	<input type="checkbox"/>	Phone him about prices	Roberto Giacomelli	00 39 1 2345 6789

Number of Activities: 6

If the list was a long one, Françoise could reduce it to show Activities of a particular Type and/or Customer using the fields above the list.

When Françoise carries out one of these planned Activities, she will double-click the Text in the appropriate row to open the corresponding record in the Activity register. She can then remind herself of the details of the Activity before carrying it out. She does this now for the last Activity in the list.

When she has finished the task, she can mark the Activity as Done by marking the check box in the top right-hand corner—

Activity: Update

Text: Phone him about prices

Type: SC

Time Persons Customer Text

Start Time: Start Date: 31/7/2005

End Time: End Date: 31/7/2005

Cost (Time):

Task Type: Calendar Symbol

☐ Calendar ☐ Time ☒ Call

☒ To Do ☐ Profile ☐ Meeting

☐ Timed To Do ☒ Don't Show ☐ Deskwork

☐ Other

Persons: FF

Cc:

Priority:

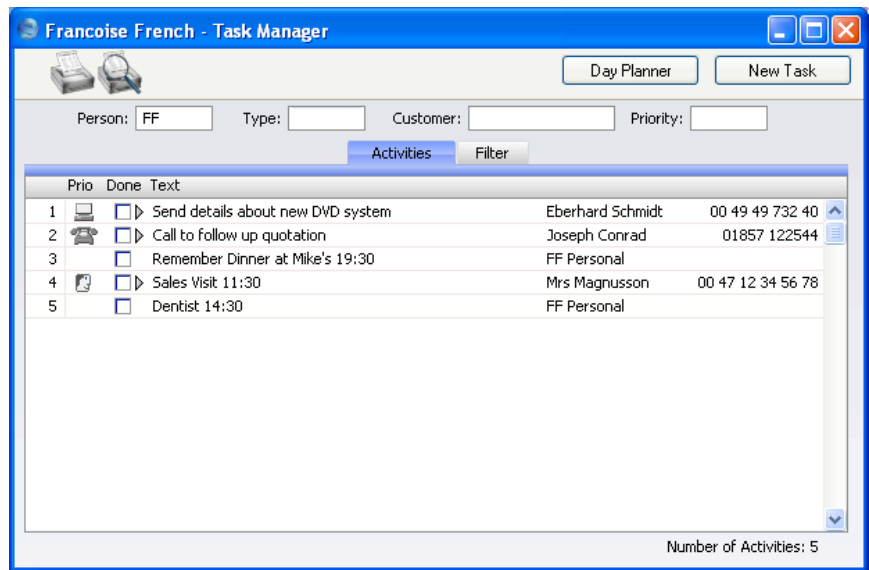
Customer: 009 Name: Giacomelli SPA

Contact: Roberto Giacomelli Telephone: 00 39 1 2345 6789

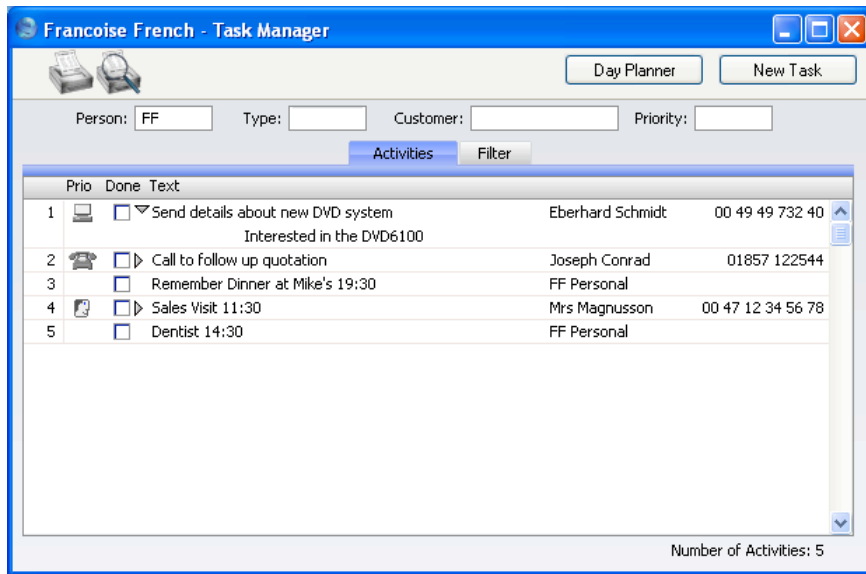
	Code	Text
1	BR	Seems very interested: send him a brochure
2		
3		
4		

In this case, the call was made successfully and the Customer expressed interest in the products Françoise was selling. She recorded this interest in the Activity record, using the grid on the 'Text' card that is visible at the bottom of the Activity window.

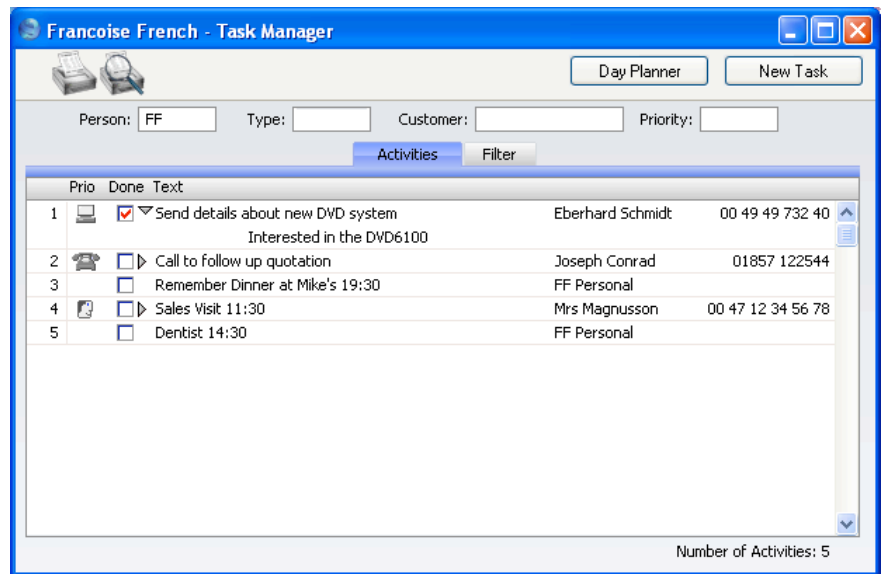
On saving and closing the Activity, the Task Manager is updated automatically. The last Activity is removed, since Activities that have been marked as Done are not usually listed—



Sometimes, it will not be necessary to open an Activity in order to complete it. The Task Manager itself displays sufficient information to carry out the work, including any notes and comments already entered on the 'Text' card. These notes can be seen by clicking the arrow icon to the left of the Activity Text. Françoise does this for the first Activity in the list—



When she has completed the task, if there is no need to enter more notes or to create a new follow-on Activity by duplication, Françoise can mark the Done box by clicking—



This marking of the Done box is not fed through to the corresponding Activity immediately. Françoise must save the Task Manager (by pressing the Shift-Enter key combination or by selecting 'OK' from the Record menu) in order to mark Activity as Done and to remove it from the Task Manager list. Of course, she could mark several rows as Done before saving.

This next example illustrates how Activities integrate with the Quotations Value Pack. On reviewing her Task Manager, Françoise decides to call Joseph Conrad at the Against All Odds Trading Co. She double-clicks in the Text column to open the Activity to remind herself of the details.

Activity: Inspect

Text: Call to follow up quotation

Type: SC

Time Persons Customer Text

Start Time: Start Date: 27/7/2005

End Time: End Date: 27/7/2005

Cost (Time):

Task Type

☐ Calendar

☒ To Do

☐ Timed To Do

Calendar

☐ Time

☐ Profile

☒ Don't Show

Symbol

☒ Call

☐ Meeting

☐ Deskwork

☐ Other

Persons: FF

Cc:

Priority:

Customer: 001 Name: Against All Odds Trading Co

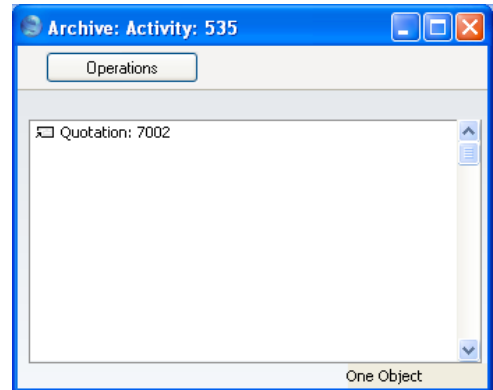
Contact: Joseph Conrad Telephone: 01857 122544

Code	Text
1	
2	
3	
4	

The Text field shows her that she is to make the call to follow up a Quotation that has already been sent, to try to convert it into an Order. In fact, she created the Activity when she originally sent out the Quotation, and she then linked the two by dragging the [Attachments] button (with the paper clip icon) from the Quotation screen to that of the Activity screen. The [Attachments] button in the Activity now reminds Françoise that it has an Attachment—



When viewing the Activity, Françoise can easily remind herself of the details of the Quotation by clicking this button to open a list of Attachments—



Then she double-clicks the Quotation in the list. The Quotation is opened—

Quotation: Inspect

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

No.: 7002 Name: Against All Odds Trading Co
 Customer: 001 ☐ Closed

Date: 15/7/2005 Valid Until: 28/7/2005 Make Contact: 27/7/2005
 Pay. Terms: 30 Salesman: JNW Probability:
 Our Ref.: Attn.: Joseph Conrad Qtn Class:

Item	Qty	Description	Unit Price	%	Sum
1 10106	1	CD player	71.00		71.00
2 10105	1	Cassette deck	56.00		56.00
3 10110	1	Amplifier	150.00		150.00
4 10104	1	Loudspeakers	17.00		17.00
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					

VAT: 51.45 Sub-Total: 294.00
 TOTAL: 345.45

Françoise is able to convert the Quotation into an Order. From the Operations menu of the Quotation screen, she selects 'Create Order'. An Order is created and opened—

Order: Inspect

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

No.: 1000161 Name: Against All Odds Trading Co
 Customer: 001 ☐ Closed

Date: 27/7/2005 Planned Del.:
 Pay. Terms: 30 Attn.: Joseph Conrad
 Our Ref.: Cust. Ord. No.:
 Salesman: JNW Object:

Item	Qty	Description	Unit Price	%	Sum
1	10106	1 CD player	71.00		71.00
2	10105	1 Cassette deck	56.00		56.00
3	10110	1 Amplifier	150.00		150.00
4	10104	1 Loudspeakers	17.00		17.00
5					
6					
7					
8					
9					
10					
11					
12					
13					

Freight: VAT: 51.45 Sum: 294.00
☐ OK TOTAL: 345.45

From the Task Manager, therefore, Françoise has been able quickly and easily to find a particular Quotation and generate an Order. She could now print an Order Authorisation, close the Order and Quotation screens, mark the Activity as Done and finally return to the Task Manager.

At other times during the day, Françoise will be contacted by several of her Customers. By entering an Activity for each contact or event, she will quickly build up a contact history for each Customer. This means that if, for example, Mr. Wang from Hong Kong sends a fax complaining about a missing delivery of goods, she will easily be able to call up a list of recent Activities in relation to Mr Wang's company. This list would include both her own contacts with the New World Import/Export Co and those of other members of staff.

One way Françoise can do this is to use the 'Filter' card of the Task Manager. She can remove her initials from the Person field, enter "002" as the Customer (using 'Paste Special' to select the correct one if necessary) and

choose to view Done Activities using the fourth column of options. She will then see a complete contact history for Customer 002—

Francoise French - Task Manager

Day Planner New Task

Person: Type: Customer: 002 Priority:

Activities Filter

Select Task Type Display Incl. Done Persons

☒ All ☒ To Do ☒ Up To Today ☐ None ☒ Main

☐ Calls ☐ To Do,Calendar ☐ Next Week's ☐ Month ☐ CC

☐ Meetings ☐ To Do,Timed ☐ Next Month's ☐ Year ☐ All

☐ Deskwork ☐ All ☒ All

Prio	Done	Text		
1	<input checked="" type="checkbox"/>	Phone him about prices	Li Wuan Sok	00 852 776 1234
		BR Seems very interested: send him a brochure		
2	<input checked="" type="checkbox"/>	Order	Li Wuan Sok	00 852 776 1234
3	<input checked="" type="checkbox"/>	Payment, L/C Received	Mr Wu Ling	00 852 776 1234
4	<input checked="" type="checkbox"/>	Shipped Order	Mr Wu Ling	00 852 776 1234
5	<input checked="" type="checkbox"/>	Arrival HK	Mr Wu Ling	00 852 776 1234

Number of Activities: 5

She can double-click the Text of any Activity to see more details if necessary.

If you have the CRM and Mail Value Pack, an alternative method with the advantage of displaying Activity Dates would be to produce an 'Activities, Customers' report for Customer 002 from the Sales Support module—

	Date	Activity	Person	Contact	Comment
93	25/4/2005	SC	FF	Li Wuan Sok	Phone him about prices
		BR			Seems very interested: send him a brochure
107	15/5/2005	ORD	FF	Li Wuan Sok	Order
					Placed Order no 980134.
143	31/5/2005	PAY	FF	Mr Wu Ling	Payment, L/C Received
					for Order no 980134
175	4/6/2005	SHP	FF	Mr Wu Ling	Shipped Order
					B/L 9435573467, 4 parcels, 1350 kg
					Agency Wright & Lloyds, Mr Miller
263	18/7/2005	SHP	FF	Mr Wu Ling	Arrival HK
					B/L 9435573467, 4 parcels, 1350 kg
					Agency Wright & Lloyds, Mr Miller
					Message from W & L, arrival this week

The detailed variant of the report is illustrated.

In both cases, Françoise can see at a glance the comments recorded on the 'Text' card of each Activity. Both show the Activities carried out and entered by different Persons over the time period, and are excellent tools to be used to sort out any queries or mistakes in relation to a series of events, providing, of course, that each member of staff has conscientiously entered a record of each task they have carried out.

As with all FirstOffice reports, the 'Activities, Customers' report contains a Search facility that can be used to look for occurrences of a particular word or words in the report. The production of this report can of course be followed by other reports, after searching related information. Several reports can be kept on the screen at the same time, which adds a tremendous flexibility and power to the system. Françoise can also click on an Activity Number in the left hand column to open an Activity record.

Time Management

Françoise is also engaged in time management and analysis. She is in charge of a department in which there are two other sales people working. In planning the work for the coming month, she decides to book a particular afternoon to be spent on the telephones following up leads and making cold calls. She opens her Calendar by clicking the [Calendar] button in the Master Control panel—



Then, she clicks the [New Activity] button and enters an Activity in the names of all three department members booking their time. To do this, she enters the initials of the three members of the department in the Persons field on the 'Persons' card, separated by commas—

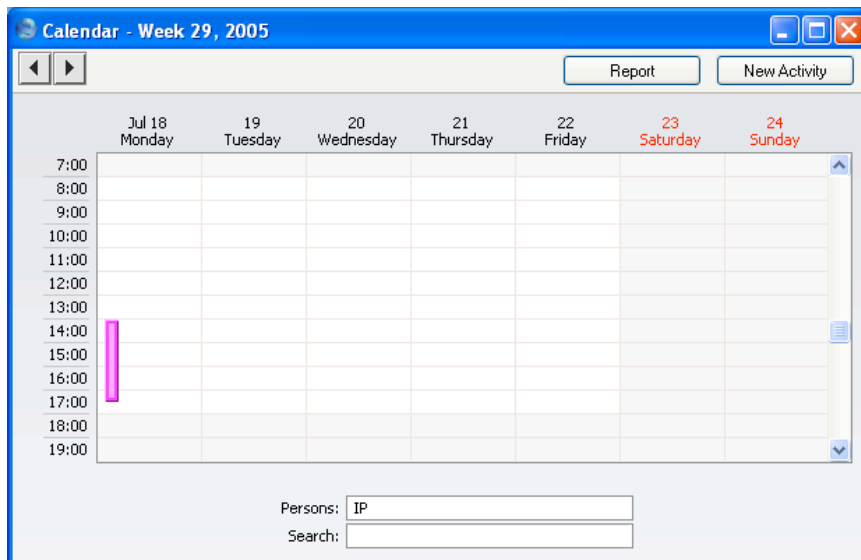
 A screenshot of the 'Activity: Inspect' dialog box. The 'Text' field contains 'Telephone sales calls' and the 'Type' is 'SC'. The 'Time' tab is selected, showing start and end times and dates for 18/7/2005. Under 'Task Type', 'Calendar' is selected. Under 'Calendar', 'Profile' is selected. Under 'Symbol', 'Other' is selected. The 'Persons' field contains 'NB,IP,FF'. There are fields for 'Cc:', 'Priority:', 'Customer:', 'Name:', 'Contact:', and 'Telephone:'. At the bottom is a table with 4 rows and 2 columns: 'Code' and 'Text'.

Code	Text
1	
2	
3	
4	

On the 'Time' card she sets the Task Type to Calendar, signifying that the Activity is to appear in the Calendar rather than in the Task Manager. If the CRM and Mail Value Pack is present, this Task Type also means that the

Activity will be included in the Employee Time Statistics report, used for time analysis. She chooses the Profile option as the Calendar Type to indicate that this is planned time.

When Francoise saves the Activity, it will appear in the Calendar for each of the three members of personnel. When they open their Calendars by clicking the [Calendar] button in the Master Control panel, they will become aware that their time that afternoon has been booked —



The Activity appears in their Calendars as a hollow coloured bar, because Françoise selected the Profile option. This bar signifies to the other two members of the department that their time has been booked. If either of them clicks the bar once, the Text of the Activity appears in the Search field at the bottom of the screen. They can also double-click this bar to open the Activity record if they want to see more details about what they will be doing.

Everyone else in the company can also view the Calendars of these three members of staff and see that their time has been booked.

During the afternoon in question, various methods are available to Françoise by which she can record the work actually carried out. She decides to ensure that separate Activities are entered for each telephone call. These will record the details of each call (keeping the contact history for each Customer up to date) and allow the creation of follow-up Activities should these be required. One such Activity recorded by Françoise's colleague Neil Brooker is shown on the next page.

The screenshot shows the 'Activity: Inspect' window with the following details:

- Text:** Telephone sales call
- Type:** SC
- Start Time:** 14:00:00, **End Time:** 14:10:00, **Cost (Time):** 00:10:00
- Start Date:** 18/7/2005, **End Date:** 18/7/2005
- Task Type:** To Do (selected)
- Calendar:** Don't Show (selected)
- Symbol:** Other (selected)
- Persons:** NB
- Cc:**
- Priority:**
- Customer:** 009, **Name:** Giacomelli SPA
- Contact:** Alfredo Giacomelli, **Telephone:** 00 39 1 2345 6789

	Code	Text
1		Called him about our new DVD home cinema system.
2		He seemed interested, but would not be able to make the investment for two years.
3		Will send him details of our instalment plan.
4		

The Calendar is not really suitable for the displaying of many small Activities representing individual telephone calls, so the Task Type is set to To Do. These Activities are not entered for time management purposes but to contribute to the contact histories of the Customers affected. Selecting To Do means the Activity will not appear in the Calendar or, if you have the CRM and Mail Value Pack, in the Employee Time Statistics report.

Details of each telephone call are recorded in the grid on the 'Text' card of each Activity, as shown at the bottom of the illustration above.

In this example, the call ended with a request to send some information to the Customer. After saving the Activity and while it is still on screen, Neil can click the [New] or [Duplicate] button to create a new Activity containing the instruction to send out the information. This can be in his own name, to remind himself to do this job later, or it can be in the name of the Person that usually sends out information. In the latter case, this Person will become aware that a job needs to be done when the Activity appears in their Task Manager or Calendar (depending on whether Neil sets the Task Type to To Do or Calendar respectively).

At the end of the day, Françoise enters new Activities for each member of staff, representing the afternoon's work. These Activities are solely for time management purposes. Neil Brooker had to leave early to go to the dentist, so Françoise enters this Activity recording the work that he was able to do—

Activity: New

Text: Telephone sales calls

Type: SC

Start Time: 14:00:00 Start Date: 18/7/2005

End Time: 17:00:00 End Date:

Cost (Time): 03:00:00

Task Type: ☒ Calendar ☐ To Do ☐ Timed To Do

Calendar: ☒ Time ☐ Profile ☐ Don't Show

Symbol: ☐ Call ☐ Meeting ☐ Deskwork ☒ Other

Persons: NB

Cc:

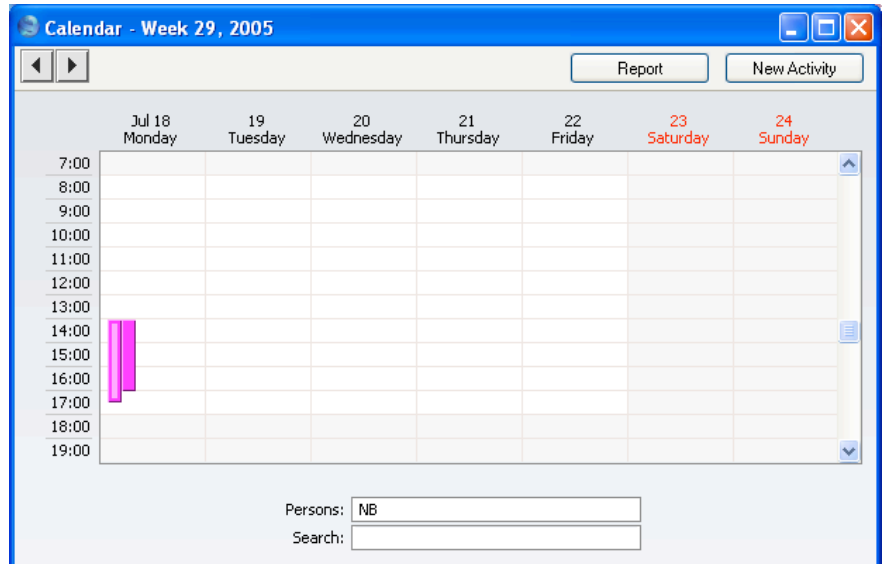
Priority:

Customer: Name:

Contact: Telephone:

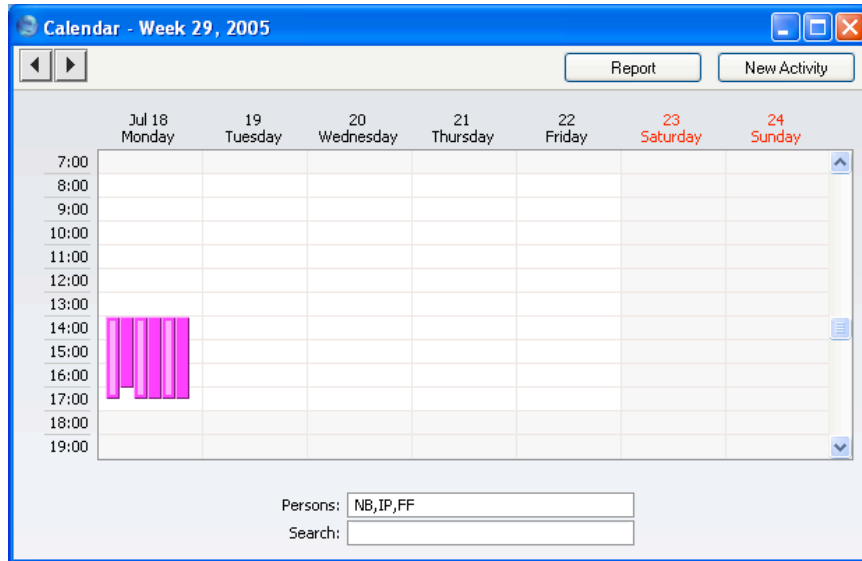
Code	Text
1	
2	
3	
4	

Since this Activity is to serve a time management purpose only, she sets the Task Type to Calendar. She selects Time as the Calendar Type, because the Activity represents the actual time spent making the calls. As a result, the Activity will appear in Neil's Calendar as a solid coloured bar to the right of the hollow bar entered earlier to book his time. It was for this purpose of comparison that Françoise created a new Activity instead of changing the earlier Activity from Profile to Time—



Neil's early departure is represented by his Time bar (solid colour, to the right) being shorter than his Profile bar (hollow).

The time spent by all three employees can be shown in the Calendar by entering the three sets of initials in the Persons field, separated by commas—



The position of the coloured bars corresponds to the position of each set of initials in the Persons field. So, the two left-hand coloured bars represent Neil's Profile and Time, and the two right-hand bars represent Françoise's Profile and Time.

Note on Terminology

Throughout this chapter (as elsewhere in this manual), the word "Customer" is used to refer to a record in the Customer register. That record does not necessarily represent a firm that has purchased goods or services from your business, and in fact can represent any company that is a potential customer or supplier.

As soon as contact is established between your business and a potential client, you should record their details in the Customer register. If you have the CRM and Mail Value Pack, you can register their relationship with you (e.g. "Prospect" or "Lead") using the Customer Classification field on the 'Contact' card of the Customer record.

The following phrases have sometimes been used to describe Activities of various kinds—

Phrase	Refers to an Activity where...
Calendar Activity	the Task Type is Calendar
To Do Activity	the Task Type is To Do
Timed To Do Activity	the Task Type is Timed To Do
Time Activity	the Task Type is Calendar and the Calendar Type is Time (an Activity representing actual time spent in carrying out a task)
Profile Activity	the Task Type is Calendar and the Calendar Type is Profile (an Activity representing the booking of planned [future] time)

Settings

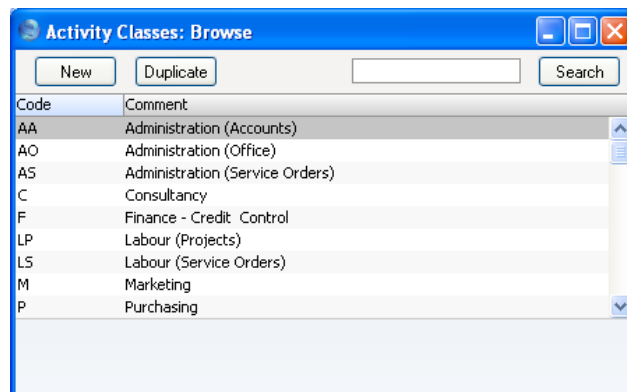
Introduction

There are three settings concerned with Activities, the Calendar and the Task Manager. They can all be found in the Sales Support module. To access them, use the [Select Module] button in the Master Control panel to enter this module. Then, select 'Settings' from the File menu or click [Settings], also in the Master Control panel. The 'Settings' list opens, listing the settings to be found in the Sales Support module. To work with a particular setting, double-click the relevant item in the list.

For descriptions of the other settings in the Sales Support module, please refer to the 'Sales Support Module' chapter above on page 12.

Activity Classes

Activity Classes are broad classifications of the various tasks recorded in the Activity register. Each time you enter an Activity, you should give it an Activity Type, which should represent a specific job or task (e.g. sales call, sales appointment or internal meeting). In turn, you can group Activity Types of a broadly similar nature (e.g. all those to do with sales, or all those to do with administration) together by assigning each one to the same Activity Class.



When you double-click 'Activity Classes' in the 'Settings' list in the Sales Support module, the 'Activity Classes: Browse' window opens, listing the available Activity Classes. To enter a new record, click the [New] button in

the Button Bar. The 'Activity Class: New' window appears: enter the details as appropriate and click [Save] to save the new record.

Code This is the unique code that identifies this particular Activity Class. It can consist of up to five alphanumeric characters.

Calendar Colour **Paste Special** Choices of possible entries

All Activities with Activity Types belonging to the same Activity Class will appear in the same colour in the Calendar. Choose that colour using this field.

Comment Assign a descriptive name to the Activity Class. This is shown in the 'Activity Classes: Browse' window and the 'Paste Special' list.

Force Entry of Check one or both of these boxes if you would like it to be compulsory for a Customer and/or Cost (Time) to be entered to all Activities with Activity Types belonging to this Activity Class.

Calendar Type Use these options to control how Activities with Activity Types belonging to this Activity Class are shown in the Calendar. Please refer to the section below on page 174 describing the 'Time' card of the Activity screen for details of each option.

Do not allow Activities in the same Time Range

Use this option if you want to prevent double-booking in the Calendar. You must also use the Force Entry of Time option above.

The double-booking check will be made whenever you enter a Time Activity with an Activity Type belonging to this Activity Class. You will not be able to save the

Activity if it clashes with an existing Time Activity with any Activity Type (i.e. not necessarily one belonging to this Class) and with the same Person.

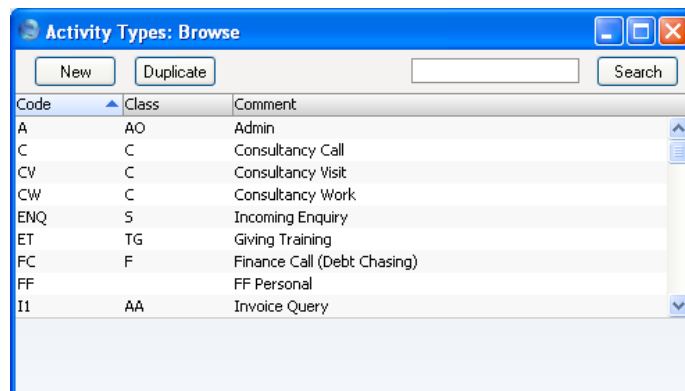
For example, you have recorded a Time Activity that starts at 09:00 and ends at 12:00. You will not be able to save a second Activity if its Start and/or End Time are between these times. The End Time of the earlier Activity and the Start Time of the later one can be the same, so in this example the second Activity can begin at 12:00 (but not 11:59:59).

Activity Types

Use Activity Types to classify Activities. Each Activity Type should represent a specific job or task (e.g. sales call, sales appointment or internal meeting). You should give every the same Activity Type to every Activity recording the same task. You can use the Activity Type as a search criterion in many of the reports in the CRM and Mail Value Pack.

In defining your Activity Types, if you have the CRM and Mail Value Pack you should define some that can be used for Results, allowing the classification of the outcomes of Activities.

You should try to keep the number of Activity Types as small as possible, while taking great care to make them mutually exclusive. You can group Activity Types of a broadly similar nature (e.g. all those to do with sales, or all those to do with administration) together by assigning each one to the same Activity Class (described above on page 166).



The 'Activity Types: Browse' window lists the available Activity Types: to enter a new item, click the [New] button in the Button Bar. The 'Activity

Type: New' window appears: enter the details as appropriate and click [Save] to save the new record.

Code

This is the unique code that identifies this particular Activity Type. It can consist of up to five alphanumeric characters.

It is recommended that the Codes of all Activity Types of the same Class begin with the same character, so that they appear together in the 'Paste Special' list, making selection of the correct one easy.

Class

Paste Special

Activity Classes setting, Sales Support module

You can group Activity Types of a broadly similar nature (e.g. all those to do with sales, or all those to do with administration) together by assigning each one to the same Activity Class (described above on page 166).

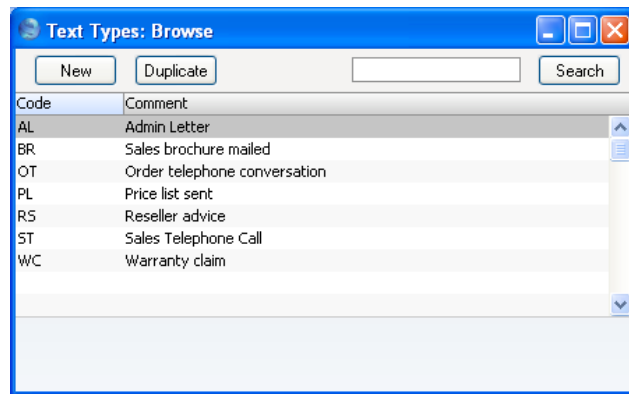
All Activities with Activity Types belonging to the same Activity Class will appear in the same colour in the Calendar. You can also force a Customer and/or Cost (Time) to be entered for Activities of the same Class.

Comment

Assign a descriptive name to the Activity Type. This is shown in the 'Activity Types: Browse' window and the 'Paste Special' list: it should therefore be descriptive enough to make the selection of the correct Activity Type easy for all users.

Text Types

When you enter Activities, you can record notes and comments in the grid on the 'Text' card. If you define various standard texts in this setting, you can access them from the grid in the Activity record using 'Paste Special', reducing the typing load.



The 'Text Types: Browse' window lists the available Text Types: to enter a new item, click the [New] button in the Button Bar. The 'Text Type: New' window appears: enter the details as appropriate and click [Save] to save the new record.

The Activity Register

You can record all business events, appointments and tasks as Activities. Through the careful use of Activity Types and Classes, the Activity register can become a valuable source of information recording many different types of customer and other business related operations. You can record both past and future events, so you can use the register as an efficient diary management tool.

Viewing Activities

You can view Activities using any of three methods—

1. From the Task Manager, double-click the Activity Text of any Activity.
2. From the monthly, weekly or daily Calendar view, double-click the coloured bar representing a particular Activity.
3. Having printed the Personal Calendar report to screen, click the Start Time or Activity Text of any Activity.

In each case, the 'Activity: Inspect' window is opened, allowing to view the details of the Activity and to change it if required.

The Task Manager, Calendar and Personal Calendar report are described below on pages 182, 187 and 194 respectively.

Entering an Activity

You can enter Activities in many ways—

1. From any Calendar view, click the [New Activity] button in the top right-hand corner or use the Ctrl-N (Windows and Linux) or ⌘-N (Macintosh) keyboard shortcut. The Task Type of the new Activity will be Calendar, and the Symbol will be Other. The Start Date and Start Time of the new record will show the current date and time.
2. When viewing an existing Activity, click the [Duplicate] button in the Button Bar or use the Ctrl-K (Windows and Linux) or ⌘-Y (Macintosh) keyboard shortcut. The Start Date of the copied Activity will be copied to the new one, but the End Date will be made blank.

3. Having printed the Personal Calendar report to screen, click the “New Activity” text at the top of the report. The Task Type of the new Activity will be Calendar, and the Symbol will be Other. The Start Date and Start Time of the new record will show the current date and time.
4. Having printed the Customer Status report to screen, click the “New Activity” text at the top of the report. The Task Type of the new Activity will be To Do, and the Symbol will be Other. The Start Date and Start Time of the new record will show the current date and time.
5. From the Task Manager, click the [New Task] button in the top right-hand corner. The Task Type of the new Activity will be To Do, and the Symbol will be Other. The Start Date and Start Time of the new record will show the current date and time.

Whichever method you use, when the Activity window opens, enter whatever relevant information you need to record about the event. In the case of future appointments, you will easily be able to return to the record to review it and mark it as completed at the appropriate time.

Activity: New

Text: Called about shipment
 Type: SC

Time Persons Customer Text

Start Time: 17:01:24 Start Date: 6/8/2005
 End Time: End Date: 6/8/2005
 Cost (Time):

Task Type: ☒ Calendar ☐ To Do ☐ Timed To Do
 Calendar: ☐ Time ☐ Profile ☒ Don't Show
 Symbol: ☐ Call ☐ Meeting ☐ Deskwork ☒ Other

Persons: FF
 Cc:
 Priority:

Customer: 002 Name: New World Import/Export Co
 Contact: Li Wuan Sok Telephone: 00 852 2123 4567

Code	Text
1	Shipment No. 9654615194968 has now arrived
2	Waiting in port in HK, will clear customers on 13/8
3	
4	

Since the amount of information stored about each Activity will not fit on a single screen, the Activity window has been divided into four cards. At the top of each is the header. This contains the Text and Type and an indication of whether the Activity has been approved (completed). There are four named buttons ('tabs') in the header.

The screenshot shows a header bar with a 'Type:' label and a text input field containing 'SC'. To the right are four tabs: 'Time' (highlighted in blue), 'Persons', 'Customer', and 'Text'. Further right is a 'Done' checkbox, which is currently unchecked.

By clicking the tabs you can navigate between the cards, and always go directly to a certain card. The header is always visible, so you can always identify the Activity you are working with.

Header

Text	A free text field to be used to describe the Activity. This Text will be shown in the Day Planner, Task Manager and in the Personal Calendar report.	
Type	Paste Special	Activity Types setting, Sales Support module Enter an Activity Type by which this Activity can be classified. Each Activity Type should represent a specific job or task (e.g. sales call, sales appointment or internal meeting). Each Activity Type can in turn belong to an Activity Class (e.g. you might have a single Activity Class for all Types to do with sales, or all those to do with administration). The Activity Class will determine the colour of the bar representing this Activity in the Calendar, and can also force you to enter a Customer and/or a Cost (Time) (see below). It will also determine which Calendar Type will be selected by default.
Done	Use this check box to mark the Activity as done or finished. You should enter planned or scheduled Activities without checking the Done box. As you complete these Activities, check the Done box and perhaps enter some notes in the grid area on the 'Text' card. In this way, you can easily maintain a 'To Do' list: by default, Activities that have been marked as Done will not be shown in the Task Manager.	

Once an Activity has been marked as Done and saved, many fields such as the Start and End Dates and Times and the Person cannot be changed.

Time Card

The screenshot shows the 'Time Card' form with the 'Time' tab selected. The 'Type' is set to 'SC'. The 'Start Time' is 17:01:24, 'End Time' is empty, and 'Cost (Time)' is empty. The 'Start Date' and 'End Date' are both 6/8/2005. Under 'Task Type', 'Calendar' is selected. Under 'Calendar', 'Time' is selected. Under 'Symbol', 'Other' is selected. A 'Done' checkbox is in the top right corner.

Start Time

Paste Special

Current Time

The time when work on the Activity is to be or was started. The current time is filled in as a default. The 24-hour clock should be used.

Once an Activity has been marked as Done and saved, the Start Time cannot be changed.

Start Date

Paste Special

Choose date

The date when work on the Activity is to be or was started. The current date is filled in as a default.

Once an Activity has been marked as Done and saved, the Start Date cannot be changed.

End Time

Paste Special

Current Time

The time when work on the Activity was is to be or was finished.

Once an Activity has been marked as Done and saved, the End Time cannot be changed.

End Date

Paste Special

Choose date

The date when work on the Activity is to be or was finished.

Once an Activity has been marked as Done and saved, the End Date cannot be changed.

Cost (Time)

The overall time required to complete the Activity, calculated by FirstOffice from the Start and End Times

and Dates. If this is not a true figure (perhaps there was a break for lunch, for example), you can overwrite it with the correct figure.

If the Activity Type of this Activity belongs to an Activity Class whose Force Entry Of Time option is on, you must enter a Cost (Time) before you can save the Activity.

Once an Activity has been marked as Done and saved, the Cost (Time) cannot be changed.

The Cost (Time) is sometimes referred to as the Elapsed Time in this manual.

Task Type	Use these options to specify the main purpose of the Activity—
Calendar	<p>Choose this option if the Activity is to appear in the Calendar and, if you have the CRM and Mail Value Pack, the Employee Time Statistics report.</p> <p>Typically, you should use Calendar Activities for time management, scheduling and analysis. A Calendar Activity can represent either planned or actual time, and, if you have the CRM and Mail Value Pack, you can use the Employee Time Statistics report to compare the two. If an Activity is to represent planned time, choose Profile from the Calendar Type options to the right. If it is to represent actual time, choose Time from those options. Choose Don't Show if the Activity is not to appear in the Calendar or the Employee Time Statistics report.</p>
To Do	<p>Check this box if you would like this Activity to be shown in the Task Manager. Usually this will be because the purpose of the Activity is to schedule a single task, such as a telephone call. The task is to be completed on a particular day, but the time is not important. To Do Activities will not be included in the Employee Time Statistics report (part of the CRM and Mail Value Pack). Instead, you can use such Activities to build up a contact history for each Customer.</p>
Timed To Do	<p>Choose this option if the Activity is to appear in the right-hand panel of the Day Planner. Usually</p>

this will be because the purpose of the Activity is to schedule a single task for a specific time. Timed To Do Activities will not be included in the Employee Time Statistics report (part of the CRM and Mail Value Pack). Instead, such Activities can contribute to the contact history for each Customer.

In all cases, if the Calendar Type to the right is Time or Profile, the Activity must have both Start and End Times before you can save it. The Calendar Type has no other effect if the Task Type is To Do or Timed To Do.

Once an Activity has been marked as Done and saved, the Task Type and Calendar Type can still be changed, providing the Activity has both Start and End Times.

As an example of how you will use these options, imagine you decide to spend an afternoon making sales telephone calls. You will probably book the afternoon in advance by entering a single Activity covering the whole afternoon in which the Task Type is Calendar. This will appear in your Calendar in the appropriate colour, showing how the afternoon is to be spent. You should choose Profile as the Calendar Type, since the Activity represents planned time. Other members of the company will be able to view your Calendar and see that your time for the afternoon in question has been booked. When the afternoon's work is done, you will copy this Activity, change the times if necessary and change the Calendar Type to Time. If you have the CRM and Mail Value Pack, this will allow the Employee Time Statistics report to compare planned time with actual time. Turning to the individual telephone calls that you wish to make during the afternoon, you may have scheduled some of these in advance by entering separate Activities for each call to be made in which the Task Type is To Do or Timed To Do. Each of these Activities will have a Customer, Contact and Telephone Number. You will probably start the afternoon's work by viewing a list of these calls in your Task Manager or Day Planner and you will work through them, recording the details of each call and possibly making new Activities for follow-on tasks. You might also create similar Activities (again with a Task Type of To Do) as and when you make unscheduled

telephone calls (e.g. if it is a cold-calling exercise). As you complete each call, check the Done box of the appropriate Activity. This will remove it from the Task Manager or Day Planner. Its remaining use will be to add to the contact history of the Customer in question.

If you have the CRM and Mail Value Pack, you can use the Employee Time Statistics report to analyse the number of hours worked by each employee. This report is compiled from Calendar Activities only. All such Activities are included in the time calculations in this report except those whose Calendar Type is Don't Show. In the example in the previous paragraph, therefore, the Activities representing the individual telephone calls will not be shown in the Employee Time Statistics report, while the Time and Profile Activities representing the afternoon's work as a whole will. Provided the two sets of Activities are kept separated in this way (using the Task Type options), there is no risk of counting the afternoon's time twice in the report.

Calendar Type	Use these options to control how the Activity will be shown in the Calendar. Usually these options apply only to Activities whose Task Type (above) is Calendar. You can change the Calendar Type after you have marked the Activity as Done and saved it.
Time	You should choose this option in an Activity that represents actual time spent in carrying out a task. It will then appear in the Personal Calendar report together with its Cost (Time) and in the Calendar with a solid colour bar.
Profile	Use this option to book future time in the Calendar. Activities of this type appear in the Calendar as hollow coloured bars and to the left of those whose Time option has been selected. Time Activities have a solid colour bar. Profile Activities are shown on the Personal Calendar report with no Cost (Time).
Don't Show	Use this option if you don't want the Activity to be shown in the Calendar. It will still appear in the Personal Calendar report. If you have the CRM and Mail Value Pack, Activities marked as Don't Show will not be included in the time

calculations in the Employee Time Statistics report.

It can be difficult to return to a Don't Show Activity after you have saved it, because it will not appear in the Calendar. You can drill down to it from the Personal Calendar report, or you can use the 'Filter' card of the Task Manager. Choosing the correct Task Type option in the Task Manager will cause all Calendar Activities to be listed, even those marked as Don't Show.

If you specify an Activity Type that belongs to an Activity Class in an Activity, the Calendar Type will change to that set in the Activity Class. You can choose another Calendar Type in a particular Activity, but take care to note that another option may be selected if you then change the Activity Type.

Symbol

When an Activity is shown in the Task Manager, it can be accompanied by a small image so that you can see at a glance the type of work that it entails. The available images are—

Call



Meeting



Deskwork



Other

(no image)

Persons Card

Type: SC

TimePersonsCustomerText

Persons: FF

Cc:

Priority:

☐ Done

Persons

Paste Special

Person register, System module

The Person doing the Activity. The initials of the current user are entered as a default.

If the Activity is to be carried out by more than one Person, enter all appropriate initials, separated by commas. It will appear in all their Calendar views, Task Managers and Personal Calendar reports.

If you need to use 'Paste Special' to enter several sets of initials, type the comma before opening the 'Paste Special' list. This will cause FirstOffice to add the next set of initials to those already entered. Otherwise, the previous initials will be overwritten.

Once an Activity has been marked as Done and saved, the Person cannot be changed.

Cc**Paste Special** Person register

Enter the initials of anyone else that needs to know about the Activity (e.g. the person responsible for the Customer). Again, you can enter the initials of more than one Person, separated by commas. The Activity will appear in all their Calendar views and Personal Calendar reports, but it will only appear in their Task Managers if they so choose on the 'Filter' card.

Priority

You can grade the importance of each Activity using the Priority field. The Priority will be shown in the Task Manager, and you can reduce the list in the Task Manager so that it shows Activities with a particular Priority only.

Customer Card

Type:	SC	<input type="button" value="Time"/> <input type="button" value="Persons"/> <input type="button" value="Customer"/> <input type="button" value="Text"/> <input type="button" value="Done"/>	
Customer:	002	Name:	New World Import/Export Co
Contact:	Li Wuan Sok	Telephone:	00 852 2123 4567

Customer**Paste Special**

Customers and Suppliers in Customer register

Enter the Customer Number or use the 'Paste Special' function. When you press Return, the Customer's or Supplier's name, Primary Contact and Telephone Number will be entered into the fields below.

If the Activity Type of this Activity belongs to an Activity Class whose Force Entry Of Customer option is on, you must enter a Customer before you can save the Activity.

By default, the 'Paste Special' list shows Customers. Click the [Suppliers] button in the top left-hand corner of the 'Paste Special' window if you need to see Suppliers.

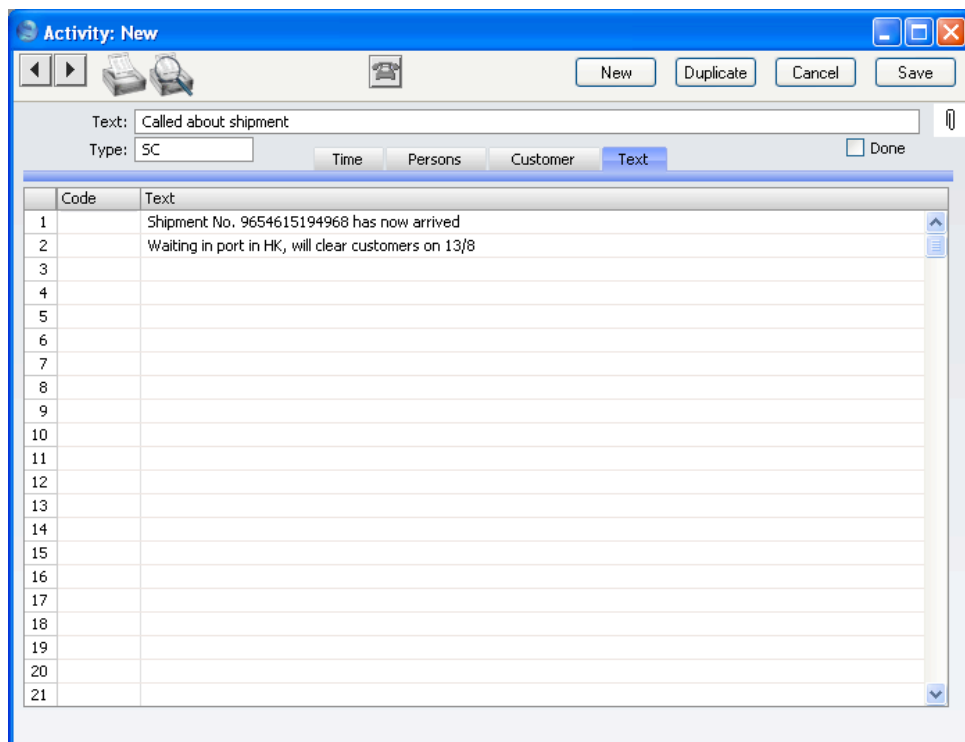
Name The Customer or Supplier Name is entered by FirstOffice after you have entered the Customer or Supplier Number.

Contact **Paste Special** Contact Person register, Sales Support module

Enter the name of a Contact Person or select one from the Contact Person register. The 'Paste Special' function only lists Contact Persons for the Customer in question. If a Contact has been entered to the Attn. field on the 'Contact' card of the Customer record, this will be brought in as a default.

Phone The Customer's or Supplier's Telephone Number is entered by FirstOffice after you have entered the Customer or Supplier Number.

Text Card



The screenshot shows the 'Activity: New' window. At the top, there are buttons for 'New', 'Duplicate', 'Cancel', and 'Save'. Below these, there is a 'Text:' field containing 'Called about shipment' and a 'Type:' field containing 'SC'. There are also tabs for 'Time', 'Persons', 'Customer', and 'Text', with 'Text' being the active tab. A 'Done' checkbox is also present. The main area is a table with 21 rows and 2 columns: 'Code' and 'Text'.

Code	Text
1	Shipment No. 9654615194968 has now arrived
2	Waiting in port in HK, will clear customers on 13/8
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	
16	
17	
18	
19	
20	
21	

Code	Paste Special	Text Types setting, Sales Support module
		The grid area is useful if you need to make notes about the Activity. Use the 'Paste Special' link to the Text Types setting to bring in certain generic comments, or leave the Code field blank and simply type some <i>ad hoc</i> text in the Text field. There is space for several rows of notes.
Text		<p>This field will contain the text for the Text Type. You may add any free text as appropriate.</p> <p>If you need to enter more than one line of text, keep typing. The cursor will move to the next line automatically when necessary.</p>

Completing an Activity

As you work your way through your Activities, you will want to mark off each one as completed. This will have the effect of building up an accurate contact history for the Customers concerned.

To do this, open the Activity and click the Done box. Change to the 'Text' card to record any comments about the carrying out of the task in the grid area. Click the [Save] button in the Button Bar to save the changes.

Once an Activity has been marked as Done and saved, many fields such as the Start and End Dates and Times and the Persons cannot be changed. If you realise that a Done Activity contains a mistake, you can delete it by selecting 'Delete' from the Record menu.

The Task Manager

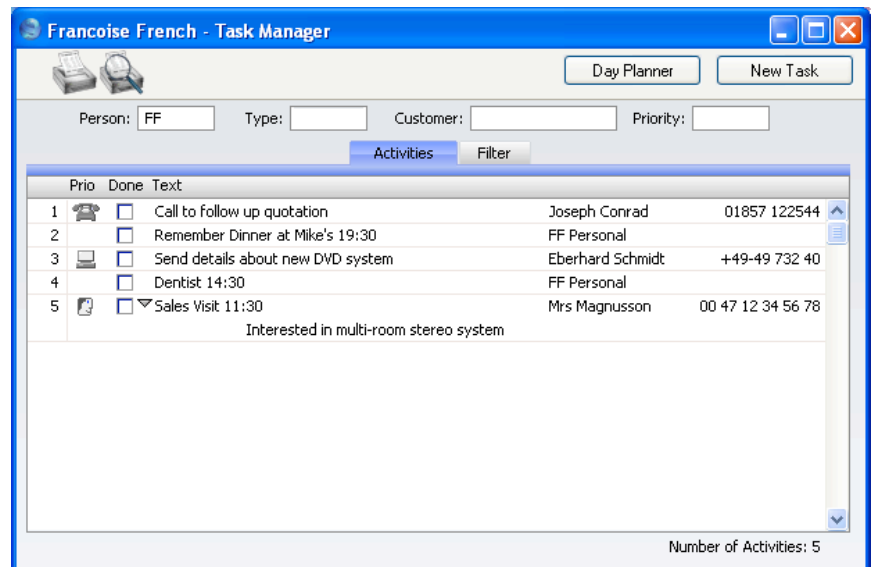
The Task Manager is a list of Activities sorted by Start Date and Time. Its main purpose is to list Activities that have not yet been completed to provide a check list of tasks to be undertaken. By default, only To Do Activities are included in the list. Usually, these will be Activities representing short tasks, such as telephone calls, that are to be completed on a particular day.

From the Task Manager, you can open an Activity by double-clicking the Activity Text. You can then remind yourself of the details of the Activity before carrying it out. When you have completed the task, you can mark the Activity as Done. When you save the Activity, it will immediately and automatically be removed from the Task Manager. If, as a result of carrying out the Activity, you need to schedule another one for a future time, this can also be done from the Task Manager.

To open the Task Manager, click the [Tasks] button in the Master Control panel—



The Task Manager for the current user (i.e. the Person signed in to FirstOffice for this work session) is opened, showing To Do Activities in Start Date and Time order. These are Activities whose Start Dates are the current date or earlier and whose Done boxes are not checked.



Header

Person, Type, Customer, Priority

If the list of Activities is a long one, you can reduce it to show Activities of a particular Person, Type, Customer and/or Priority in any combination using the fields above the list. For example, to list sales calls, enter the appropriate Activity Type in the Type field and press Tab or Return. To further reduce the list to show calls to be made to a particular Customer, enter the appropriate Customer Number in the Customer field and press Tab or Return once more.

You can use 'Paste Special' from the Person, Type and Customer fields to ensure the correct entry.

Activities Card

The main part of the Task Manager is a list of the Activities that are to be carried out by the end of the day (including Activities from previous days that have not been completed). Activities that have been marked as Done are not shown. The Activities are sorted by Start Date and Time, but you can change this by clicking on one of the column headings.

You can change the composition of this list in two ways —

1. You can use the fields in the header as described above.
2. You can use the radio buttons on the 'Filter' card (described below on page 185) to add to the list Activities that would not be shown by default (e.g. Done Activities or Activities whose Task Types are not To Do).

Prio	This column shows the Priority of each Activity, and it also shows a small image determined by the Symbol option chosen for each Activity.
Done	Use this column to mark an Activity as Done once you have completed it. This will not be fed through to the corresponding Activity immediately: you must save the Task Manager (by pressing the Shift-Enter key combination or by selecting 'OK' from the Record menu) in order to mark Activity as Done and to remove it from the Task Manager list. You can mark several rows as Done before saving.



If you have marked any Activities as Done, remember to save the Task Manager before closing it.

If you have used the options on the 'Filter' card (described below on page 185) to include Done Activities in the list, they will be shown with a tick (✓) in the Done column.

Text	<p>This column contains the Text from the header of each Activity. Double-click this Text to open the Activity record.</p> <p>There will be a small arrow to the left of this Text if any notes and comments have been entered on the 'Text' card of an Activity. Click this arrow to read the comments. This has been done in the fourth row in the illustration above.</p>
-------------	--

Contact This column contains the Contact or Customer/Supplier Name from the Activity.

Phone This column shows the Customer or Supplier Telephone Number from the 'Customer' card of each Activity.

Filter Card

Prio	Done	Text	Contact	Phone
1	<input type="checkbox"/>	Call to follow up quotation	Joseph Conrad	01857 122544
2	<input type="checkbox"/>	Remember Dinner at Mike's 19:30	FF Personal	
3	<input type="checkbox"/>	Send details about new DVD system	Eberhard Schmidt	+49-49 732 40
4	<input type="checkbox"/>	Dentist 14:30	FF Personal	
5	<input type="checkbox"/>	Sales Visit 11:30 Interested in multi-room stereo system	Mrs Magnusson	00 47 12 34 56 78

By default, the Activities listed in the Task Manager have Task Types of To Do, are not Done and have Start Dates that are on or before the current date. Use the 'Filter' tab (in combination with the fields in the header) if you would like to change these settings.

Select Use one of these options to list Activities with different Symbols.

Task Type Use one of these options to list Activities with different Task Types.

Display Use one of these options to list Activities with different Start Dates. The Next Week and Next Month options do not include the current date.

Incl. Done Choose one of these options if you would like Done Activities to be listed (in addition to those that are not Done). The Done Activities will be marked with a tick in the Done column. You can choose to include all Done

Activities, or those whose Start Dates are in the past month or year.

Persons By default, the Task Manager lists the Activities entered for the Person whose initials appear in the header. This means those Activities with these initials in their Persons fields. Use these options to change this to the Activities with these initials in their Cc fields, or in both their Persons and Cc fields.

Button Bar

The Button Bar contains two buttons, as follows—

Day Planner Click this button to open the Day Planner. The Day Planner is described in the ‘Calendar’ section of this chapter below on page 191.

New Task Click this button to create a new Activity. Its Task Type will be To Do, and its Symbol will be Other. You can also use the Ctrl-N or ⌘-N keyboard shortcut. When you save the new Activity, it will immediately and automatically be added to the Task Manager, providing it meets your chosen filter criteria.

Printing the Task Manager

To print a list of the Activities shown in the Task Manager, choose ‘Print’ from the File menu.

The Calendar

Opening the Calendar

The Calendar is useful for booking employees' time and for analysing employee time statistics. Every member of the company can see a particular individual's Calendar, so its graphical format makes it easy to check employees' availability and to schedule major tasks.

To open the Calendar, click the [Calendar] button in the Master Control panel—



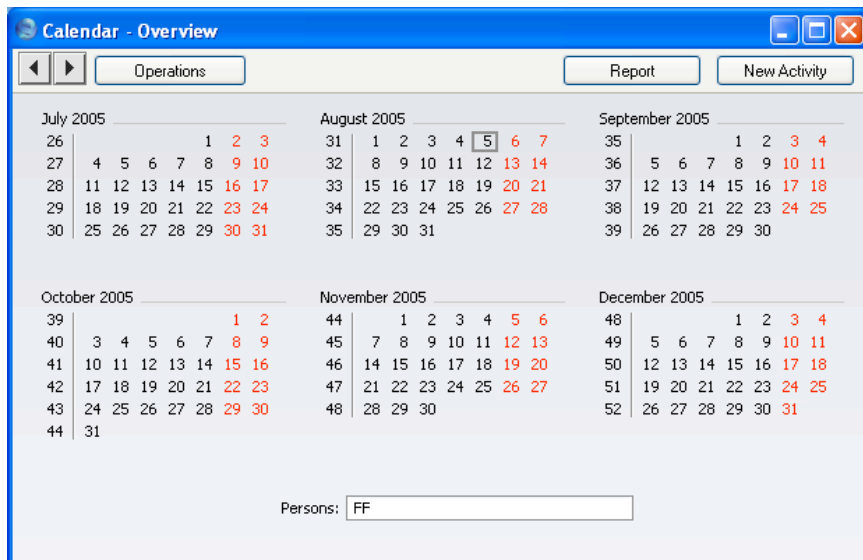
When it opens, the Calendar shows the current month in the centre of the top row, the previous month and the next four months. This six-monthly format is one of the four ways of viewing the Calendar in FirstOffice. These four views are—

- The six-monthly view (known as the “Overview”)
- The monthly view
- The weekly view
- The daily view (known as the “Day Planner”)

The Four Calendar Views

The Six-monthly View (the “Overview”)

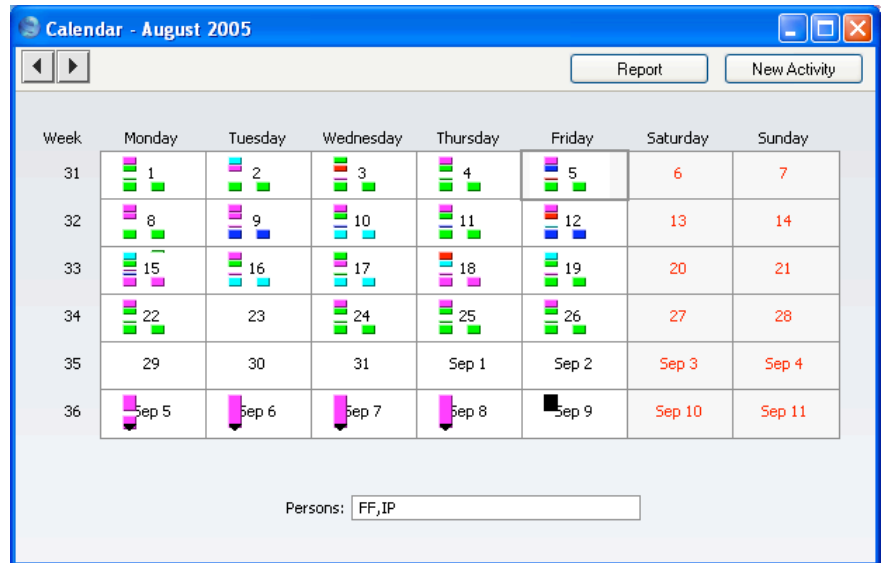
In the Overview, the current date (August 5th in the illustration) is marked with a square and weekends are red.



- To open the Overview, click the [Calendar] button in the Master Control panel.
- To change the months shown, use the 'Next' and 'Previous' functions on the Record menu or the equivalent buttons on the left of the Button Bar.
- To open a monthly view, double-click on the name of any month. To open a monthly view for the current month, select 'Month' from the Operations menu or use the Ctrl-Shift-M (Windows and Linux) or ⌘-Shift-M (Macintosh) keyboard shortcuts.
- To open a weekly view, double-click on the number of any week. To open a weekly view for the current week, select 'Week' from the Operations menu or use the Ctrl-Shift-W (Windows and Linux) or ⌘-Shift-W (Macintosh) keyboard shortcuts.
- To open the Day Planner, double-click on any date. To open the Day Planner for the current day, select 'Day' from the Operations menu or use the Ctrl-Shift-D (Windows and Linux) or ⌘-Shift-D (Macintosh) keyboard shortcuts.
- To close the Overview, use the close box.

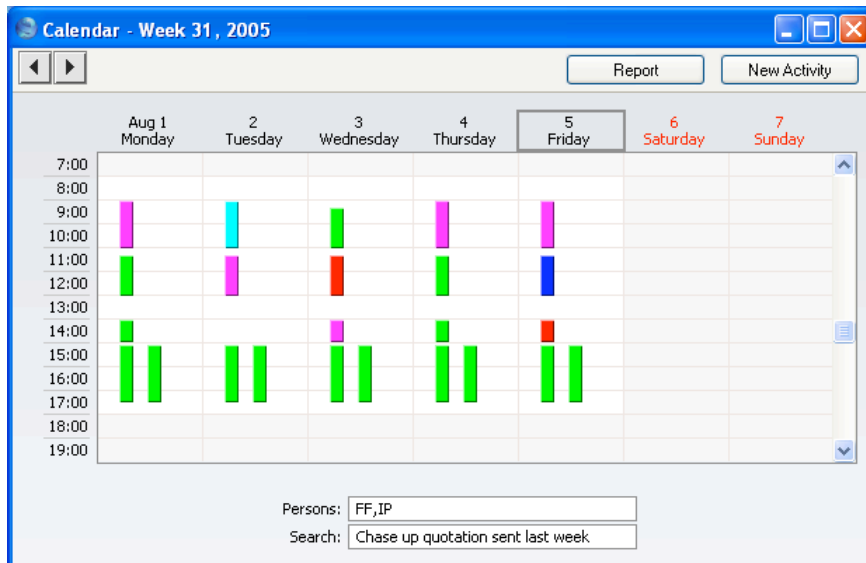
The Monthly View

In the monthly view, the current date (August 5th in the illustration) is marked with a thick border. Weekends shaded, with dates in red.



- To open the monthly view, double-click any month name in the Overview.
- To change the month shown, use the 'Next' and 'Previous' functions on the Record menu or the equivalent buttons on the left of the Button Bar.
- To open a weekly view, double-click on the number of any week.
- To open the Day Planner, double-click on any date.
- The Activities for each day are represented by coloured bars. These are solid for Time Activities and hollow for Profile Activities. Double-click any coloured bar to open the Activity. The colours are determined by the Activity Class of each Activity. Only Calendar Activities are shown.
- The monthly view can show more than one Person's Activities at once. Enter each Person's initials (use 'Paste Special' if necessary) separated by commas in the Persons field and press the Return key. A separate column of coloured bars is shown for each Person. The left-hand column belongs to the first Person named in the Persons field and the right-hand column to the last Person.
- To close the monthly view, use the close box.

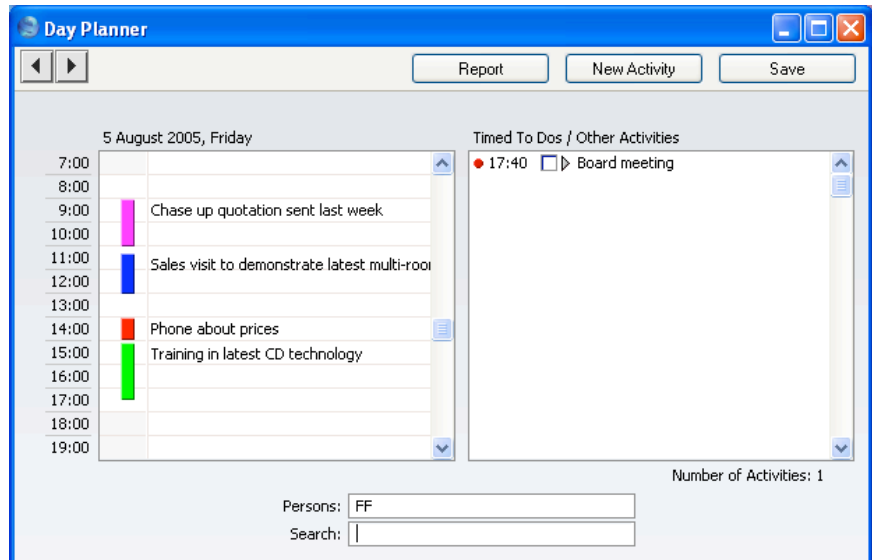
The Weekly View



- To open the weekly view, double-click any week number in the Overview or monthly view.
- To change the week shown, use the 'Next' and 'Previous' functions on the Record menu or the equivalent buttons on the left of the Button Bar.
- To move to an earlier or later part of the day, use the scroll bar on the right-hand side of the window. Activities beginning at a time too early to be shown have an arrow at the top of their coloured bar, while those ending too late to be shown have an arrow at the bottom of their bar.
- To open the Day Planner, double-click on any date.
- The Activities for each day are represented by coloured bars. These are solid for Time Activities and hollow for Profile Activities. Double-click any coloured bar to open the Activity, or click once for its Text to appear in the Search field. The colours are determined by the Activity Class of each Activity. Only Calendar Activities are shown.
- The weekly view can show more than one Person's Activities at once. Enter each Person's initials (use 'Paste Special' if necessary) separated by commas in the Persons field and press the Return key. A separate column of coloured bars is shown for each Person. The left-hand column belongs to the first Person named in the Persons field and the right-hand column to the last Person.

- You can move an Activity to another time and/or date by dragging and dropping, providing the Activity has not been marked as Done.
- To close the weekly view, use the close box.

The Daily View (the “Day Planner”)



- To open the Day Planner, double-click any date in the Overview or in the monthly or weekly views, or click the [Day Planner] button in the Task Manager.
- To change the day shown, use the ‘Next’ and ‘Previous’ functions on the Record menu or the equivalent buttons on the left of the Button Bar.
- The Day Planner is divided into two sections. The panel on the left contains the day’s Calendar Activities, represented by coloured bars. These are the same Activities that were visible in the monthly and weekly views. The coloured bars are solid for Time Activities (the first Activity in the illustration above) and hollow and to the left for Profile Activities (the second, third and fourth in the illustration). Double-click any coloured bar to open the Activity, or click once for its Text to appear in the Search field. The colours are determined by the Activity Class of each Activity. Only Calendar Activities are shown.
- To move to an earlier or later part of the day, use the scroll bar on the right-hand side of the left-hand panel. Activities beginning at a time too early to be shown have an arrow at the top of their coloured bar, while

those ending too late to be shown have an arrow at the bottom of their bar.

- The left-hand panel can show more than one Person's Activities at once. Enter each Person's initials (use 'Paste Special' if necessary) separated by commas in the Persons field and press the Return key. A separate column of coloured bars is shown for each Person. The left-hand column belongs to the first Person named in the Persons field and the right-hand column to the last Person.
- The panel on the right lists Timed To Do Activities. This list only contains Activities for the Person whose initials appear first in the Persons field.
- In the right-hand panel, double-click the Activity Text to open an Activity.
- You can use the check boxes in the Done column in the right-hand panel to mark each Activity as Done once you have completed it. This will not be fed through to the corresponding Activity immediately: you must save the Day Planner (by pressing the Shift-Enter key combination or by selecting 'OK' from the Record menu) in order to mark Activity as Done. You can mark several rows as Done before saving.



If you have marked any Activities as Done, remember to save the Day Planner before closing it or changing to a different day.

- To close the Day Planner, use the close box.

The [New Activity] button

Click the [New Activity] button in any Calendar view to enter a new Activity record. The Task Type in the new Activity will be Calendar, and the Symbol will be Other. The Person(s) in the Persons field of the Calendar view will be copied to the Persons field of the Activity. Please refer to the section entitled 'The Activity Register' above on page 171 for full details.

The [Report] button

Click the [Report] button in any Calendar view to produce a Personal Calendar report. Please refer to the 'Personal Calendar Report' section below on page 194 for full details.

If there are no Week Numbers

If dashes appear instead of Week Numbers in any of your Calendar views, 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. In the latter case, if the current year has already been entered and the dashes remain, it is recommended that you delete the existing record and enter a new one, ensuring that the Country Code entered in the Weeks record is the same as that on the 'Reg' card of the Company Info setting. The Weeks setting is described in the 'System Module' chapter in Volume 1 of these manuals.

The Personal Calendar Report

The Personal Calendar report is effectively a report version of the Calendar. As with the Calendar, it shows Calendar Activities only. They are sorted into Start Date and Start Time order.

When printed to screen, the Personal Calendar has FirstOffice's Drill-down feature. Click on the Start Time or Activity Text of any Activity in the report to open that Activity.

To open the Personal Calendar report, click the [Report] button in the top right-hand corner of any Calendar view. The Personal Calendar is immediately printed to screen. The report period and Person are taken from the Calendar view from where the report was created. For example, if the report was produced from a weekly view, the report period will be the week shown in the view. The Activities shown will be those shown in the Calendar, with two exceptions: if the initials of more than Person are shown in the Calendar view separated by commas, the report will only show those Activities common to all those Persons, not all Activities for all Persons; and Activities marked as Don't Show, which are not shown in the Calendar, are shown in the report. For Time Activities, the Cost (Time) (i.e. the time taken to complete the Activity, or elapsed time) will be shown (together with a total at the bottom); no elapsed time will be shown for Profile Activities. The elapsed time figure shows partial hours as decimals, not as numbers of minutes. If an Activity has been marked as Done, "OK" will be shown to the right of the elapsed time.

Personal Calendar		HansaWorld, Print date: 6/8/2005 02:31	
Radio Import/Export Ltd		Period 5/8/2005 : 5/8/2005	
		FF	
New Activity	Comment	Contact	
5/8/2005			
09:00:08	11:00:00	Chase up quotation sent last week	2.00
11:20:31	13:00:00	Sales visit to demonstrate latest multi-room stereo system	
	008	The American Dream Inc Company: The American Dream Inc Tel: 01768 868766 Contact: Mrs Williamson	1.67
14:00:02	14:59:00	Phone about prices	0.98
	007	Du Pont et cie Company: New World Import/Export Co Tel: 00 852 776 1234 Contact: Li Wuan Sok	
15:05:27	17:30:00	Training in latest CD technology	2.70
		In training room	
Number of Activities	4	Total Time	7.35

This screen version of the report contains a number of text buttons, as follows—

New Activity Click this text (just underneath the report header) to create a new Activity. Its Task Type will be Calendar and its Symbol will be Other. On saving and closing the new Activity and returning to the report, select 'Recalculate' from the Operations menu. The new Activity will then be shown in the report, providing you did not change its Task Type.

Start Time, Activity Text

Click the Text of any Activity to open that Activity record.

To print the Personal Calendar to a printer, first print it to screen and then click the Printer icon or select 'Print' from the File menu.

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