

HansaWorld FirstOffice Professional

Integrated Accounting System
for Macintosh, Windows and
Linux

Volume 4: Value Packs

CRM and Mail, Group Invoicing, Currencies, Languages and Advanced
Pricing, Purchase Orders, Quotations and Stock Locations

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 Value Packs. 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), the Sales, Purchase and Nominal Ledgers (described in Volume 2) and the Sales Support and Stock modules (described in Volume 3).

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

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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

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

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***HansaWorld
FirstOffice
Professional
Introduction to
Value Packs***

Chapter 1: Introduction to Value Packs

Value Packs allow you to add extra features to the basic FirstOffice program. The following Value Packs are available—

- Bar Code
- CRM and Mail
- Currencies, Languages and Advanced Pricing
- Dual Base Currencies
- Group Invoicing
- Internet Server, One Internet User
- Three Additional Internet Users
- Purchase Orders
- Quotations
- Stock Locations

This manual describes these Value Packs in turn. Separate chapters have been dedicated to each of the constituent parts of two Value Packs (Currencies, Languages and Advanced Pricing, and CRM and Mail), while Currencies and Dual-Base Currency have been joined together in a single chapter. For details about the Bar Code Value Pack and about the Internet Server and Users Value Packs, please refer to your local FirstOffice representative. The Bar Code Value Pack is used in Finland, where Purchase Invoices are bar coded.

You can add a Value Pack to FirstOffice at any time by following these steps—

1. If you have a multi-user installation, you can work on the server or on one of the clients.

If you want to work on the server and it is running, ensure no other user is logged in, select 'Quit, Remove Autoserver' from the File menu and restart FirstOffice.

2. Use the [Select Module] button in the Master Control panel to change to the System module.

- Click the [Settings] button in the Master Control panel (or select 'Settings' from the File menu). In the resulting list, double-click 'Configuration'.

- Check the required Value Pack option(s) and click the [Save] button in the Button Bar to save changes and close the window.
- In single-user installations, quit FirstOffice and restart to allow the changes to take effect.
- In multi-user systems, if you were working on a client, quit FirstOffice and restart to allow the changes to take effect. There is no need to restart the server.

If you were working on the server, select 'Server' using the [Select Module] button in the Master Control panel.

In both cases, the clients can now log in again: they will now have access to the Value Pack(s). If you need to prevent individual users from using Value Packs, you should do so using Access Groups. These are described in the 'System Module' chapter in Volume 1 of these manuals.

7. Refer to the section entitled 'The Enabler Key' in the 'Introduction and Installation' chapter in Volume 1 of these manuals and follow the instructions to apply for a new Enabler Key.

Note that in Volumes 1-3 of these manuals, we have assumed that no Value Packs are present. When a Value Pack is present, new fields, settings and functions will be made available and therefore the appearance of some of the lists and screens in your copy of FirstOffice will differ from those illustrated in those Volumes. For example, if you are using the Currencies, Languages and Advanced Pricing Value Pack, the Order, Invoice and Goods Receipt screens will gain an extra card (the 'Currency' card) showing the Currency and Exchange Rate. Other new fields will appear on the existing cards. All such additional fields, settings and functions are described in this manual.

***HansaWorld
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Advanced
Pricing***

Chapter 2: Advanced Pricing

Introduction

The standard version of FirstOffice allows you to define various Price Lists and to allocate those Price Lists to different Customers so that the correct Prices are used when you enter Orders and Invoices. When you specify a Customer in an Order or Invoice, the Price List for that Customer will be activated. When you then add an Item to the Order or Invoice, FirstOffice finds the correct Price by searching in the Price register for the unique record for the Price List/Item combination.

The Advanced Pricing Value Pack (part of the Currencies, Languages and Advanced Pricing Value Pack) contains the following features —

- Automatic Price calculation, removing the need to enter records to the Price register manually, and greatly easing the task of updating Prices; and
- Quantity discounts.

These features are now described in detail. Because they represent a significant addition to FirstOffice's pricing system, this chapter should be read in place of the 'Price Lists' section of the 'Items and Pricing' chapter in Volume 1 of these manuals.

The Base Price

Each Item has a Base Price field, shown on the 'Pricing' card of the Item record. This is the Item's normal selling price. In many cases, this will be the only price used. If each Item is always sold at the same price (or with an *ad hoc* discount), whoever the Customer, you will be able to rely on the Base Price and not worry about the Price List feature.

On the 'Costs' card of the Item record, there is also a Cost Price. This indicates the cost of purchasing or making the Item. FirstOffice uses the Cost Price to calculate the Gross Profit of Orders and Invoices. You can use both the Cost Price and the Base Price to calculate new prices for the Item when you include it in different Price Lists.

Structure of Price Lists

FirstOffice allows you to assign different Prices to individual Items so that each Price is associated with a particular Price List. For example, many retail outlets have different prices for their retail and trade Customers, or different retail and educational prices. You might then have separate retail, trade and educational Price Lists, each of which is available to the appropriate kind of Customer. When you enter a Customer in an Order or Invoice, the appropriate Price List will be used and so the correct prices will be selected automatically.

In planning such a price structure, follow these steps—

1. Enter the Items with their Base Prices, using the Item register as described towards the beginning of the 'Items and Pricing' chapter in Volume 1 of these manuals.
2. Define Price Formulae, using the Price Formula register in the Sales Ledger. These are the mechanism by which the different prices are calculated. In our example, the retail price might be the same as the Base Price, the trade price might represent a discount of 20% and an educational price might represent a discount of 30%. A Price Formula record would be set up for each. This process is described in detail in the next section.
3. Define each Price List (in our example, retail, trade and educational) using the Price Lists setting in the Sales Ledger. Attach Items or Item Groups to the Price Lists with an appropriate Price Formula. For example, in the educational Price List, all Items that are likely to be sold to such Customers should be attached, using the 30% discount Price Formula. Effectively, you are defining the relationship between the Items and the Price List here.
4. For each Price List, calculate the Prices of the Items using the 'Calculate Price Lists' Maintenance function in the Sales Ledger. For each Item on each Price List, this function applies the specified Price Formula and saves the result in a record in the Price register. In our example, for each Item three Price records will be created: one each containing the retail, trade and education prices.

The relationship between the Items, the Price Lists and the Price records makes it of critical importance that you run the 'Calculate Price Lists' function whenever the Base Price of an Item changes or, if you have Price Lists in various Currencies, whenever the Exchange Rate alters. Otherwise, the Price records could soon lose their relationship to the Base Price of their Items, resulting in you quoting out-of-date prices to

your Customers. If you specify a Price List in an Order or Invoice, FirstOffice searches in the Price register for the appropriate, and unique, record representing the particular Item for that Price List.

5. You can now assign a Price List to each Customer and/or Customer Category. When you enter an Order or Invoice for each Customer, prices will be taken from the specified Price List automatically. If you sell an Item that is not on the appropriate Price List, the Base Price will be used.
6. Once calculated, you can print Price Lists, or export them to disk for incorporation into your company's publicity material. Print Price Lists using the report of the same name, available in the Sales Support module and in the Sales Ledger. This is fully described in the 'Items and Pricing' chapter in Volume 1 of these manuals.

Below, steps 2-4 are described in detail. These descriptions are followed by worked examples.

Price Formulae

When you assign an Item to a Price List, you will do so using a Price Formula. The 'Calculate Price Lists' function will use Price Formulae to calculate the prices of each Item in that Price List, based on the Base or Cost Price of the Items.

To define a new Price Formula, first move into the Sales Ledger using the [Select Module] button in the Master Control panel. Then click the [Price Formulae] button, also in the Master Control panel. When the 'Price Formulae: Browse' window appears, click [New]. Once entered, click [Save] to save the record.

Code	Enter a code by which the Price Formula can be identified.
Name	Specify a name for the Formula.
% Adjustment	Enter a percentage multiplier that the 'Calculate Price Lists' function will use to calculate the price. For example, if you want the price to be 10% more than the Base Price, enter "110" and choose the Base Price option below. To deduct 10% from the Base Price, enter "90".
Add 1	Add or deduct a fixed amount. If used in combination with the field above, the addition or deduction will take place after the percentage adjustment.
Round Off	<p>Paste Special Choices of possible entries</p> <p>Specify here the number of decimal places you wish to be used in the calculation.</p>
Add 2	Add another fixed amount after the rounding process.
Base Value	Specify here the figure on which the calculation is to be based. The Cost Price, Base Price, Last Purchase Price and Weighted Average Purchase Price are all taken from the Item record, while Default Purchase Item refers to the Cost Price of the Default Purchase Item representing the Item. This final option will only be available if you have the Purchase Orders Value Pack: please refer to the 'Purchase Orders' chapter below on page 236 for full details of Purchase Items.

Price Lists

To define a new Price List, first ensure you are in the Sales Ledger using the [Select Module] button in the Master Control panel. Then click the [Settings] button, also in the Master Control panel or select 'Settings' from the File menu. Finally, double-click 'Price Lists' in the subsequent list. When the 'Price Lists: Browse' window appears, click [New].

Price List: Inspect

NewDuplicateCancelSave

Code: RRP

Description: Recommended Retail Price

Currency:

VAT

Exclusive

Inclusive

	Item/ Item Group	Price- Formula	Row Type
1	1	10	Item Group
2	2	19	Item Group
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			

- Code

Enter a unique code here, by which this Price List will be identified elsewhere in FirstOffice.
- Description

Name the Price List here.
- Currency

Paste Special

Currency register, System module

Indicate here the Currency in which the prices in the Price List are quoted. When you use the 'Calculate Price Lists' function to calculate prices, the Currency conversion (using the most recent applicable Exchange Rate) will take place before any Formula is applied.



If, for whatever reason, you change the Currency of a Price List, run the 'Calculate Price Lists' function immediately. Otherwise, prices used in Orders and Invoices will not be as expected.

VAT

Choose the Exclusive option if the prices calculated by the 'Calculate Price Lists' function are to exclude VAT, and the Inclusive option if they are to include VAT. In the case of 'Inclusive' and 'Exclusive' Price Lists using the same Price Formulae, the resulting prices will numerically be the same but in the former case the figures will include VAT.

If you use an 'Inclusive' Price List in an Invoice or an Order, the Unit Price, Sum and Total figures will all include VAT, but if you use an 'Exclusive' Price List, the Unit Price and Sum figures will exclude VAT. In both cases, VAT will be calculated using, in order of preference, the VAT Code specified for the Item, the Item Group or on the 'VAT' card of the Account Usage S/L setting.

If you use 'Inclusive' Price Lists and you have Customers in the Inside EU and/or Outside EU Zones, it is recommended that you create separate Price Lists for those Customers. In most cases, these Customers should be charged prices that exclude VAT. If you use a common 'Inclusive' Price List for every Zone, VAT usually will not be deducted from the 'Inclusive' prices because it is likely that the VAT Codes that you use for the Inside EU and Outside EU Zones will be zero-rated.

Use the table to determine the Items that will appear in the Price List, and at what price. Use each row to include an Item or a whole Item Group in the Price List. If you enter a whole Item Group in a row, every Item in the Item Group will appear in the Price List.

Item/Item Group Paste Special

Item Groups setting, Sales Ledger, or Item register

Specify the Item or Item Group to which the Price Formula is to be applied. If you enter an Item, set the Row Type to "Item". If you enter an Item Group, set the

Row Type to “Item”. If you set the Row Type before entering an Item or Item Group, this will determine what will be listed by the ‘Paste Special’ function. If you wish this Price List to apply to all Items in the Item register, leave the field blank.

Price Formula**Paste Special**

Price Formula register, Sales Ledger

Specify here the code of a Price Formula, defined as described in the previous section. The ‘Calculate Price Lists’ function will use this Formula to calculate the prices of the Item or Item Group for this Price List. Specifying a Formula on each row means that, in a particular Price List, different Items can have their Prices calculated using different Formulae.



You must specify a Price Formula in each row in the grid. Otherwise, when the Price List is built, the Item or Item Group will be given a zero price.

Row Type**Paste Special**

Choices of possible entries

This field can contain one of two entries: “Item” or “Item Group”. It indicates whether the Item/Item Group (the left-hand column) refers to an Item or an Item Group. Use ‘Paste Special’ to increase input speed.

The Price Register

You can have several different Prices for each Item. Enter each Price as a separate record in the Price register, one record for each Price for each Item.

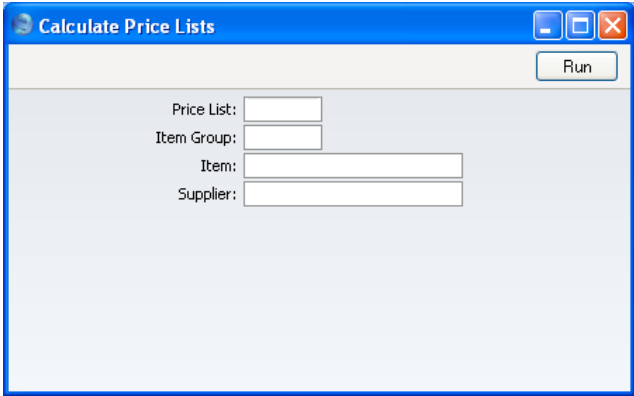
You can enter these Price records to the Price register yourself, but in most cases, you will create them automatically using the ‘Calculate Price Lists’ Maintenance function in the Sales Ledger. If any factor influencing your Prices changes (e.g. there is a change in exchange rates, or you have changed the Base Prices in your Item records), you can run the ‘Calculate Price Lists’ again to update the Prices in the Price register.

The ‘Calculate Price Lists’ function

You can run this function can be run after you have completed the steps described above (defining Items, Price Formulae and Price Lists). For each Item on each Price List, this function will calculate a new price using the

Formula specified and save it in a Price record. This will result in there being a single, unique, Price record for each Item/Price List combination, making the use of Price Lists in Orders and Invoices extremely fast. As a consequence, each time you change a price that is used as a base price by a Formula, you should run the function again to update the Price records. You should also run the function regularly if you have Price Lists in foreign Currencies with exchange rates that change frequently.

To use this function, ensure you are in the Sales Ledger using the [Select Module] button in the Master Control panel and select 'Maintenance' from the File menu. Double-click 'Calculate Price Lists' in the subsequent list. The following dialogue box appears—



Leave all fields blank and click [Run] to calculate all prices. To restrict the calculation process, use the fields as described below before clicking [Run].

Price List	Paste Special	Price Lists setting, Sales Ledger
	Enter the code identifying the Price List you want to update. Leave the field blank to recalculate all Price Lists.	
Item Group	Paste Special	Item Groups setting, Sales Ledger
	Limit the calculation to a single Item Group. Prices will only be recalculated if the Item Group is explicitly included in the grid of the Price List specified in the field above. If you do not specify a Price List, prices will be recalculated for all Price Lists in which the Item Group is included.	

Item	Paste Special	Item register
	Limit the calculation to a single Item. The Item does not have to be explicitly included in the grid of the specified Price List: its Price will also be recalculated if its Item Group is in the grid or if the first column of the grid is blank (i.e. if the Price List includes all Items).	
Supplier	Paste Special	Suppliers in Customer register
	Enter a Supplier Number to limit the Price recalculation to Items that have a Default Purchase Item in the name of that Supplier. This field will only be visible if you have the Purchase Orders Value Pack, described below on page 236.	

When you click [Run], the function may take a few minutes to run, depending on how many prices you are updating.

Entering Price Records Manually

It is also possible to enter Price records manually. You might want to do this to assign a particular price to an Item, rather than one that is calculated using a formula. FirstOffice will prevent you entering a Price record for an Item/Price List combination if one already exists by displaying the error message “Already Registered”.

To enter a new Price record, open the Price register using the [Prices] button in the Master Control panel and click [New]. Enter the Item Number of an existing Item, using ‘Paste Special’ if necessary to select from a list of Items, and press Return. The Item Name from the Item register is shown. Enter the required Price and specify a Price List, again using ‘Paste Special’. Finally, if appropriate, specify a Sales Account. Click [Save] to save the record.

Specifying a Price List in a Price record has the following effects —

- It will be included when the Price List is printed, using the report in the Sales Support module and in the Sales Ledger.

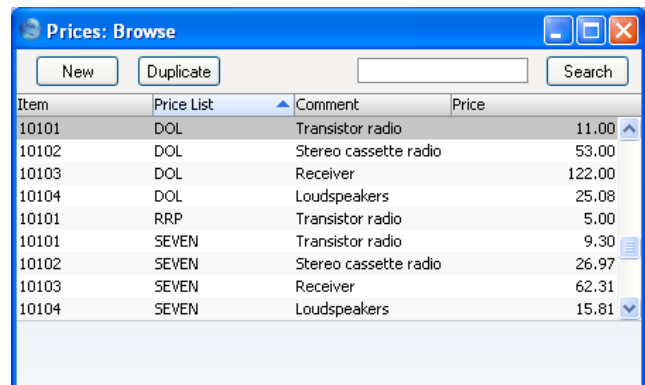
- When you create an Order or Invoice, you can specify a Price List that will determine the Prices and, if specified, the Sales Accounts used. The Price List can be specified on two levels: for each Customer; or for Customer Categories. Prices from the appropriate Price List will be offered as a default whenever the Customer places an Order or receives an Invoice.
- If you have entered a Currency code in the Price List record, the Prices in the Price List will be in that Currency. If you created the Price records using the 'Calculate Price Lists' function, they will have been converted from the home Currency to that specified using the most recent Exchange Rate. They may be converted again to another Currency at invoicing, depending on the Currency code of the Customer or Invoice. If you do not specify a Currency in an Order or Invoice, but the Customer has a Price List that is not in the home Currency, the Prices will be re-converted back to the home Currency.

If you specify a Sales Account in a Price record, that Account will be offered as a default in Invoices where pricing is determined by that Price (i.e. by the unique Price record for the Item/Price List combination). This Account will take priority over those for the Item and Item Group and that in the Account Usage S/L setting.

Examples

Prices in Currency

The following Prices have been defined —

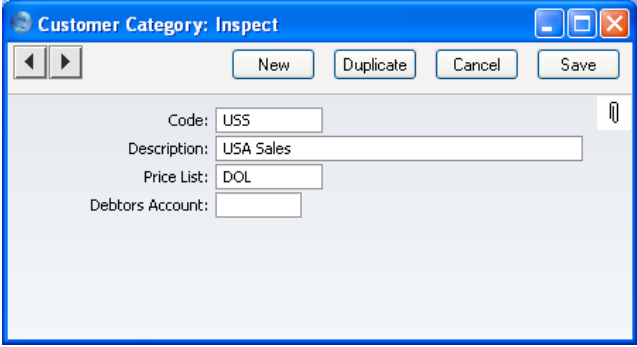


The screenshot shows a window titled "Prices: Browse" with a table of price records. The table has four columns: Item, Price List, Comment, and Price. There are two price lists, DOL and SEVEN, each with four items (10101 to 10104). The prices for DOL are in US Dollars, and the prices for SEVEN are in British Pounds.

Item	Price List	Comment	Price
10101	DOL	Transistor radio	11.00
10102	DOL	Stereo cassette radio	53.00
10103	DOL	Receiver	122.00
10104	DOL	Loudspeakers	25.08
10101	SEVEN	Transistor radio	5.00
10102	SEVEN	Stereo cassette radio	26.97
10103	SEVEN	Receiver	62.31
10104	SEVEN	Loudspeakers	15.81

The Price List "DOL" has four members, Item Numbers 10101 to 10104. It has US Dollars as its Currency. All Prices in the "DOL" Price List are

therefore in dollars. The Price List “DOL” is assigned to the Customer Category “USS” —

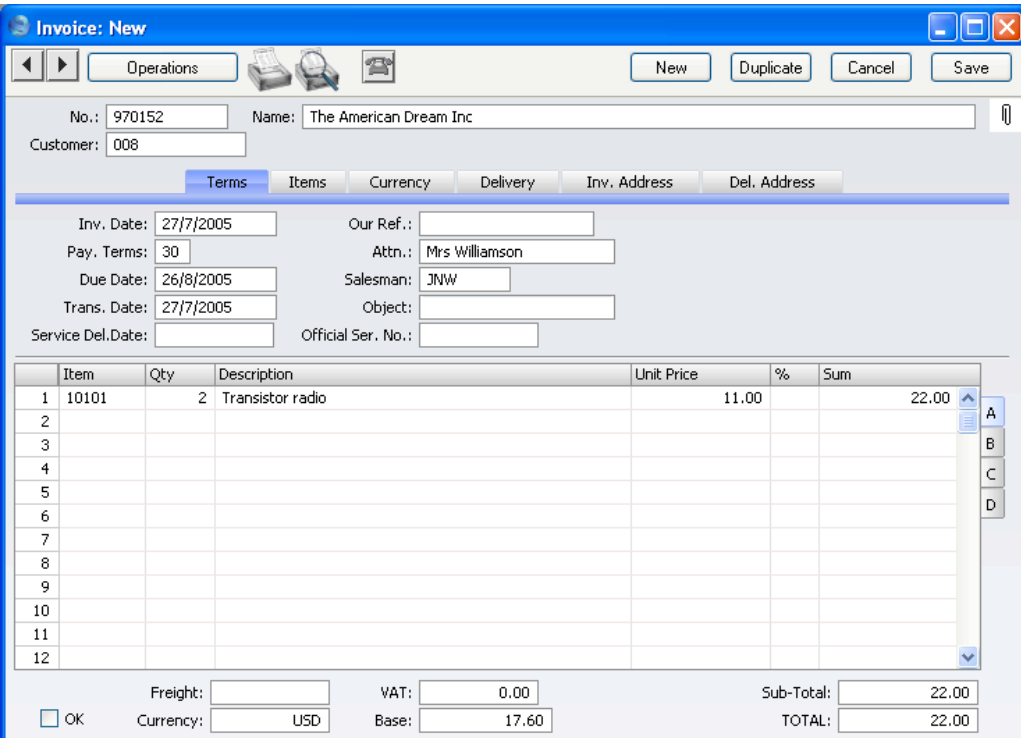


Customer Category: Inspect

Code: USS
 Description: USA Sales
 Price List: DOL
 Debtors Account:

Buttons: New, Duplicate, Cancel, Save

Customer no 008 is a member of this Customer Category. When an Order or an Invoice is issued to this Customer, FirstOffice will automatically use the prices on the “DOL” Price List. If this Invoice is given the Currency Code “USD” (for US Dollars), the Invoice will be issued in dollars (i.e. the prices will be taken straight from the “DOL” Price List without any further conversion).



Invoice: New

No.: 970152 Name: The American Dream Inc
 Customer: 008

Buttons: New, Duplicate, Cancel, Save

Operations: [Printer Icon] [Fax Icon] [Phone Icon]

Terms Items Currency Delivery Inv. Address Del. Address

Inv. Date: 27/7/2005 Our Ref.:
 Pay. Terms: 30 Attn.: Mrs Williamson
 Due Date: 26/8/2005 Salesman: JNW
 Trans. Date: 27/7/2005 Object:
 Service Del. Date: Official Ser. No.:




Item	Qty	Description	Unit Price	%	Sum
1 10101	2	Transistor radio	11.00		22.00
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					

Freight: VAT: 0.00 Sub-Total: 22.00
 OK Currency: USD Base: 17.60 TOTAL: 22.00

The Nominal Ledger Transaction generated from this Invoice will show figures in both foreign and home Currencies (and in the second base Currency if appropriate): the conversion rate shown on the 'Currency' card of the Invoice will be used.

If the Customer instead is to be invoiced in the home Currency, ensure the Currency field is blank or showing the Currency Code for the home Currency (Pounds Sterling in the example) and the prices will be converted from US Dollars using the current conversion rate as the Items are added to the Invoice—

Invoice: New

Operations    New Duplicate Cancel Save

No.: 970152 Name: The American Dream Inc
Customer: 008

Terms Items Currency Delivery Inv. Address Del. Address

Inv. Date: 27/7/2005 Our Ref.:
Pay. Terms: 30 Attn.: Mrs Williamson
Due Date: 26/8/2005 Salesman: JNW
Trans. Date: 27/7/2005 Object:
Service Del. Date: Official Ser. No.:

Item	Qty	Description	Unit Price	%	Sum
1 10101	2	Transistor radio	8.80		17.60
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					

Freight: VAT: 0.00 Sub-Total: 17.60
Currency: GBP Base: 17.60 TOTAL: 17.60

☐ OK

If, for some reason, the Invoice is to be issued in another Currency, e.g. Japanese Yen, amend the Currency field of the Invoice accordingly, and the prices will be converted to that Currency in the Invoice, using the latest valid conversion rate for that Currency—

Invoice: New

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

No.: 970152 Name: The American Dream Inc
Customer: 008

Terms Items Currency Delivery Inv. Address Del. Address

Inv. Date: 27/7/2005 Our Ref.:
Pay. Terms: 30 Attn.: Mrs Williamson
Due Date: 26/8/2005 Salesman: JNW
Trans. Date: 27/7/2005 Object:
Service Del. Date: Official Ser. No.:

Item	Qty	Description	Unit Price	%	Sum
1	10101	2 Transistor radio	1701.69		3403.38
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					

Freight: VAT: 0.00 Sub-Total: 3403.38
OK Currency: JPY Base: 17.60 TOTAL: 3403.38

Note that in each illustration, the Total GP and the Base remain the same, because they are always expressed in the home Currency.

Creating Price Lists

This example shows you how to create a new Price List in which the Prices for each Item are the Base Price less 7%.

Start by creating a new Price Formula record using the Price Formula register in the Sales Ledger.

Give a name to the formula. In the % Adjustment field, enter the value “93” (representing a 7% discount) to give the calculation formula. The Round Off field gives instructions for rounding off the calculated value. Use ‘Paste Special’ to choose the option you need. For the example, enter “Two Decimals”. Finally, select the Base Price to act as the base value for the calculation. Save the Price Formula by clicking [Save].

Now, create a new Price List using the register in the Sales Ledger, with the code "SEVEN", and an appropriate name. Enter the Code of the Price Formula that you have just set up in the Formula field.

Price List: Inspect

Code: SEVEN

Description: 7% Discount

Currency:

VAT

☒ Exclusive

☐ Inclusive

Item/	Item Group	Price-Formula	Row Type
1		7PC	Item Group
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			

If you leave the Item Code field blank, a new Price List will be created for all Items in the Item register. Otherwise enter one or more Items or Item Groups in separate rows to apply different Price Formulae to different products. Save the Price List by clicking [Save].

To create the new Price records, select 'Maintenance' from the File menu. Double-click 'Calculate Price Lists', and specify in the following dialogue box that you want to create Price records for the Price List "SEVEN" —

Calculate Price Lists

Run

Price List: SEVEN

Item Group:

Item:

Supplier:

New Price records will be added to the Price register if this is the first time you have run the function for this Price List. Otherwise, the Prices will simply be recalculated. The creation will take some time, depending on the number of records. When the job is finished, the new records are visible in the Price register.

Prices: Browse

New Duplicate Search

Item	Price List	Comment	Price
10101	SEVEN	Transistor radio	9.30
10102	SEVEN	Stereo cassette radio	26.97
10103	SEVEN	Receiver	62.31
10104	SEVEN	Loudspeakers	15.81
10105	SEVEN	Cassette deck	52.08
10106	SEVEN	CD player	66.03
10107	SEVEN	Cassette tapes	8.84
10108	SEVEN	Microphone	18.60
10109	SEVEN	CD rack	5.69

You can now allocate the new Price List to the Customers that are to be allowed to take advantage of the 7% discount. Specify the Price List on the 'Company' card of each such Customer record—

Customer: Inspect

Operations New Duplicate Cancel Save

No.: 013 Cust. Category: ☐ Customer ☒ Supplier
Short: Supp. Category:

Name: Mutual of New York
Department:

Contact Delivery Terms **Company**

Comment:
Order Com.:
Warning on Sales:
Warning on Purch.:
Language:

VAT Zone
☐ Domestic
☐ Inside EU
☐ Inside EU (Post VAT)
☒ Outside EU
☐ Outside EU (Post VAT)

☐ Closed
☒ Reminders
☒ Interest
☐ On Account

Type
☒ Company
☐ Person

Reg.No.1: Reg.No.2:
VAT Reg No.: Price List: SEVEN
Salesman: Freight No.:
Bank Account: Bank 2:
Account Operator: Sort Code:

When you enter an Order or Invoice for one of these Customers, the correct prices are brought in automatically —

Invoice: New

Operations

No.: 970151 Name: Mutual of New York
Customer: 013

Terms Items Currency Delivery Inv. Address Del. Address

Inv. Date: 27/7/2005 Our Ref.:
Pay. Terms: 30 Attn.: Tommy James
Due Date: 26/8/2005 Salesman: FF
Trans. Date: 27/7/2005 Object:
Service Del. Date: Official Ser. No.:

	Item	Qty	Description	Unit Price	%	Sum
1	10101	1	Transistor radio	9.30		9.30
2	10102	1	Stereo cassette radio	26.97		26.97
3	10103	1	Receiver	62.31		62.31
4						
5						
6						
7						
8						
9						
10						
11						
12						

Freight: VAT: 0.00 Sub-Total: 98.58
Currency: GBP Base: 98.58 TOTAL: 98.58

☐ OK

Creating a Price List in another Currency

You can use the procedure described above again here, with one amendment. When you enter the Price List, specify the appropriate Currency. When you run the 'Calculate Price Lists' function, the Prices of all Items will be converted to the selected Currency. The Price records created will therefore contain Prices in the converted Currency. If, as in the previous example, you specified a discount of 7%, this will be deducted after the Currency conversion.

Quantity Discounts

It is possible to set up a complex quantity discount system in FirstOffice. To do so, you will use two registers in the Sales Ledger: Quantity Dependent Discounts and Discount Matrices. You should define Quantity Dependent Discounts first, as they are used by the Discount Matrices.

When you enter Orders or Invoices, quantity discounts will be applied automatically as appropriate, after the Item's price has been determined by reference to any Price Lists that may apply.

In planning such a discount structure, follow these steps—

1. Enter the Items with their Base Prices, using the Item register, as described in the 'Items and Pricing' chapter in Volume 1 of these manuals. Assign each to an Item Group.
2. Define Quantity Dependent Discounts, using the register in the Sales Ledger. This is where you will define the various quantity breaks. Quantity breaks can be based on quantity, weight, volume or Order value. If you offer quantity breaks for different Items, define as many Quantity Dependent Discount records as necessary.
3. You can now specify the discount levels, using the Discount Matrix register in the Sales Ledger. Each set of discount levels (a 'Discount Matrix') will use the quantity breaks defined in step 2. A single set of discount levels can apply to all Items, or to specified Item Groups.
4. You can now assign a Discount Matrix to each Customer. When you enter Orders or Invoices for each Customer, the specified discount structure will be used automatically.

Below, steps 2 and 3 are described in detail.

Quantity Dependent Discounts

Qty Dep Discount: Inspect

New Duplicate Cancel Save

Code: GOV Description: Special Government Rate

1: 0.00
2: 4.00
3: 7.00
4:
5:
6:
7:
8:
9:

Model
☐ Sum
☒ Qty
☐ Weight
☐ Volume

Use this register in the Sales Ledger is used the quantity breaks which will be used by the Discount Matrix register. You can establish as many sets of quantity breaks as necessary. They can be based on sales quantity, sales value, weight or volume. Each set of quantity breaks can be used by any number of Discount Matrices, allowing you to define different discount structures based on the same quantity breaks.

Code The code for the definition, by which it will be identified from the Discount Matrix screen.

Description A text describing the definition.

1-9 Use these fields to define the quantities that are to function as the threshold for each discount level (i.e. the quantity breaks). These quantities can be values, quantities, weights or volumes, specified using the Model options to the right.

In the example illustrated, the discount structure is based on the Order or Invoice quantity. There are three discount levels: fewer than four items, between four and six items, and seven items or more. To implement this, "0" has been entered in the first row, "4" in the second and "7" in the third. You will define the percentage discounts for each discount level using the corresponding Column fields in the Discount Matrix record.

Model	Select one of the alternatives to indicate how the calculation will be made.
Sum	The discount level will be based on the total value of the Invoice or Order row.
Qty	The discount level will be based on the Order Quantity of the Invoice or Order row.
Weight, Volume	Weight or volume will be used as the base.

Discount Matrices

This register in the Sales Ledger allows you to specify the discount percentages that are to be applied to the quantity breaks already defined. You can then apply a set of discount percentages (a 'Discount Matrix') to Customers using the field on the 'Terms' card of each Customer record. Once defined, you will be able to sell a quantity of a particular Item, applying varying discounts according to the Customer.

Code	This code identifies the matrix, and is used to call it from other parts of FirstOffice.
-------------	--

Comment Enter a name for this matrix.

Card 1 appears below the header. Use it to define overall discount structures that will apply whatever the Item sold. To define Item-dependent quantity discounts, use card 2.

Code **Paste Special** Quantity Dependent Discount register, Sales Ledger

Use 'Paste Special' to specify a code of a Quantity Dependent Discount record, as described in the previous section. This will identify the quantity breaks: you will use the fields below to specify the discount rates for those breaks.

Col. 0-9 Specify here the percentage discount levels for each quantity break: usually, the percentage discount will increase with the size of the purchase.

In the example illustration, the discount structure will be as follows—

Quantity Sold	Discount	Field
Up to 3	0%	Column 1
4-6	5%	Column 2
7 and over	10%	Column 3

You will already have defined the quantity breaks in the specified Quantity Dependent Discount record, illustrated in the previous section. Always fill in all the fields, even if you are not going to use them all: the remaining column fields should contain the highest discount percentage used ("10" in the example).

You can use the Column 0 field to specify a single discount figure that will always be applied. This is the easiest way to apply an overall discount to an Order or Invoice as this discount will be applied to every Order or Invoice row. In this case there is no need to specify a Quantity Dependent Discount in the Code field, and leave the Column 1-9 fields blank. Column 0 is not used if the Column 1-9 fields contain values and there is a valid Quantity Dependent Discount.

In the table on card 2, you can define different discount levels for different Items or Item Groups. Any figures entered here will take precedence over any values entered on card 1: you can therefore set up an overall structure on card

1 and an exceptional structure, perhaps applying only to one or two Items or Item Groups, on card 2.

Item Type	Paste Special	Choices of possible entries
		This field can contain one of two entries: “Item” or “Item Group”. It indicates whether the Item Group (the next column) refers to an Item or an Item Group. Use ‘Paste Special’ to increase input speed.
		When you use this Discount Matrix in an Invoice, Order or Quotation, if the entry is “Item”, the appropriate discount percentage will appear as soon as you specify the Item and Quantity. However, if the entry is “Item Group”, the discount percentage of an Item is dependent on how many other Items of the same Group have been used in the same transaction. This is because the discount percentage is calculated using the total quantity, value, weight or volume of all Items in the Item Group. To calculate the discount percentage for all Items in the Group, select ‘Recalculate Discount’ from the Operations menu after you have added all the Items to the transaction.
		If this field is set to “Item Group” and the next field is blank, the Discount Matrix will cause the ‘Recalculate Discount’ function to calculate an overall discount percentage for the transaction, from the total quantity, value, weight or volume of the Items used.
Item Group	Paste Special	Item Groups setting Sales Ledger or Item register
		Specify here the Item or Item Group to which the discounts in this row are to apply. The contents of the ‘Paste Special’ list will depend on the Item Type.
Qty Dep. Code	Paste Special	Quantity Dependent Discount register, Sales Ledger
		Use ‘Paste Special’ to specify a code of a Quantity Dependent Discount record, as described in the previous section. This will identify the quantity breaks: the fields to the right will be used to specify the discount rates for those breaks.
Column 0-9		These fields operate in the same manner as those with the same name on card 1.

If you enter a percentage in Column 0, that will apply to all sales of the Items in question to Customers who use this discount matrix. Any figures entered to the Column 1-9 fields will take precedence over any value entered here.

Use Columns 1-9 to specify the percentage discount levels for each quantity break. Usually, the percentage discount will increase with the size of the purchase. These percentages are linked to the quantity breaks defined in the Quantity Dependent Discount records. Always fill in all the fields, even if you are not going to use them all: the remaining column fields should contain the highest discount percentage used.

***HansaWorld
FirstOffice
Professional
CRM***

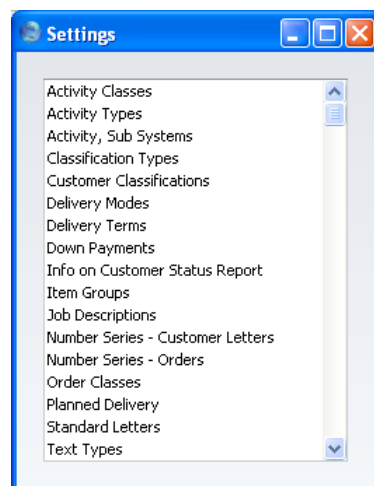
Chapter 3: The Customer Relationship Manager

The Customer Relationship Manager (part of the CRM and Mail Value Pack) adds various features to Activities, the Calendar and the Task Manager to help you keep track of contacts with Customers. It also contains the Customer Letter register, which you can use to organise and produce mailshots.

Settings

Introduction

Settings concerned with the CRM Value Pack are located in the Sales Support module. To access them, use the [Select Module] button in the Master Control panel to enter the Sales Support 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—

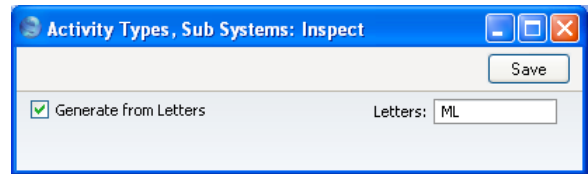


To work with a particular setting, double-click the relevant item in the list.

The settings belonging to the CRM Value Pack are described below. For descriptions of the other settings in the Sales Support module, please refer to the 'Sales Support' chapter in Volume 3 of these manuals.

Activity Types, Subsystems

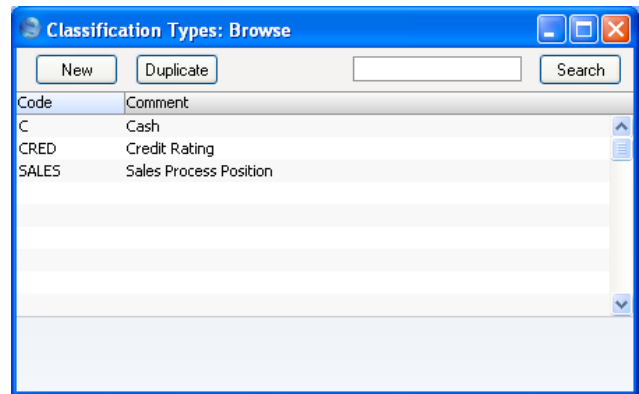
It is possible to have an Activity created automatically when you approve and save Customer Letters. This feature is controlled using this setting.



Check the box on the left if you would like Activities to be created automatically when you approve Customer Letters. The new Activities will be given the Activity Type specified on the right.

Classification Types

Classification Types are used to divide the Customer Classifications (described immediately below) into groups.



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

Customer Classifications

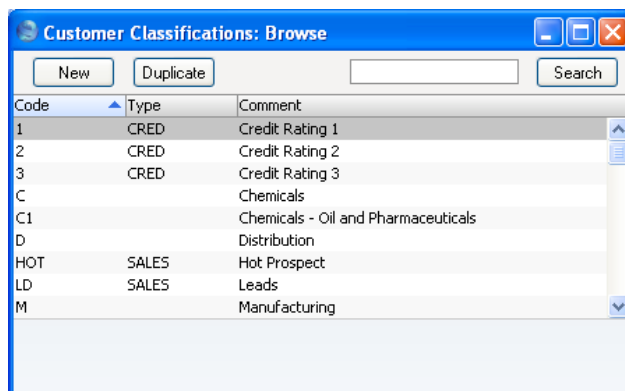
This setting allows you to define any number of Classifications, which you can then use to categorise your Customers, perhaps recording their relationship to you (e.g. lead, service customer or retail customer). You can do this using the Class. field on the 'Contact' card of the Customer record

and in the Contact Person record. This field, which is also part of the CRM and Mail Value Pack, can contain one or more Classification Codes, separated by commas. So, for example, a particular Customer can be both a lead and have a credit rating of 3.

The Customer Classification provides a different means of classifying Customers compared with the Customer Category setting in the Sales Ledger. You will usually use the Category to record the types of business in which your Customers are engaged. You can allocate more than one Customer Classification to each Customer, but only one Category.

The Customer Classification can be used as a search criterion in many reports in the Sales Support module, as described below on page 74.

You can divide Customer Classifications into Classification Types, allowing great flexibility. Classification Types are defined using another setting in this module.



The 'Customer Classifications: Browse' window lists the available Customer Classifications: to enter a new item, click the [New] button in the Button Bar. The 'Customer Classification: New' window appears: enter the details as appropriate and click [Save] to save the new record. You can use the 'Paste Special' function from the Classification Type field to bring up an option list.

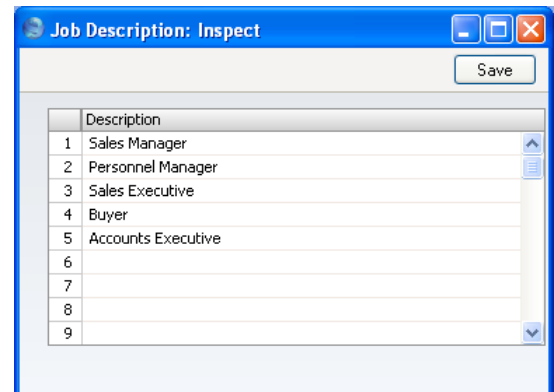
Job Descriptions

This setting is a look-up table used by the Contact Person and Customer Letter registers.

You can report on and mail Contacts based on their Job Description. It is therefore recommended that this setting be used not to record actual job titles (which vary from company to company) but generic job descriptions. This

would enable you to report on or mail Contacts with similar roles but varying job titles.

On double-clicking 'Job Descriptions' in the 'Settings' list, the following window appears—



	Description
1	Sales Manager
2	Personnel Manager
3	Sales Executive
4	Buyer
5	Accounts Executive
6	
7	
8	
9	

Enter each new Job Description 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 - Customer Letters

Each Customer Letter has its own unique identifying number, based on a sequential series. When you enter a new Customer Letter, 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 or different departments.

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

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

When you double-click 'Number Series - Customer Letters' in the 'Settings' list, the following window appears—

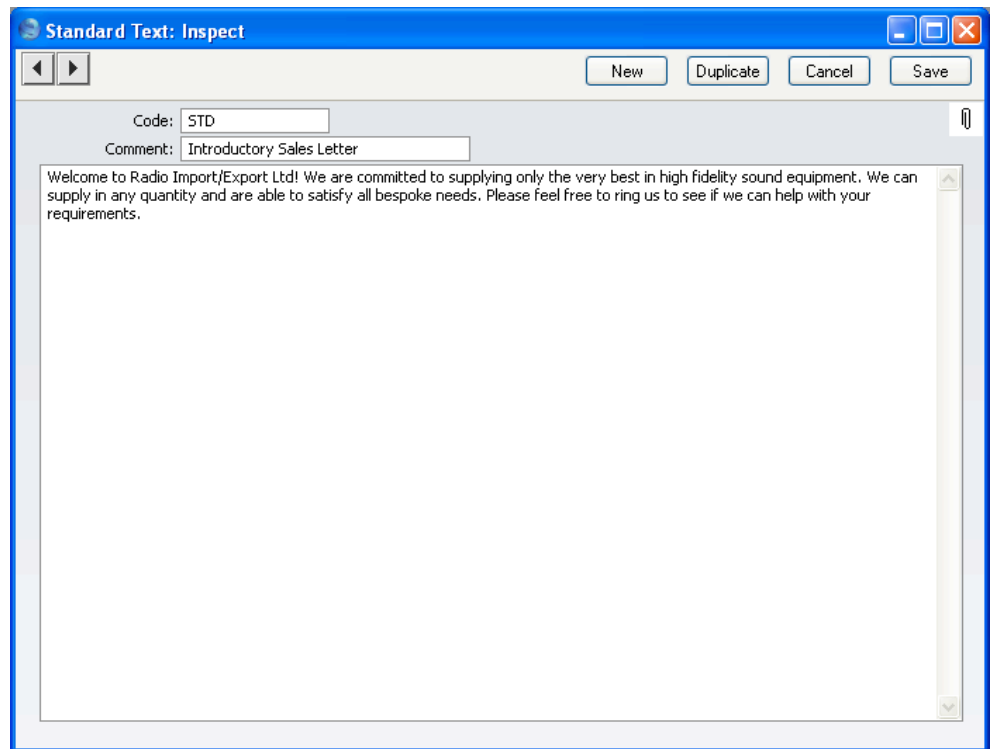
No.	Date		Comment
	From	To	
1	1	100	1/1/2004 31/12/2004
2	101	200	1/1/2005 31/12/2005
3			
4			
5			
6			
7			
8			
9			
10			

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.

Standard Texts

You can use this setting to build up a library of standard letters that you can then use at particular stages in the development of the relationship with a Customer. These standard letters can provide the texts that you will send to Customers using the Customer Letter register.

To enter a new Standard Text record, 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. Then, double-click 'Standard Texts' in the list. The 'Standard Texts: Browse' window opens, listing the available Standard Text records: to enter a new item, click the [New] button in the Button Bar. For each new Standard Text record, enter a Code and a descriptive Comment together with the letter text itself.



The image shows a software window titled "Standard Text: Inspect". At the top, there are navigation arrows and four buttons: "New", "Duplicate", "Cancel", and "Save". Below these, there are two input fields: "Code:" with the value "STD" and "Comment:" with the value "Introductory Sales Letter". The main area of the window is a large text box containing the following text: "Welcome to Radio Import/Export Ltd! We are committed to supplying only the very best in high fidelity sound equipment. We can supply in any quantity and are able to satisfy all bespoke needs. Please feel free to ring us to see if we can help with your requirements." The text box has a vertical scrollbar on the right side.

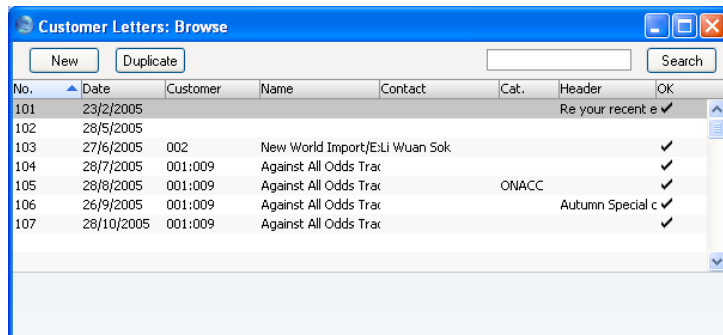
To save a Standard Text record, click the close box and elect to save changes.

The Customer Letter Register

This register allows you to send letters to Customers: it provides a mechanism whereby you can match standard or *ad hoc* letter texts with one or more addresses. You can thus send letters to individual Customers or produce mailshots for a range of Customers.

Entering a Customer Letter

In the Sales Support module, click the [Customer Letters] button in the Master Control panel. The 'Customer Letters: Browse' window is opened, showing records already entered.



The screenshot shows a window titled 'Customer Letters: Browse'. It contains a table with columns: No., Date, Customer, Name, Contact, Cat., Header, and OK. The table lists several records, with the last one highlighted. Below the table is a large empty text area.

No.	Date	Customer	Name	Contact	Cat.	Header	OK
101	23/2/2005					Re your recent e	✓
102	28/5/2005						✓
103	27/6/2005	002	New World Import/E:Li Wuan Sok				✓
104	28/7/2005	001:009	Against All Odds Trax				✓
105	28/8/2005	001:009	Against All Odds Trax		ONACC		✓
106	26/9/2005	001:009	Against All Odds Trax			Autumn Special c	✓
107	28/10/2005	001:009	Against All Odds Trax				✓

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

The 'Customer Letter: New' window is opened, empty if you clicked [New] or containing a duplicate of the highlighted Letter. In the case of the duplicate, the Date and Time of the new record will show the current date and time, not those of the original Customer Letter.

Customer Letter: New

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

No.: 108 Date: 9/8/2005 Time: 11:55:22

Customer Selection Cat/Class Selection Header Text Address

Customer: 001:009 Name: Against All Odds Trading Co

Contact: [] ☒ One per Contact

Category: []

Cust. Class: []

Contact Class: []

Job Desc.: []

Header: Introductory Letter

Greetings: []

Document: LETTER Reply To (Email): []

Sign: FF Signature: Francoise French

Std.Text: STD

☐ OK

Text: Welcome to Radio Import/Export Ltd! We are committed to supplying only the very best in high fidelity sound equipment. We can supply in any quantity and are able to satisfy all bespoke needs. Please feel free to ring us to see if we can help with your requirements.

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

Customer Selection Cat/Class Selection Header Text Address

By clicking the tabs you can navigate between cards.

Header

Customer Letter: New

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

No.: 108 Date: 9/8/2005 Time: 11:55:22

Customer Selection Cat/Class Selection Header Text Address

No.	Paste Special	Select from another Number Series
		This Number is the unique identifier for this Customer Letter record. When you create a new record, FirstOffice will enter the next unused number from the first record in the Number Series - Customer Letters setting. You can change it, but not to one that has already been used. If you are working in a multi-user environment, the Customer Letter Number will be assigned when you save the record for the first time.
Date	Paste Special	Choose date
		The date as it is to appear on the letter.
Time		This field records the time the record was originally created. It can be changed and can be made to appear on the printed letter if necessary.

Customer Selection Card

The screenshot shows a software window titled 'Customer Selection Card'. It has a tabbed interface with four tabs: 'Customer Selection' (active), 'Cat/Class Selection', 'Header', 'Text', and 'Address'. Below the tabs, there are three input fields: 'Customer:' with the value '001:009', 'Name:' with the value 'Against All Odds Trading Co', and 'Contact:' which is empty. To the right of the 'Contact' field is a checked checkbox labeled 'One per Contact'.

Use this card in combination with the 'Cat/Class Selection' card to select the Customers and Contacts to whom the letter is to be sent.

Customer	Paste Special	Customers and Suppliers in Customer register
		Enter the Customer Number of the Customer to whom the letter is to be addressed. If you leave the field blank, all Customers will be mailed, subject to their satisfying any requirements entered to other fields.
		You can mail a range of Customers. To do this, enter the lowest and highest Customer Numbers of the range, separated by a colon. For example, to report on Customers 001 to 010, enter "001:010". Note that an alpha sort is used, not a numeric one. Thus a range of 1:2 would also include 100, 10109, etc.
		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.

Customer Name If you entered a single Customer Number in the field above, the appropriate Customer Name is shown here.

If you entered a range of Customer Numbers in the field above, the name of the first Customer in the range is shown.

Contact**Paste Special**

Contact Person register, Sales Support module

If you specified a single Customer Number, you can mail a particular Contact at that firm by entering their name here. The 'Paste Special' function only lists Contact Persons for the Customer in question.

If you do not specify a Contact here and do not check the One per Contact check box below, a single letter will be produced for each selected Customer, addressed to the main Contact entered on the 'Contact' card of each Customer record.

One per Contact

Check this box if you would like to print a separate letter for each Contact for each selected Customer (i.e. those in the Contact Person register and those entered on the 'Contact' card of each Customer record).

If you do not check this box and do not specify a Contact in the field above, a single letter will be produced for each selected Customer, addressed to the main Contact entered on the 'Contact' card of each Customer record.

If the check box is on, it will override any entries that have been made to the Contact Classification and Job Description fields on the 'Cat/Class Selection' card.

Cat/Class Selection Card

Customer Selection	Cat/Class Selection	Header	Text	Address
Category: <input type="text"/>				
Cust. Class: <input type="text"/>				
Contact Class: <input type="text"/>				
Job Desc.: <input type="text"/>				

Use this card in combination with the 'Customer Selection' card to select the Customers and Contacts to whom the letter is to be sent.

Category	Paste Special	Customer Categories setting, Sales Ledger
	<p>If you wish to mail all Customers of a particular Category (or range of Categories), specify that here.</p> <p>This field assumes that the Customer field on the 'Customer Selection' card is blank: it will be ignored if the Customer field contains a value.</p>	
Cust. Class	Paste Special	Customer Classifications setting, Sales Support module
	<p>If you wish to mail all Customers of a particular Classification, specify that here.</p> <p>If you entered a range of Customers in the Customer field on the 'Customer Selection' card, all Customers in that range that are of the particular Classification will be mailed.</p>	
Contact Class	Paste Special	Customer Classifications setting, Sales Support module
	<p>If you wish to mail all Contacts of a particular Contact Classification, specify that here.</p> <p>This field assumes that the Customer field on the 'Customer Selection' card contains a value and that the One per Contact box is not checked. It will have no effect if one or both these conditions are not met.</p>	
Job Desc	Paste Special	Job Descriptions setting, Sales Support module
	<p>If you wish to mail all Contacts of a particular Job Description, specify that here.</p> <p>This field assumes that the Customer field on the 'Customer Selection' card contains a value and that the One per Contact box is not checked. It will have no effect if one or both these conditions are not met.</p>	

Header Card

Use this card in combination with the ‘Text’ card to determine the text of the letter. The Header, Greetings, Sign and Signature fields can all be printed separately on the letter, perhaps with different font styling, and will contain appropriate information. You can use ‘Paste Special’ from the Sign field to obtain a list of personnel.

Document

Paste Special

Form register, System module

As is usual in FirstOffice, you can print letters from a Customer Letter record either using the ‘Documents’ function or by clicking the Printer icon. However, the selection of the Form used (i.e. the letter template) is determined in a slightly different manner to that used by other documents in FirstOffice.

The most basic method of selecting the Form to be used is to do so using this field: simply enter the Form Code here.

However, it may be easier to use a single Form in most circumstances and to override that default only on special occasions. To do this, follow these steps—

1. Design a standard letter using the Form register in the System module. This process is fully described in the chapter in Volume 1 covering the System module and, with an example specific to letter design, in the ‘Printing Customer Letters’ section below. Use the ‘Properties’ function on the Operations menu of the Form editor to assign the letter a suitable Form Code such as “LETTER”. The Document Type should be “Customer Letters”.
2. Change to the Sales Support 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 'Customer Letter' in the list and select 'Define Document' from the Operations menu. In the subsequent window, enter the Form Code ("LETTER", in our example) in the Form field on the first row.
4. Once you have done this, the "LETTER" Form will be used if the Document field on the 'Header' card of the Customer Letter record is blank. If you wish to use a different Form for a particular Customer Letter, specify that using the Document field. The Form specified in this field will be used instead of that specified in the 'Define Document' window.

Std. Text**Paste Special**

Standard Texts setting, Sales
Support module

If appropriate, use this field to select a Standard Text record. The text itself will appear in the field on the 'Text' card.

Reply To (Email)

If the Customer Letter is to be sent by email using the 'Send Email' Operations menu function, specify here the return address (sender's address) that is to be used. If this field is empty, the return address will be taken from the Person record quoted in the Sign field or, if that is blank, from the E-Mail SMTP Server setting.

OK

You should check the OK check box to approve the Customer Letter record. Until you do this and save the record, any letters that you print from the record will be marked as a "Test Printout" (providing you are not using the No Test Printout option in the Configuration setting in the System module). After approving and saving a Customer Letter, you will no longer be able to modify the record, although if modifications subsequently become necessary you can remove the check from the OK box.

Two reasons for checking and approving a Customer Letter prior to approving it and preventing further modification are to ensure the list of recipients is correct and to check the letter text contains no errors. You can

accomplish both of these tasks quickly and easily using the 'Letter List' function on the Operations menu.

References in this chapter to approved Customer Letters are to Customer Letters whose OK box has been checked.

You can choose to have an Activity created automatically when you approve and save each Customer Letter. If you want this to happen, switch on the check box in the Activity Types, Subsystems setting, and specify the Activity Type to be used in the new Activities. An Activity will not be created if you have entered a range of Customers in the Customer field on the 'Customer Selection' card.

Text Card

The screenshot shows a software window titled "Customer Letter: New". At the top, there is a toolbar with buttons for "Operations", "New", "Duplicate", "Cancel", and "Save". Below the toolbar, there are input fields for "No.:" (108), "Date:" (9/8/2005), and "Time:" (11:55:22). A tabbed interface is present with tabs for "Customer Selection", "Cat/Class Selection", "Header", "Text", and "Address". The "Text" tab is currently selected, displaying a text area with the following content: "Welcome to Radio Import/Export Ltd! We are committed to supplying only the very best in high fidelity sound equipment. We can supply in any quantity and are able to satisfy all bespoke needs. Please feel free to ring us to see if we can help with your requirements." The text area has a vertical scrollbar on the right side.

This shows the text of the letter. You can bring this in from the Standard Texts setting using 'Paste Special' (in which case you can modify it here for this mailing only) or you can write it here as a one-off letter.

Address Card

If you specified a single Customer on the 'Customer Selection' card, its main address and fax will appear here. If the Contact Person has a different Address and Fax, these will be shown instead of those from the Customer. A default Email address will also be brought in from the Customer or Contact Person record.

These fields are only used if you specified a single Customer and did not check the One per Contact box. In this case, the address entered here will be printed on the letter. If the letter is to be sent by email, the email address entered here will be used. If you need to change the address for a particular letter, you can do so here: such a change will not be fed back to the Customer or Contact Person.

When designing the Form to be used when printing the letter, several fields are available to print the address. The Address 1, Address 2, etc. fields contain each line of the address entered here. The Address field contains the whole of this address. The Contact Address field contains the address from the Contact Person record or, if that is empty, from the Customer record.

If you specified more than one Customer in the Customer Letter, the address, fax number or email address will be taken from each Customer record in turn. If you checked the One per Contact box, they will be taken from each Contact Person record or, if blank, from the related Customer.

Inspecting and Approving Customer Letters

Before printing the letters as determined by a Customer Letter record, it is worth checking that the letter text contains no errors and that everyone that should receive a letter will do so, especially if the Customer Letter record represents a large mailshot. To do this, use the 'Letter List' function on the Operations menu. This produces a report showing the full letter text and a list of recipients.

When everything is satisfactory, approve the Customer Letter record by checking the OK box and saving. Once this has been done, you will no longer

be able to change any details in the record. If it subsequently becomes necessary to make a change, remove the check from the OK box and save by clicking the [Save] button in the Button Bar.

Printing Customer Letters

You can print the letters determined by a Customer Letter record using one of two methods. In both cases, if the Customer Letter record has not been approved, all printed letters will be marked “Test Printout” (providing you are not using the No Test Printout option in the Configuration setting in the System module). The two methods are—

1. With a Customer Letter record on screen, click the Printer icon.
2. Use the ‘Documents’ function (accessible using the function on the File menu or the button in the Master Control panel). Double-click ‘Customer Letters’ in the resulting list. This method allows you to print letters from a range of Customer Letter records.

In both cases, the letters will be printed using a layout or template that you have designed using the Form register in the System module. You should design this layout or template to ensure the letters will be printed in your house style and that they fit on your headed stationery.

The design should take into account what is to happen when the printing of a letter requires more than one page. Usually, in such cases the address, date and greeting will be printed on the first page only. This means the letter text might start higher up on the second and subsequent pages compared to the first page.

To design the letter template follow these steps—

1. Switch to the System module and click the [Forms] button in the Master Control panel.
2. The ‘Forms: Browse’ window is opened, listing Forms already entered. To enter a new standard letter template, click the [New] button in the Button Bar; to modify an existing template, double-click it in the list.
3. In the case of a new Form, select ‘Properties’ from the Operations menu.

The image shows a 'Form Properties' dialog box with the following fields and values:

- Code: LETTER
- Comment: Multi Page Letter
- Document Type: Customer Letter
- Matrix Rows On:
 - Single Page: 34
 - First Page: 34
 - Middle Pages: 52
 - Last Page: 52
- Printer dialog: ☒
- Buttons: OK, Cancel

Enter an appropriate Code and, using 'Paste Special' from the Document Type field, classify the Form as a Customer Letter. This will ensure that you will only be able to include in the template those fields appropriate to letters.

You should now calculate how many lines of letter text can be printed on each page of a multi-page letter. In the example we will use throughout this description, the first page has room for 34 lines of text, while the second and subsequent pages have room for 52. Type these figures in to the four fields under the heading of Matrix Rows On, as shown in the illustration.

These four fields are used as follows—

First	The first page of a multi-page document.
Middle	In a multi-page document, the pages between the first and last pages.
Last	The last page of a multi-page document.
Single	The sole page of a single-page document.

Usually, the First and Single page designs will be the same.

So, in this example, letters will be printed as follows, depending on the length of the letter text (i.e. on the number of lines)—

Lines of Text	Pages	Type of Page
Up to 34	1	Single
35-87	2	First and Last
88-139	3	First, Middle and Last
140-191	4	First, 2 x Middle, Last

When all fields are complete, click the [OK] button in the dialogue box to close it.

4. Usually, the First and Single page designs will be the same (a single page letter will have the same appearance as the first page of a multi-page letter). In this step, you will design these pages (the First and Single pages). Add fields and text objects as described below, so that the design ends up looking something like this—

The screenshot shows a software window titled "Form LETTER: Inspect". It has a toolbar with buttons for "Operations", "New", "Duplicate", "Cancel", and "Save". Below the toolbar is a row of buttons: "Text", "Line", "Frame", "Field", and "Picture". The main area of the window displays a form layout with the following elements:

- A rectangular box containing the text "Contact Person" and "Address" stacked vertically.
- A field labeled "Date:" followed by a text box containing "Transaction Date (transdate)".
- A field labeled "Dear" followed by a text box containing "Greetings".
- A field labeled "Header" followed by a long text box.
- A field labeled "Text" followed by a large text box.

To add a field to the design, click the [Field] button at the top of the window and then draw a box on the Form where the field is to appear. You can move or resize it later if necessary. The 'Field' window opens—

Enter the Field Name (use 'Paste Special' to see all available Field Names for the "Customer Letter" Document Type), and paste a type style in the Style field.

Use the Exclude From Page options to set the page specification for each field. Check the Middle and Last of these options, to signify that each field will be printed on the First and Single pages (i.e. they will be excluded from the Middle and Last pages).

In the case of the field representing the letter text itself, enter "Text" as the Field Name, and complete the other details as follows—

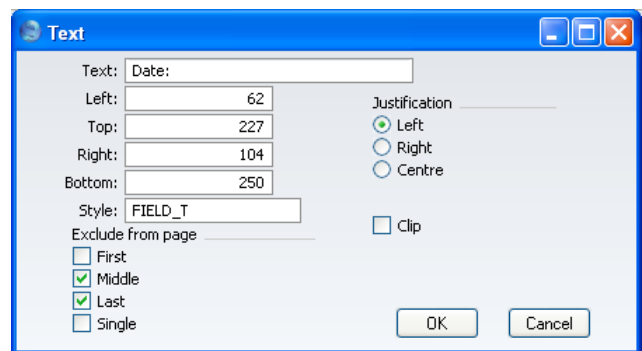
- | | |
|-----------------------|---|
| Spacing | Since the letter text is likely to extend over more than one line, you should make an entry to the Spacing field. If you leave it at 0 (the default), all the lines of the letter will be superimposed on one another. In the case of 10 point Times, a Spacing of at least 10 points is recommended. |
| Top, Bottom | Don't forget to ensure that the Text field is deep enough to accommodate the required number of lines of text in the specified font (34 lines in the example). |
| Field Argument | Enter here the maximum number of characters that can be printed in one line. In the example illustration, it has been specified that up to 90 |

characters can be printed per line (fewer if the 90th character occurs in the middle of a word).

Click the [OK] button in the dialogue box to save the field specifications, and repeat as necessary until all fields for the First and Single pages have been added.

You can add text objects to the design in a similar manner, by clicking the [Text] button at the top of the window and then drawing a box on the Form where the object is to appear. When the 'Text' window opens, type the text that is to be printed on the Form in the Text field. This can be up to 80 characters long, but it is limited to one line. To create a text area with more than one line, use the appropriate number of separate one-line text objects.

As with fields, give all the text objects that are to appear on the First and Single pages the same page specification using the Exclude From Page options, as shown—



Click the [OK] button in the dialogue box to save the text object specifications, and repeat as necessary until all text objects for the First and Single pages have been added.

5. Now design the Middle and Last pages. In our example, they will be the same. To help with this, you can hide the objects added in step 4 above. To do this, select 'Middle Only' from the Operations menu. This displays only those objects that are to be printed on the Middle page. At this stage, there are no such objects, so the window goes blank. Add fields and text objects, so that the design looks something like this—



This time, use the Exclude From Page options to specify that each object will be printed on the Middle and Last pages (i.e. they will be excluded from the First and Single pages). In the case of the Text field, don't forget to ensure that it is deep enough to accommodate the required number of lines of text in the specified font (52 lines in the example)—

Field

Fieldname: Text

Field Argument: 90

Left: 62

Top: 94

Right: 663

Bottom: 749

Style: FIELD_T

Spacing: 12

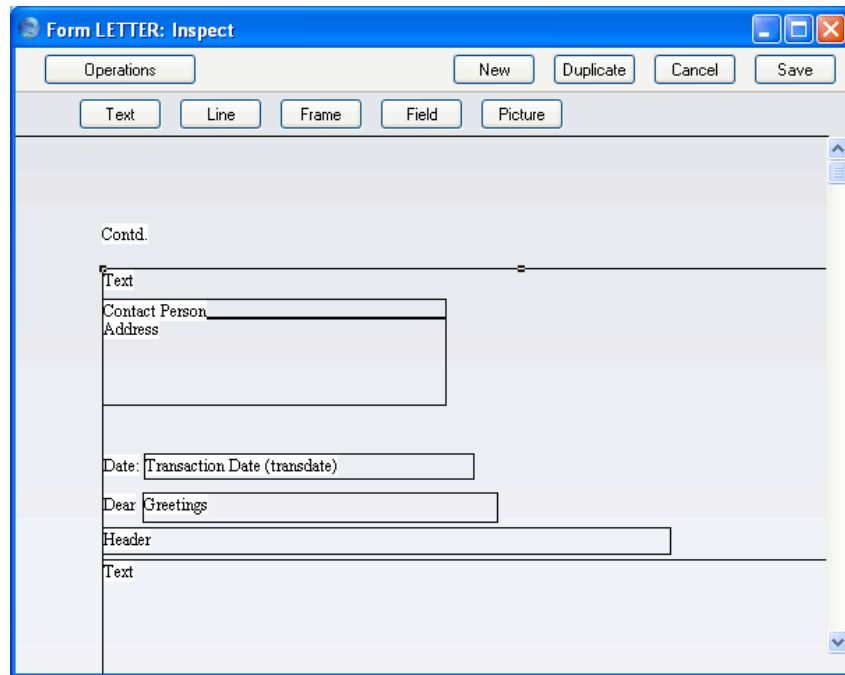
Justification: ☒ Left ☐ Right ☐ Centre

☐ Clip

Exclude from page: ☒ First ☐ Middle ☐ Last ☒ Single

OK Cancel

- Now, choose 'View All' from the Operations menu. All objects from all pages are displayed. This confirms that the left-hand margins of all objects are correctly aligned —

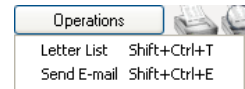


Note how the Text field from the Middle and Last pages starts higher up the page than the Text field from the First and Single pages.

- If any object is not aligned correctly, dragged it into position using the mouse, or double-click it to open its specification window and type in the correct co-ordinates.
- When the design is complete, click the [Save] button in the Button Bar to save the Form.
- Now you should inform FirstOffice that the template you have just designed is to be used when printing letters. For details about how to do this, please refer to the section above on page 55 describing the 'Header' card of the Customer Letter record.

Operations Menu

When a Customer Letter is open in a record window, the Operations menu is available.



Letter List

Select this command to produce an instant report showing the letter text and a list of recipients. Ensure you save the Customer Letter record by clicking the [Save] button in the Button Bar before using this function.

Send E-mail

This function will send the letter text to all recipients by email. The email addresses will be taken from the Contact Person or Customer registers as necessary. Each email address will be checked to see if it is valid (i.e. contains the @ character) before an email is sent to it. The return address (sender's address) will be taken from the Reply To (Email) field on the 'Header' card of the Customer Letter record, from the sender's Person record or from the E-Mail SMTP Server setting.

To use this function, you must have approved and saved the Customer Letter, you must have configured the Gateway and the E-Mail SMTP Server setting. Please refer to the 'Mail' chapter below on page 207 for full details.

The Customer Register

FirstOffice's normal Customer register: please refer to the 'Customers and Suppliers' chapter in Volume 1 of these manuals for a full description. The CRM and Mail Value Pack adds a Classification field to the 'Contact' card of the Customer record: this is related to the Customer Classifications setting described above on page 45. It provides a means of grouping Customers of a similar type together. You can use it as a reporting and mailing criterion in the Sales Support module and in the Sales Ledger (a list of these reports can be found later in this chapter). Each Customer may have more than one Classification, separated by commas.

The Contact Person Register

The CRM Value Pack adds three fields to the Contact Person record, as follows—

Title	The Job Title of the Contact, as it appears on their business card. This can be included when addressing letters to Contacts.	
Job Description	Paste Special	Job Descriptions setting, Sales Support module
	Use this field to describe the role of the Contact within their company. It allows you to side step any slight differences in Job Title terminology that may exist in different companies. For example, the generic role of Finance Director might have “Director (Finance)” as its Job Title in one company but “Director of Finance” in another. Enter the generic title (“Finance Director”) in the Job Description field of such Contacts, to enable you to mail all Finance Directors together, irrespective of differences in inter-company terminology.	
Classification	Paste Special	Customer Classifications setting, Sales Support module
	Use this field to mark each Contact with comments relevant to their role in the sales process, such as “Decision Maker” or “User”.	
	As with the Classification field on the ‘Contact’ card of the Customer screen, you can enter more than one Classification in this field, separated by commas.	

The Contact Person register is described in full in the ‘Sales Support’ chapter in Volume 3 of these manuals.

Documents

Introduction

You can print CRM documents from the Sales Support module. Use the [Select Module] button in the Master Control panel to ensure you are in this module and then select 'Documents' from the File menu or click the [Documents] button, also in the Master Control panel. Then, double-click the appropriate item in the list. A specification window will then appear, where you can decide the Customers for which documents are to be printed. Click [Run] to print the documents.

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

To determine the Form that will be used when you print a document, follow this procedure—

1. For each option, design a Form 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 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 each 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 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.

Activities

Use this document to print out hard copies of each Activity, perhaps for the files maintained for each Customer. You can also print a single Activity while entering or viewing it by clicking the Printer icon, or print it to screen by clicking the Preview icon.

Note that you must specify at least a Customer or an Activity Type, otherwise no Activities will be printed.

Specify Activity Documents

Run

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

Customers:

Activity Type:

☒ Not OKed

☒ OKed

Media

☐ Screen ☐ Clipboard

☒ Printer ☐ Excel

☐ File ☐ Print Dialog

Period	Paste Special	Reporting Periods setting, System module
		Enter the period for which you wish Activities to be printed. To print Activities for a particular day, simply enter the date once. FirstOffice will then convert it to period format by inserting a colon and repeating the date.
Customer No	Paste Special	Customers and Suppliers in Customer register
	Range Reporting	Alpha
		Enter a Customer Number (or range of Customer Numbers) to print Activities for a particular Customer.

Activity Type	Paste Special	Activity Types setting, Sales Support module
	Range Reporting	Alpha
		Enter an Activity Type Code to print Activities of a particular Type.
Not Done, Done		Use these options to specify whether not Done and/or Done Activities are to be printed.

Customer Labels

This document prints name and address labels to Customers. It uses the Invoice Address on the 'Contact' card of each Customer record.

Please refer to the 'Customers and Suppliers' chapter in Volume 1 of these manuals for full details of this document, which can be found in the Sales Ledger. The CRM Value Pack makes this document available to the Sales Support module as well, and adds the following selection options—

Specify Customer Labels [Run]

Customer:

Category:

Classification:

Sort Key:

Start with Label No.:

☐ Labels For Contact Persons

Job Description:

Class. of Cont. Pers.:

Sorting ☒ No. ☐ Name ☐ Sort Key

Function ☐ 1*1 ☒ 2*8 ☐ 3*8

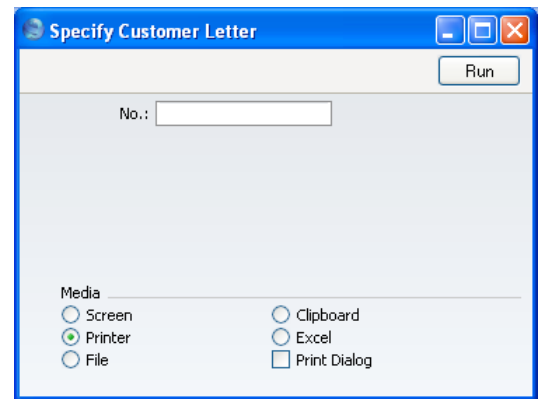
Media ☐ Screen ☒ Printer ☐ File

☐ Clipboard ☐ Excel ☐ Print Dialog

Classification	Paste Special	Customer Classifications setting, Sales Support module
		Select a Customer Classification. Labels will be printed for all Customers in that Classification. If you enter a number of Classifications separated by commas, labels will only be printed for those Customers featuring all the Classifications listed.
Labels for Contact Persons		
		If you wish to print individual labels for every Contact Person belonging to the Customers in the selection (or for Contact Persons selected using the two options below), switch on this check box.
Job Description	Paste Special	Job Descriptions setting, Sales Support module
		If you wish to print labels for Contact Persons with a particular Job Description, enter that Job Description here.
Class. of Cont. Pers.		
	Paste Special	Customer Classifications setting, Sales Support module
		Select a Customer Classification. Labels will be printed for all Contact Persons with that Classification.

Customer Letter

This document prints letters to Customers. It first searches for records in the Customer Letter register matching the search criteria entered in the 'Specify Customer Letter Documents' window as described below. For each Customer Letter found, it then prints the letter text entered on the 'Text' card to the recipients as determined on the 'Customer Selection' and 'Cat/Class Selection' cards. Before printing, you can obtain a list of the recipients using the Letter List report.

**No.****Range Reporting**

Numeric

To print letters from a specific Customer Letter record, enter its Number here. Alternatively, enter a range of Numbers separated by a colon (:). Remember that letters printed from any unapproved Customer Letter records in the range will be marked with the text “Test Printout” (providing you are not using the No Test Printout option in the Configuration setting in the System module).

When designing the Form to be used when printing Customer Letters, two fields are available to print the Date. The Date field prints a short date (e.g. 1/1/2006). The Date with Month in Words field prints a longer date (e.g. 1 January 2006).

Reports

Introduction

The CRM and Mail Value Pack adds some new reports to the FirstOffice program: these can be found in the Sales Support module. It also adds new options to some existing reports in the Sales Ledger and Sales Support module. Use the [Select Module] button in the Master Control panel to ensure you are in the appropriate module for the report you need and then select 'Reports' from the File menu or click the [Reports] button, also in the Master Control panel. Then, double-click the appropriate item in the list. A specification window will then appear, where you can decide what is to be included in the report. Leave all the fields in this window blank if the report is to include all the records in the database. If you need 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. 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.

Activities, Customers

This report lists Activities of all Task Types, sorted by Customer. Included in the report are the number of Activities and total time for each Customer and for all Customers.

When printed to screen, the Activities, Customers report has FirstOffice's Drill-down feature. Click on a Person's initials to produce an Activities, Persons report for that Person, or on an Activity Number to open the Activity record.

Period

Paste Special

Reporting Periods setting,
System module

Enter a reporting period: Activities whose Start Dates fall in this period will be shown in the report. To produce a report for a particular day, simply enter the date once. FirstOffice will then convert it to period format by inserting a colon and repeating the date.

Customers

Paste Special

Customers and Suppliers in
Customer register

Range Reporting

Alpha

Enter a Customer Number or a range of Numbers to list Activities recorded or scheduled for that Customer (or for the range of Customers).

Person

Paste Special

Person register, System module

Enter a Person's initials to list the Activities recorded, scheduled or carried out by this Person.

Classification	Paste Special	Customer Classifications setting, Sales Support module
	<p>Enter a Classification Code to list Activities featuring Customers with a particular Classification. If you enter a number of Classifications separated by commas, Activities will only be listed for those Customers featuring all the Classifications that you have entered. If you enter a number of Classifications separated by plus signs (+), Activities will be listed for all Customers featuring at least one of the Classifications listed. If you enter a Classification preceded by an exclamation mark (!), Activities will be listed for all Customers featuring any Classification except the one listed.</p> <p>For example—</p>	
1,2	Lists Activities for Customers with Classifications 1 and 2 (including those for Customers with Classifications 1, 2 and 3).	
1+2	Lists Activities for Customers with Classifications 1 or 2.	
!2	Lists Activities for all Customers except those with Classification 2.	
1,!2	Lists Activities for Customers with Classification 1 but not those for Customers with Classification 2 (i.e. those for Customers with Classifications 1 and 2 are not shown). Note the comma before the exclamation mark in this example.	
!1,!2	Lists Activities for all Customers except those with Classification 1 or 2 or both. Again, note the comma.	
Activity Type	Paste Special	Activity Types setting, Sales Support module
	Enter an Activity Type to list Activities of that Type.	
Customer Cat.	Paste Special	Customer Categories setting, Sales Ledger
	Enter a Category Code to list Activities featuring Customers in a particular Category.	

Function	Use these options to control the level of detail featured in the report. In both cases, the report is sorted by Customer.
Overview	This report contains a single row per Activity, showing Date, Activity Type, Person, Contact and Text (from the Activity header).
Detailed	In addition to the information shown in the Overview, this option shows all details entered in the grid area on the 'Text' card of the Activity screen.
Specify	Use these options to determine whether the report is to contain only Done Activities, not Done Activities or both.

Show Activities without Type only

Activities that do not have an Activity Type will be included in the report. If you want to list these Activities only, use this option.

Contact List

This report lists Contacts in the Contact Person register, together with contact details (telephone, fax and mobile numbers and email address).

A Contact List report for a single Contact Person can be printed from their record in the Contact Person register by clicking the Printer icon.

When printed to screen, this report has FirstOffice's Drill-down feature. Click on any Contact Name to open an individual Contact Person record.

Customer Category**Paste Special**

Customer Categories setting,
Sales Ledger

Enter a Customer Category to list Contact Persons belonging to Customers with that Category.

Classification**Paste Special**

Customer Classifications
setting, Sales Support module

Enter a Classification to list Contact Persons with that Classification. If you enter a number of Classifications separated by commas, only those Contact Persons featuring all the Classifications listed will be listed. If you enter a number of Classifications separated by plus signs (+), all Contact Persons featuring at least one of the Classifications listed will be shown. If you enter a Classification preceded by an exclamation mark (!), all Contact Persons featuring any Classification except the one listed will be shown.

For example—

1,2	Lists Contact Persons with Classifications 1 and 2 (including Contact Persons with Classifications 1, 2 and 3).
1+2	Lists Contact Persons with Classifications 1 or 2.
!2	Lists all Contact Persons except those with Classification 2.
1,!2	Lists Contact Persons with Classification 1 but excludes those with Classification 2 (i.e. Contact Persons with Classifications 1 and 2 are not shown). Note the comma before the exclamation mark in this example.
!1,!2	Lists all Contact Persons except those with Classification 1 or 2 or both. Again, note the comma.

Function

These options control the amount of information shown in the report.

Overview

This option shows the name of each Contact Person, together with contact details (telephone, fax and mobile numbers and email address).

Detailed In addition to the information shown in the Overview, this option also shows the full address for each Contact together with Customer Code, Comment, Title, Job Description and Contact Classification.

Customer/Item Statistics

Please refer to the ‘Items and Pricing’ chapter in Volume 1 for full details of this report, which can be found in the Sales Ledger. The CRM and Mail Value Pack adds the following selection option —

Classification **Paste Special** Customer Classifications setting, Sales Support module

Select a Customer Classification. Sales to all Customers with that Classification will be included in the report. If you enter a number of Classifications separated by commas, only sales to Customers featuring all the Classifications listed will be shown. If you enter a number of Classifications separated by plus signs (+), sales to Customers featuring at least one of the Classifications listed will be shown. If you enter a Classification preceded by an exclamation mark (!), sales to Customers featuring any Classification except the one listed will be shown.

For example—

1,2	Lists sales to Customers with Classifications 1 and 2 (including those to Customers with Classifications 1, 2 and 3).
1+2	Lists sales to Customers with Classifications 1 or 2.
!2	Lists sales to all Customers except those with Classification 2.
1,!2	Lists sales to Customers with Classification 1 but excludes those to Customers with Classification 2 (i.e. sales to Customers with Classifications 1 and 2 are not shown). Note the comma before the exclamation mark in this example.
!1,!2	Lists sales to all Customers except those with Classification 1 or 2 or both. Again, note the comma.

Customer List

Please refer to the ‘Customers and Suppliers’ chapter in Volume 1 for full details of this report, which can be found in the Sales Support module. The CRM and Mail Value Pack adds the following selection option—

Specify Customer List [Run]

Customer:

Category:

Salesman:

Payment Terms:

Classification:

New or updated since:

☐ Include all Contact Persons

Sorting

☒ No.
☐ Name
☐ Category
☐ Sort Key
☐ Department
☐ Telephone

Function

☒ Detailed
☐ Telephone
☐ Fax
☐ E-mail

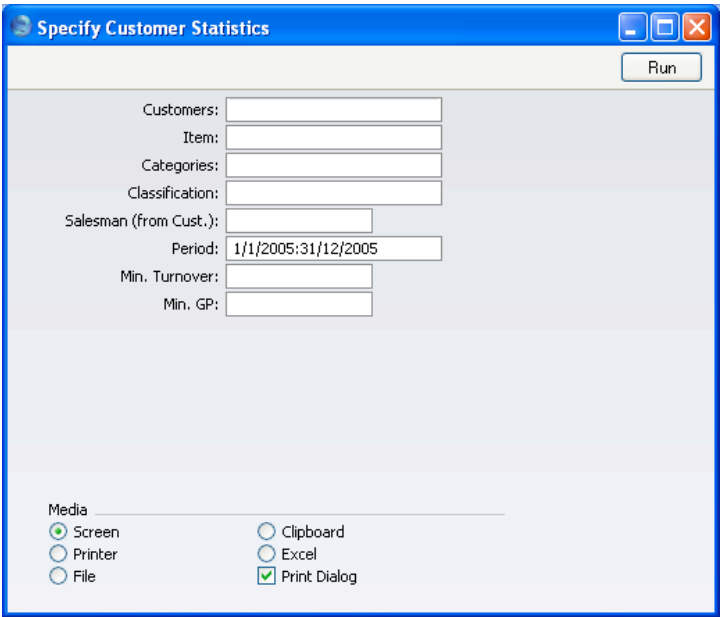
Media

☒ Screen
☐ Printer
☐ File
☐ Clipboard
☐ Excel
☒ Print Dialog

Classification	Paste Special	Customer Classifications setting, Sales Support module
		<p>Enter a Classification Code in this field if you want to list Customers with a certain Classification. If the field is empty, all Customers, with and without Classification, are included. If you enter a number of Classifications separated by commas, only those Customers featuring all the Classifications listed will be shown. If you enter a number of Classifications separated by plus signs (+), all Customers featuring at least one of the Classifications listed will be shown. If you enter a Classification preceded by an exclamation mark (!), all Customers featuring any Classification except the one listed will be shown.</p> <p>For example—</p>
1,2		<p>Lists Customers with Classifications 1 and 2 (including Customers with Classifications 1, 2 and 3).</p>
1+2		<p>Lists Customers with Classifications 1 or 2.</p>
!2		<p>Lists all Customers except those with Classification 2.</p>
1,!2		<p>Lists Customers with Classification 1 but excludes those with Classification 2 (i.e. Customers with Classifications 1 and 2 are not shown). Note the comma before the exclamation mark in this example.</p>
!1,!2		<p>Lists all Customers except those with Classification 1 or 2 or both. Again, note the comma.</p>

Customer Statistics

Please refer to the ‘Customers and Suppliers’ chapter in Volume 1 for full details of this report, which can be found in the Sales Ledger. The CRM and Mail Value Pack adds the following selection option—



The image shows a Windows-style dialog box titled "Specify Customer Statistics". 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 contains several input fields: "Customers:", "Item:", "Categories:", "Classification:", "Salesman (from Cust.):", "Period:" (with the text "1/1/2005:31/12/2005" inside), "Min. Turnover:", and "Min. GP:". At the bottom, there is a "Media" section with two columns of radio buttons. The first column has "Screen" (selected), "Printer", and "File". The second column has "Clipboard", "Excel", and "Print Dialog" (checked).

Classification **Paste Special** Customer Classifications
setting, Sales Support module

Enter a Classification Code in this field if you want to list Customers with a certain Classification. If the field is empty, all Customers, with and without Classification, are included. If you enter a number of Classifications separated by commas, only those Customers featuring all the Classifications listed will be shown. If you enter a number of Classifications separated by plus signs (+), all Customers featuring at least one of the Classifications listed will be shown. If you enter a Classification preceded by an exclamation mark (!), all Customers featuring any Classification except the one listed will be shown.

For example—

1,2	Lists Customers with Classifications 1 and 2 (including Customers with Classifications 1, 2 and 3).
1+2	Lists Customers with Classifications 1 or 2.
!2	Lists all Customers except those with Classification 2.
1,!2	Lists Customers with Classification 1 but excludes those with Classification 2 (i.e. Customers with Classifications 1 and 2 are not shown). Note the comma before the exclamation mark in this example.
!1,!2	Lists all Customers except those with Classification 1 or 2 or both. Again, note the comma.

Employee Time Statistics

This report is a list of employees, comparing the planned and actual hours that each one worked during the report period.

The numbers of hours are calculated using Activities whose Start Date falls in the report period. Calendar Activities only will be included in the comparison. Activities that have been marked as Don't Show are not included in the calculations.

Specify Employee Time Statistics

Run

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

Employees:

Types:

Class:

Function

☒ Overview

☐ Detailed

☐ Per Type

☐ Per Class

Include

☒ Done

☒ Not Done

Media

☒ Screen

☐ Printer

☐ File

☐ Clipboard

☐ Excel

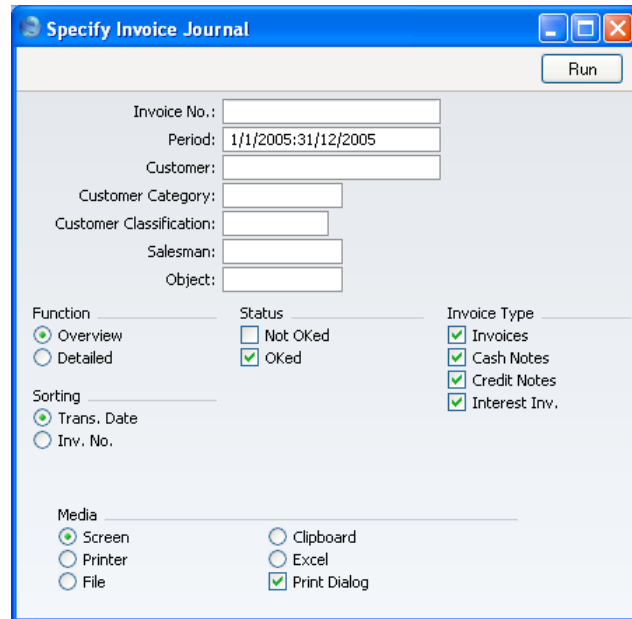
☒ Print Dialog

Period	Paste Special	Reporting Periods setting, System module
		The report period. The report will include all Calendar Activities whose Start Date falls in the period.
Employees	Paste Special	Person register, System module
	Range Reporting	Alpha
		Enter a Person's initials to produce a report analysing the hours worked by a single employee.

Types	Paste Special	Activity Types setting, Sales Support module
	Range Reporting	Alpha If you enter an Activity Type or range of Activity Types here, only Activities with those Activity Types will be used in the report.
Class	Paste Special	Activity Classes setting, Sales Support module
		If you enter an Activity Class here, only Activities whose Activity Types belong to that Class will be used in the report.
Function		Use these options to control the level of detail shown in the report.
	Overview	This option is a simple list, showing for each employee their initials, total numbers of actual and target hours, and a comparison between the two totals.
	Detailed	In addition to the information shown in the Overview, this option lists the Activities that were used to calculate the totals.
	Per Type	This option is halfway between the Overview and the Detailed report. It shows subtotals of actual and target hours for each Activity Type.
	Per Class	This is similar to the Per Type option, and shows subtotals of actual and target hours for each Activity Class.
Include		Use these options to specify whether Done Activities, Activities that are not Done or both are to be included in the report. You must select at least one option, otherwise no Activities will be included in the comparison.

Invoice Journal

Please refer to the 'Sales Ledger' chapter in Volume 2 for full details of this report. The CRM and Mail Value Pack adds the following selection option—



The 'Specify Invoice Journal' dialog box contains the following fields and options:

- Invoice No.:** [Text Field]
- Period:** 1/1/2005:31/12/2005
- Customer:** [Text Field]
- Customer Category:** [Text Field]
- Customer Classification:** [Text Field]
- Salesman:** [Text Field]
- Object:** [Text Field]
- Function:**
 - ☒ Overview
 - ☐ Detailed
- Status:**
 - ☐ Not OKed
 - ☒ OKed
- Invoice Type:**
 - ☒ Invoices
 - ☒ Cash Notes
 - ☒ Credit Notes
 - ☒ Interest Inv.
- Sorting:**
 - ☒ Trans. Date
 - ☐ Inv. No.
- Media:**
 - ☒ Screen
 - ☐ Printer
 - ☐ File
 - ☐ Clipboard
 - ☐ Excel
 - ☒ Print Dialog
- Run** button

Customer Classification

Paste Special

Customer Classifications
setting, Sales Support module

Enter a Classification Code in this field if you want to list Invoices from Customers with a certain Classification. If you enter a number of Classifications separated by commas, only Invoices from those Customers featuring all the Classifications listed will be shown.

Letter List

This report is a duplicate of that produced by the 'Letter List' function on the Operations menu of the Customer Letter screen. For each Customer Letter record in the report, the letter text and a list of recipients will be shown. Both approved and unapproved Customer Letters are included.



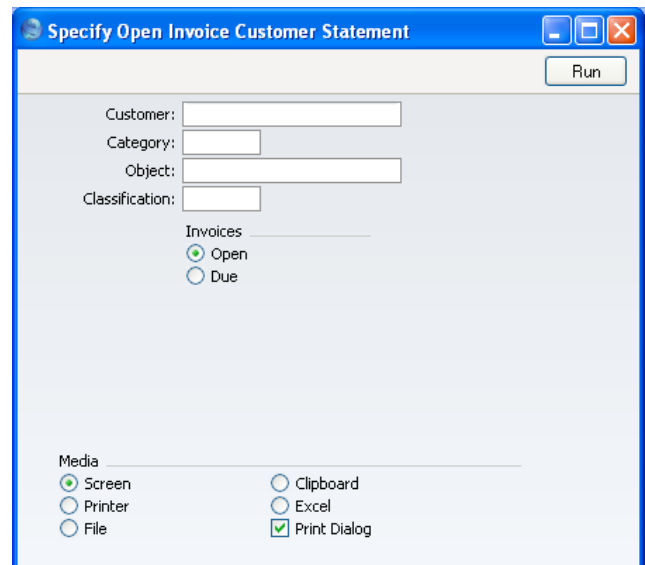
The 'Specify Letter List' dialog box has a title bar with standard window controls and a 'Run' button. It contains a text field labeled 'Letter No.:' and a 'Media' section with radio buttons for 'Screen' (selected), 'Printer', 'File', 'Clipboard', 'Excel', and 'Print Dialog' (checked).

Letter No.

Enter the Serial Number of a Customer Letter record (or a range of Serial Numbers) to show the letter text and recipients of that Letter or Letters.

Open Invoice Customer Statement

Please refer to the 'Sales Ledger' chapter in Volume 2 for full details of this report. The CRM and Mail Value Pack adds the following selection option—



The 'Specify Open Invoice Customer Statement' dialog box has a title bar with standard window controls and a 'Run' button. It contains text fields for 'Customer:', 'Category:', 'Object:', and 'Classification:'. Below these is an 'Invoices' section with radio buttons for 'Open' (selected) and 'Due'. At the bottom is a 'Media' section with radio buttons for 'Screen' (selected), 'Printer', 'File', 'Clipboard', 'Excel', and 'Print Dialog' (checked).

Classification	Paste Special	Customer Classifications setting, Sales Support module
Enter a Classification Code in this field if you want to report on Customers with a certain Classification. If you enter a number of Classifications separated by commas, only those Customers featuring all the Classifications listed will be shown.		

Periodic Customer Statement

Please refer to the ‘Sales Ledger’ chapter in Volume 2 for full details of this report. The CRM and Mail Value Pack adds the following selection option—

Specify Periodic Customer Statement

Run

Customer:

Category:

Classification:

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

☐ Customers with Balance only

Function

☐ Overview

☒ Detailed

Media

☒ Screen

☐ Printer

☐ File

☐ Clipboard

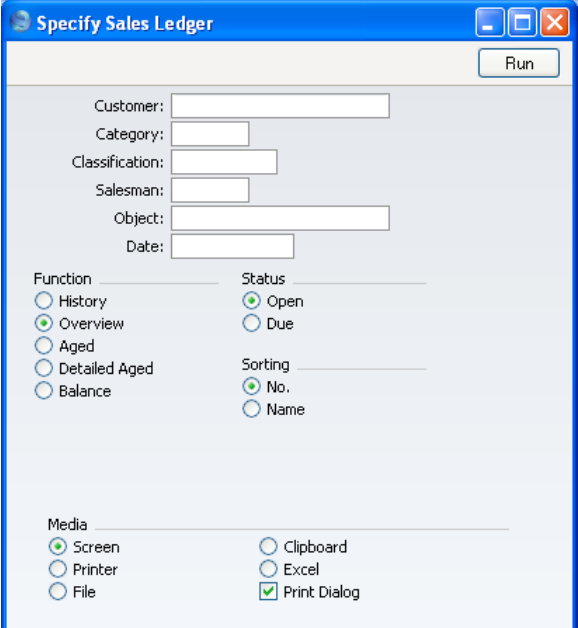
☐ Excel

☒ Print Dialog

Classification	Paste Special	Customer Classifications setting, Sales Support module
Enter a Classification Code in this field if you want to report on Customers with a certain Classification. If you enter a number of Classifications separated by commas, only those Customers featuring all the Classifications listed will be shown.		

Sales Ledger

Please refer to the 'Sales Ledger' chapter in Volume 2 for full details of this report. The CRM and Mail Value Pack adds the following selection option—



The 'Specify Sales Ledger' dialog box contains the following fields and options:

- Customer:** Text input field
- Category:** Text input field
- Classification:** Text input field
- Salesman:** Text input field
- Object:** Text input field
- Date:** Text input field
- Function:**
 - ☐ History
 - ☒ Overview
 - ☐ Aged
 - ☐ Detailed Aged
 - ☐ Balance
- Status:**
 - ☒ Open
 - ☐ Due
- Sorting:**
 - ☒ No.
 - ☐ Name
- Media:**
 - ☒ Screen
 - ☐ Printer
 - ☐ File
 - ☐ Clipboard
 - ☐ Excel
 - ☒ Print Dialog
- Run:** Button

Classification

Paste Special

Customer Classifications
setting, Sales Support module

Enter a Classification Code in this field if you want to report on Customers with a certain Classification. If you enter a number of Classifications separated by commas, only those Invoices made out to Customers featuring all the Classifications listed will be shown.

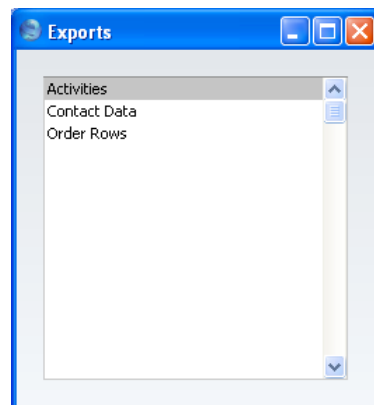
Exports

Introduction

The 'Exports' function allows you to export certain information from your FirstOffice database to tab-delimited text files from where you can incorporate it 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, you can import the information into other FirstOffice databases or Companies using the 'Automatic' and 'Automatic, manual file search' import functions in the System module. Remember that Reports can also be printed to disk, so most of the information that is stored in FirstOffice is available to other applications via the medium of the text file.

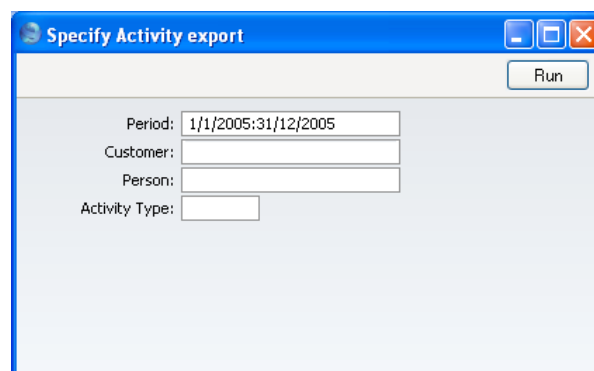
CRM Exports are found in the Sales Support module. Change to this module using the [Select Module] button in the Master Control panel and then choose 'Exports' from the File menu or click the [Exports] button, also in the Master Control panel.

On selecting the function, the window illustrated below appears. This lists the three Exports that you can produce from the Sales Support module when you have the CRM and Mail Value Pack. Double-click one of the items in the list: a specification window will then appear, where you can decide the contents of the exported text file. Click [Run]: the specification window will be closed and you will then be asked to name the file and to determine where it is to be saved.



Activities

This command exports data from one or more Activities.

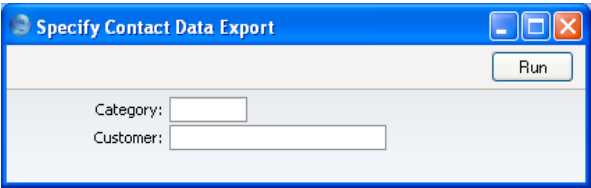


Period	Paste Special	Reporting Periods setting, System module
		Enter the start and end date of the reporting period.
Customer	Paste Special	Customers and Suppliers in Customer register
		Limit the selection to Activities recorded or scheduled for a single Customer.
Person	Paste Special	Person register, System module
		Enter a Person's initials to limit the selection to Activities recorded, scheduled or carried out by this person.
Activity Type	Paste Special	Activity Types setting, Sales Support module
		Enter an Activity Type to limit the export to Activities of that Type.

Press [Run] to start the export. When it has finished, close the 'Export' window using the close box.

Contact Data

Use this function to export contact information (e.g. addresses, and telephone and fax numbers) from the Customer register.



Category	Paste Special	Customer Categories setting, Sales Ledger
	Enter a Category Code to export Customers in a particular Category.	
Customer	Paste Special	Customers and Suppliers in Customer register
	Range Reporting	Alpha
	Choose the records to be exported by entering a Customer Number or a range of Numbers.	

***HansaWorld
FirstOffice
Professional
Currencies***

Chapter 4: Currencies

Introduction

FirstOffice offers two Currency conversion methods in two separate Value Packs. You can use either of these methods exclusively, or you can use them in combination, depending on your requirements.

1. The simple conversion from a foreign Currency to the home Currency, applicable to the majority of worldwide Currency transactions. This is part of the Currencies, Languages and Advanced Pricing Value Pack.
2. The dual-base triangulation system, termed the “Dual-Base system” in this manual. This is provided by the Dual Base Currency Value Pack. Users of this system fall into two categories—

Voluntary

The Dual-Base system will be useful for companies that have offices in two countries that need to report in both Currencies, for companies operating in countries where there is a second Currency (usually the US Dollar or Euro) in common use in addition to the national one, and for companies in the Euro zone who retain their old national Currency for comparison purposes.

Transitional

The Dual-Base system will also be useful in countries passing through the transitional process of replacing their home Currencies with the Euro. A requirement of this process is that all transactions should be expressible in both the home Currency and the Euro. Direct conversions from the home Currency to any foreign Currency except the Euro are not possible. Instead, the home Currency should first be converted to the Euro, and there should then be a second conversion to the foreign Currency.

At the time of writing, there were no countries undergoing the transitional process, but future enlargement of the EU was imminent. Therefore, where the transitional process is illustrated in this manual, historical data from a hypothetical company in Holland is used. In this company, the home Currency is NLG (Dutch Guilders) and foreign Currency sales are in FIM (Finnish Markka).

The term “Euro zone” has been used in this manual to refer to those countries that have completed the transitional process described above and now have the Euro as their main Currency. Companies in these countries should use the simple conversion system, unless they are retaining their old national Currency for comparison purposes. In this case they fall into the “voluntary” category described above.

“Transitional” users should use the Dual-Base system exclusively, in order to comply with European Monetary Union (EMU) rules, while “voluntary” users can be more flexible, using Dual-Base and simple conversion systems in combination as required.

Companies outside the Euro zone but trading with it have the choice of using the simple conversion system or the Dual-Base system. This choice will depend on the volume of trade with the Euro zone and on whether they need the ability to produce all reports in both the home Currency and the Euro. Such a use of the Dual-Base system falls into the “voluntary” category described above.

Similarly companies outside the Euro zone and trading with “transitional” countries can choose whether to use the simple conversion system or the Dual-Base system.

Simple Currency Conversion System

If you have the Currencies, Languages and Advanced Pricing Value Pack, FirstOffice will allow you to record any accounting transaction in foreign currency. You can maintain a register of Currencies, and keep a history of their respective Exchange Rates for different dates. You can assign a default Currency to each Supplier and Customer: the one in which they are usually to be invoiced or in which their Invoices are issued. When you issue or receive a Sales or Purchase Invoice, FirstOffice will automatically convert the amount from the foreign to the home Currency, and will create all necessary accounting transactions.

To set up the simple conversion system, follow these steps—

1. Enter the Currencies used in your business using the Currency register in the System module.
2. Define conversion rates between your home Currency and each foreign Currency using the Exchange Rate register in the System module.
3. Using the ‘Exchange Rate’ card of the Account Usage S/L setting in the Sales Ledger, define Accounts to be used for gains and losses resulting

from Currency conversions of Sales Ledger transactions. You should also specify a Rate Round Off Account on this card.

4. Repeat step 3 for Purchase Ledger transactions using the 'Exchange Rate' card of the Account Usage P/L setting.

Each of these steps is described in detail below.

Dual-Base System

If you have the Dual Base Currency Value Pack, you can record any accounting transaction in one of two Currencies. All Nominal Ledger Transactions will contain values in both Currencies, allowing you to produce reports in either one. This Value Pack is suitable for users residing in a country that is going through the transitional process of joining the Euro system, or trading with Customers or Suppliers in such a country. It will also be suitable for companies that have offices in two countries that need to report in both Currencies and for companies operating in countries where there is a second Currency (usually the US Dollar or Euro) in common use in addition to the national one. To set up such a system, follow the steps numbered below—

1. Enter the two Currencies used in your business using the Currency register in the System module.
2. Using the Base Currency setting in the System module, specify which of the two Currencies is to be treated as Base Currency 1 (your primary Currency) and which is to be Base Currency 2.

Companies in the Euro zone retaining their old Currency for comparison purposes should have the Euro as Base Currency 1 and the Default Base Currency and the old national Currency as Base Currency 2.

Other voluntary users of the Dual-Base system should have their home Currency as Base Currency 1 and the Default Base Currency and their second Currency (e.g. Euro or US Dollar) as Base Currency 2.

Companies in transitional countries should have their national Currency as Base Currency 1 and the Default Base Currency and the Euro as Base Currency 2.

3. Define conversion rates between the two Base Currencies using the Base Currency Rates setting in the System module.
4. Using the 'Exchange Rate' card of the Account Usage S/L setting in the Sales Ledger, define Accounts to be used for gains and losses resulting

from Currency conversions of Sales Ledger transactions. The Round Off and Bank Fee Accounts on this screen should also be considered.

5. Repeat step 5 for Purchase Ledger transactions using the 'Exchange Rate' card of the Account Usage P/L setting.

Each of these steps is described in detail below.

Both Systems in Combination

As described above, the simple conversion system is applicable to the majority of worldwide Currency transactions, while the Dual-Base system can be useful for companies that have offices in two countries that need to report in both Currencies, for companies operating in countries where there is a second Currency (usually the US Dollar or Euro) in common use in addition to the national one, and for companies in the Euro zone who retain their old national Currency for comparison purposes.

In some situations it may be necessary to use both systems in combination (i.e. to use both the Currencies, Languages and Advanced Pricing and the Dual Base Currency Value Packs). For example—

- a company operating in a country where there is a second Currency in common use in addition to the national one may trade with another country;
- a company with offices in two countries may trade with a third country;
- a company in a country passing through the transitional process of replacing its home Currency with the Euro may trade with a country outside the Euro zone. In this case, direct conversions from the home Currency to any foreign Currency except the Euro are not possible under EMU rules. Instead, the home Currency should first be converted to the Euro, and there should then be a second conversion to the foreign Currency. At the time of writing, there were no countries undergoing the transitional process, but future enlargement of the EU was imminent.

If you need to use both conversion systems in combination, follow the steps numbered below—

1. Enter the Currencies used in your business using the Currency register in the System module.
2. Using the Base Currency setting in the System module, define the two Currencies that are to be treated as Base Currencies.

Companies in the Euro zone retaining their old Currency for comparison purposes should have the Euro as Base Currency 1 and the Default Base Currency and the old national Currency as Base Currency 2.

Other voluntary users of the Dual-Base system should have their home Currency as Base Currency 1 and the Default Base Currency and their second Currency (e.g. Euro or US Dollar) as Base Currency 2.

Companies in transitional countries should have their national Currency as Base Currency 1 and the Default Base Currency and the Euro as Base Currency 2.

3. Define conversion rates between the two Base Currencies using the Base Currency Rates setting in the System module.
4. Define conversion rates between your Base Currencies and the foreign Currencies using the Exchange Rate register in the System module.

Voluntary users of the Dual-Base system will usually need Exchange Rates between foreign Currencies and Base Currency 1. However, they can also relate foreign Currencies to Base Currency 2 if necessary. This includes users in the Euro zone retaining their old Currency for comparison purposes.

Users in transitional countries should only enter Exchange Rates between foreign Currencies and the Euro (Base Currency 2). Exchange Rates between the home Currency and foreign Currencies, and between the home Currency and the Euro should not be entered.

5. Using the 'Exchange Rate' card of the Account Usage S/L setting in the Sales Ledger, define Accounts to be used for gains and losses resulting from Currency conversions of Sales Ledger transactions. The Round Off and Bank Fee Accounts on this screen should also be considered.
6. Repeat step 5 for Purchase Ledger transactions using the 'Exchange Rate' card of the Account Usage P/L setting.

Currencies and Exchange Rates

Currencies

Define the different Currencies used by your Customers and Suppliers using the Currency register in the System module. Click the [Currencies] button in the Master Control panel in the System module to open the 'Currencies: Inspect' window. This shows the Currencies already entered. To add a Currency, click [New] in the Button Bar. The 'Currency: New' window is opened. Once the Currency has been entered, click the [Save] button in the Button Bar to save it. To close the window without saving changes, use the close box.

Simple Conversion System

Code The unique Code by which the Currency will be identified from everywhere in FirstOffice.

Name The name of the Currency.

Round Off Card

Prevent Foreign Rate Changes

When you use Currencies in Sub System transactions of any kind (for example, in Invoices or Purchase

Invoices), you can change the exchange rates between the home and the foreign Currencies. Such changes will only apply to the single transaction for which they have been specified. If you do not wish to allow such *ad hoc* changes, switch this option on.

The other fields and check boxes are not used by the simple conversion system, unless you use it in combination with the Dual Base system. Please refer to the description below on page 101 of the Currency record when used with the Dual Base system for details.

Text Card

The screenshot shows the 'Currency: Inspect' dialog box with the 'Text' tab selected. The 'Code' field contains 'USD' and the 'Name' field contains 'Dollar'. Below these are two tabs: 'Round Off' and 'Text'. Under the 'Text' tab, there are several input fields for text names: 'Value in Text Name' (dollar), 'Value in Text Name (2-4)' (dollars), 'Value in Text Name (5-)' (dollars), 'Minor Currency Name' (cent), 'Minor Currency Name (2-4)' (cents), and 'Minor Currency Name (5-)' (cents). To the right of these fields are two 'Gender' sections, each with 'Masculine' (selected) and 'Feminine' radio buttons.

Value in Text Name

Enter here the name of the Currency as it is to be shown on printed documents such as Invoices or Cheques. The Value in Text Name field should contain the singular form of the Currency name, while the Value in Text Name (2-4) and (5-) fields should contain the plural. Two plural fields have been provided because some Languages such as Russian and Lithuanian have more than one plural form, depending on the quantity involved. For more details about including amounts in words in a document, please refer to the section describing the Values in Text setting in the 'Languages' chapter below on page 178.

Minor Currency Name

The Minor Currency is the one hundredth part of the Currency (for example, pence, cents or öre). Enter here its name as it is to be shown on printed documents such as Invoices or Cheques. The Minor Currency Name field should contain the singular form of the name, while the Minor Currency Name (2-4) and (5-) fields should contain the plural. Two plural fields have been provided because some Languages such as Russian and Lithuanian have more than one plural form, depending on the quantity involved.

Gender

These options are used in Languages with two genders: use them to signify the genders of the Value in Text Name and the Minor Currency Name.

The Values in Text setting in the System module contains a grid where the words for each number between one and 99 can be entered. This grid has two columns, for the masculine and feminine versions of these words. The appropriate version is used, depending on the gender set here.

Dual-Base System

If you are using the Dual-Base System, you only need enter two records to the Currency register: one for each Base Currency.

The screenshot shows the 'Currency: Inspect' window. At the top, there are navigation buttons (back, forward) and action buttons (New, Duplicate, Cancel, Save). The 'Code' field is set to 'GBP' and the 'Name' field is set to 'Pound'. Below these, there are two tabs: 'Round Off' and 'Text'. The 'Round Off' tab is active, showing three input fields for 'Auto Round Off Limit:', 'Auto Write Off Limit:', and 'Date:'. At the bottom, there are two checkboxes: 'Member of the EMU' and 'Prevent Base Rate Changes'.

Code	The unique Code by which the Currency will be identified from everywhere in FirstOffice.
Name	The name of the Currency.

Round Off Card

Auto Round Off Limit, Auto Write Off Limit

When entering a Receipt or Payment, the Invoice being paid can be treated as fully paid if the amount received or issued is slightly different to that outstanding, providing that difference is within an allowable margin. Use these fields to specify that margin for each Currency.

For example, if the Round Off Limit is 0.50 and a cheque is received underpaying an Invoice by 0.35, the 0.35 is written off (posted to a write-off Account) and the Invoice is treated as fully paid. But, if the cheque underpays the Invoice by 0.65, that amount remains outstanding.

The Write Off Limit is used when the Receipt or Payment is in the same Currency as the original Invoice.

The Round Off Limit is used when the Received or Sent Currency is different to that of the original Invoice. A Round Off is posted when the outstanding amount on the Invoice when expressed in the Invoice Currency is less than the Round Off Limit.

In both cases, you should enter an amount in the Currency of the Currency record.

Depending on whether the Currency is a Member of the EMU (see below), any Round Off will be posted to the Rate Round Off or EMU Rate Round Off Accounts, while any Write Off will be posted to the Write Offs or EMU Rate Write Offs Accounts, all as defined on the 'Exchange Rate' cards of the Account Usage S/L and Account Usage P/L settings.

Date	If the Currency has been incorporated into the Euro scheme, specify here the date the transitional process began, and check the Member of the EMU box below.
-------------	--

Member of the EMU

When entering a Receipt or Payment, the Invoice being paid can be treated as fully paid, even if the amount received or issued is slightly different to that outstanding. The difference is posted to a Round Off or Write Off Account. In line with EMU requirements, different Round Off and Write Off Accounts can be used, depending on whether the Currency is a member of the EMU.

Round Off Accounts are used when the Receipt or Payment is in a different Currency to the original Invoice. If the Received or Sent Currency is a member of the EMU, the EMU Rate Round Off Account is used, otherwise the Rate Round Off Account is used. These are specified on the 'Exchange Rate' cards of the Account Usage S/L and Account Usage P/L settings.

Write Off Accounts are used when the Received or Sent Currency is the same as that in the original Invoice. If that Currency is a member of the EMU, the EMU Rate Write Off Account is used, otherwise the Write Offs Account is used. These are also specified on the 'Exchange Rate' cards of the Account Usage S/L and Account Usage P/L settings.

Prevent Base Rate Changes

When you use Currencies in Sub System transactions of any kind (for example, in Invoices or Purchase Invoices), you can change the exchange rates between the two Base Currencies. Such changes will only apply to the single transaction for which they have been specified. If you do not wish to allow such *ad hoc* changes, switch this option on.

Text Card

The fields and options on this card operate in the manner described in the 'Simple Conversion System' section above on page 100.

Both Systems in Combination

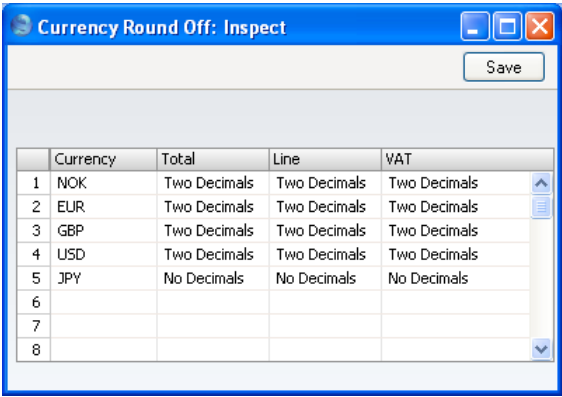
If you are using both the simple conversion and the Dual-Base systems, the Currency screen is the same as for the Dual-Base system described above on page 101.

In this case, however, you should enter all the Currencies used by your company, not just the two Base Currencies.

Currency Round Off

This setting allows you to control the way calculations are rounded off in each Currency. The setting is used by Quotations (if you have the Quotations Value Pack), Sales Orders, Purchase Orders (if you have the Purchase Orders Value Pack), and Sales and Purchase Invoices. Any amounts lost or gained from the rounding off process are posted to the Round Off Account specified in the Account Usage S/L setting. This Account is used in Transactions generated both from the Sales Ledger and from the Purchase Ledger. If you do not enter a Currency in this setting, its rounding rules will be taken from the Round Off setting in the System module.

To enter rounding rules for each Currency, open the setting in the System module, then simply click in the first blank line and enter details as appropriate. Click [Save] to save and close, or the close box to close without saving changes.



Currency	Paste Special	Currency register, System module
The Currency for which you wish to enter rounding rules. This can be your home Currency if this is to have different rounding rules to those set in the Round Off setting.		
Total	Paste Special	Choices of possible entries
Specify here the rounding rules to be used for Total figures in Invoices, Orders, Purchase Orders and Quotations in the Currency. The last two mentioned		

require the appropriate Value Packs to be present. Leave this field empty to use the rounding rule set in the Round Off setting in the System module.

When you approve and save Invoices, any amount lost or gained through the rounding process is posted to the Round Off Account specified on the 'Debtors' card of the Account Usage S/L setting.

Line	Paste Special	Choices of possible entries
	Specify here the rounding rule to be used for the Sum field in each Invoice, Order, Purchase Order and Quotation row. The last two mentioned require the appropriate Value Packs to be present. If you leave this field empty, Sums will be rounded to two decimal places.	
VAT	Paste Special	Choices of possible entries
	Specify here the rounding rule to be used for the VAT total in Invoices, Orders and Quotations. VAT in Purchase Invoices and Purchase Orders will also be affected. Quotations and Purchase Orders require the appropriate Value Packs to be present. If you leave this field empty, VAT totals will be rounded as specified in the Round Off setting in the System module.	
	Note that the transaction row sum is rounded as determined in this setting or to two decimal places (whichever is appropriate) before the VAT calculation is carried out.	

Base Currency

Simple Conversion System

The Base Currency setting is not used by the simple conversion system.

Dual-Base System

After entering the two Currencies used in your business using the Currency register (described above on page 101), you should use this setting to specify which one is to be treated as Base Currency 1 and which is Base Currency 2. You will then enter an exchange rate between the two using the Base Currency Rates setting (described in the next section on page 107). Euro rules require that all transactions should be expressible in either Base Currency.

Double-click 'Base Currency' in the 'Settings' list in the System module to open the 'Base Currency: Inspect' window —



The example illustration would be appropriate for a voluntary user of the Dual-Base system. The local Currency (Pounds Sterling) has been specified as Base Currency 1 and the Euro as Base Currency 2.

Users in transitional countries should also complete this setting as shown in the illustration, with their home Currency as Base Currency 1 and the Euro as Base Currency 2.

Users in the Euro zone retaining their old Currency for comparison purposes should have the Euro as Base Currency 1 and their old home Currency as Base Currency 2.

The Default Base Currency is the Currency that will be used where no Currency has been specified for a Customer or Supplier. Usually this will be Base Currency 1.

You can use 'Paste Special' from all three fields to ensure that the Currency Codes used are correct.

The Security Controls are only used if you are using both conversion systems in combination (see below).

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

Both Systems in Combination

If you are using both the simple conversion and the Dual-Base systems, the Base Currency screen is the same as for the Dual-Base system described immediately above. In this case, you can use the Security Controls to prevent Exchange Rates being entered relating a foreign Currency to either Base Currency. It is recommended that users in transitional countries should disallow rates in whichever Base Currency represents their home Currency, to prevent the accidental entry of Exchange Rates between their home Currency and other Currencies (all conversions should be *via* the Euro).

Voluntary users of the Dual-Base system can set these options depending on their individual requirements (i.e. depending on whether they wish to allow the entering of Exchange Rates between one or both Base Currencies). For example, voluntary users of the Dual-Base system in Britain with the Euro as Base Currency 2 will probably wish to prevent the accidental entry of Exchange Rates between the Euro and other Currencies. Remember that you should relate a particular foreign Currency to Base Currency 1 or 2 but not both.

Base Currency Rates

Simple Conversion System

The Base Currency Rates setting is not used by the simple conversion system.

Dual-Base System

Having entered the two Currencies used in your business using the Currency register and defined which one is to be treated as Base Currency 1 and which is Base Currency 2 using the Base Currency setting, you should now use the Base Currency Rates setting in the System module to enter an exchange rate between the two.

If there is a fixed exchange rate between the two Currencies, you should enter a single record expressing that relationship to this setting. Otherwise, each time the exchange rate changes, you should enter a new record to the setting rather than modifying an existing record. This ensures an accurate history will be created which will then be used when currency conversions are required when producing reports.

Double-clicking 'Base Currency Rates' in the 'Settings' list in the System module brings up the 'Base Currency Rates: Browse' window, showing exchange rates already entered. Click the [New] button in the Button Bar to enter a new record, or select an exchange rate similar to the one you want to enter and click [Duplicate] on the Button Bar.

The 'Base Currency Rate: New' window is shown, empty if you clicked [New] or containing a duplicate of the highlighted exchange rate. In the case of the duplicate, the Date of the new record will be the date of the copied record.

Date**Paste Special**

Choose date

The earliest date for which the exchange rate is valid.

The current exchange rate is the one with the most recent date: this will be used as a default when you enter new transactions.

Base Currency 1, Base Currency 2

Use these two fields to specify the exchange rate, which you should enter as a ratio. In the example illustration, 0.696088 units of Base Currency 1 (Pounds Sterling) will buy one of Base Currency 2 (the Euro). Note that if either Base Currency is the Euro, EMU regulations state that the ratio must always show how many units of the other Currency can be bought with one Euro. You can use up to six decimal places.



When an exchange rate changes, always create a new record in the Base Currency Rates setting. Do not change an existing record.

Both Systems in Combination

If you are using both the simple conversion and the Dual-Base systems, the Base Currency Rates screen is the same as for the Dual-Base system described above. In this case, note that you should only use this setting for exchange rates between the two Base Currencies. All other exchange rates should be stored in the Exchange Rate register in the System module, described immediately below.

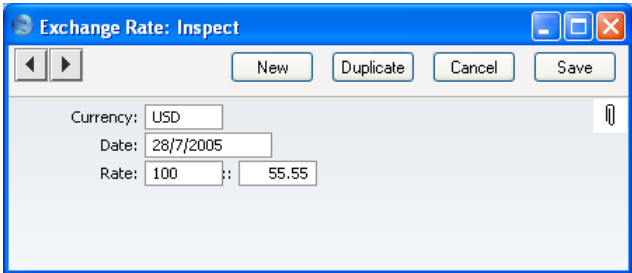
Exchange Rates

Use the Exchange Rate register in the System module to enter conversion rates between foreign Currencies and the home Currency. Each time an Exchange Rate changes, you should enter a new record to the register rather than modifying an existing record. This ensures an accurate history will be created which will then be used when currency conversions are required when producing reports.

Clicking on the [Exchange Rates] button in the Master Control panel in the System module brings up the 'Exchange Rates: Browse' window, showing Exchange Rates already entered. Click the [New] button in the Button Bar to enter a new record, or select an Exchange Rate similar to the one you want to enter and click [Duplicate] on the Button Bar.

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

Simple Conversion System



Currency	Paste Special	Currency register, System module
		Enter the Currency Code of the foreign Currency.
Date	Paste Special	Choose date
		The earliest date for which the Exchange Rate is valid.
		The current Exchange Rate for a particular Currency is the one with the most recent date: this will be used as a default when you enter new transactions that are in Currency.
		When you produce reports, you will usually be offered a choice whether all transactions are to be converted using

the current Exchange Rate or using the Exchange Rate current at the time of the transaction.



When an Exchange Rate changes, always create a new record in the Exchange Rate register. Do not change an existing record.

Rate

Enter the Exchange Rate here in the form of a ratio. In the example illustration, 100 units of the foreign Currency (USD) will buy 55.55 units of the home Currency (GBP). You can use up to six decimal places.

Dual-Base System

The Exchange Rate register is not used in the Dual-Base system.

Both Systems in Combination

If you are using both the simple conversion and the Dual-Base systems, you can relate foreign Currencies to either Base Currency (although in transitional countries, you should only relate foreign Currencies to the Euro).

You should use this register for all Exchange Rates except those between the two Base Currencies. These should be stored in the Base Currency Rates setting in the System module.

The example illustrated below shows a foreign Currency (USD) that has been related to Base Currency 1 (GBP). 1.7457 USD buys one unit of Base Currency 1. This example is suitable for voluntary users of the Dual-Base system.

Exchange Rate: Inspect

Navigation: Previous, Next

Buttons: New, Duplicate, Cancel, Save

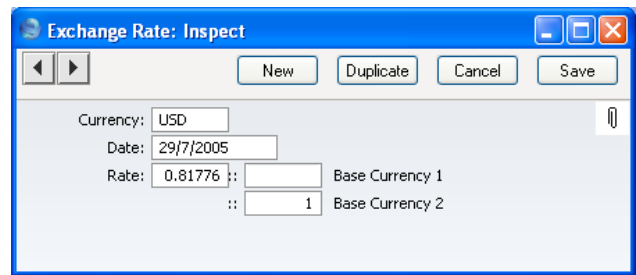
Currency: USD

Date: 28/7/2005

Rate: 1.7467 :: 1 Base Currency 1

:: Base Currency 2

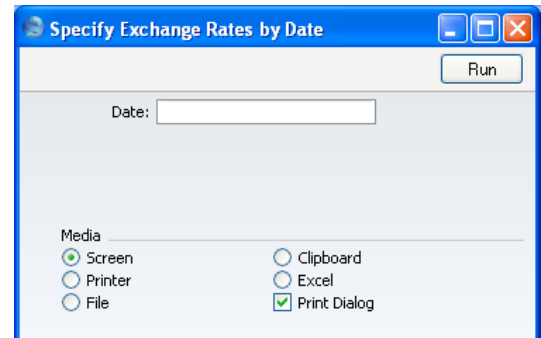
In this next example, applicable to users in transitional countries, the foreign Currency (USD) has been related to Base Currency 2 (EUR). 0.81776 USD buys one unit of Base Currency 2.



In transitional countries, when you enter a transaction in a foreign Currency such as USD, EMU rules state that the home Currency is first converted to the Euro, and that there should then be a second conversion to the foreign Currency. This is achieved in FirstOffice by using the Base Currency Rates setting described above on page 107 for the first conversion, and the Exchange Rate relating the foreign Currency to Base Currency 2 for the second part. So, in transitional countries, all foreign Currencies must be related to Base Currency 2 as illustrated immediately above. This includes the Currencies of any other countries undergoing the transitional process of joining the Euro system at the same time. To prevent the accidental recording of Exchange Rates relating a foreign Currency to Base Currency 1, use the Security Controls in the Base Currency setting described above on page 105.

Reporting on Exchange Rates

You can produce a report listing Exchange Rates for a particular date. In the System module, select 'Reports' from the File menu or click the [Reports] button in the Master Control panel. Then double-click 'Exchange Rates' in the 'Reports' list. The 'Specify Exchange Rates by Date' window appears —



Enter the date for which you wish current Exchange Rates to be listed and click the [Run] button in the Button Bar.

Upgrading to the Dual-Base system

You can change to the Dual-Base system at any time, even if you already use the simple conversion system. Reasons for doing so include—

- Your country of residence embarks on the transitional process whereby the Euro will eventually replace your national Currency.
- Your company begins to carry out a significant level of business in a second Currency.

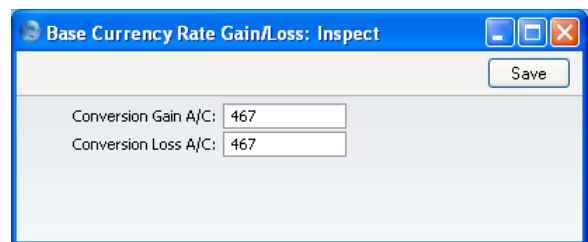
If you wish to use the Dual-Base system, the following process will upgrade all the registers in your database to the new system—

1. Back up your database in the usual fashion.
2. Print out the Trial Balance, Balance Sheet, Profit & Loss, Sales Ledger and Purchase Ledger reports.
3. If you have not done so already, grant yourself access to the Dual Base Currency Value Pack using the Configuration setting in the System module. You will need to quit FirstOffice and restart to gain access to the functions in this Value Pack.
4. Following the instructions earlier in this chapter, ensure that the Currency register contains all Currencies. Complete the Base Currency and Base Currency Rates settings as described on pages 105 and 107 respectively. In the Base Currency setting, set the Base Currency 1 and the Default Base Currency to your home Currency and Base Currency 2 to the Euro or other second Currency, as all Transactions without a Currency will be assumed to be in Base Currency 1. In the Base Currency Rates setting, the more dates you have information on, the better. If possible, you should have an exchange rate between the two Base Currencies from the first date of any transaction in your database, otherwise you will not be able to compare old data with new in Base Currency 2.



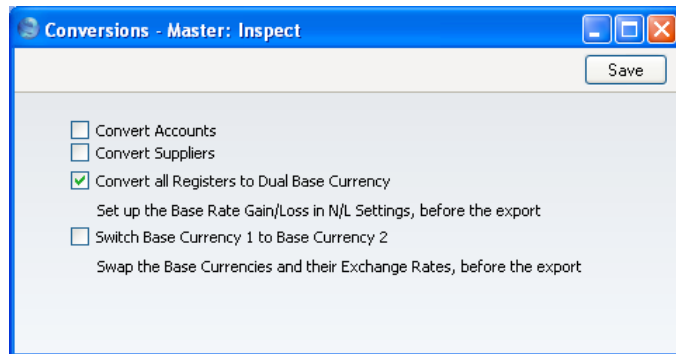
For the purposes of the upgrade, the Default Base Currency must be blank or the same as Base Currency 1. Failure to follow this rule will result in all transactions previously without a Currency being given the wrong Currency.

Finally, ensure that you have specified Conversion Gain and Loss Accounts in the Base Rate Gain/Loss setting in the Nominal Ledger and that those Accounts exist in the Account register (in the Nominal Ledger and the System module). Old Nominal Ledger Transactions will already balance when expressed in the home Currency but, due to rounding errors, a small additional posting may be required to ensure they balance when expressed in Base Currency 2. That posting will use one of the Accounts specified in this setting.



5. Follow steps 2 and 4 for all Companies in the database. You only need complete Step 3 once.
6. Create a database back-up in usual way.
7. Quit FirstOffice. Move the “Office2.hdb” file to another folder/directory and rename it so that you know what it contains (e.g. to “Office2beforeconv.hdb”).
8. Using the “Office2beforeconv.hdb” file as a guide, make sure that you have enough hard disk space to create a new database.
9. Make sure that there is no “Office2.hdb” file in the same folder/directory as your FirstOffice application. Launch FirstOffice: it will create a new database with a single Company.
10. When the ‘Import files available’ window appears, close it by clicking the close box. Do not import anything yet.

11. Switch on the Dual Base Currency Value Pack using the Configuration setting in the System module. Then, quit FirstOffice and restart.
12. In the Conversions - Master setting in the System module, select the option to Convert all Registers to Dual Base Currency.



13. Import the back-up file that you created in step 6 above in the usual manner.

Part of the process is to ensure that each Transaction balances when expressed in either Base Currency. The illustration on the next page, taken from a Dutch company, shows flip B of a Transaction created from an Invoice. It shows the result of upgrading to the Dual-Base system when Holland began the process whereby the home Currency (Dutch Guilder) was replaced by the Euro. In this Transaction, Base Currency 1 is the Dutch Guilder and Base Currency 2 is the Euro. An adjusting posting has been made to the Conversion Gain Account to ensure that the Transaction balances when expressed in Euros.

Transaction: Inspect

Operations New Duplicate Cancel Save

No.: 970099 Trans. Date: 22/6/2005 Reference:

Text: 001 Against All Odds Trading Co

	Account	Object	Base 1 Debit	Base 1 Credit	Base 2 Debit	Base 2 Credit
1	750		197.40		283.58	
2	199			168.00		241.35
3	830			29.40		42.24
4	467		0.00		0.01	
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						

Difference: 0.00 Total: 197.40 197.40

If you have more than one Company, all Companies will be upgraded.

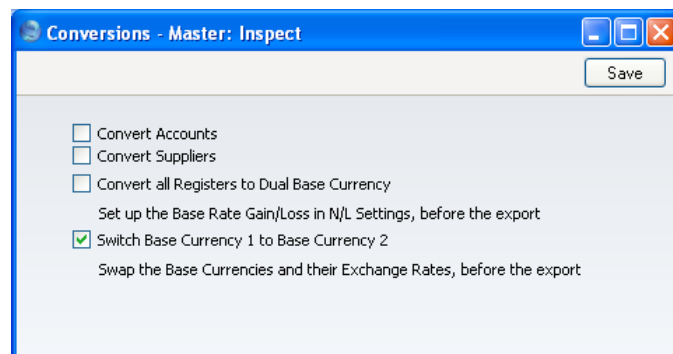
14. Return to the Conversions - Master setting in the System module and turn off the option to Convert all Registers to Dual Base Currency.
15. Print out the Trial Balance, Balance Sheet, Profit & Loss, Sales Ledger and Purchase Ledger reports for each Company and compare them with those printed in step 2 above.

Switching Base Currencies

When the transitional process during which EU countries' home Currencies are phased out in favour of the Euro ends, it will be necessary to move the Euro from Base Currency 2 to Base Currency 1. To do this, follow these steps—

1. Back up your database in the usual fashion.
2. Print out the Trial Balance, Balance Sheet, Profit & Loss, Sales Ledger and Purchase Ledger reports.

3. In the Base Currency setting in the System module, swap the two Base Currencies so that the Euro, which was Base Currency 2, is now Base Currency 1. You should change the Default Base Currency as well.
4. In the Base Currency Rates setting, swap all the exchange rate ratios so that the figures which did appear in the Base Currency 1 field now appear in the Base Currency 2 field. For example, you should change an exchange rate that was 2.204:1 to 1:2.204.
5. Ensure that you have specified a Base Currency Round Off Account on the 'Exchange Rate' card of the Account Usage S/L setting and that the Account exists in the Account register (in the Nominal Ledger). This will be used to ensure that your old Transactions balance in both Base Currencies.
6. Follow steps 2, 3, 4 and 5 for all Companies in the database.
7. Create a database back-up.
8. Create a new database with a single Company. When the 'Import files available' window appears, close it by clicking the close box. Do not import anything yet.
9. Switch on the Dual Base Currency Value Pack using the Configuration setting in the System module. Then, quit FirstOffice and restart.
10. In the Conversions - Master setting in the System module, select the option to Switch Base Currency 1 to Base Currency 2.



11. Import the back-up file that you created in step 7 above in the usual manner.
12. Return to the Conversions - Master setting in the System module and turn off the option to Switch Base Currency 1 to Base Currency 2.

13. Where necessary (i.e. if you also have the Currencies, Languages and Advanced Pricing Value Pack), update the latest Exchange Rates in the Exchange Rate register or add new ones. For example, an Exchange Rate against the Euro will appear as follows—

Exchange Rate: Inspect

Currency: USD

Date: 31/12/2004

Rate: 1.1616 :: Base Currency 1

:: 1 Base Currency 2

New Duplicate Cancel Save

Since the Euro is now Base Currency 1, you should update the Exchange Rate to this—

Exchange Rate: Inspect

Currency: USD

Date: 31/12/2004

Rate: 1.1616 :: 1 Base Currency 1

:: Base Currency 2

New Duplicate Cancel Save

If you have been using the Security Controls in the Base Currency setting, you will need to switch these off or change them first.

Repeat this step in all Companies in the database.

14. Print out the Trial Balance, Balance Sheet, Profit & Loss, Sales Ledger and Purchase Ledger reports for each Company and compare them with those printed in step 2 above.
15. All prices in the Item register will be converted so that they are now expressed in the new Base Currency. If you have the Purchase Orders Value Pack, prices in records in the Purchase Item register will also be converted, providing the Currency is blank. Similarly, Prices in records in the Price register will be converted, providing they belong to Price Lists whose Currency is blank.

Account Usage

Simple Conversion System

If necessary, you can have losses and gains on Exchange Rate conversions posted to separate loss and gain Accounts. You can also maintain different loss and gain Accounts for Sales and Purchase Ledger transactions. Alternatively, if your requirement is for a simplified Accounts structure, you can use the same Account in each case.

First, ensure that the Account(s) to be used have been added to the Chart of Accounts (please refer to the section of the 'System Module' chapter in Volume 1 describing the Account register for full details of this process). Then, you need to specify the Account that is to be used in each circumstance. You should do this using the 'Exchange Rate' cards of the Account Usage S/L and P/L settings in the Sales and Purchase Ledgers respectively.

The screenshot shows a software window titled "Account Usage S/L: Inspect". It has a "Save" button in the top right corner. Below the title bar are three tabs: "Debtors", "Exchange Rate", and "VAT". The "Exchange Rate" tab is currently selected. The main area of the window contains a list of account-related settings, each with a text label and a corresponding input field containing a number:

Write Offs:	520
Base Currency Round Off:	467
Rate Round Off:	465
Rate Gain:	516
Rate Loss:	515
On Account A/C:	806
Prepayment VAT:	830

The Accounts on this screen that are relevant to Currency users are now described. Except where stated, you can specify separate Accounts for use in a particular circumstance depending on whether the originating transaction comes from the Sales or the Purchase Ledger.

Rate Round Off Any amounts lost or gained by the rounding process that follows Exchange Rate conversions will be posted to the Account specified here.

Rate Gain, Rate Loss

There will be occasions where a Currency Invoice is raised or received and the Exchange Rate changes before it is paid. When this happens, the amount paid, when converted to your home Currency, may no longer be the same as the outstanding amount. Any difference is posted from the Receipt or Payment to one of these Accounts, depending on whether a gain or loss is involved.

If you are unsure, consult with your auditor/accounting adviser or FirstOffice representative for advice concerning correct Account usage.



Check that the Accounts that you use also exist in the Chart of Accounts.

Dual-Base System

The Dual Base Currency Value Pack allows you to treat an Invoice as fully paid if the amount received or sent is slightly different to that outstanding, providing that difference is within an allowable margin. This difference can be posted to any one of a number of Accounts, depending on the circumstance. Alternatively, if your requirement is for a simplified Accounts structure, you can use the same Account can be used. This Value Pack also requires you to specify a Round Off Account to be used to ensure Transactions balance when expressed in Base Currency 2.

First, ensure that the Account(s) to be used have been added to the Chart of Accounts (please refer to the section of the 'System Module' chapter in Volume 1 describing the Account register for full details of this process). Then, you need to specify the Account that is to be used in each circumstance. You should do this using the 'Exchange Rate' cards of the Account Usage S/L and P/L settings in the Sales and Purchase Ledgers respectively.

Account Usage S/L: Inspect	
Save	
Debtors Exchange Rate VAT	
Write Offs:	520
Base Currency Round Off:	467
Rate Round Off:	465
Rate Gain:	516
Rate Loss:	515
EMU Rate Round Off:	466
EMU Rate Write Off:	521
On Account A/C:	806
Prepayment VAT:	830

The Accounts on this screen that are relevant to Dual-Base users are now described. Except where stated, you can specify separate Accounts for use in a particular circumstance depending on whether the originating transaction comes from the Sales or the Purchase Ledger.

Write Offs, Rate Round Off, EMU Rate Round Off, EMU Rate Write Off

These Accounts are used in the situation where an Invoice is to be treated as fully paid if the amount received or sent is slightly different to that outstanding, providing that difference is within an allowable margin. The difference is posted to one of these Accounts on the following basis—

- | | |
|---------------------------|--|
| Write Offs | if the Received or Sent Currency is the same as the Invoice Currency, and it is not a member of the EMU; |
| Rate Round Off | if the Received or Sent Currency is different to the Invoice Currency, and the Received or Sent Currency is not a member of the EMU; |
| EMU Rate Round Off | if the Received or Sent Currency is different to the Invoice Currency, and the Received or Sent Currency is a member of the EMU; |

EMU Rate Write Off

if the Received or Sent Currency is the same as the Invoice Currency, and it is a member of the EMU.

Please refer to the section above on page 99 describing the Automatic Round Off Limit and Automatic Write Off Limit fields on the Currency screen for more details of this feature.

Note that in the special case where the difference is caused by a change in Exchange Rate, it will not be posted to one of these Accounts, but to the Rate Gain or Loss Account (described in the 'Simple Conversion System' section above on page 119).

In the case of Write Offs Account in the Account Usage S/L setting only, this Account is also used for bad debts that you write off using the 'New Write-off' Operations menu function of the Receipt and the 'Write off Invoices' Maintenance function.

Base Currency Round Off

Under the Dual-Base system, all Nominal Ledger Transactions should be expressible, and should balance, in both Base Currencies. The Account entered here will be used for postings to ensure that this is the case. Usually, it will only be used for Base Currency 2 values.

For example, if you create and approve an Invoice or Purchase Invoice, the resulting Nominal Ledger Transaction will balance in Base Currency 1. However, due to rounding errors, it might not balance when expressed in Base Currency 2. If this is the case, a balancing posting in Base Currency 2 only will be made to the Account specified here.

This Account can only be defined in the Account Usage S/L setting and is used for all Transactions.

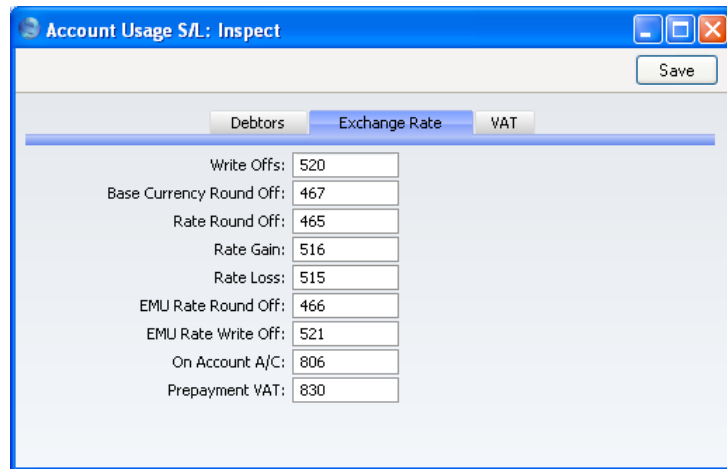
If you are unsure, consult with your auditor/accounting adviser or FirstOffice representative for advice concerning correct Account usage.



Check that the Accounts that you use also exist in the Chart of Accounts.

Both Systems in Combination

If you are using both the simple conversion and the Dual-Base systems, the 'Exchange Rate' cards of the Account Usage S/L and P/L settings contain all the Accounts described in the previous two sections above.



Account Usage S/L: Inspect	
Exchange Rate	
Write Offs:	520
Base Currency Round Off:	467
Rate Round Off:	465
Rate Gain:	516
Rate Loss:	515
EMU Rate Round Off:	466
EMU Rate Write Off:	521
On Account A/C:	806
Prepayment VAT:	830

Customers, Suppliers and Items

Simple Conversion System

Customers and Suppliers

If you are using the currency option, you can assign separate Sales and Purchase Currencies to each foreign company that you do business with. This is done on the 'Terms' card of the Customer record. Each Currency can be entered using the 'Paste Special' function.

Once you have done this, as soon as you enter a Customer or Supplier to a transaction of any type (e.g. Invoice, Receipt, Order, Purchase Invoice, etc), the appropriate Currency and current conversion rates will be brought in by FirstOffice. You will not be able to change to a different Currency in an individual transaction. However, you will be able to change the conversion rate on an *ad hoc* basis if necessary, although this is usually not recommended.

In the case of companies in whose name transactions are likely to be in various Currencies (for example, the Customer's or Supplier's home Currency, the Euro or Dollar and your home Currency), leave the two Currency fields in the Customer record blank. You will then be able to enter transactions in any Currency.

For companies that use the home Currency, the Currency fields can in most cases be left blank. However, you may wish to specify your home Currency for these Customers and Suppliers for clarity, and to prevent the use of other Currencies.

Items, Prices and Purchase Items

When you enter Item and Price information, the figures should be in the following Currencies—

Items	The Base Price, Cost Price and Extra Cost in all Item records should be in your home Currency.
Prices	All figures in the Price register (in the Sales Ledger and the Sales Support module) should be in the Currency of the Price List. If the Price List does not have a Currency, they should be in your home Currency.
Purchase Items	All Prices in the Purchase Items setting (available in the Stock module if you also have the Purchase Orders

Value Pack) should be in the Currency of the Purchase Item (or the home Currency if a Currency has not been specified in a particular Purchase Item). However, the Purchase Cost should always be in your home Currency.

Dual-Base System

Customers and Suppliers

In the Dual-Base system, Customers and Suppliers do not have Currency fields, so it is not possible to set a default Currency for each one. However, you must set a company-wide default Currency using the Default Base Currency field in the Base Currency setting described above on page 105. This will be the default in all transactions of all kinds.

Items, Prices and Purchase Items

All prices should be in the Default Base Currency, as defined in the Base Currency setting in the System module.

Both Systems in Combination

Customers and Suppliers

If you are using both the simple conversion and the Dual-Base systems, you can work with Customers and Suppliers in the same way as in the simple conversion system described above on page 123. In this situation, you should have defined a Default Base Currency using the Base Currency setting: this will be the default for Customers and Suppliers whose Currency fields are blank. You will be able to change to a different Currency in an individual transaction for these Customers and Suppliers only.

Items, Prices and Purchase Items

When you enter Item and Price information, the figures should be in the following Currencies—

Items	The Base Price, Cost Price and Extra Cost in all Item records should be in Base Currency 1.
Prices	All figures in the Price register (in the Sales Ledger and the Sales Support module) should be in the Currency of the Price List. If the Price List does not have a Currency, they should be in Base Currency 1.
Purchase Items	All Prices in the Purchase Items setting (available in the Stock module if you also have the Purchase Orders

Value Pack) should be in the Currency of the Purchase Item (or Base Currency 1 if a Currency has not been specified for a particular Purchase Item). However, the Purchase Cost should always be in Base Currency 1.

Entering Transactions

Invoices

Both conversion systems add a new 'Currency' card to the Invoice screen.

Simple Conversion System

When you create a new Invoice for a Customer with a foreign Currency, the Currency and conversion rate field will be filled by FirstOffice as soon as you specify the Customer. The Currency is shown in the footer, taken from the Sales Currency field on the 'Terms' card of the Customer record, and cannot be changed. However, if the Currency field in the Customer record is blank, you can use any Currency in an Invoice as necessary.

Invoice: New

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

No.: 970153 Name: Yen for Knowledge

Customer: 015

Terms Items Currency Delivery Inv. Address Del. Address

Inv. Date: 31/8/2005 Our Ref.:
 Pay. Terms: 30 Attn.:
 Due Date: 30/9/2005 Salesman: FF
 Trans. Date: 31/8/2005 Object:
 Service Del. Date: Official Ser. No.:

Item	Qty	Description	Unit Price	%	Sum
1	10105	3 Cassette deck	10530.80		31592.40
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					

Freight: VAT: 0.00 Sub-Total: 31592.40
 OK Currency: JPY Base: 168.00 TOTAL: 31592.40

The current conversion rate is shown on the new 'Currency' card of the Invoice—

Terms	Items	Currency	Delivery	Inv. Address	Del. Address
Currency: JPY Rate: 188.05 : 1					

In the example illustration, the home Currency is Pounds Sterling (GBP) and the foreign Currency is Japanese Yen (JPY). JPY 188.05 buys GBP 1.00: this conversion rate is taken from the latest record for the Invoice Date in the Exchange Rate register. If you wish to change the conversion rate, you can do so (if so allowed by the Prevent Foreign Rate Changes option for the Currency in question), but note that the change will apply to this Invoice only. In general, if the Exchange Rate has changed, you should first go to the System module and enter the relevant Rate before you start the day's invoicing.

Dual-Base System

When you create a new Invoice, the default Currency is shown in the footer will be the Default Base Currency as defined in the Base Currency setting in the System module. You can change to Base Currency 2 if necessary: this has been done in the illustration below.

Invoice: New

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

No.: 970154 Name: Helsinki Trading Co
Customer: 012

Terms Items Currency Delivery Inv. Address Del. Address

Inv. Date: 28/7/2005 Our Ref.:
Pay. Terms: 30 Attn.:
Due Date: 27/8/2005 Salesman: FF
Trans. Date: 28/7/2005 Object:
Service Del. Date: Official Ser. No.:

Item	Qty	Description	Unit Price	%	Sum
1	10105	3	Cassette deck	80.45	241.35
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					

Freight: VAT: 0.00 Sub-Total: 241.35
Currency: EUR Base: 168.00 TOTAL: 241.35

☐ OK

The current conversion rate between the two Base Currencies is shown on the 'Currency' card of the Invoice—

Terms Items **Currency** Delivery Inv. Address Del. Address

Currency: EUR
Base Currency 1: 0.696088
Base Currency 2: 1

In this example, Base Currency 1 is Pounds Sterling (GBP) and Base Currency 2 is the Euro. GBP 0.696088 buys one Euro: this conversion rate is taken from the latest record in the Base Currency Rates setting. If you wish to change the conversion rate, you can do so (if so allowed by the Prevent Base Rate Changes option for the Currency in question), but note that this should

be done before you enter any Items and that the change will apply to this Invoice only. In general, if the Base Rate has changed, you should first go to the System module and enter the relevant Rate before you start the day's invoicing.

Both Systems in Combination

When you create a new Invoice for a Customer with a foreign Currency, the Currency and all conversion rate fields will be filled by FirstOffice as soon as you specify the Customer. The Currency is shown in the footer, taken from the Sales Currency field on the 'Terms' card of the Customer record or from the Default Base Currency (defined in the Base Currency setting in the System module). If the Currency came from the Customer record, you cannot change it. Otherwise, you can substitute any other Currency if necessary.

Invoice: New

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

No.: 970155 Name: Helsinki Trading Co
Customer: 012

Terms Items Currency Delivery Inv. Address Del. Address

Inv. Date: 28/7/2005 Our Ref.:
Pay. Terms: 30 Attn.:
Due Date: 27/8/2005 Salesman: FF
Trans. Date: 28/7/2005 Object:
Service Del. Date: Official Ser. No.:

Item	Qty	Description	Unit Price	%	Sum
1	10105	3 Cassette deck	151.09		453.27
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					

Freight: VAT: 0.00 Sub-Total: 453.27
Currency: FIM Base: 168.00 TOTAL: 453.27

☐ OK

The current conversion rate is shown on the 'Currency' card of the Invoice—

Terms	Items	Currency	Delivery	Inv. Address	Del. Address
Currency: <input type="text" value="FIM"/> Rate: <input type="text" value="5.94573"/> : <input type="text" value=""/> Base Currency 1					
Base Currency 1: <input type="text" value="2.20371"/> :: <input type="text" value="1"/> Base Currency 2					
Base Currency 2: <input type="text" value="1"/>					

In this historical example from a company in The Netherlands, a transitional country, an Invoice has been raised in FIM (Finnish Markka). Base Currency 1 is the home Currency (NLG, Dutch Guilders) and Base Currency 2 is the Euro. The fields on the left show in the form of a ratio the exchange rate between the two Base Currencies (taken from the latest record in the Base Currency Rates setting). Those on the right show the exchange rate between the foreign Currency and Base Currency 2 (taken from the latest record in the Exchange Rate register). The illustration shows the two-stage currency conversion applicable to transactions between two EU countries going through the transitional process of adopting the Euro: the right-hand fields show that FIM 5.94573 buys one Euro (Base Currency 2), while the left-hand fields show that one Euro buys NLG 2.20371 (Base Currency 1, the local Currency), thus establishing a conversion rate between Markka and Guilders.

In this next example suitable for a voluntary user in the UK, the two Base Currencies are GBP and EUR. The Invoice Currency is USD—

Terms	Items	Currency	Delivery	Inv. Address	Del. Address
Currency: <input type="text" value="USD"/> Rate: <input type="text" value="1.7467"/> : <input type="text" value="1"/> Base Currency 1					
Base Currency 1: <input type="text" value="0.696088"/> :: <input type="text" value=""/> Base Currency 2					
Base Currency 2: <input type="text" value="1"/>					

Again, the fields on the left show the conversion rate between the two Base Currencies. This conversion rate will have no effect in the Invoice itself. However, the Nominal Ledger Transaction that results from the Invoice will contain figures in both Base Currencies, calculated using this conversion rate. The fields on the right show the exchange rate between the foreign Currency and Base Currency 1 (i.e. between USD and GBP) that will be used to calculate the prices in the Invoice.

In both examples, you can change the Exchange and/or Base Rates if necessary, (if so allowed by the Prevent Base Rate Changes and Prevent Foreign Rate Changes options for the Currency in question) but note that the change will apply to this Invoice only. In general, if the Exchange Rate or Base Rate has changed, you should first go to the System module and enter the relevant Rate before you start the day's invoicing.

All Methods

When you enter the Items in an Invoice, the prices will be converted from the home to the foreign Currency using the conversion rates shown on the 'Currency' card.

The Base field in the footer area of the screen shows the value of the Invoice (including VAT if appropriate) in the home Currency.

In the TOTAL field, the figure will be rounded according to the rounding rules determined for the Currency in the Currency Round Off setting.

If, once you have entered the Items, you realise that the Currency or conversion rate were not correct, there is no need to delete the Items and start again. Change the Currency or rate as appropriate and select the 'Update Currency Price List Items' function from the Operations menu. This will convert the prices of all Items on the Invoice.

Duplicating Invoices

If you need to duplicate an Invoice and the Exchange Rate has changed since it was raised, the up-to-date rate will be shown on the 'Currency' card of the new Invoice. However, the prices of the Items will not be revised: if you need to update them, save the Invoice and then use the 'Update Currency Price List Items' function from the Operations menu to re-convert the Items' prices.

If the purpose of duplicating the Invoice is to raise a Credit Note, the original Exchange Rate will be brought in to the Credit Note when you enter the number of the Invoice to be credited. This prevents Exchange Rate gains or losses resulting from Credit Notes, and complies with good bookkeeping practice.

Sales Orders

The procedure for entering Sales Orders in Currency is the same as that for Sales Invoices as described above on page 126.

Quotations

If you have the Quotations Value Pack, the procedure for entering Quotations in Currency is the same as that for Sales Invoices as described above on page 126.

Purchase Invoices

The procedure for entering Purchase Invoices in Currency is the same as that for Sales Invoices as described above on page 126, with the default Currency coming from Purchase Currency field on the 'Terms' card of the Customer record for the Supplier in the case of the simple conversion system.

You should enter all figures in Currency (i.e. as they appear on the hard copy sent from the Supplier). If a Nominal Ledger Transaction is created from the Purchase Invoice when you approve it, the figures when transferred to that Transaction will be converted to the home Currency using the conversion rates specified.

Receipts

Both conversion systems add several new fields to the Receipt screen. The following comments apply in the main to both conversion methods: any minor variations are detailed in the text.

When you enter a Receipt, you can apply a separate Currency to each payment listed in the Receipt record. So, you can record all payments received in a single day using a single Receipt record, irrespective of Currency (and of Payment Mode and therefore of Bank Account).

As a default, it is assumed that a payment for an Invoice will be received in the same Currency as that in which the Invoice was issued, so entering an Invoice Number in the grid will bring in the appropriate Currency. The current conversion rates are used and cannot be modified for an individual payment.

Receipt: New

Operations New Duplicate Cancel Save

No.: 9700094 Trans. Date: 28/7/2005 Reference:

Payment Mode: Q Comment: Cheque

	Inv. No.	Customer	Pay.Date	Reference	B.Cur	Bank Amount	R.Cur	Received Val
1	970121	008	28/7/2005		GBP	44.54	USD	77.80
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								

☐ OK Currency: GBP Deposited: 44.54

In the example illustration, a cheque was received made out in USD (US Dollars, the R. Cur or Receipt Currency) and paid into a GBP (Pounds Sterling) bank account (the B. Cur or Bank Currency). If the Bank Currency is the same for each payment on the Receipt, the Deposited figure at the bottom of the screen shows the sum of the payment amounts in that Currency. As a reminder, the Currency of the original Invoice appears as the I. Cur on flip B.

If you are using the Dual-Base system or both systems in combination, the Bank Currency will default to the Default Base Currency as defined in the Base Currency setting in the System module. You can change to Base Currency 2 (Dual-Base system) or any other Currency (both systems in combination) if this is appropriate for the bank account that will receive the payment. The Bank Amount will be recalculated automatically, using the current Base and/or Exchange Rates. If you are using the simple conversion system only, there will be no default in the Bank Currency field, which effectively means your home Currency will be used. You can specify your home Currency for clarity, or you can specify any other Currency if necessary.

In normal circumstances, you should not change the Bank Amount. In the case of partial payments or overpayments, change the Received Value. The Bank Amount will be recalculated automatically by FirstOffice, using the current Base and/or Exchange Rates. If you change the Bank Amount, the Received Value will not be updated automatically, so you should only make such an alteration in exceptional circumstances. Examples might be when you know that the exchange rate that will be levied by the bank is different to the latest rate in FirstOffice, or when you know the exact amount of the Receipt as added to your bank account. Changing the Bank Amount is therefore effectively the same as changing the exchange rate for a single Receipt row. There is an example later in this section.

You can enter bank charges to the Bank Fee field on flip E. You should enter the bank charge figure in the Bank Currency. Such charges will be posted to the Bank Fee Account specified on the 'Debtors' card of the Account Usage S/L setting, as shown below —



	Account	Object	Description	Base 1 Debit	Base 1 Credit	V-Cd
1	700		Bank Charges		5.00	
2	700		Cheque	44.54		
3	750		970121 The American Dream Inc		44.54	
4	500		Bank Charges	5.00		
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						

Difference: 0.00 Total: 49.54 49.54

The following illustration shows the flexibility of the Receipt system. Payment against an Invoice raised in Norwegian Kroner for NOK 2224.50

(GBP 197.40) was received in the form of two cheques, one for NOK 224.50 and one for 281.71 Euros. Both were paid into the GBP bank account—

Receipt: New

Operations   New Duplicate Cancel Save

No.: 9700095 Trans. Date: 28/7/2005 Reference:

Payment Mode: Q Comment: Cheque

	Inv. No.	Customer	Pay. Date	Reference	B. Cur	Bank Amount	R. Cur	Received Val
1	970122	004	28/7/2005		GBP	19.92	NOK	224.50
2	970122	004	28/7/2005		GBP	177.48	EUR	281.71
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								

☐ OK Currency: GBP Deposited: 197.40

Exchange Rate Fluctuations

Often, the Exchange Rate at the time of Invoice will be different to that at the time of Receipt. (This situation is unlikely if you are a transitional user of the Dual-Base system because exchange rates with the Euro are usually fixed during the transitional stage.) Your company will be liable to absorb the profit or loss on the Currency conversion. Because a Receipt always uses the latest Base and Exchange Rates, the calculation of this profit or loss is completely automatic. For example, if you invoice USD 88.56 when USD 1.61 buys one GBP (Base Currency 1), you expect at the time of Invoice to receive 55.01 in the home Currency when the Invoice is paid. However, when you receive the cheque, one GBP buys USD 1.62, so USD 88.56 will then convert to 54.67. When you specify the Invoice Number in the Receipt, 54.67 will be placed automatically in the Bank Amount field—

Receipt: New

Operations:

New Duplicate Cancel Save

No.: 9700096 Trans. Date: 8/7/2005 Reference:

Payment Mode: Q Comment: Cheque

Inv. No.	Customer	Pay.Date	Reference	B.Cur	Bank Amount	R.Cur	Received Val
1 970120	008	8/7/2005		GBP	54.67	USD	88.56
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							

☐ OK Currency: GBP Deposited: 54.67

The loss of 0.34 will be recorded as a Rate Loss and posted to the Rate Loss Account specified on the 'Exchange Rate' card of the Account Usage S/L setting. This is shown in the Nominal Ledger Transaction generated from the Receipt—

Transaction: Inspect

Operations New Duplicate Cancel Save

No.: 9700096 Trans. Date: 8/7/2005 Reference:

Text: Cheque

	Account	Object	Description	Base 1 Debit	Base 1 Credit	V-Cd
1	700		Cheque	54.67		
2	750		970120 The American Dream Inc		55.01	
3	515		Profit/Loss on Exchange	0.34		
4	467		Base Currency Round Off		0.00	
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						

Difference: Total:

In the example, an additional automatic posting to the Base Currency Round Off Account (as specified on the 'Exchange Rate' card of the Account Usage S/L setting) has been included. In the Dual-Base system and when you are using both systems in combination, this is used where necessary to ensure that the debits and credits balance when expressed in Base Currency 2, shown on flip B of the Transaction.

Exchange Rates at the Bank

There will be occasions where the exchange rate used by the bank is not the same as the one you are using in FirstOffice. For example, if you invoice USD 110.00 when USD 1.61 buys one GBP (Base Currency 1), you expect to receive 68.32 in the home Currency when the Invoice is paid. However, when you receive the cheque, you discover that the bank will only add 65.00 to your account. When you enter the Invoice Number in a Receipt, the Received

Value will default to USD 110.00, and the Bank Amount will default to GBP 68.32—

Receipt: New

Operations New Duplicate Cancel Save

No.: 9700097 Trans. Date: 30/6/2005 Reference:
 Payment Mode: Q Comment: Cheque

	Inv. No.	Customer	Pay.Date	Reference	B.Cur	Bank Amount	R.Cur	Received Val
1	970128	008	30/6/2005		GBP	68.32	USD	110.00
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								

☐ OK Currency: GBP Deposited: 68.32

Change the Bank Amount to 65.00 (the Received Value will remain USD 110.00)—

Receipt: New

Operations New Duplicate Cancel Save

No.: 9700097 Trans. Date: 30/6/2005 Reference:

Payment Mode: Q Comment: Cheque

	Inv. No.	Customer	Pay.Date	Reference	B.Cur	Bank Amount	R.Cur	Received Val
1	970128	008	30/6/2005		GBP	65.00	USD	110.00
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								

☐ OK Currency: GBP Deposited: 65.00

When you approve and save the Receipt, the loss of 3.32 will be posted to the Rate Round Off Account specified on the 'Exchange Rate' card of the Account Usage S/L setting—

Transaction: Inspect

Operations:

New Duplicate Cancel Save

No.: 9700097 Trans. Date: 30/6/2005 Reference:

Text: Cheque

	Account	Object	Description	Base 1 Debit	Base 1 Credit	V-Cd
1	700		Cheque	65.00		
2	750		970128 The American Dream Inc		68.32	
3	465		Rate Round Off	3.32		
4	467		Base Currency Round Off	0.00		
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						

Difference: 0.00 Total: 68.32 68.32

Writing Off Small Amounts

This section does not apply to the simple conversion system. It does apply to the Dual-Base system and to the two systems in combination.

When entering a Receipt, the Invoice being paid can be treated as fully paid, even if the amount received is slightly different to that which is outstanding, providing that the difference is within an allowable margin. The difference is posted to a Round Off or Write Off Account, and thus effectively is written off. In line with EMU requirements, different Round Off and Write Off Accounts can be used, depending on whether the Currency is a member of the EMU. The allowable margin can be specified separately for each Currency.

In the example illustrated below, the Write Off Limit for Euros is 0.50, specified in the Automatic Write Off field in the Currency record for the Euro. A cheque is received underpaying an Invoice by 0.35. Specify the

Invoice Number in the Receipt as normal, and change the value in the Received Value field to the cheque amount, again as normal. When you approve the Receipt, the 0.35 is written off (posted to a write-off Account) and the Invoice is treated as fully paid. If the cheque had underpaid the Invoice by 0.65, that amount would have remained outstanding. The Write Off Account and the amount written off (expressed in the Received Currency, Base Currency 2 in this example) are shown in the Roundoff Account and Roundoff fields on flip E of the Receipt. These fields are for information only and can't be modified.

Receipt: Inspect

Operations New Duplicate Cancel Save

No.: 9700098 Trans. Date: 28/7/2005 Reference:

Payment Mode: Q Comment: Cheque

	Inv. No.	Customer	Roundoff Acc	Roundoff	Bank Fee	R. Cur	Received Val
1	970151	012	521	0.35		EUR	10.00
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							

☒ OK Currency: GBP Deposited: 6.30

This is flip B of the resulting Nominal Ledger Transaction, showing the amount written off expressed in both Base Currencies—

Transaction: Inspect

Operations New Duplicate Cancel Save

No.: 9700098 Trans. Date: 28/7/2005 Reference:

Text: Cheque

	Account	Object	Base 1 Debit	Base 1 Credit	Base 2 Debit	Base 2 Credit
1	700		6.30		10.00	
2	750			6.52		10.35
3	521		0.22		0.35	
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						

Difference: 0.00 Total: 6.52 6.52

The Write Off Account is the EMU Rate Write Off Account, one of four Accounts set on the 'Exchange Rate' card of the Account Usage S/L setting. The Write Off Account is chosen from these four Accounts depending on the circumstance as follows—

Write Off Account

used when the Received Currency is the same as the Invoice Currency, and it is not a member of the EMU;

Rate Round Off Account

used when the Received Currency is different to the Invoice Currency, and the Received Currency is not a member of the EMU;

EMU Rate Round Off Account

used when the Received Currency is different to the Invoice Currency, and the Received Currency is a member of the EMU;

EMU Rate Write Off Account

used when the Received Currency is the same as the Invoice Currency, and it is a member of the EMU.

Note that once you have set Automatic Write Off and Round Off Limits in each Currency and have chosen the four Write Off and Round Off Accounts as described above, the process of writing off small amounts is completely automatic. When you receive a cheque whose value is different to the outstanding amount, all you need do is change the Received Value in the Receipt. Processing from then on is automatic: if the difference between the cheque value and the amount outstanding is small, it will be written off; if it is larger, it will remain outstanding.

Payments

Both conversion systems add several new fields to the Payment screen. The following comments apply in the main to both conversion methods: any minor variations are detailed in the text.

When you enter a Payment, you can apply a separate Currency to each row in the Payment record. So, you can record every cheque that you dispatch in a single day in a single Payment record, irrespective of Currency (and of Payment Mode and therefore of Bank Account).

As a default, it is assumed that a payment for an Invoice will be made in the same Currency as that in which the Invoice was issued, so entering an Invoice Number in the grid will bring in the appropriate Currency. The current conversion rates are used and cannot be modified for an individual payment.

Note that you must enter a Payment Date before specifying a Purchase Invoice Number, so that the correct Base and/or Exchange Rate can be chosen. If you specify a Purchase Invoice Number and the Bank Amount is not converted to the home Currency, it will be because the Payment Date field is blank.



Enter a Payment Date before specifying a Purchase Invoice Number.

Payment: New

Operations New Duplicate Cancel Save

No.: 960055 Pay Date: 28/6/2005 Trans. Date: 28/6/2005
 Pay Mode: Q Own Bank A/C: 11223344 Reference:

No.	Supplier	Text	B. Cur	Bank Amount	S. Cur	Sent Value
1	960100	508	Tyrell, Inc	GBP	141.38	USD 227.62
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

☐ Ordered ☐ OK

Currency: GBP Withdrawn: 141.38

In the example illustration, a cheque was issued in USD (US Dollars, the S. Cur or Sent Currency) but paid out of a GBP (Pounds Sterling) bank account (the B. Cur or Bank Currency). If the Bank Currency is the same for each row on the Payment, the Withdrawn figure at the bottom of the screen shows the sum of the payment amounts in that Currency. As a reminder, the Currency of the original Purchase Invoice appears as the PI. Cur on flip B.

If you are using the Dual-Base system or both systems in combination, the Bank Currency will default to the Default Base Currency as defined in the Base Currency setting in the System module. You can change to Base Currency 2 (Dual-Base system) or any other Currency (both systems in combination) if this is appropriate for the bank account that will issue the payment. The Bank Amount will be recalculated automatically, using the current Base and/or Exchange Rates. If you are using the simple conversion system only, there will be no default in the Bank Currency field, which effectively means your home Currency will be used. You can specify your home Currency for clarity, or you can specify any other Currency if necessary.

In normal circumstances, you should not change the Bank Amount. In the case of partial payments or overpayments, change the Sent Value. The Bank Amount will be recalculated automatically by FirstOffice, using the current Base and/or Exchange Rates. If you change the Bank Amount, the Sent Value will not be updated automatically, so you should only make such an alteration in exceptional circumstances. Examples might be when you know that the exchange rate that will be levied by the bank is different to the latest rate in FirstOffice, or when you know the exact amount of the Payment as withdrawn from your bank account. Changing the Bank Amount is therefore effectively the same as changing the exchange rate for a single Payment row. There is an example later in this section.

You can enter bank charges to the Bank Fee field on flip F, so you can register separate bank charges for each cheque. You should enter the bank charge figure in the Bank Currency. Such charges will be posted to the Bank Fee Account specified on the 'Exchange Rate' card of the Account Usage P/L setting, as shown below—

The screenshot shows the 'Transaction: Inspect' window. At the top, there are buttons for 'Operations', 'New', 'Duplicate', 'Cancel', and 'Save'. Below these are fields for 'No.: 960055', 'Trans. Date: 28/6/2005', and 'Reference:'. A 'Text:' field is also present. The main area is a table with columns: Account, Object, Description, Base 1 Debit, Base 1 Credit, and V-Cd. The table contains four rows of data:

	Account	Object	Description	Base 1 Debit	Base 1 Credit	V-Cd
1	800		960100 508 Tyrell, Inc	141.38		
2	700		Cheque		148.88	
3	500		Bank Charges	7.50		
4	467		Base Currency Round Off	0.00		
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						

At the bottom, there are fields for 'Difference: 0.00' and 'Total: 148.88 148.88'.

The following illustration shows the flexibility of the Payment system. Payment against a Purchase Invoice made out in Norwegian Kroner for NOK

2526.65 (GBP 224.21) was issued in the form of two cheques, one for NOK 526.65 and one for 281.71 Euros. Both were paid out of the GBP bank account—

Payment: New

Operations New Duplicate Cancel Save

No.: 960056 Pay Date: 28/6/2005 Trans. Date: 28/6/2005
 Pay Mode: Q Own Bank A/C: 11223344 Reference:

No.	Supplier	Text	B. Cur	Bank Amount	S. Cur	Sent Value
1	960101 004	Oslo Trading Co	GBP	46.73	NOK	526.65
2	960101 004	Oslo Trading Co	GBP	177.48	EUR	281.71
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

☐ Ordered
☐ OK

Currency: GBP Withdrawn: 224.21

Exchange Rate Fluctuations

Often, the Exchange Rate at the time of the Purchase Invoice will be different to that at the time of Payment. (This situation is unlikely if you are a transitional user of the Dual-Base system because exchange rates with the Euro are usually fixed during the transitional stage.) Your company will be liable to absorb the profit or loss on the Currency conversion. Because a Payment always uses the latest Base and Exchange Rates, the calculation of this profit or loss is completely automatic. For example, if you receive a Purchase Invoice for JPY 100000 (Japanese Yen) when JPY 192.867 buys one GBP (Base Currency 1), you expect at that time to pay 518.49 in the home Currency when you issue a payment. However, when you raise the cheque, one GBP buys JPY 193.374, so JPY 100000 will then convert to 517.13. When you specify the Invoice Number in the Payment, 517.13 will be placed automatically in the Bank Amount field—

Payment: New

Operations New Duplicate Cancel Save

No.: 960057 Pay Date: 28/6/2005 Trans. Date: 28/6/2005
 Pay Mode: Q Own Bank A/C: 11223344 Reference:

No.	Supplier	Text	B.Cur	Bank Amount	S.Cur	Sent Value
1	960102 512	Tampopo Noodle Co	GBP	517.13	JPY	100000.00
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

☐ Ordered ☐ OK

Currency: GBP Withdrawn: 517.13

The gain of 1.36 will be recorded as a Rate Gain and posted to the Rate Gain Account specified on the 'Exchange Rate' card of the Account Usage P/L setting. This is shown in the Nominal Ledger Transaction generated from the Payment—

Transaction: Inspect

Operations New Duplicate Cancel Save

No.: 960057 Trans. Date: 28/6/2005 Reference:

Text:



	Account	Object	Description	Base 1 Debit	Base 1 Credit	V-Cd
1	800		960102 512 Tampopo Noodle Co	518.49		
2	515		Profit/Loss on Exchange		1.36	
3	700		Cheque		517.13	
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						

Difference: 0.00 Total: 518.49 518.49

Exchange Rates at the Bank

There will be occasions where the exchange rate used by the bank is not the same as the one you are using in FirstOffice. For example, if you receive a Purchase Invoice for USD 110.00 when USD 1.61 buys one GBP (Base Currency 1), you expect at the time of Invoice to pay out 68.32 in the home Currency. However, when you issue the cheque, you discover that the bank will only take 65.00 from your account. When you enter the Invoice Number in a Payment, the Sent Value will default to USD 110.00, and the Bank Amount will default to GBP 68.32—

Payment: New

Operations   New Duplicate Cancel Save

No.: 960058 Pay Date: 28/6/2005 Trans. Date: 28/6/2005
 Pay Mode: Q Own Bank A/C: 11223344 Reference:

No.	Supplier	Text	B.Cur	Bank Amount	S.Cur	Sent Value
1	960103 508	Tyrell, Inc	GBP	68.32	USD	110.00
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

☐ Ordered ☐ OK

Currency: GBP Withdrawn: 68.32

Change the Bank Amount to 65.00 (the Sent Value will remain USD 110.00)—

Payment: New

Operations New Duplicate Cancel Save

No.: 960058 Pay Date: 28/6/2005 Trans. Date: 28/6/2005
Pay Mode: Q Own Bank A/C: 11223344 Reference:

No.	Supplier	Text	B. Cur	Bank Amount	S. Cur	Sent Value
1	960103	508	Tyrell, Inc	GBP	65.00	USD 110.00
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

☐ Ordered ☐ OK Currency: GBP Withdrawn: 65.00

When you approve and save the Payment, the gain of 3.32 will be posted to the Rate Round Off Account specified on the 'Exchange Rate' card of the Account Usage P/L setting—

Transaction: Inspect

Operations

No.: 960058 Trans. Date: 28/6/2005 Reference:

Text:

	Account	Object	Description	Base 1 Debit	Base 1 Credit	V-Cd
1	800		960103 508 Tyrell, Inc	68.32		
2	700		Cheque		65.00	
3	465		Rate Round Off		3.32	
4	467		Base Currency Round Off		0.00	
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						

Difference: Total:

Nominal Ledger Transactions

When Nominal Ledger Transactions are created automatically (for example, from Invoices or Receipts), the conversion rates used will be taken from the Sub System transaction. If you are using the simple conversion method, figures in the Nominal Ledger are stored both in the home Currency and, if appropriate, in the foreign Currency used in the Sub System transaction. If you are using the Dual-Base method, all figures in the Nominal Ledger are stored in both Base Currencies. If you are using both methods in combination, figures are stored in both Base Currencies and, if appropriate, any third Currency.

This section describes the entering of Nominal Ledger Transactions directly to the Transaction register. Both conversion methods add new flips to the grid on the Transaction screen. In the case of Transactions solely in the home

Currency, you can ignore these new flips and simply enter the amounts to the Debit and Credit fields on flip A.

Note: if you need to duplicate a Transaction and the Exchange or Base Currency Rate has changed since it was entered, the up-to-date rate will not be shown in the new Transaction. This is correct if the purpose of duplicating the Transaction is to reverse it. Otherwise, you will need to enter the journal postings again in order to use the latest rates.



When you enter a figure in a Transaction row for the first time, figures converted to Currency will be placed in the appropriate fields automatically. For example, if you enter a figure in your home Currency, figures in the foreign Currency and/or Base Currency 2 (depending on whether you are using the simple conversion system and/or Dual-Base system respectively) will be brought in automatically. However, if you change an existing figure in a Transaction row, the other figures will not be updated. This allows you to overrule the standard conversion rate. This feature means you should be careful when duplicating Transactions and then changing values. Instead, it is recommended that you enter the journal postings again, as mentioned in the previous paragraph.

Simple Conversion System

In the following example the company has a JPY (Japanese Yen) bank account. The home Currency is GBP. The following Transaction is entered showing a sales transaction paid in JPY. The Sales Account is a normal sales account in GBP.

In the Transaction, enter the Yen Account number on flip A and the Currency on flip B. The current Exchange Rate is then brought in by FirstOffice and is visible on flip C. If you wish to change the Exchange Rate, you can do so (if so allowed by the Prevent Foreign Rate Changes option for the JPY Currency record), but note that this should be done before you enter any amounts and that the change will apply to this Transaction row only.

Transaction: New

Operations   New Duplicate Cancel Save

No.: 2036 Trans. Date: 29/7/2005 Reference:

Text:

	Account	Object	Currency	From Rate	To Rate
1	704		JPY	100	0.518492
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					

Difference: 0.00 Total:

Flip A B C

To enter a debit or credit amount, go to flip B and use the Cur. Debit or Cur. Credit fields. A figure converted to the home Currency will be placed in the Debit or Credit field as appropriate. Alternatively, enter an amount in your home Currency in the Debit or Credit field and a figure converted to the foreign Currency will be placed automatically in the Cur. Debit or Cur. Credit field.

Transaction: New

Operations New Duplicate Cancel Save

No.: 2036 Trans. Date: 29/7/2005 Reference:

Text:

	Account	Object	Debit	Credit	Currency	Cur. Debit	Cur. Credit
1	704		66.60		JPY	12844.94	
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							

Difference: 66.60 Total: 66.60 0.00

Account 100 is a normal Sales Account in the home Currency. On the second row, enter the Account number as usual, and then select 'Balance Transaction' from the Operations menu. The converted GBP amount will be placed in the Credit field (visible on flips A and B)—

	Account	Object	Debit	Credit	Curncy	Cur.Debit	Cur.Credit
1	704		66.60		JPY	12844.94	
2	100			66.60	GBP		
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							

Difference: 0.00 Total: 66.60 66.60

If necessary, you can enter your home Currency in the Currency field for clarity, as shown in the illustration.



Dual-Base System

The Dual-Base conversion system allows you to enter Transactions in Base Currency 1 or 2 as required. In the following example the company has a Euro bank account. The home Currency (Base Currency 1) is the Pound Sterling (GBP) and Base Currency 2 is the Euro. The following Transaction is entered showing a sales transaction paid in Euros. The Sales Account is a normal sales account in GBP.

In the Transaction, enter the Euro Account number on flip A and go to flip C to check the conversion rates, which will be brought in by FirstOffice. In the example, the Base Rate 1 and 2 fields show that one Euro buys GBP 0.696088. If you wish to change the rates, you can do so (if so allowed by the

Prevent Base Rate Changes option in the Euro Currency record), but note that this should be done before you enter any amounts and that the change will apply to this Transaction row only.

Transaction: New

Operations   New Duplicate Cancel Save

No.: 2037 Trans. Date: 22/6/2005 Reference:

Text:

	Account	Object	Description	Base Rate 1	Base Rate 2
1	703		Bank Current Account - Euro	0.696088	1
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					

Difference: Total:

To enter a debit or credit amount in Euros, go to flip B and use the Base 2 Debit or Base 2 Credit field as appropriate. A figure converted to Base Currency 1 will be placed in the Base 1 Debit or Credit field as appropriate.

Transaction: New

Operations New Duplicate Cancel Save

No.: 2037 Trans. Date: 22/6/2005 Reference:

Text:

	Account	Object	Base 1 Debit	Base 1 Credit	Base 2 Debit	Base 2 Credit
1	703		69.61		100.00	
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						

Difference: 69.61 Total: 69.61 0.00

Account 100 is a normal Sales Account in the home Currency. On the second row, enter the Account number as usual, and then select 'Balance Transaction' from the Operations menu. The converted GBP amount will be placed in the Base 1 Credit column, visible on flips A and B—

Transaction: New

Operations New Duplicate Cancel Save

No.: 2037 Trans. Date: 22/6/2005 Reference: Text:

	Account	Object	Description	Base 1 Debit	Base 1 Credit	V-Cd
1	703		Bank Current Account - Euro	69.61		
2	100		Sales Type 1		69.61	1
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						

Difference: 0.00 Total: 69.61 69.61

Balancing

All Transactions should balance in both Base Currencies. If a Transaction does not balance in Base Currency 1, you will not be able to save it. If it is balanced in Base Currency 1 but not Base Currency 2, the Base 2 Credit figure in the final row will be adjusted when the Transaction is saved. If you want to prevent this adjustment, add a final balancing row that posts to a Base Currency Round Off Account. This row should—

- have zero amounts in the Base 1 Debit and Credit fields; and
- use a Base Rate of 0 Base Currency 1 to 1 Base Currency 2.

Both Systems in Combination

If you are using both the simple conversion system and the Dual-Base system in combination, the Transaction window will have four flips. You can enter Transactions as described in the previous two sections, using flip B if you need to enter values in Base Currency 2 and flip D if you need to enter values in a third Currency. All values will be stored in both Base Currencies, and in a third Currency as well if necessary. The conversion rate between the two Base Currencies is on flip C, while the Exchange Rate to a third Currency and the Currency field itself are on flip D.

Stock

Goods Receipts

Both conversion systems add a new 'Currency' card to the Goods Receipt screen. This is the same as the new 'Currency' card added to the Invoice screen: please refer to the 'Invoices' section above on page 126 for details about adding and changing Base and Exchange Rates.

The example Goods Receipt illustrated below is priced in US Dollars (USD)—

Goods Receipt: New

Operations

No.: 153 Trans. Date: 31/8/2005 ☐ Price Incl VAT
 Sup.No.: 508 Name: Tyrell, Inc

Comment Items Currency

Comment:

Item	Qty	Description	Unit Price	Cost	Cost Price
1 10105	3	Cassette deck	51.84		28.79712
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					

☐ OK Qty: 3.00 Freight: 0 Customs: 0 Cost Price: 86.39

When you enter the Items in a Goods Receipt, the prices will be brought in as follows—

Simple Conversion System

If you have the Purchase Orders Value Pack and there is a record in the Purchase Items setting for the Supplier/Item combination, the price in that Purchase Item is treated as being in your home Currency, unless you have specified a Currency in the Purchase Item itself. So, if the Currency of the Goods Receipt is the same as that of the Purchase Item, the price will be brought in without conversion. If the two Currencies are different, the price will be converted to the Currency of the Goods Receipt.

Otherwise, the Cost Price from the Item register will be used. This will be converted from the home to the foreign Currency using the conversion rates shown on the 'Currency' card. Cost Prices in the Item register are treated as being in your home Currency.

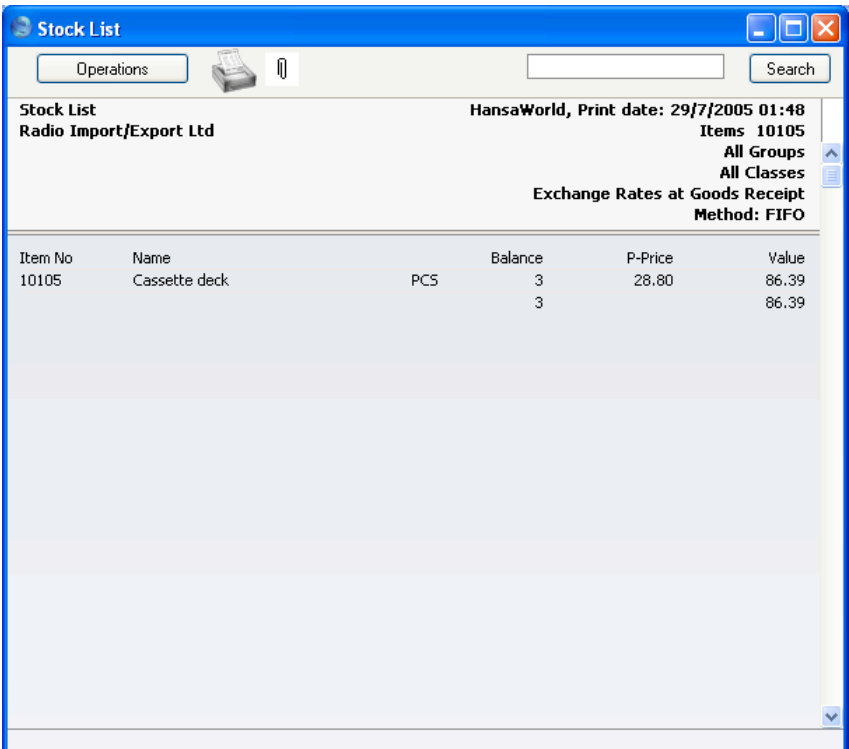
Dual-Base System All prices in the Item register and Purchase Items setting should be in the Default Base Currency, so they will be converted to Base Currency 2 if this is the Currency of the Goods Receipt.

If you wish to change the conversion rates, you can do so (if so allowed by the Prevent Base Rate Changes or Prevent Foreign Rate Changes options in the relevant Currency record), but note that this should be done before you enter any Items and that the change will apply to the particular Goods Receipt only. In general, if the Base and/or Exchange Rate has changed, you should first go to the System module and enter the relevant Rate before you start entering the day's Goods Receipts.

The Unit Price column in the grid contains figures in the Currency of the Goods Receipt, while the Cost Price column (the price per unit including any extra costs) contains figures in your home Currency. The Cost Price field in the footer (Unit Price including extra costs x Quantity) is also in your home Currency.

If you need to enter Customs, Freight and other Extra Costs, these should all be in your home Currency.

Once you have approved and saved a Goods Receipt in Currency, the Items are received into stock in the usual way, with FIFO values in your home Currency. This Stock List shows the result of the Goods Receipt illustrated above—



Item No	Name	PCS	Balance	P-Price	Value
10105	Cassette deck	3	3	28.80	86.39

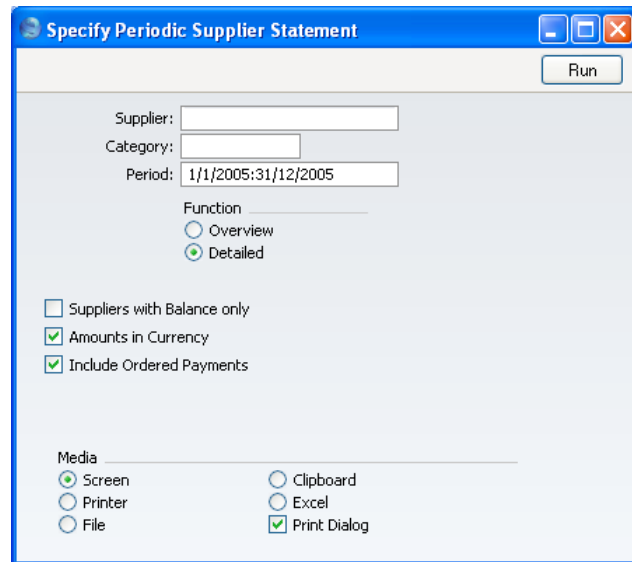
Purchase Orders

If you have the Purchase Orders Value Pack, the procedure for entering Purchase Orders in Currency is the same as that for Goods Receipts described above on page 159. In the simple conversion system, prices taken from the Purchase Items setting are again treated as being in your home Currency (unless you have specified a Currency in the Purchase Item itself), while Cost Prices taken from the Item register are treated as being in your home Currency. In the Dual-Base system, prices in the Item register and the Purchase Items setting are all treated as being in Base Currency 1.

Reports and Exports

Simple Conversion System

The Currencies Value Pack adds a new option to the Periodic Supplier Statement report in the Purchase Ledger. Please refer to the 'Purchase Ledger' chapter in Volume 2 for full details of this report.



The image shows a Windows-style dialog box titled "Specify Periodic Supplier Statement". It contains several input fields and checkboxes. The "Supplier:" field is empty. The "Category:" field is empty. The "Period:" field contains the date range "1/1/2005:31/12/2005". Under the "Function" section, the "Overview" radio button is selected. Under the "Media" section, the "Screen" radio button is selected. There are three checkboxes: "Suppliers with Balance only" (unchecked), "Amounts in Currency" (checked), and "Include Ordered Payments" (checked). A "Run" button is located in the top right corner.

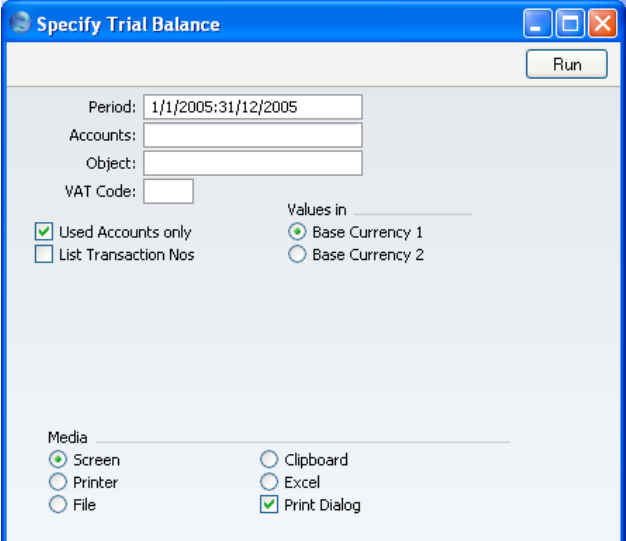
Field/Option	Value/State
Supplier:	
Category:	
Period:	1/1/2005:31/12/2005
Function	Overview
Suppliers with Balance only	Unchecked
Amounts in Currency	Checked
Include Ordered Payments	Checked
Media	Screen
Clipboard	Unselected
Printer	Unselected
Excel	Unselected
File	Unselected
Print Dialog	Checked

Amounts in Currency

The outstanding amount from each Purchase Invoice can be shown in the home currency (converted using the Exchange Rate shown on the Purchase Invoice) or, if this check box is switched on, in the Currency of the Invoice.

Dual-Base System

If you have the Dual-Base Currency Value Pack, many reports and export functions in the Nominal Ledger can be produced in either Base Currency. The specification window for each report contains options where this choice can be made (shown is that for the Trial Balance)—



The image shows a Windows-style dialog box titled "Specify Trial Balance". It contains several input fields and groups of radio buttons and checkboxes. The "Period" field is set to "1/1/2005:31/12/2005". The "Accounts:", "Object:", and "VAT Code:" fields are empty. There are two groups of radio buttons: "Values in" with "Base Currency 1" selected, and "Media" with "Print Dialog" selected. There are also two checkboxes: "Used Accounts only" (checked) and "List Transaction Nos" (unchecked). A "Run" button is in the top right corner.

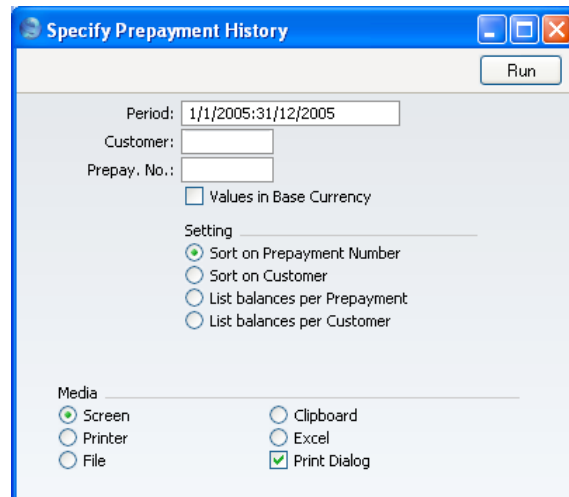
Period: 1/1/2005:31/12/2005	
Accounts:	
Object:	
VAT Code:	
<input checked="" type="checkbox"/> Used Accounts only	<input checked="" type="radio"/> Base Currency 1
<input type="checkbox"/> List Transaction Nos	<input type="radio"/> Base Currency 2
Media	
<input checked="" type="radio"/> Screen	<input type="radio"/> Clipboard
<input type="radio"/> Printer	<input type="radio"/> Excel
<input type="radio"/> File	<input checked="" type="checkbox"/> Print Dialog

Use the Values In options to choose the Base Currency to be used in the report. These options are available in the following reports and export functions—

- Analytical Balance
- Balance Sheet
- Daily Balances
- Nominal Ledger Report
- Profit & Loss
- Trial Balance
- Monthly Balances Export
- Trial Balance Export

The Dual-Base Currency Value Pack also adds a new option to the Prepayment History report in the Sales and Purchase Ledgers. Please refer to

the 'Sales Ledger' and 'Purchase Ledger' chapters in Volume 2 for full details of this report.



The image shows a Windows-style dialog box titled "Specify Prepayment History". 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 contains several input fields and options:

- Period:** A text box containing "1/1/2005:31/12/2005".
- Customer:** An empty text box.
- Prepay. No.:** An empty text box.
- Values in Base Currency:** A checkbox that is currently unchecked.
- Setting:** A group box containing four radio buttons:
 - ☒ Sort on Prepayment Number
 - ☐ Sort on Customer
 - ☐ List balances per Prepayment
 - ☐ List balances per Customer
- Media:** A group box containing six radio buttons:
 - ☒ Screen
 - ☐ Printer
 - ☐ File
 - ☐ Clipboard
 - ☐ Excel
 - ☒ Print Dialog

Values in Base Currency

By default, figures in the report are shown in Currency, with only a total being shown in Base Currency 1. Use this option if you would like all figures to be shown in Base Currency 1.

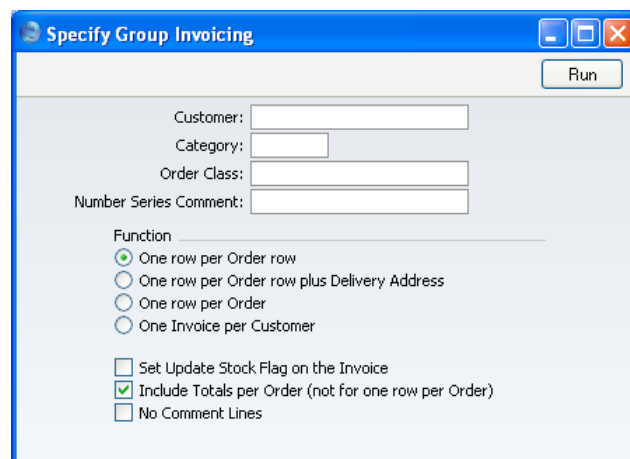
***HansaWorld
FirstOffice
Professional***

***Group
Invoicing***

Chapter 5: Group Invoicing

The Group Invoicing Value Pack adds one Maintenance function to the Sales Support module. This function allows you to create Invoices in batches. It finds all approved but uninvoiced Deliveries and creates appropriate Invoices, which are saved in an unapproved state. Each Invoice will contain a reference to the Order to which it pertains. If several Deliveries to the same Customer, perhaps from different Orders, require invoicing, they will be grouped together on a single Invoice, providing those Orders have the same Payment Terms. Otherwise, a separate Invoice will be created for each Payment Term used. You can approve all Invoices thus created in a single step, by highlighting them in the 'Invoices: Browse' window and selecting 'OK' from the Operations menu. Remember that if you wish to change any of the Invoices, you must do so before they are approved. You can also print the Invoices in a single batch, using the 'Documents' function on the File menu or the [Documents] button in the Master Control Panel having first selected 'Sales Ledger' using the [Select Module] button in the Master Control panel. Approving and printing are covered in more detail in the 'Sales Ledger' chapter in Volume 2 of this manual.

Selecting the 'Group Invoicing' function brings up the following dialogue box—



The dialog box titled 'Specify Group Invoicing' contains the following fields and options:

- Customer: [Text Field]
- Category: [Text Field]
- Order Class: [Text Field]
- Number Series Comment: [Text Field]
- Function:
 - ☒ One row per Order row
 - ☐ One row per Order row plus Delivery Address
 - ☐ One row per Order
 - ☐ One Invoice per Customer
- ☐ Set Update Stock Flag on the Invoice
- ☒ Include Totals per Order (not for one row per Order)
- ☐ No Comment Lines

A 'Run' button is located in the top right corner.

This enables you to limit the Invoice creation to a single Customer or Customer Category or a range of Customers (specify two Customer Numbers, separated by a colon). You can use 'Paste Special' if necessary. Leave the fields blank if you do not need to restrict the Invoice creation to particular

Customers. The function options allow you to control the appearance of the Invoice and are self-explanatory.

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

An example of an Invoice created with this function is shown below.

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

- No.:** 970151 **Name:** Against All Odds Trading Co
- Customer:** 001
- Operations:** New, Duplicate, Cancel, Save
- Terms:** Inv. Date: 1/8/2005, Pay. Terms: 30, Due Date: 31/8/2005, Trans. Date: 1/8/2005, Service Del. Date: 23/6/2005
- Our Ref.:** **Attn.:** Joseph Conrad **Salesman:** JNW **Object:** **Official Ser. No.:**
- Items:**

Item	Qty	Description	Unit Price	%	Sum
1					
2		Order 991007 / Customer 001, Against All Odds Trading Co			
3	10101	1 Transistor radio	10.00		10.00
4		-----			
5		Total: 10.00			
6					
7		Order 991014 / Customer 001, Against All Odds Trading Co			
8	10102	1 Stereo cassette radio	29.00		29.00
9		-----			
10		Total: 29.00			
11					
12		Order 991034 / Customer 001, Against All Odds Trading Co			
- Freight:** **VAT:** 34.70 **Sub-Total:** 219.00 **TOTAL:** 253.70
- ☐ OK

Note that the Order Number field on the 'Delivery' card of a Group Invoice will be empty. This is because more than one Order can contribute to a single Group Invoice. Instead, Order Numbers will appear in the grid, as shown in the illustration above. One implication of this is that the 'Recalculate Orders' Maintenance function in the Sales Support module should not be applied to Orders that have been included in a Group Invoice. Group Invoices cannot be found by this function when it recalculates the Invoiced Quantity. On the other hand, if you remove an Order from a Group Invoice before approving that Invoice, you should run the 'Recalculate Orders' function for that Order to set the Invoiced Quantity back to zero.

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Chapter 6: Languages

Introduction

This chapter describes the Languages part of the Currencies, Languages and Advanced Pricing Value Pack. If you have this Value Pack, you can print documents such as Orders, Invoices and Quotations in the Language of the Customer or Supplier, with appropriate translations of Item names, Payment Terms, etc, and using different Forms.

To set up such a system, follow these steps —

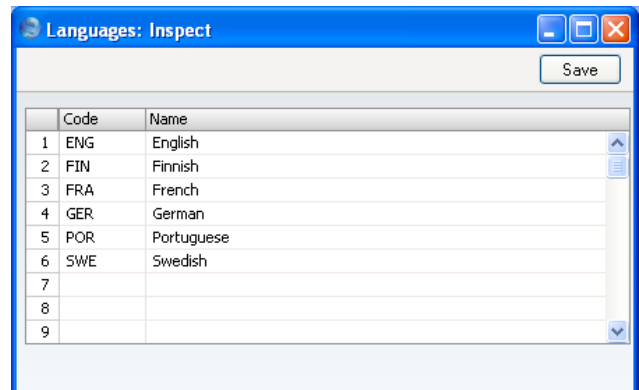
1. Enter the Languages used in your business using the Languages setting in the System module.
2. For each Customer and Supplier, enter the appropriate Language to the field on the 'Company' card of the Customer screen, using 'Paste Special' if necessary.
3. Enter translations as necessary in the following settings and registers: Items, Delivery Modes, Delivery Terms, Payment Terms and Units.
4. Using the Form register in the System module, design as many Forms as necessary in the various Languages. These should include Orders, Invoices of all kinds (including Proforma and Interest Invoices), Delivery Notes, Remittance Advices, Quotations (if you also have the Quotations Value Pack) and Purchase Orders (if you also have the Purchase Orders Value Pack).
5. Using the 'Define Document' function in each module, specify when each Form is to be used.

These steps are now described in full.

The Languages Setting

This setting in the System module allows you to define foreign Languages. You can then assign Language Codes to Customers and Suppliers. This will ensure the correct Forms are used: e.g. French invoice forms to French customers, Finnish documents for Finnish customers etc. In addition, you can use Language Codes to show the correct translations of Item Names, Payment Terms, Delivery Terms, etc. on printed documentation.

To open the Languages setting, ensure you are in the System module using the [Select Module] button in the Master Control panel and click the [Settings] button, also in the Master Control panel. The 'Settings' list opens: double-click 'Languages'. The 'Languages: Inspect' window opens, listing the Languages that have already been entered —



To enter a new Language, you can simply enter a Language Code and Name on the first blank line and click [Save] to save and close. However, to make Language selection easier, it is recommended that you enter Languages in alphabetical order, as shown in the illustration. If you need to insert a row to maintain this order, click on the row number where the insertion is to be made and press Return. When you come to choose a Language using the 'Paste Special' function, the Languages will be shown in the selection list in the same order that you have used here. Click the close box to close without saving changes.

Customers and Suppliers

Once you have defined your Languages as described above, you should assign the appropriate Language to your Customers and Suppliers. Look at each Customer and Supplier in turn and specify a Language in the field on the ‘Company’ card—

Customer: Inspect

Operations New Duplicate Cancel Save

No.: 007 Cust. Category: ☒ Customer ☐ Supplier
 Short: Supp. Category:
 Name: Du Pont et cie
 Department:

Contact Delivery Terms **Company**

Comment:
 Order Com.:
 Warning on Sales:
 Warning on Purch.:
 Language: FRA

VAT Zone
☐ Domestic
☒ Inside EU
☐ Inside EU (Post VAT)
☐ Outside EU
☐ Outside EU (Post VAT)

☐ Closed
☒ Reminders
☒ Interest
☐ On Account

Type
☒ Company
☐ Person

Reg.No.1: Reg.No.2:
 VAT Reg No.: Price List:
 Salesman: JNW Freight No.:
 Bank Account: Bank 2:
 Account Operator: Sort Code:

Use the ‘Paste Special’ function to help ensure the Language Code is spelt correctly. There is no need to specify a Language for Customers and Suppliers that use the same Language as you.

Translations

Settings

Once you have defined your Languages and assigned them to your Customers and Suppliers as described above, you can then enter translations as necessary in the following settings and registers: Items, Delivery Modes, Delivery Terms, Payment Terms and Units.

Open each of these records in turn. The Languages Value Pack adds to these records a table where you can enter translations of the Comment or Name. As an example, this is the Delivery Terms screen —

	Language	Text
1	SWE	Fritt mottagaren
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		

Use this table to enter various translations of the Delivery Term Comment, which will be printed on documentation printed from Orders and Invoices. Specify a Language in the first column using 'Paste Special' if necessary, and the appropriate translation in the second column. There is no need to enter a row for your home Language.

If you have specified a Language in an Order or Invoice, or one was brought in when you specified a Customer, that Language will determine the translation that will be printed in all documentation. If you do not specify a Language, the text entered in the Comment field will be printed.

Items

The Languages Value Pack adds a Language field to the grid on the ‘Texts’ card of the Item screen—




	Language	Text
1	SWE	Högtalare
2	SWE	Måste säljas med kablar
3	FRA	Haut-parleurs
4	FRA	Exigent câblage
5		Require cabling
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		

Use this table to enter various translations of the name of the Item (i.e. of the text entered into the Description field in the header). Specify a Language in the first column using ‘Paste Special’ if necessary, and the appropriate translation in the second column. When you include the Item to Quotations, Orders or Invoices, the Language of the Quotation, Order or Invoice will determine which translation is used. There is no need to enter a row for your home Language.

You can also use this table to enter extended comments about the Item, such as a detailed specification, which will also appear on Quotations, Orders and Invoices. To do this, again enter the appropriate Language (or leave the Language column blank for comments in your home Language) and enter the text, taking up as many rows as necessary. If you want to enter a translation of the Item Name and a comment or specification in the same Language, enter the translation first, as shown in the illustration.

An example Invoice made out to a Swedish Customer is illustrated below. The translation of the Item Name and an extra comment have been brought in from the 'Texts' card of the Item illustrated above.

Invoice: New

Operations    New Duplicate Cancel Save

No.: 970152 Name: Magic Flute Systems
Customer: 014

Terms Items Currency Delivery Inv. Address Del. Address

Inv. Date: 1/8/2005 Our Ref.:
Pay. Terms: Attn.:
Due Date: Salesman: FF
Trans. Date: 1/8/2005 Object:
Service Del. Date: Official Ser. No.:

Item	Qty	Description	Unit Price	%	Sum
1 10104	1	Högtalare	200.00		200.00
2		Måste säljas med kablar			
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					

Freight: VAT: 0.00 Sub-Total: 200.00
Currency: SEK Base: 17.00 TOTAL: 200.00

☐ OK

When the Invoice is printed, it will be with the Swedish translations of the Item Names, Units, Payment Terms, Delivery Terms and Delivery Mode.

Reminder Texts

The Languages Value Pack also adds a Language field to the Reminder Texts setting—

Reminder Texts: Inspect

Language: ENG

Comment: English Version

Reminder 1: We would be grateful to receive your remittance
as soon as possible.

Reminder 2: Please remit by return.

Reminder 3: Please remit in the next seven days pending legal action.

This allows you to enter a set of Reminder Texts for each Language. When you print a Reminder from an Invoice, its message will be in the Language of the Invoice (shown on the 'Delivery' card).

It can be useful to enter a set of Reminder Texts with a blank Language field. This set will be used for Invoices with no Language, and for Invoices with a Language for which there are no Reminders. For example, if the Language of an Invoice is German and you have no German set of Reminder Texts, the set of Reminder Texts with a blank Language field will be used.

Reminders are described in the 'Sales Ledger' chapter in Volume 2 of these manuals.

Printing Documents in Different Languages

Providing you have carried out the work described above, when you print a document it will contain the correct translations of Item Names, Units, Payment Terms, Delivery Terms and Delivery Modes for the Language of the Customer or Supplier. This will be automatic, so there is no need to design a separate Form for this purpose. Nevertheless, you will need to design separate Forms for each Language, because the text objects (e.g. the title and column headings) on each Form need to be translated. It might also be necessary to redesign a Form to comply with local law or convention in the destination country.

The example described below imagines you to have two different invoice layouts, one for English language customers, and one for French customers. You can design these invoice layouts, named, for example, INVENG and INVFRE, using the Form register in the System module. Full details of this design process can be found in the 'System Module' chapter in Volume 1 of these manuals. You should use the same fields in the INVENG and INVFRE Forms, but change the text objects as necessary.

Once you have designed the Forms, you should specify when each one is to be used, as follows—

1. Select the Sales Ledger module using the [Select Module] button in the Master Control panel.
2. Click the [Documents] button in the Master Control panel. The 'Documents' list window is opened showing a list of available documents. Highlight 'Invoices'.
3. Select 'Define Document' from the Operations menu. Specify INVENG as the Form on the first row and INVFRE as the Form on the second row—

Seq	Lang	Form
1		INVENG
2	FRA	INVFRA
3	SWE	INVSWWE
4		
5		
6		
7		
8		
9		

In the first row, enter the name of the default Invoice for your local Customers (“INVENG”). Use the ‘Paste Special’ feature to see the available forms in your Forms register and to ensure the spelling is correct. On the second line, specify French as the Language and the French Invoice (“INVFRE”) as the Form. This Form will be used for all French Customers (i.e. those Customers who have been assigned the French Language on the ‘Delivery’ card). In the example, we have also specified that the “INVSWE” Form will be used for Swedish Customers. The “INVENG” Form will be used for Customers with any other Language.

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

This process can be repeated for almost all documents as required

‘Define Document’ and Delivery Mode

In many cases, you can also enter a Delivery Mode in the Language field in the ‘Define Document’ window. This permits different Forms to be used depending on the Delivery Mode. You can only use this feature when the record to be printed contains a Delivery Mode field (e.g. it can be used with Invoices, Orders, Quotations, Deliveries and Purchase Orders, but not Receipts and Payments).

Transactions

Once you have carried out the configuration work described in the previous sections, all documents will be printed in the correct Language automatically. In the case of Purchase Invoices and Orders and, if you have the appropriate Value Packs, Quotations, Purchase Orders and Customer Letters, each record contains a Language field. This means you can change the Language in an individual record if necessary. This field will determine the choice of Form and the translation of Item Names, Payment Terms, etc. In the case of Deliveries, Receipts and Payments, there is no Language field, so the choice of Form will depend on the Language of the Customer or Supplier.

Values in Text

Many documents can be printed with amounts in words, rather than figures. This will most commonly be required when printing cheques. The words can be printed in different Languages, so you need to inform FirstOffice of the words and rules to be used for each one. You should do this using the Values in Text setting, which is part of the Languages Value Pack and which can store a separate record for each Language.

Double-click 'Values in Text' in the 'Settings' list in the System module to open the 'Values in Text: Browse' window. This contains a list of the records already entered to this setting, one for each Language. Double-click on a line to open the edit window, or click the [New] button to create a new record.

When the record is complete, click the [Save] button in the Button Bar to save it, or use the close box to close it without saving changes.

Card 1

The screenshot shows the 'Values in Text: Inspect' window. At the top, there are buttons for 'New', 'Duplicate', 'Cancel', and 'Save'. Below these, the 'Language' is set to 'ENG' and the 'Comment' is 'English'. There are two tabs, '1' and '2', with '1' selected. The main area contains a grid of text boxes for defining numerical values in words. The grid is organized as follows:

Billions 1:	billion	2-4:	billion	5-9:	billion	Tens:	billion
Millions 1:	million	2-4:	million	5-9:	million	Tens:	million
Thousands 1:	thousand	2-4:	thousand	5-9:	thousand	Tens:	thousand
Hundreds 1:	one hundred	2:	two hundred	3:	three hundred	Hund. 1(Single):	one hundred
Hundreds 4:	four hundred	5:	five hundred	6:	six hundred		
Hundreds 7:	seven hundred	8:	eight hundred	9:	nine hundred		

Enter a Language Code: FirstOffice will prevent you from entering more than one record for a particular Language. Use 'Paste Special' if necessary. Complete the remaining fields as shown in the illustration. Note how Hundreds are treated differently in that there is a separate field for each one and in each case you should type in the word for the number of Hundreds as well as the word "Hundred" itself. The Hund .1 (Single) field is used for one hundred when it's not followed by any tens or units (e.g. 100.00, 2100.00, 100.10), while the Hundreds 1 field is used at other times (e.g. 110.00, 101.00 and 2110.00).

Card 2

Language: ENG Comment: English

1 2

	Text up to a Hundred
1	one
2	two
3	three
4	four
5	five
6	six
7	seven
8	eight
9	nine
10	ten
11	eleven
12	twelve
13	thirteen
14	fourteen
15	fifteen
16	sixteen
17	seventeen
18	eighteen
19	nineteen
20	twenty
21	twenty one

Hundreds and Tens Conjunction: and

Decimals Conjunction : and

Trailing Text: only

Zero: zero

Print Currency

☒ After the Value

☐ Before the Value

The Minor Currency In

☐ Numbers

☒ Text

☐ Cut Decimals

Text up to a Hundred

Use this grid to enter words for each number between one and 99.

In Languages that do not have genders, use the left-hand column only, as shown in the illustration. In Languages where each number has separate masculine and feminine forms to agree with Currency names of different genders, enter the masculine form in the left-hand column and the feminine form in the right-hand column.

Hundreds and Tens Conjunction

Enter here the word that is to appear between the hundreds and the tens in any amount. In English, the word “and” is used (for example, one hundred and twenty).

Decimals Conjunction

Enter here the word that is to appear between the Major and Minor Currency amounts. In English, it is not necessary to have such a word, so the field can be left blank (for example five pounds forty pence, or five pounds and forty pence to illustrate where the word would appear, if one were specified).

Trailing Text

Enter here any text that is to appear after the amount. For example, some users might require the word “only” to appear after the amount on their cheques.

Zero

Enter here the word to be used for zero.

Print Currency

Use these options to specify whether the word for the Currency appears before the amount or after it. In the latter case, it will appear before the Minor Currency amount. For example, £5.40 can be written as pounds five forty pence or as five pounds forty pence. The word for the Currency itself (“pounds” in the example) will be taken from the Currency register, also in the System module.

The Minor Currency In

The Minor Currency is the one hundredth part of the Currency (for example, pence, cents or öre). Use this option to specify whether the amount is to appear in words or figures. Note that the word for the Minor Currency is not entered here but in the Currency register, also in the System module.

Cut Decimals

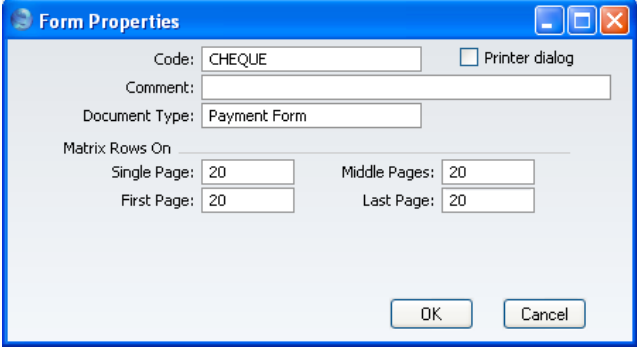
Check this box if you do not want Minor Currency amounts to be printed. For example, if you check this box, an amount of £5.40 will be printed as five pounds. Unlike the other fields and check boxes described above, this option affects amounts both in words and in figures. You should only use it with Currencies where there are no Minor Currency values e.g. in Byelorussia.

Including Amounts in Words in Documents

When it is necessary to include amounts in words as defined in this setting in a document, follow these steps—

1. In the System module, open the Form register by clicking the [Forms] button in the Master Control panel.

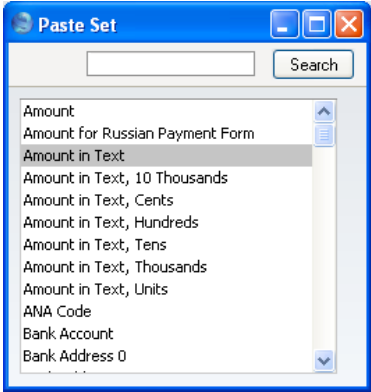
2. A list of Forms is opened. Find the one that is to feature the amount in words and double-click, or click [New] in the Button Bar to create a new one.
3. Amounts in words can be included in Forms of most types. To check, change or set the type of a Form, select 'Properties' from the Operations menu. The following window appears—



The 'Form Properties' dialog box is shown. It has a blue title bar with the text 'Form Properties'. Inside, there are several fields: 'Code' with the value 'CHEQUE', 'Comment' (empty), 'Document Type' with the value 'Payment Form', and a 'Printer dialog' checkbox which is unchecked. Below these is a section titled 'Matrix Rows On' containing four input fields: 'Single Page' (20), 'Middle Pages' (20), 'First Page' (20), and 'Last Page' (20). At the bottom right are 'OK' and 'Cancel' buttons.

With the cursor in the Document Type field, use 'Paste Special' to bring up a list of Document Types. It is a good idea to give each Form a Document Type because when the time comes to include fields in the Form, the 'Paste Special' list of fields will only show those fields that can be used in Forms of that type. Click [OK] to save the Form's Properties.

4. To include a field in your Form that will show an amount in words, click the [Field] button and then draw a box where the amount in words is to appear. In the dialogue box that opens when you release the mouse button, place the cursor in the Fieldname field and use 'Paste Special' to bring up a list of fields—



The 'Paste Set' dialog box is shown. It has a blue title bar with the text 'Paste Set'. At the top is a search bar with a 'Search' button. Below is a list box containing the following items: 'Amount', 'Amount for Russian Payment Form', 'Amount in Text' (which is highlighted), 'Amount in Text, 10 Thousands', 'Amount in Text, Cents', 'Amount in Text, Hundreds', 'Amount in Text, Tens', 'Amount in Text, Thousands', 'Amount in Text, Units', 'ANA Code', 'Bank Account', and 'Bank Address 0'. The list box has a scroll bar on the right.

Depending on the Document Type, the name of the field containing the amount in words will be “Amount in Text” (as in the illustration) or “To Pay in Text”. Double-click one of these as appropriate. Design the rest of the Form (full details are to be found in the section entitled ‘The Form Register’ in the ‘System Module’ chapter in Volume 1 of these manuals) and save it. An example (intended for printing on pre-printed stationery) is shown below —

The screenshot shows a window titled "Form CHEQUE: Inspect". At the top, there are buttons for "Operations", "New", "Duplicate", "Cancel", and "Save". Below these are buttons for "Text", "Line", "Frame", "Field", and "Picture". The main area of the window displays a form layout with four fields: "Supplier Name" (a rectangular box), "Date" (a rectangular box), "Amount in Text" (a wide rectangular box), and "Amount" (a rectangular box with the word "Amount" in bold). The "Amount" field is positioned to the right of the "Amount in Text" field.

When printed, it will look like this —

The screenshot shows a window titled "Preview: Payments 960054". At the top, it says "Page: 1/1". The main area of the window displays the printed form layout. The text is arranged in two columns. The left column contains "UK Trading Company Ltd" and "One hundred and five pounds and 75 pence only". The right column contains "2/8/2005" and "105.75". The "105.75" is in a larger, bold font.

You can enter a Value in Text record with a blank Language field to cater for those Customer and Suppliers where the Language field is also blank, and for Customers and Suppliers with a Language for which there is no Value in Text record.

Including Amounts in Words in Cheques

When printing cheques in some countries, the amount in words is broken down so that the word for each digit is printed separately, sometimes in its own box. An example is shown in the illustration below—



Preview: Payments 960054

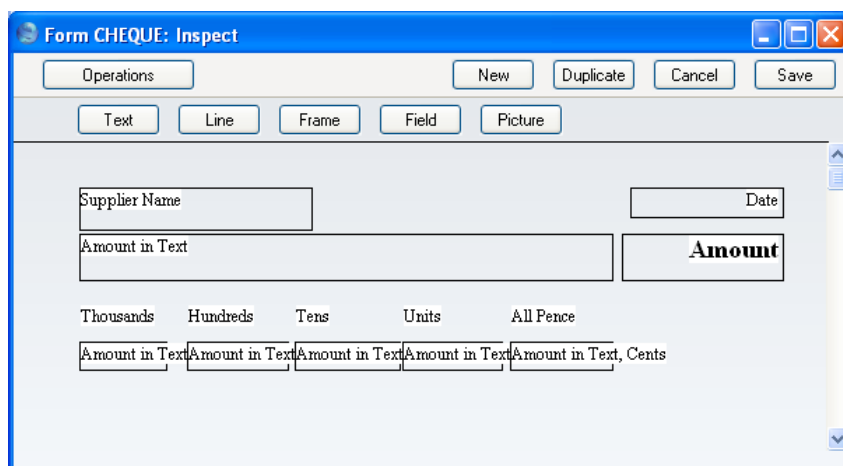
Page: 1/1

UK Trading Company Ltd 2/8/2005

One hundred and five pounds and 75 pence only **105.75**

Thousands	Hundreds	Tens	Units	All Pence
zero	one	zero	five	seventy five

This is the Form that was used to print this cheque—



Form CHEQUE: Inspect

Operations New Duplicate Cancel Save

Text Line Frame Field Picture

Supplier Name Date

Amount in Text Amount

Thousands	Hundreds	Tens	Units	All Pence
Amount in Text	Amount in Text	Amount in Text	Amount in Text	Amount in Text, Cents

Separate Amount in Text fields have been included in the Form, allowing words for each digit to be printed separately. These are the fields available—

Amount in Text, Cents

Both figures after the decimal point are printed in words. This is always printed in words, even if it was specified on card 2 of the relevant Value in Text record that the Minor Currency is to be printed as a number.

Amount in Text, Units

The first figure before the decimal point is printed in words (the units).

Amount in Text, Tens

The second figure before the decimal point is printed in words (the tens).

Amount in Text, Hundreds

The third figure before the decimal point is printed in words (the hundreds).

Amount in Text, Thousands

The fourth figure before the decimal point is printed in words (the thousands).

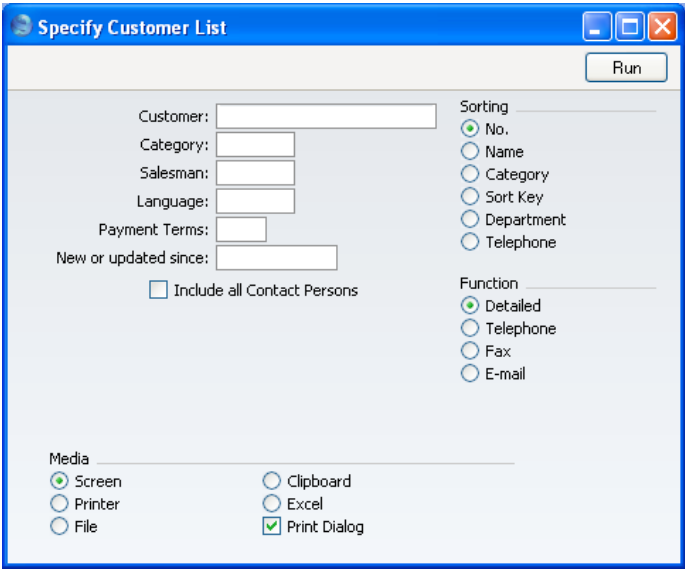
Amount in Text, 10 Thousands

The fifth figure before the decimal point is printed in words.

Reports

Customer List

Please refer to the ‘Customers and Suppliers’ chapter in Volume 1 for full details of this report, which can be found in the Sales Support module. The Languages Value Pack adds the following selection option—

A screenshot of a Windows-style dialog box titled "Specify Customer List". The dialog has a blue title bar with standard window controls and a "Run" button in the top right. The main area is light blue and contains several sections of controls. On the left, there are text input fields for "Customer:", "Category:", "Salesman:", "Language:", "Payment Terms:", and "New or updated since:". Below these is a checkbox labeled "Include all Contact Persons". On the right, there are two groups of radio buttons. The "Sorting" group includes "No." (selected), "Name", "Category", "Sort Key", "Department", and "Telephone". The "Function" group includes "Detailed" (selected), "Telephone", "Fax", and "E-mail". At the bottom, there is a "Media" section with radio buttons for "Screen" (selected), "Printer", "File", "Clipboard", "Excel", and a checked checkbox for "Print Dialog".

Language

Paste Special

Languages setting, System module

To restrict the report to Customers with a particular Language, enter a Language Code here.

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Chapter 7: Mail

FirstOffice's Mail facilities (part of the CRM and Mail Value Pack) allow users in multi-user systems to—

- send Mail to other users in your FirstOffice system, with or without attached files or FirstOffice records;
- send Mail to Conferences, where it can be read by every user;
- update Mail that has been sent by other users;
- send and receive e-mail (electronic mail is also termed “External Mail” in this manual, signifying that its original source or final destination is outside the FirstOffice Mail system); and
- chat with other users.

Setting up the FirstOffice Mail System

The Server

Set up the server as described in the ‘Creating a New Database - Multi-user’ section in the ‘Introduction and Installation’ chapter in Volume 1 of these manuals.

Open the Configuration setting in the System module. Ensure the numbers of Users, Mailboxes and Conferences are correct and that the CRM & Mail and the Server boxes are both checked.

If you have been using FirstOffice for some time before implementing its mail facilities, any changes in this setting will result in you having to apply for a new Enabler Key.

The screenshot shows a window titled "Configuration: Inspect" with a "Save" button in the top right corner. The window contains several input fields and checkboxes for configuring a mail system.

Operations

No. of Users: 4 No. of Companies: 2

Mailboxes: 4 Conferences: 10

Server Hardware: Generic PC Server OS: Windows

Control String: AEALAEAA-AC9-CVWESAA-AA-AAAAAA-AADFNCCAA

Control Code: 18851348

Key Valid Until: 22/6/2006

Enabler Key:

Value Packs

☒ CRM & Mail ☐ Group Invoicing

☐ Quotations ☐ Purchase Orders

☐ Stock Locations ☐ Dual Base Currency

☐ Bar Code ☒ Server

☐ Currencies, Languages and Advanced Pricing

☐ Internet Server One Internet User

☐ 3 Additional Internet Users

Unsupported Extra Features

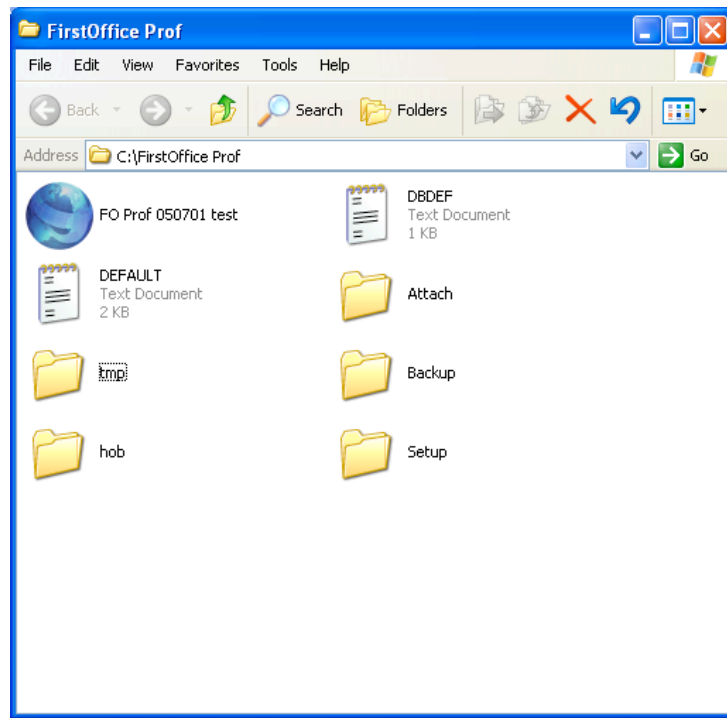
☐ No Test printout

☐ Credit Invoices Update Stock (FIFO will not be correct)

If you want users to be able to log on to the server to send and receive mail over the internet using a browser, check the Internet Server and Internet Users boxes. Please refer to your local FirstOffice representative for more details about this feature.

Ensure that a folder or directory named "Attach" is in the FirstOffice server folder. This is used to store any files that have been attached to internal Mails.

If the server will be acting as a Gateway, a folder named "Tmp" should also be present in the FirstOffice server folder. This is used to store mail attachments downloaded from the POP3 server before they are transferred to the "Attach" folder and attachments that are to be uploaded to the SMTP server. Please refer to the 'External Mail' section below on page 200 for details about setting up the Gateway.



The remaining set-up work should be carried out on the server itself, or from a client machine. In both cases, apart from the entering of records representing members of personnel to the Person register, all configuration work for the FirstOffice Mail system is carried out in the Technics module. You can get in to the Technics module in one of two ways—

1. Usually, the Technics module is only available on the server, when no other user is logged in. If the server is running, you must first select 'Quit, Remove Autoserver' from the File menu and restart FirstOffice before you can use the [Select Module] button in the Master Control panel.

If 'Technics' is not available in the list that appears when you click the [Select Module] button, the probable reason is that you have logged on as a Person that does not have access privileges for this module. If you are the system administrator, it is recommended that your Person record either does not belong to an Access Group or belongs to one that Starts from Full Access and does not exclude access to the server or Technics modules.

2. If you want to be able to use the Technics module on a client machine when other users are logged in, your Person record should belong to an Access Group that Starts from Full Access and explicitly grants full access to the Technics module—

	Type	Item	Level
1	Module	Technics	Full
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			

If your Person record belongs to such an Access Group, you will be able to enter the Technics Module using the [Select Module] button on a client machine to carry out the configuration work described below. Any Person that is to act as a system administrator should belong to such an Access Group.

If you are working on a client machine, some settings (E-Mail Aliases, E-Mail POP3 Servers and Gateways) require you to change to “Admin Client” mode after you have logged in. To do this, go to the Technics module using the Modules menu and open the Program Mode register. Choose ‘Admin Client’ from the Operations menu. If you are not in “Admin Client” mode, any work you do in these three settings will be saved on your client machine and not on the server. Once you have completed the setup work, leave “Admin Client” mode by returning to the Program Mode register and choosing ‘Normal Client’ from the

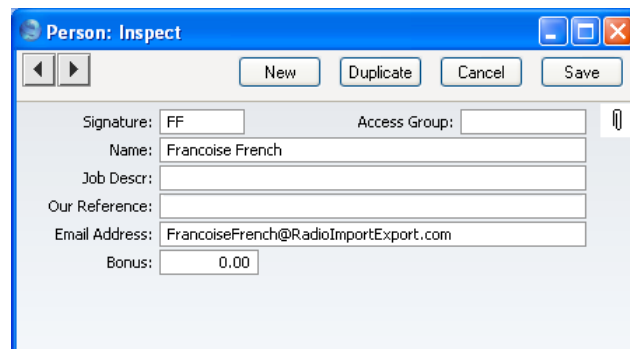
Operations menu as the final step. If you are unable to enter “Admin Client” mode, this may be because you have logged in as a Person that does not have access to it. This is controlled using Access Groups (by controlling access to the ‘Admin Client’ Action).

Persons and Access Groups are both fully described in the ‘System Module’ chapter in Volume 1 of these manuals.

Persons

You should enter separate records to the Person register in the System module for each member of personnel likely to use the mail system. Full details about this register (including the assigning of passwords) can be found in the ‘System Module’ chapter in Volume 1 of these manuals.

For each Person likely to send external mail, specify a return Email Address—



Signature:	FF	Access Group:	
Name:	Francoise French		
Job Descr:			
Our Reference:			
Email Address:	FrancoiseFrench@RadioImportExport.com		
Bonus:	0.00		

Where there is more than one Company in the database, records in the Person register are specific to the Company in which they were entered. However, their Mailboxes will be open to all Companies in the database. This allows mail to be sent between Persons in different Companies. One implication of this is that all Persons across all Companies should have different Signatures (initials). If there are two or more Persons in different Companies with the same Signature, they will not be able to have their own Mailbox.

Mailboxes

Each Person can have their own personal Mailbox, which they will use for sending and receiving Mail. This cannot be accessed by any other user, except by the system's administrator through the Technics module.

You can create Mailboxes using the following methods—

1. Select 'Technics' using the [Select Module] button in the Master Control panel. Then, click the [Settings] button, also in the Master Control panel (or select 'Settings' from the File menu). In the resulting list, double-click 'Mailboxes'. This will open the 'Conferences' window that shows the Mailboxes that already exist. Click the [New] button in the Button Bar.
2. In the System module, open the Person register and highlight a record in the 'Persons: Browse' window. Select 'Create Mailbox' from the Operations menu.

In both cases, the 'Conference/Mailbox: New' window is opened—

Complete the fields as follows—

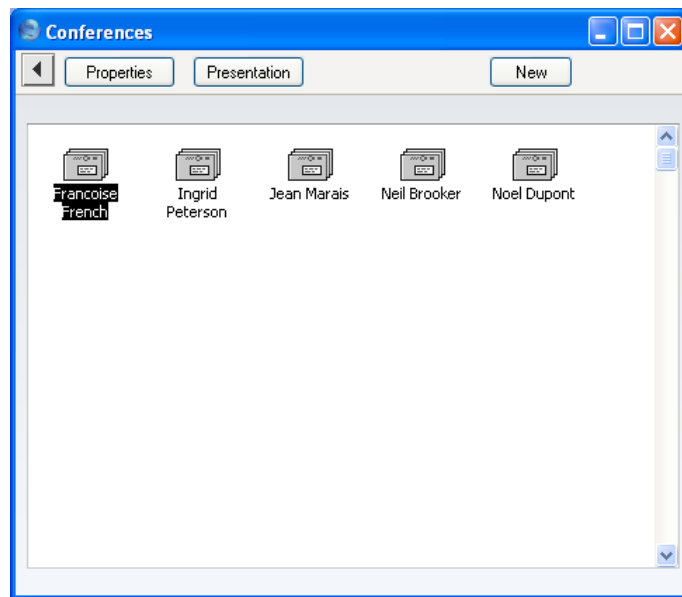
Name

Enter the unique name by which the Mailbox is to be identified from elsewhere in FirstOffice. Usually this will be the name of the Person owning the Mailbox. When Mail is sent to this Mailbox, this Name will be used as the address of the Mail. It will also be shown in the 'Paste Special' list of possible addresses. Make sure you type the name correctly because you can't change it once the Mailbox has received Mail for the first time.

As shown in the example, it can be a good idea not to use special characters in this field. If you have a mixed network (Windows, Linux and/or Macintosh), special characters may not appear as expected on all machines or platforms.

User	Paste Special	Person register, System module
		Enter the Signature (initials) of the Person owning this Mailbox. Access to the Mailbox is only granted to this Person (and to system administrators with access to the Technics module).
Class		Ensure this is set to “Mailbox” (the default).
Ser Nr		This unique identifying number is generated automatically when the Mailbox is saved for the first time. It cannot be changed.
Mother		This field is not used for Mailboxes, and must be left blank.

Save the Mailbox by clicking the [Save] button in the Button Bar. You are returned to the ‘Conferences’ window, which now shows the Mailbox that you have just created.



Once a Mailbox has been created, you can only change its specifications in the Technics module. Open the ‘Conferences’ window as described earlier in this section and click on the Mailbox to be changed. Then, click [Properties] in the top left-hand corner of the window. Make the changes as necessary and save in the usual way, or, to delete the Mailbox, select ‘Delete’ from the Record menu. You can only delete Mailboxes if they don’t contain any Mail. You can check the contents of a Mailbox by double-clicking a Mailbox in the

‘Conferences’ window. You can empty a Mailbox using the ‘Clean Up Mail Registers’ Maintenance function in the System module.

Conferences

Conferences are effectively public Mailboxes: their contents can be viewed by everybody. Unlike Mailboxes, they can only receive Mail. You can set up a hierarchical system of Conferences within Conferences similar to the nested structure of folders and directories on your hard disk.

Before attempting to create Conferences, you must create at least one Mailbox as defined above and then quit FirstOffice and restart, logging in as a Person with a Mailbox. Then, click the [Conferences] button in the Master Control panel. The ‘Conferences’ window opens, displaying the Conferences that already exist. To create a new Conference, click [New] in the Button Bar. You do not have to be in the Technics module to do this, but you must have been granted access to the Technics module otherwise the [New] button will be disabled.

The ‘Conference/Mailbox: New’ window opens. This is the same window that was used to create Mailboxes in the previous section. Except as described under the illustration, the fields are used in the same way as for Mailboxes.

Name

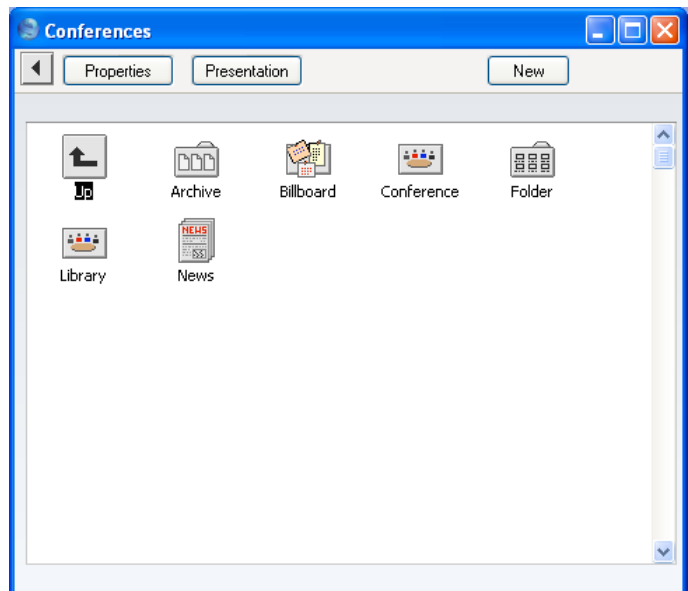
Enter the unique name by which the Conference is to be identified from elsewhere in FirstOffice. When Mail is sent to this Conference, this Name will be used as the address of the Mail. It will also be shown in the ‘Paste Special’ list of possible addresses. Make sure you type the name correctly because you can’t change it once the Conference has received Mail for the first time.

User

This field should be left blank: it is only used for Mailboxes.

Class	Paste Special	Choices of possible entries
	This field should contain one of the following entries—	
	Conference, News, Billboard, Archive, Library	
		Use one of these options if you want the Conference to be able to receive Mail. The only differences between the options are that they have different icons (shown in the illustration below).
Folder		Use this option if you want to establish a nested or hierarchical structure. A Folder can contain Conferences or more Folders. You cannot send Mail to a Folder.
Mailbox		This option should not be used here.
Mother		<p>If the Conference is to be contained inside a Folder (known as the “Mother” Folder), the Serial Number of the Mother Folder should be entered here. This is used to ensure the Conference appears in the correct place in the nested or hierarchical structure.</p> <p>Before creating the Conference, double-click the Mother Folder in the ‘Conferences’ window to open it. When you then create the Conference, the Serial Number of the Mother Folder will appear here automatically.</p> <p>If the Conference is not to be contained in a Mother Folder but instead is to be on the top level of the nested or hierarchical structure, you must enter “0” (zero) to this field. Do not leave it blank.</p>

Save the Conference by clicking the [Save] button in the Button Bar. You are returned to the ‘Conferences’ window, which now shows the Conference that you have just created.



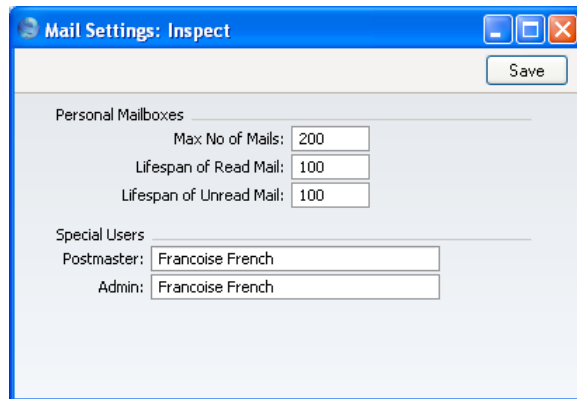
If the Conference has a Mother Number, you will have to open the Mother folder by double-clicking to see it. To get back to the top level, double-click the [Up] button that appears in the top left-hand corner.



Once a Conference has been created, you can only change its specifications if you have logged on as a Person with access to the Technics module. Open the 'Conferences' window as described earlier in this section and click on the Conference to be changed. Then, click [Properties] in the top left-hand corner of the window. Make the changes as necessary and save in the usual way, or, to delete the Conference, select 'Delete' from the Record menu. You can only delete Conferences if they don't contain any Mail. You can only delete Folders if they are empty. You can check the contents of a Conference by double-clicking it in the 'Conferences' window. You can empty a Conference using the 'Clean Up Mail Registers' Maintenance function in the System module.

Miscellaneous Settings

Finally on the main server, a few miscellaneous settings should be considered. These are to be found in the Mail Settings setting in the Technics module.

A screenshot of a Windows-style dialog box titled "Mail Settings: Inspect". It has a blue title bar with standard window controls (minimize, maximize, close) on the right. Below the title bar is a "Save" button. The main area is divided into two sections. The first section, "Personal Mailboxes", contains three input fields: "Max No of Mails:" with the value "200", "Lifespan of Read Mail:" with the value "100", and "Lifespan of Unread Mail:" with the value "100". The second section, "Special Users", contains two input fields: "Postmaster:" with the value "Francoise French" and "Admin:" with the value "Francoise French".

Max Number of Mails

These fields are used if you want to place limits on the maximum number of Mails that can be stored in Mailboxes. Leave the fields set to zero if you don't want to impose limits.

If a Mailbox contains more than the specified maximum number of Mails, the older Mails are not removed automatically. Instead, the system administrator should use the 'Clean Up Mail Registers' Maintenance function in the System module to carry out this task. This function deletes Mails (starting with the oldest) until the maximum is reached. In this case, Mails can be deleted even if their Lifespan (below) has not expired.

Lifespan of Read Mail, Lifespan of Unread Mail

These fields are used if you want to place limits on the maximum number of days that Mails will remain in Mailboxes. The Lifespan of a Mail is calculated using the date it was last modified, not the date it was created. Leave the fields set to zero if you don't want to impose limits.

The system administrator can use the 'Clean Up Mail Registers' Maintenance function to remove Mails whose Lifespan has expired.

Postmaster

Paste Special

Mailboxes and Conferences

Specify here the Mailbox or Conference that is to receive incoming external mail (e-mail) that has been incorrectly addressed. This may be because of a typing error (including the use of special characters, which should not appear in e-mail addresses), because the recipient no longer works for your company, or because your system of E-Mail Aliases is incomplete. Such mail should be sent to a Postmaster for redirecting. Specify here the Mailbox or Conference that is to act as the Postmaster.

Usually, incoming mail with an incorrect address will only be received if the POP3 account is a multiple recipient account. If so, the Gateway will receive all mail with the correct domain name (i.e. the part of the address after @ must be correct). It will then use E-Mail Aliases to try to find the correct Mailbox or Conference for it. If it fails to find a suitable Mailbox or Conference, the mail will be sent to the Postmaster. On the other hand, if the POP3 account is a single recipient account, the service provider will return incorrectly addressed mail to the sender as not delivered. Therefore it will not be received by the Gateway and so there will be no need to specify a Postmaster.

If incorrectly addressed mail is not very frequent, the Postmaster will be able to redirect such mail by opening it and typing in the correct Mailbox. If it is frequent, the cause will probably lie with your E-Mail Aliases.

Admin

Paste Special

Mailboxes and Conferences

If the name of a Mailbox is specified here, its owner will be treated as the system administrator, the only Person that will be able to delete Mails from Conferences. This Person must have access to the Technics module, as described above on page 190.

External Mail

The sending and receiving of external mail (e-mail) is handled by FirstOffice's Gateway. This sends external mail to your SMTP server when necessary and periodically checks your POP3 accounts for incoming mail. It also distributes this incoming mail to the appropriate Mailboxes and/or Conferences.

Providing your server is not a Windows machine, a single copy of FirstOffice can act as the server and as the Gateway (an "Internal" Gateway). If your server is a Windows machine, you will need to have the Gateway on a separate computer (an "External" Gateway). External Gateways are not covered by this manual: please refer to your FirstOffice representative for more details.

To use the Internal Gateway, the server/Gateway machine should be connected to the internet (e.g. by modem or by permanent connection). Follow the sections below to configure the Internal Gateway, to allow FirstOffice to send and receive external mail. Make sure that a folder named "Tmp" is present in the folder containing the FirstOffice application on the server.

You can carry out the work described below on the server/gateway machine itself, or you can log on from a client machine as a system administrator, ensuring you are in "Admin Client" mode. Please refer to pages 190-191 above for details of these two options. You should also ensure you are in the Technics module by selecting 'Technics' using the [Select Module] button in the Master Control panel.

Incoming External Mail (POP3)

E-mail is received by logging in to a POP3 (Post Office Protocol, version 3) account and downloading unread mail to your computer. If you use FirstOffice to read your incoming e-mail, it will periodically and automatically log in to your POP3 account(s), download any unread mail and divert it to the appropriate Mailbox or Conference.

This behaviour is controlled through the E-Mail POP3 Server and the E-Mail Alias registers in the Technics module. If you have logged on to the server/gateway from a client, ensure you are in "Admin Client" mode before working in these registers. If you are not in "Admin Client" mode, the work will be saved on your client machine and not on the server.

Receiving Incoming External Mail (the E-Mail POP3 Server register)

The E-Mail POP3 Server register should contain details (including address and password) of each of your POP3 accounts. Periodically, FirstOffice will

go through the records in this register one by one and log in to each account represented by those records. It will then receive any unread mail and distribute it to the appropriate Mailbox(es) or Conference(s) as specified in the E-Mail Alias register.

- If you are using single recipient POP3 accounts, you will have a separate POP3 account (i.e. a separate e-mail address) for each member of staff or department. So, the E-Mail POP3 Server register will contain many records (one for each member of staff or department that has its own e-mail address). As a further guide, make a note of all the e-mail addresses that you entered as return addresses in the Person register (see the 'Persons' section above). Each one of these should have an equivalent record in the E-mail POP3 Server register.
- If you are using multiple recipient POP3 accounts, you may only have one POP3 account. In this case, the E-Mail POP3 Server register will only contain one record. Logging in to this one account will allow you to receive all mail sent to everybody in your company.

To create a POP3 Server record, open the E-Mail POP3 Server register in the Technics module. The 'POP3 Servers: Browse' window will be opened, listing any records that have already been entered. Click the [New] button in the Button Bar to create a new record, or click on an existing one that is similar and click the [Duplicate] button. The 'POP3 Server: New' window opens—

Complete the window as follows—

- | | |
|---------------|---|
| Code | Enter a unique identifying code for each POP3 Server record. Up to twenty characters can be used, and you may freely mix letters and numbers. |
| A-Pop | Check this box if you usually log in to this account using A-Pop encryption. |
| Closed | Check this box if the POP3 Server record is no longer used. This will stop the Gateway checking the account for incoming mail. |

IP Address	If you do not know it already, you can obtain the IP Address of the POP3 account by pinging the domain name (i.e. the part of the address after the @). Alternatively, enter the domain name itself.
Port	Usually this will be 110. You may need to confirm this with your service provider.
User	Enter the user ID, as supplied by your ISP. This will usually not be the same as your e-mail address.
Password	Enter the password for this e-mail address.

All this information can be obtained from your service provider or from the preferences in your standard mail software (e.g. Netscape, Internet Explorer, Eudora, etc).

Complete the POP3 Server record as appropriate, then save it using the [Save] button and close the window by clicking the close box. Repeat the process as many times as necessary by creating new records or copying existing ones. When the process is complete, close the browse window using the close box again.

Connecting Incoming External Mail to Mailboxes (the E-Mail Alias register)

The E-Mail Alias register connects incoming e-mail with FirstOffice's Mailboxes and Conferences. FirstOffice receives e-mail by going through the records in the E-Mail POP3 Server register one by one and logging in to each account represented by those records. When mail is received from a particular account, FirstOffice will then search for the Alias records that belong to that account. The mail is then distributed to the Mailbox(es) or Conference(s) specified in those Alias records. The recipient will then be able to read that e-mail in the same way as they would internal mail that they have received from another member of staff.

- In the case of single recipient POP3 accounts, incoming e-mail is addressed to a particular Person, so only a single E-Mail Alias is required to route that mail to the appropriate Mailbox. So, for each POP3 Server record, you should enter a single record in the E-Mail Alias register.
- In the case of multiple recipient POP3 accounts, incoming e-mail can be addressed to any Person in the company, so it can be difficult to route that mail to the correct Mailbox. You may need four or five Alias records for each Mailbox and Conference. You should also name a Mailbox that is to act as Postmaster. This will receive any mail for which a home cannot be found. Do this in the Mail Settings setting in the Technics module.

To create an E-Mail Alias record, open the E-Mail Alias register in the Technics module. When the 'E-Mail Aliases: Browse' window opens, click the [New] button to create a new record.

POP3 Server

Paste Special

E-Mail POP3 Server register, Technics module

Enter the Code of a POP3 Server record here.

When e-mail is received from this POP3 account, FirstOffice will search for all Aliases with this Code and forward the e-mail to the Mailbox specified in the field below.

If the POP3 account is a single recipient account, you should only enter one Alias record, allowing e-mail to be forwarded to the correct Mailbox.

If the POP3 account is a multiple recipient account, you should enter at least one Alias record for each possible recipient. The Field and Match will be used to establish which is the correct Mailbox for a particular e-mail.

Mailbox

Paste Special

Mailboxes and Conferences

E-mail received from the POP3 account specified above will be forwarded to the Mailbox or Conference entered here.

Field, Match, Priority

The use of these fields will vary depending on whether the POP3 account specified above is a single- or multiple-recipient account

Multiple-Recipient POP3 Account

If the POP3 account specified above is a multiple recipient account, it can be difficult to establish who is the intended recipient, so there will be

many Alias records relating to a particular POP3 account. These fields will be used to establish which Mailbox(es) should receive a particular e-mail.

In this situation, it is perhaps easiest to describe these fields using an example. You have two Mailboxes in the name of “Francoise French” and “Neil Brooker”. First, you should anticipate receiving e-mail addressed to various spellings of these names (“FFrench”, “Francoise”, “Francoise French”, “FrancoiseFrench”, etc). Such e-mail is clearly intended for the “Francoise French” Mailbox. For this e-mail, enter separate Alias records as follows—

Field	Match	Mailbox
Recip or Recvd or To	Francoise French	Francoise French
Recip or Recvd or To	FFrench	Francoise French
Recip or Recvd or To	Francoise	Francoise French

Enter the address used by the sender (the part of the address before @) in the Match field, and enter “Recip or Recvd or To” as the Field by using ‘Paste Special’ and selecting the final option. For example, e-mail addressed to “FFrench@RadioImportExport.com” will be forwarded to the “Francoise French” Mailbox by the Alias record with “FFrench” as the Match.

You should then create similar Aliases for the “Neil Brooker” Mailbox. Because e-mail addressed to Francoise French and Neil Brooker is clearly intended for their Mailboxes, these Aliases can be given a high Priority, so enter a low number such as 1 in the Priority field in all these Aliases.

Second, you might want to anticipate receiving e-mail addressed to a department such as “Sales” or “Support”. If so, you can create further Alias records with “Sales” and “Support” as the Matches. This e-mail can be forwarded to a particular Mailbox, a particular Conference, or any number of Mailboxes and Conferences. For example, e-mail addressed to

“Sales@RadioImportExport.com” is to be forwarded to both Mailboxes and to a Conference named “Prospects”, so create Aliases as follows—

Field	Match	Mailbox
Recip or Recvd or To	Sales	Francoise French
Recip or Recvd or To	Sales	Neil Brooker
Recip or Recvd or To	Sales	Prospects

Providing all these Aliases have the same Priority, e-mail addressed to “Sales” will be forwarded to both Mailboxes and the Conference.

Finally, you might want to anticipate receiving e-mail where the recipient is not so clear. A ‘Paste Special’ list is available from the Field field, offering the following options: All Mails; Recipient; Sender; Subject; Body; and Recip or Recvd or To. For example, if you know that all e-mail from a particular sender is intended for Neil Brooker, you can enter an Alias record to this effect, with “Sender” as the Field, the sender’s address as the Match and “Neil Brooker” as the Mailbox. You should not use “All mails” as the Field: you should only use this option with single recipient POP3 accounts.

You might also enter some Aliases as follows—

Field	Match	Mailbox
Body	Francoise French	Francoise French
Body	Neil Brooker	Neil Brooker

Such Aliases should be given a lower Priority (i.e. a higher number should be entered in the Priority field) than those above. They are intended to catch e-mail with unknown addresses by finding names in the e-mail text. So, e-mail with an unknown address whose text contains the phrase “Neil Brooker” will be sent to his Mailbox. But, if the address is “FFrench@RadioImportExport.com”, it will be sent to her Mailbox because the Alias with “FFrench” as the Match has a higher Priority. It is not absolutely necessary to enter such Aliases, as you may prefer to deal with the issue by having

such e-mail sent to the Postmaster. The Postmaster receives all e-mail for which no Alias exists. He or she should read the e-mail and forward it to the correct Mailbox or Conference manually. You should specify which Mailbox is to act as the Postmaster in the Mail Settings setting in the Technics module.

Note: the “Recip or Recvd or To” option is so named because the name of the field in an e-mail containing the address can vary depending on the e-mail program used by the sender. “Recip or Recvd or To” provides a means of checking for fields with each of these three names from a single Alias record. This option is therefore easy to maintain: an alternative method requiring three Aliases is more difficult to maintain —

Field	Match	Mailbox
Recipient	Francoise French	Francoise French
Recipient	FFrench	Francoise French
Recipient	Francoise	Francoise French
Received	Francoise French	Francoise French
Received	FFrench	Francoise French
Received	Francoise	Francoise French
To	Francoise French	Francoise French
To	FFrench	Francoise French
To	Francoise	Francoise French

Single-Recipient POP3 Account

If the POP3 account specified above is a single recipient account, incoming e-mail is addressed to a particular Person, so only a single E-Mail Alias record is required to route that mail to the appropriate Mailbox. This should be configured as follows—

Field	Match	Mailbox
All mails	(blank)	name of Mailbox or Conference

Set Priority on Mail

Check this box if you would like e-mail that has been forwarded by a particular Alias to have its Priority box checked when it appears in the recipient’s Mailbox.

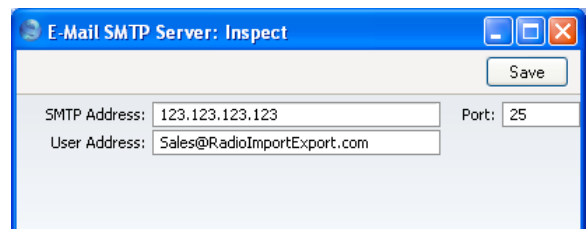
Full Header

E-mails usually contain information such as the e-mail address of the sender, the time it was sent and the servers it has passed through. This is known as header information and is usually visible at the end of the e-mail text. FirstOffice distributes e-mail by creating new Mail records and copying in the e-mail text. If you would like this header information to be copied in as part of the e-mail text, check this box.

Complete the E-Mail Alias record as appropriate, then save it using the [Save] button and close the window by clicking the close box. Repeat the process as many times as necessary by creating new records or copying existing ones. When the process is complete, close the browse window using the close box again.

Outgoing External Mail (SMTP)

The SMTP (Simple Mail Transfer Protocol) server is used for outgoing mail. The E-Mail SMTP Server setting in the Technics module allows you to define a single SMTP Server, to which the Gateway will send all your external mail.


SMTP Address

If you do not know it already, you can obtain the IP Address of the SMTP server by pinging the domain name (i.e. the part of the address after the @). Usually it will be the same as that for the POP3 server. Alternatively, enter the domain name itself.

Port

Usually this will be 25. You may need to confirm this with your service provider.

User Address

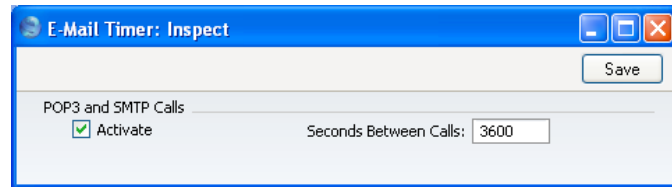
You can specify an e-mail address for each member of staff, using the field in their Person record. This address will be shown as the sender (and therefore as the return address) of any e-mail sent by that Person. If a Person does not have a separate e-mail address (i.e. the field the Person record is blank), the address entered here will be used instead.

All three pieces of information can be obtained from your service provider or from the preferences in your standard mail software (e.g. Netscape, Internet Explorer, Eudora, etc).

When the setting is complete, click the [Save] button in the Button Bar to save and close the window.

Activating the Gateway

To activate the Gateway, open the E-Mail Timer setting in the Technics module. The 'E-Mail Timer: Inspect' window opens—



Specify in seconds how often the Gateway is to check for incoming and outgoing mail. A typical setting will be 3600 seconds (one hour). It is not recommended to check for mail much more frequently than this. Checking for mail (especially incoming mail) makes heavy demands on the server and so other tasks may be completed more slowly than usual.

Finally, check the Activate box. Then, save and close the window by clicking [Save] in the Button Bar.

External Mail in a Single-User Installation

If you have a single-user installation of FirstOffice, it is unlikely that you will want to use the internal mail facility. However, you may still wish to send and receive external mail (e-mail). If so, follow these steps to configure FirstOffice—

1. In the Configuration setting in the System module, ensure you have access to the Server module and that you have set the number of Mailboxes to one—

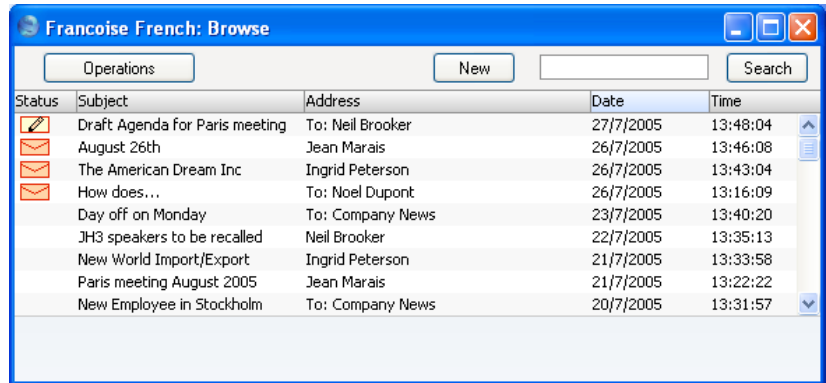
Checking the Server box gives you access to the Technics module, which you will use to configure FirstOffice to send and receive external mail.

2. Make sure the Person register in the System module contains a single record for yourself.
3. Use the [Select Module] button in the Master Control panel to enter the Technics module. Following the instructions in the 'Mailboxes' section above on page 193, create a single Mailbox for yourself.
4. Following the instructions in the section above on page 200 entitled 'Receiving Incoming External Mail (the E-Mail POP3 Server register)', enter an E-Mail POP3 Sever record to represent your POP3 account.

5. Refer now to the section above on page 202 entitled 'Connecting Incoming External Mail to Mailboxes (the E-Mail Alias register)' and follow the instructions to enter E-Mail Alias records to link your POP3 account to your Mailbox.
6. Move on to the section above on page 207 entitled 'Outgoing External Mail (SMTP)' and follow the instructions to configure the E-Mail SMTP Server record with the address of the server to which your outgoing mail should be sent.
7. You will now be able to send and receive e-mail. The E-Mail Timer setting is not required in single-user installations.

Sending and Receiving Mail

To open your Mailbox, click the [Mailbox] button in the Master Control panel. If the Master Control panel is the active (front) window, you can also press Ctrl-Shift-M (Windows and Linux) or ⌘-Shift-M (Macintosh). The following window is opened, listing all Mail that you have sent and received—



Mail is sorted in Date order, with the most recently modified Mails at the top of the list.

The Status column can contain the following symbols—

(blank)

The Mail has been sent or read.



The Mail has one that you have not yet read, or it has been changed by somebody else since you last read it.



The Mail is one that you have written but not yet sent.

Double-click a Mail in the list to read or edit it, or create a new Mail by clicking the [New] button in the Button Bar. You can also use the Ctrl-N (Windows and Linux) or ⌘-N (Macintosh) keyboard shortcut. If you want to create a Mail by copying a similar one, you must open the old Mail first before you can click [Duplicate] on the Button Bar. If you want to send a Mail to a Customer, you can drag the appropriate record from the 'Customers: Browse' window in to your Mailbox browse window. A new Mail will be created, with the Customer's E-mail Address as the recipient. You can also use this feature from the 'Contact Persons: Browse' window.

Francoise French: New

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

Date: [] Time: [] Lifespan: Normal

☐ Sent
☐ Locked
☐ Priority

	From	Address
1	Francoise French	
2		
3		

Subject: []

Text []

Date The date the Mail was last modified. This is updated automatically by FirstOffice and cannot be changed. The date is taken from the server.

Time The time the Mail was last modified. This is updated automatically by FirstOffice and cannot be changed. The time is taken from the server.

Lifespan **Paste Special** Choices of possible entries

Use this field to determine how long the Mail is to remain in the system (i.e. how the Mail will be treated by the 'Clean Up Mail Registers' Maintenance function in the System module). The possible entries are—

Normal The Mail will be deleted by the 'Clean Up Mail Registers' function once its Lifetime has expired. The Lifetime of a Mail is calculated from the date it was last modified. Specify the maximum Lifetime of a Mail in the Mail Settings setting.

Never Remove The Mail will not be deleted by the 'Clean Up Mail Registers' function.

If you have specified a Maximum Number of Mails in the Mail Settings setting and a Mailbox contains more than this number of Mails marked as Never Remove, the 'Clean Up Mail Registers' function will remove all other Mails (i.e. those marked as Normal and Remove Next Day) each time it is run.

Remove Next Day The Mail will be deleted by the 'Clean Up Mail Registers' function the next time it is run.

You can change the Lifespan of a Mail at any time, unless the Mail has been Locked.

Sent

Click this box to send the Mail. When you next save the Mail, it will appear immediately in the Mailboxes of the specified recipients, with the 'envelope' icon signifying that the recipient has not read it.

If you delete a sent Mail from your Mailbox, it will remain in its recipients' Mailboxes even if it has not yet been read.

If at least one recipient is an e-mail address (i.e. an address containing the @ character), you should send the Mail to the e-mail address by selecting 'Send E-mail' from the Operations menu once you have marked the Mail as Sent and saved it.

Locked

Once a Mail has been marked as Locked and saved, it can no longer be changed, even by its author. However, it can still be deleted by both author and recipient, and will be deleted by the 'Clean Up Mail Registers' function when its Lifetime expires.

Priority

Check this box if you want to indicate to the recipient that the Mail is to be treated as high priority.

Address

Paste Special

Mailboxes and Conferences

The name of the Mailbox or Conference to which the Mail is to be sent. A single Mail can be sent to up to 99 Mailboxes, Conferences and e-mail addresses. Once a Mail has been read, it can be forwarded to other Addresses by its author or recipient, simply by adding the new Address to the end of the list.

If you know the first few characters of the recipient, enter these and press Return. Their full name will appear.

If you are sending external mail, type in the full e-mail address(es) of the recipient(s) in this list.

The name of your Mailbox is brought in automatically to the first line of this list, and is shown as the sender.

You can enter “To:”, “From:”, “Cc:” or “Bcc:” as appropriate in the column to the left of the Address. You can use ‘Paste Special’ to choose one of these options. “Bcc” (blind carbon copy) is only relevant when sending external mail: each recipient of internal mail can see the full list of recipients.

Subject	The title of the Mail, or a summary of its contents, which will appear in the Mailbox browse window.
----------------	--

Text	The text of the Mail. There is space for about 32,000 characters. Once a Mail has been read, its Text can be changed by its author or any recipient.
-------------	--

If the Mail is an incoming e-mail containing more than 7,500 characters, the message text will be appended to the Mail as an Attachment.

Sending Mail

As you write a Mail, particularly if it is a long one, you might want to save it periodically for safety, but you might not want its recipients to see it while it is unfinished. To do this, write the mail and list the recipients, but do not check the Sent box. You can close the Mail and return to it another day, and print it out for checking. It will retain the ‘pencil’ icon in your Mailbox, signifying that it has not yet been sent.



When you are satisfied that the Mail is finished, check the Sent box and save it. It will immediately appear in the Mailboxes of its recipients. It will no longer be marked with the ‘pencil’ icon in your Mailbox, but it will be marked with the ‘envelope’ icon in all the recipients’ Mailboxes, signifying that they have not yet read it.



Sending External Mail

If at least one recipient is an e-mail address, select 'Send E-mail' from the Operations menu after you have saved the Mail. If you do not save changes to the Mail before you use this function, the most recently saved version of the Mail will be sent. The Mail will be sent even if you have not checked the Sent box, but it is recommended that you do so, to remove the 'pencil' icon from the Mail in your Mailbox.

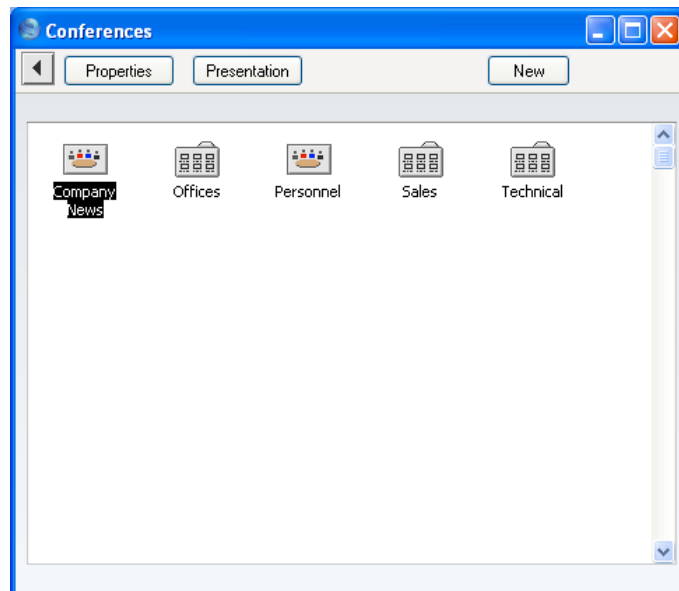
Once a Mail with an e-mail address has been sent, it will be placed in an E-mail Queue. This Queue is processed as follows—

- | | |
|--------------------|---|
| Multi-user | Once you have activated the Gateway as described above on page 208, it will check the E-mail Queue periodically. Any Mail in the Queue will be sent automatically. |
| Single-user | In a single-user system, you should send e-mail manually. To do this, bring the Master Control panel to the front and select 'Send and Receive E-Mail' from the Operations menu. Depending on how your computer has been configured, you may have to establish a connection to the internet first. All Mail in the Queue will then be sent, and any incoming mail will be downloaded from your POP3 account as well. Note: do not use this function from a client machine in a multi-user system. |

If you need to check the contents of the E-mail Queue, you can do so on the main server using the E-mail Queue register in the Technics module. Note that Mail is not removed from the Queue once it has been sent.

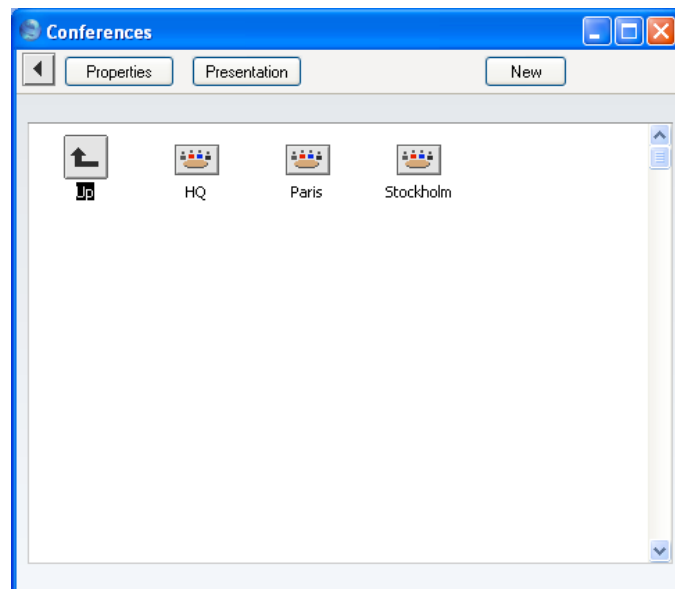
Mail and Conferences

Mails in Conferences can be read in much the same way as those in your Mailbox, as described above. To gain access to your Conferences, click the [Conferences] button in the Master Control panel. The 'Conferences' window opens, showing the Conferences and folders in alphabetical order.



To open a Conference or folder, double-click its icon.

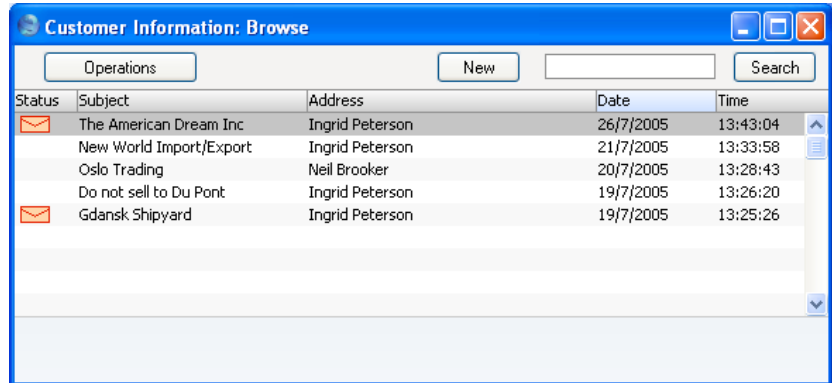
If you open a folder, its contents are then shown. In this example, the “Offices” folder has been opened to reveal three Conferences—



To return to the previous level, double-click the arrow in the top left-hand corner.



If you open a Conference, a browse window opens, listing its Mails in date order. The title of the browse window shows the name of the Conference.



Mail that you have not yet read will be shown with the 'envelope' icon. To read a Mail, double-click it in the list. Once you have read it, you can add your comments, as described in the 'Replying to and Amending Mail' section below on page 219.

You can send a new Mail to the Conference while its browse window is open.
Click the [New] button in the Button Bar: a new Mail window opens—

Customer Information: New

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

Date: [] Time: [] Lifespan: Normal

☐ Sent
☐ Locked
☐ Priority

	Address
1 From	Francoise French
2 To	Customer Information
3	

Subject: []

Text []

Note that the name of your Mailbox is shown as the sender, and the name of the Conference is the first recipient. Complete the Mail in the same manner as described earlier in this section, add more recipients if necessary, check the Sent box and save. The Mail immediately appears in the Conference's browse window, without the 'envelope' icon for you (the author) but with one for all other users.

Replying to and Amending Mail

To reply to a Mail, open it and select 'Reply' from the Operations menu. A new Mail is created, in which the From and To Addresses are reversed and the Subject is prefixed with the text "Re " —

The screenshot shows a window titled "Mail: New" with a blue title bar. Below the title bar is a toolbar with a "Operations" button, a printer icon, and buttons for "New", "Duplicate", "Cancel", and "Save". The main area contains fields for "Date:" (2/8/2005), "Time:" (15:27:45), and "Lifespan:" (Normal). To the right are checkboxes for "Sent", "Locked", and "Priority". Below these is a table for addresses:

	Address
1 From	Francoise French
2 To	Neil Brooker
3	

Below the table is a "Subject:" field containing "Re: Please call Herbert at AAOTC". At the bottom is a large "Text" area for the body of the mail.

The reply is shown in a window entitled 'New', meaning that it has not yet been saved. Complete and send the Mail in the manner described above, or, if you no longer require the Mail, click [Cancel].

The 'Reply' function is likely to be used for replying to external mail only, because there is no need to reply to internal mail by creating new Mails. Instead, mail can be amended by any of the recipients, so there is no need to read several Mails to keep track of a discussion. This is the case for all Mails, but is especially useful if the Mail has been sent to a Conference where it can be read and discussed by many people.

Francoise French: Inspect

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

Date: 21/7/2005 Time: 13:22:22 Lifespan: Normal

☒ Sent
☐ Locked
☐ Priority

	Address
1 From	Jean Marais
2 To	Francoise French
3 To	Ingrid Peterson

Subject: Paris meeting August 2005

Text: This will take place over the weekend of 26-29 August.

Please let me know of your travel plans.

Jean

 I will be arriving by EuroStar on August 26th 09.30 and will leave on the 29th at 17.30. Can you arrange for someone to be at the station to pick me up?

Francoise

 I will arrive by plane from Stockholm on the 26th at 09.45. Please can you collect me from the airport. Thanks!

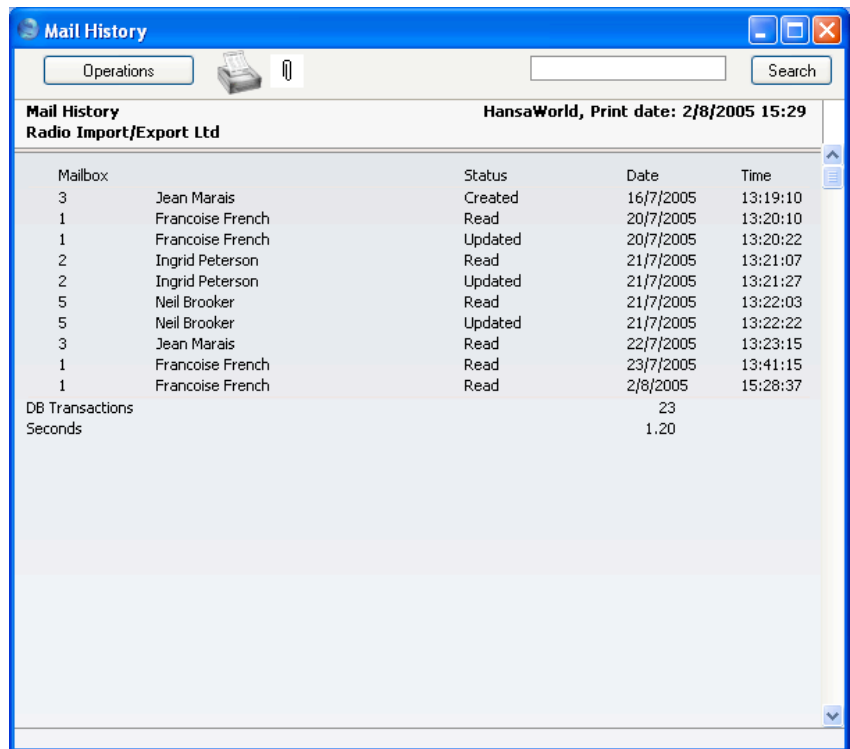
Ingrid

 I will already be in Paris, to try to see what is happening at Du Pont.

Neil

Whenever an amendment is made and the Mail saved, it will appear as unread (with the 'envelope' icon) in the Mailboxes of all other recipients. If the Mail is in a Conference, it will appear as unread to all other users, so that they are aware that a change has been made since they last read it. If at least one recipient is an e-mail address, you should select 'Send E-mail' from the Operations menu after you save the Mail, if you want that recipient to see the amendment.

When changing Mails in this manner, it is recommended that all changes be accompanied by the date of the change and the person's initials, otherwise the sense of the Mail and the order of the changes can be lost. If this happens, it can be helpful to look at the History of the Mail. Highlight it in the Mailbox browse window or open it and select 'History' from the Operations menu. This report will show who has read and amended the Mail and when. The report will also show who has printed the Mail, and whether the Mail has been sent to an external e-mail address.



The screenshot shows a 'Mail History' window with a blue title bar. Below the title bar is a toolbar with an 'Operations' button, a printer icon, a paper clip icon, a search box, and a 'Search' button. The main content area has a header 'Mail History' and 'Radio Import/Export Ltd' on the left, and 'HansaWorld, Print date: 2/8/2005 15:29' on the right. A table lists mail history entries with columns for Mailbox, Name, Status, Date, and Time. At the bottom, it shows 'DB Transactions' as 23 and 'Seconds' as 1.20.

Mailbox	Name	Status	Date	Time
3	Jean Marais	Created	16/7/2005	13:19:10
1	Francoise French	Read	20/7/2005	13:20:10
1	Francoise French	Updated	20/7/2005	13:20:22
2	Ingrid Peterson	Read	21/7/2005	13:21:07
2	Ingrid Peterson	Updated	21/7/2005	13:21:27
5	Neil Brooker	Read	21/7/2005	13:22:03
5	Neil Brooker	Updated	21/7/2005	13:22:22
3	Jean Marais	Read	22/7/2005	13:23:15
1	Francoise French	Read	23/7/2005	13:41:15
1	Francoise French	Read	2/8/2005	15:28:37
DB Transactions			23	
Seconds			1.20	

Marking Mail as Not Read

You can mark any Mail in your Mailbox or in a Conference as unread. You might want to do this so that it retains the 'envelope' icon as a reminder to read it again or to act on it at a later date. To do this, highlight the Mail in your Mailbox or Conference browse window and select 'Mark as not read' from the Operations menu. You can also select 'Mark as not read' from the Operations menu when the Mail is open.

Attachments

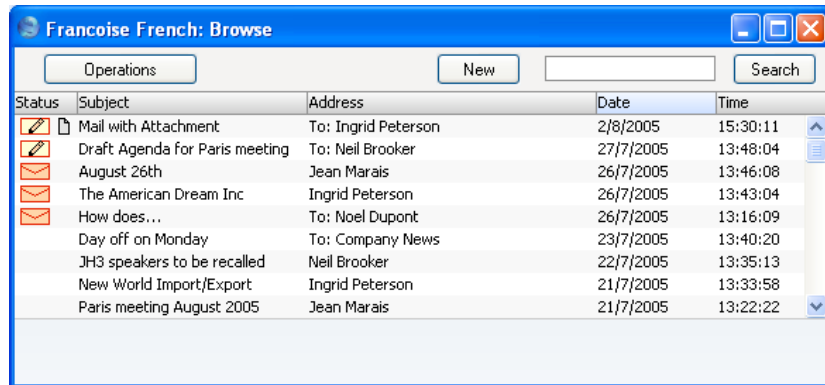
Files, notes and other FirstOffice records (including other Mails) can be attached to a Mail using the [Attachments] button with the paper clip icon. This can take one of two forms—



These connected objects are known as "Attachments" and this feature is universal in FirstOffice. Please refer to the 'Attachments and Personal

Desktop' section in the 'Work Area' chapter in Volume 1 of these manuals for full details. Remember that a folder or directory named "Attach" must be present in the FirstOffice server folder if you want to use Attachments, and that a folder named "Tmp" should also be present on the Gateway machine if you will be sending or receiving external mail with Attachments. You must save a Mail at least once before you can add any Attachments to it.

Mails with Attachments have an extra icon in the Mailbox and Conference browse windows—



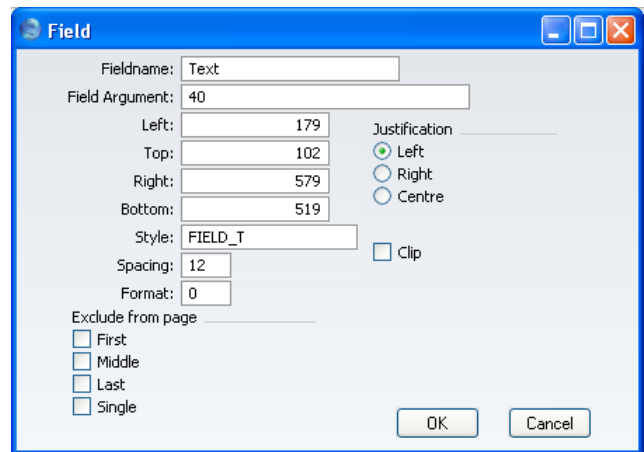
Printing Mail

To print a Mail, open it and click the Printer icon in the Button Bar or select 'Print' from the File menu.

The Form used is determined as follows—

1. Using the Form register in the System module, design the mail document and name it "MAIL". Use the 'Properties' function on the Operations menu to assign a Document Type of "Mail Form". A sample Form is supplied with FirstOffice: this can be modified to suit your requirements.

To include fields, click the [Fields] button and then draw a box on the Form where the field is to appear. It can be moved or resized later if necessary. The 'Field' window opens. In the case of the field representing the Mail text itself and that representing the addressees, since they are likely to extend over more than one line, it is necessary to make an entry in the Spacing field. If this is left at 0 (the default), all the lines of text will be superimposed on one another. If the Style is 10 point Times, a Spacing of at least 10 points is recommended.



You should also enter as the Field Argument the maximum number of characters that can be printed in one line. In the example illustration, it has been specified that up to 40 characters can be printed per line (fewer if the 40th character occurs in the middle of a word).

Full instructions for using the Form register can be found in the ‘System Module’ chapter in Volume 1 of these manuals.

2. Remaining in the System module, select ‘Documents’ from the File menu. The ‘Documents’ list window is opened: highlight ‘Mail’.
3. Select ‘Define Document’ from the Operations menu.
4. In the subsequent window, enter “MAIL” in the Form field of the first line (you can use ‘Paste Special’ to ensure the spelling is correct).
5. Click [Save] to save the Mail Form definition. From now on, the mail form that you have designed will be used whenever a Mail is printed.

Saving a Mail as a Text File

You can save the text of a Mail as a text file. To do this, open the Mail and select ‘Save Text as File’ from the Operations menu. The usual ‘Save File’ dialogue appears, allowing you to name the file and place it on your hard disk. The Mail’s Subject is used as the default file name (although any characters that might be illegal in some operating systems will be removed). If the Subject is too long, it will be truncated, and FirstOffice will beep. The Subject will also appear as the first line in the resulting text file.

Saving a Mail as a text file can be useful because—

1. You want to keep a record of the Mail before it is removed by the ‘Clean Up Mail Registers’ Maintenance function.
2. You want to read and update the Mail at leisure off-line. In this case, open the text file in a word processor and make the necessary amendments. Then, copy the text (omitting the first line which is the Subject of the Mail), return to the Mail in FirstOffice. Place the cursor in the Text field, choose ‘Select All’ from the Edit menu (Ctrl-A or ⌘-A) and then paste in the copied text.

Deleting Mail

To delete a Mail, highlight it in your Mailbox browse window and select ‘Delete’ from the Record menu. You can also select several Mails (hold down the Shift key to select a range of Mails in the list) and delete them all at once. You cannot delete Mails from Conferences in this way.

If you delete a Mail that has been sent, it will be deleted from your Mailbox only. It will remain in its recipient Mailboxes and Conferences even if it has not yet been read. If you want to delete a Mail from all Mailboxes and Conferences, remove the check from the Sent box before deleting.



You cannot undo the deletion of a Mail.

Chat

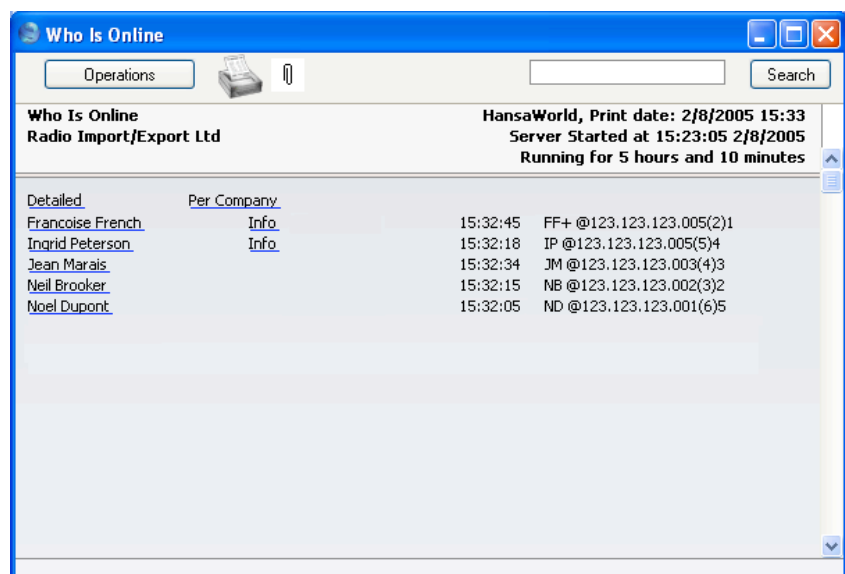
The Chat facility allows any user to have a conversation with any other user, providing they both have Mailboxes. These conversations are not saved in the database. There is no limit to the number of users that can take part in a Chat, and a single user can participate in more than one chat simultaneously. Chats are not visible to those not taking part or to the system administrator.

To start a Chat, proceed as follows —

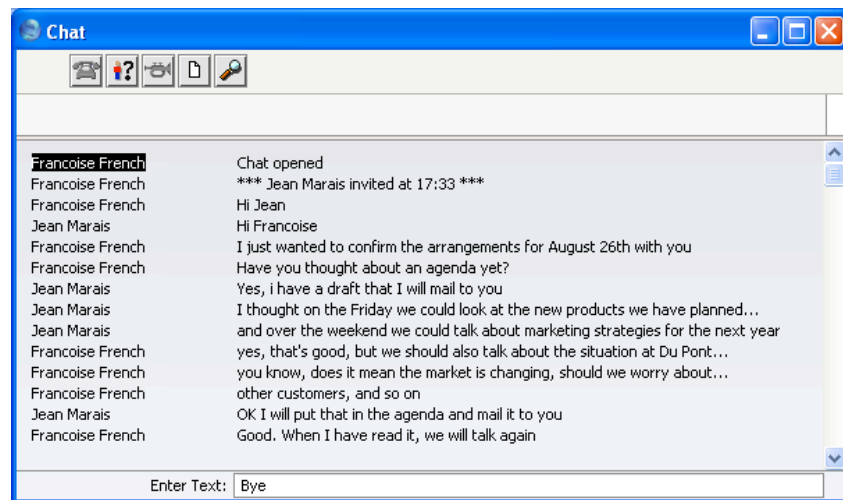
1. Bring the Master Control panel to the front by pressing the Ctrl-M (Windows and Linux) or ⌘-M (Macintosh) keyboard shortcut. Alternatively, use the 'Master Control' function on the File menu.
2. To find out who is currently logged in to FirstOffice, click the [Chat] button in the Master Control panel—



The 'Who Is Online' report appears, showing who is currently logged in together with the time of their last action and their IP address. Users with the word "Info" beside their name have entered a Presentation (described below on page 228). Click the word to read the Presentation.



3. To start a Chat with someone, click on their name in the report. The Chat window opens.



4. To participate in a Chat, simply type your message in the Enter Text field at the bottom of the screen and press Return or Enter. Your message appears in the main area of the 'Chat' window, visible to all participants.
5. To print a Chat, select 'Print' from the File menu.
6. To leave the Chat, close the 'Chat' window by clicking the close box. The other participants will be told that you have left.

Buttons

There are five buttons at the top of the 'Chat' window.

Invite



This button opens a list showing everyone currently logged in to FirstOffice. Double-click on a name to invite a person into the Chat.

Who is in this chat?



This button produces a report showing everyone currently participating in the Chat. You can print the report by clicking the Printer icon at the top of the report window.

Beep Others



This button causes the computers of everyone currently participating in the Chat to beep.

Save as File



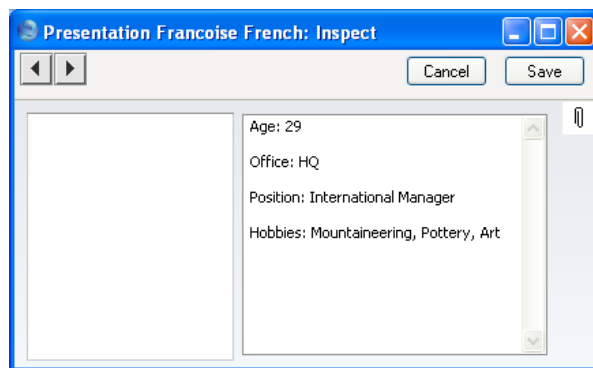
Use this button if you want to save the Chat as a text file.

Presentations

Each FirstOffice user with a Mailbox can enter a Presentation containing a brief profile about themselves. This profile will be visible to other users. Each Conference can also have a Presentation, which can contain details about the purpose of the Conference.

Entering a Presentation

To enter your Presentation, open a Mail, click on your name in the list of recipients and select 'Presentation' from the Operations menu. The following window opens —



Type your profile in to the right-hand field. Click the [Save] button in the Button Bar to save the Presentation and close the window.

You can return to your Presentation at any time using the same route to change it.

Reading Presentations

To read the Presentation of another user, first open a Mail with that user listed as the sender or one of the recipients, or create a new Mail and enter the user's name in the list of recipients. Ensure the cursor is in the user's name and select 'Presentation' from the Operations menu. The user's Presentation is opened. Once you have read it, close it by clicking the close box.

This method should also be used to create Presentations for Conferences.

You can also read a Presentation by clicking the word "Info" beside a name in the Who Is Online report.

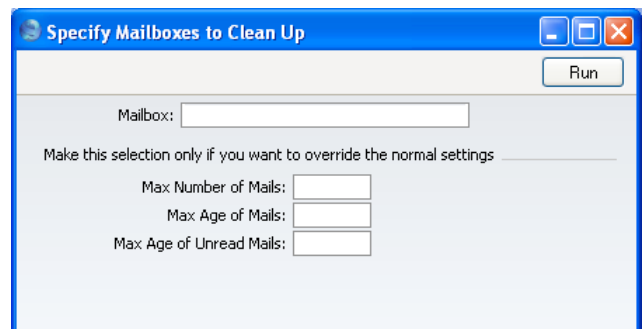
Maintenance

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. Maintenance functions connected with FirstOffice's Mail facilities are located in the System module. Use the [Select Module] button in the Master Control panel (or the Ctrl-0 or ⌘-0 keyboard shortcuts) to ensure you are in the System module and then select 'Maintenance' from the File menu. When the 'Maintenance' list appears, double-click an 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.

Clean Up Mail Registers

This function can be used to remove old Mails, to free up disk space.



Mailbox

Paste Special

Mailboxes and Conferences

If you would like to remove Mails from a particular Mailbox or Conference, enter its name here. Otherwise, all Mailboxes and Conferences will be affected.

Max Number of Mails

Specify here the maximum number of Mails that you would like Mailboxes and Conferences to contain. If any Mailboxes or Conferences contain more than this number of Mails, the oldest Mails will be removed until this number is reached. Mails whose Lifespan is Never

Remove will not be removed, while those whose Lifespan is Remove Next Day will be removed first.

You should only enter a number here if you want to override the maximum number specified in the Mail Settings setting in the Technics module or if you have not specified a number in that setting.

Max Age of Mails Specify here the maximum age in days of Mails that you would like Mailboxes and Conferences to contain. All Mails that are older will be removed, unless their Lifetime has been set to Never Remove. The calculation is made from the date a Mail was last modified, not the date it was created. Mails that have not reached this age may be removed as well if the Maximum Number (above) has been exceeded.

You should only enter a number here if you want to override the maximum number specified in the Mail Settings setting in the Technics module, or if you have not specified a number in that setting.

The maximum age for read Mail applies to both Mailboxes and Conferences, while that for unread Mail applies to Mailboxes only.

Press the [Run] button to start the updating process. This may take a few minutes, depending on the number of Mailboxes and Conferences, and on the number of Mails to be deleted. When the process has finished, you will be returned to the 'Maintenance' list window. You can close this window by clicking the close box.

Emptying the "Tmp" Folder

The Gateway uses a folder named "Tmp" to store mail attachments downloaded from the POP3 server before they are transferred to the "Attach" folder and attachments that are to be uploaded to the SMTP server.

Once an attachment has been transferred to the "Attach" folder or uploaded to the SMTP server, it is removed from the "Tmp" folder automatically.

***HansaWorld
FirstOffice
Professional
Purchase Orders***

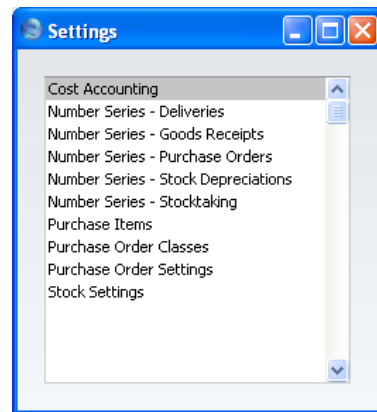
Chapter 8: Purchase Orders

The Purchase Orders Value Pack adds the necessary settings and registers to the Stock module to allow you to enter and print your Purchase Orders, for sending to Suppliers. There is also a separate item register for Purchase Items. This register can be made to cooperate with the normal Item register in the Sales Support and Sales Ledger modules.

Settings

Introduction

Settings concerned with the Purchase Orders Value Pack are located in the Stock module. To access them, use the [Select Module] button in the Master Control panel to enter the Stock 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 Stock module —



To work with a particular setting, double-click the relevant item in the list.

The settings belonging to the Purchase Orders Value Pack are described below. For descriptions of the other settings in the Stock module, please refer to Volume 3 of these manuals.

The Purchase Orders Value Pack also adds some options to the Purchase Invoice Settings setting in the Purchase Ledger. This is also described below.

Number Series - Purchase Orders

Each Purchase Order has its own unique identifying number, based on a sequential series. When you enter a new Purchase 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 do not define any Number Series, Purchase Order Numbers will start at 1 and continue consecutively.

When you enter a Purchase 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-click 'Number Series - Purchase Orders' in the 'Settings' list, the following window appears—

No.	No.		Date		Comment
	From	To	From	To	
1	2000	2999	1/1/2004	31/12/2004	London office
2	20000	20999	1/1/2004	31/12/2004	Manchester office
3	3000	3999	1/1/2005	31/12/2005	London office
4	30000	30999	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.

Purchase Invoice Settings

The Purchase Orders Value Pack adds the following options to the Purchase Invoice Settings setting in the Purchase Ledger—

Purchase Invoice Settings: Inspect [Save]

☒ Warn On Unusual Amount

Purchase Order Item Transfer Control _____

☐ Consolidate Items to Supplier Cost Account

☐ Consolidate by Items

☒ Transfer Each Row Separately

Enter & Return _____

☒ Skips Description

☒ Calculate VAT

VAT Rate:

Purchase Order Item Transfer Control

These options control the behaviour of the ‘Create Purchase Invoice’ function on the Operations menu of the Purchase Orders screen, used to create Purchase Invoices from Purchase Orders, and the ‘Create Purchase Invoice’ function on the Operations menu of the Goods Receipt screen, used to create Purchase Invoices from Goods Receipts.

If you need to use FirstOffice’s Intrastat reporting feature and you will be creating Purchase Invoices from Purchase Orders, you should choose the second or third options. If you will be creating Purchase Invoices from Goods Receipts, you should choose the third option. The Intrastat P/L document (described in the ‘Purchase Ledger’ chapter in Volume 2 of these manuals) lists the Items that have been purchased from Suppliers in other EU countries. This document takes Item information from the fields on flip B of the relevant Purchase Invoices. If you are using the second or third option (when creating Purchase Invoices from Purchase Orders) or the third option only (when creating Purchase Invoices from Goods Receipts), these fields will contain the necessary information.

Consolidate Items to Supplier Cost Account

If you are using this option and you create a Purchase Invoice from a Purchase Order, all the Items on the Purchase Order will be grouped together on a single row on the Invoice indicating that they are to be posted to the same Cost Account (taken from the Cost Account on the 'Terms' card of the Customer record for the Supplier). If the Items on the Purchase Order have different VAT Codes, there will be a separate row on the Invoice for each VAT Code. Objects specified in Purchase Order rows will not be transferred to the Invoice.

Take care when using this option if you ever need to create partial Goods Receipts and Invoices from a Purchase Order, or if you anticipate having to change Purchase Invoices once you have created them. Because all Purchase Order rows are consolidated to a single Purchase Invoice row, any changes to that Invoice cannot be fed back to the Purchase Order.

If the Supplier does not have a Cost Account, you will not be able to create a Purchase Invoice.

If you are using this option and you create a Purchase Invoice from a Goods Receipt, all the Items on the Goods Receipt 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. In all cases, the appropriate Account for the Zone of the Supplier will be used). If the Items on the Goods Receipt have different VAT Codes, there will be a separate row on the Invoice for each VAT Code. Objects specified in Goods Receipt rows will not be transferred to the Invoice.

Consolidate by Items

If you are using this option and you create a Purchase Invoice from a Purchase Order, the Purchase Invoice will feature a separate row for each Item on the Purchase Order. The Cost

Account in each case will be the Purchase Control Account from the Account Usage Stock setting. The Item Numbers and Quantities will be copied from the Purchase Order rows to the appropriate fields of the Purchase Invoice (on flip B).

If the Supplier does not have a Cost Account, you will not be able to create a Purchase Invoice, even if all Purchase Order rows have their own Purchase Control Account.

If you are using this option and you create a Purchase Invoice from a Goods Receipt, this option behaves in the same way as the Consolidate Items to Supplier Cost Account option described above.

Transfer Each Row Separately

If you are using this option and you create a Purchase Invoice from a Purchase Order, each Item (i.e. each row) on the Purchase Order will have its own row on the Invoice. In each case, the Cost Account will be the Purchase Control Account in the Account Usage Stock setting. The Item Numbers, Objects and Quantities from the Purchase Order rows will be copied to the appropriate fields of the Purchase Invoice (on flip B).

If you are using this option and you create a Purchase Invoice from a Goods Receipt, each Item (i.e. each row) on the Goods Receipt will have its own row on the Invoice. In each case, the Cost Account will be the Purchase Account in the Account Usage Stock setting. The Item Numbers, Objects and Quantities from the Goods Receipt rows will be copied to the appropriate fields of the Purchase Invoice (on flip B).

Purchase Items

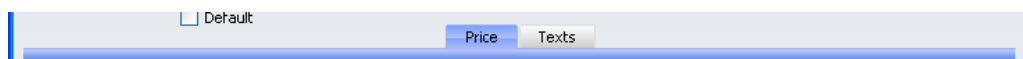
This setting contains information about the Items that are normally purchased by your business. It is separate to the Item register, allowing each Item to have several different corresponding Purchase Items. For example, if the

same Item is available from different Suppliers, you should have a separate Purchase Item for each Supplier, recording the price that each Supplier charges. If you then enter a Purchase Order or Goods Receipt, the correct price for each Item for the Supplier in question will be brought in automatically.

Typically, the Purchase Items setting will be used by companies that purchase products for resale as it is a means of recording Supplier and Cost information for each Item. If your business tends to sell services, or manufactures Items for sale, you may not need to use the Purchase Items setting.

To create a new Purchase Item record, first ensure you are in the Stock module using the [Select Module] button in the Master Control panel. Then click the [Settings] button, also in the Master Control panel, or choose 'Settings' from the File menu. Double-click 'Purchase Items' in the resulting list. The 'Purchase Items: Browse' window is opened, showing all Purchase Items already entered. Click [New] in the Button Bar or, alternatively, select a Purchase Item similar to the one you want to enter and click [Duplicate] on the Button Bar.

The 'Purchase Item: New' screen appears. This is divided into two cards. There are two named buttons ('tabs') in the header.



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

Purchase Item: Inspect

Item: 10110 Desc.: Amplifier
Supplier: 503 Name: UK Trading Company Ltd
☐ Default

Price **Texts**

Price: 105.00 Purchase Cost:
Unit Conv.:
Supplier Item: H5T99 Supplier Unit: PCS
Salesman: FF
Delivery Days:

	Text
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	

Header		
Item	Paste Special	Item register
	Enter an Item Number. You can have several Purchase Item records relating to a single Item.	
Desc.	The name of the Purchase Item is copied from the Item register. Change the name if necessary. When you issue a Purchase Order for the Item to the Supplier specified below, this is the name that will be used, not the one in the Item register.	
Supplier	Paste Special	Suppliers in Customer register
	Enter the Number of the Supplier here.	
Name	FirstOffice enters the name of the Supplier.	
Default	If you have several Purchase Item records relating to a single Item, check this box in the one with the Supplier that you usually use. This is usually referred to as the “Default Purchase Item”.	

You cannot have more than one Default Purchase Item for a particular Item.

Price Card

Price

Default taken from Item (Cost Price)

Enter the purchase price for the Item offered by this Supplier. This figure is per Supplier Unit (see below). If you have either of the Currency Value Packs, the Purchase Item will gain a Currency field: this Price should be in the Currency that you specify in that field (or in your home Currency if you leave the Currency field blank).

When you receive Items into stock (i.e. when you approve and save Goods Receipts), you can have the Cost Prices in the relevant Item records updated automatically. This automatic updating is not extended to Purchase Items. To update the Price of Purchase Items in a single step, use the 'Update Purchase Items' Maintenance function in the Stock module. This is described below on page 264.

Purchase Cost

The extra cost associated with a purchase transaction for this Item from this Supplier. Any value entered here will be transferred on a per unit basis to the Customs fields on flip B of each Goods Receipt row. The whole figure will be copied to the Customs field in the Goods Receipt footer. If you have either of the Currency Value Packs, this figure should be in your home Currency.

Unit Conv., Supplier Unit

Paste Special Units setting, Sales Ledger

You should use these fields when an Item is purchased in a different Unit to which that in which it is sold.

Enter the purchasing Unit in the Supplier Unit field, using 'Paste Special' if necessary. Then, use the Unit Conversion field to show the relationship between the Supplier Unit and the sales Unit (shown on the 'Pricing' card of the Item record). The Price (above) will refer to the Supplier Unit.

For example, your firm sells the Item in single units, but the Supplier sells in boxes of 12. In this case, the Unit on

the 'Pricing' card of the Item record will be "Item", the Supplier Unit will be "Dozen", and the Unit Conversion will be "12". The Price (above) will be for one dozen.

If you subsequently need to order 240 of the Item, enter "240" as the Quantity on the Purchase Order. The Purchase Order's Sup. Qty field (on flip B of the 'Items' card) will be calculated to show "20", i.e. the order quantity from the Supplier's point of view (Quantity divided by Unit Conversion). This figure is shown as the Quantity on the Purchase Order document.

Leave these fields empty if the purchasing and sales Units are the same. In this case, the Price will be per sales Unit.

Supplier Item	Used as default in	Purchase Orders
	The code allocated to the Item by this Supplier. This will be shown as the main Item Code on the Purchase Order document.	
Salesman	Paste Special	Person register, System module
	Default taken from	Current User
	Enter the initials of the Person responsible for this Purchase Item.	
Delivery Days	Record here the typical lead time it takes to receive this Item from the Supplier.	

Texts Card

Purchase Item: Inspect

Item: 10110 Desc.: Amplifier
Supplier: 503 Name: UK Trading Company Ltd
☐ Default

Price Texts

	Text
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	
16	
17	
18	
19	

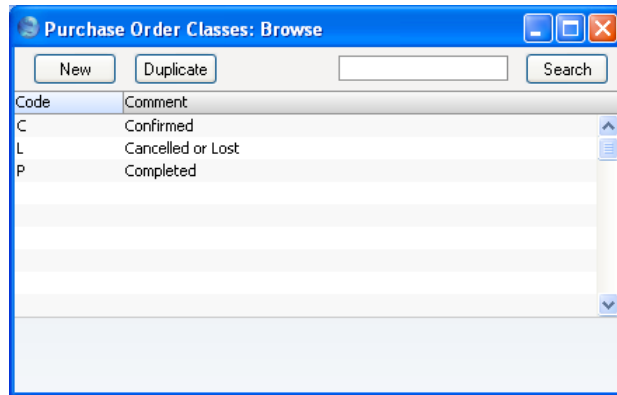
Text

Room for additional text about the Item. This will be shown on Purchase Orders for this Item.

Purchase Order Classes

The Purchase Order Class is a means of analysing Purchase Orders for reporting or prioritising.

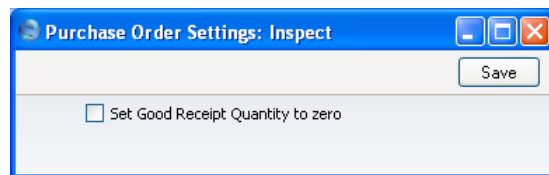
The 'Purchase Order Classes: Browse' window lists the available Order Classes: double-click to modify or click [New] to create a new item.



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

Purchase Order Settings

This setting contains some miscellaneous options controlling the behaviour of various aspects of the Purchase Orders Value Pack.



Set Goods Receipt Quantity to Zero

The 'Create Goods Receipt' function on the Operations menu of the Purchase Order window usually creates a Goods Receipt containing all Items that have been ordered but not yet received. Use this option if you would like the default Quantity for every Item in the Goods Receipt to be zero.

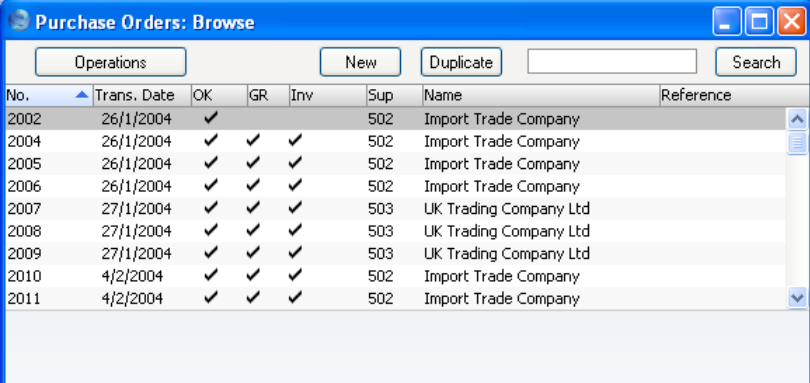
The Purchase Order Register

The Purchase Order register contains records for each Purchase Order issued.

Before you start entering Purchase Orders, make sure you have defined your sequence of Purchase Order Numbers using the Number Series - Purchase Orders setting.

Entering a Purchase Order

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



No.	Trans. Date	OK	GR	Inv	Sup	Name	Reference
2002	26/1/2004	✓			502	Import Trade Company	
2004	26/1/2004	✓	✓	✓	502	Import Trade Company	
2005	26/1/2004	✓	✓	✓	502	Import Trade Company	
2006	26/1/2004	✓	✓	✓	502	Import Trade Company	
2007	27/1/2004	✓	✓	✓	503	UK Trading Company Ltd	
2008	27/1/2004	✓	✓	✓	503	UK Trading Company Ltd	
2009	27/1/2004	✓	✓	✓	503	UK Trading Company Ltd	
2010	4/2/2004	✓	✓	✓	502	Import Trade Company	
2011	4/2/2004	✓	✓	✓	502	Import Trade Company	

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

Also shown are indications that the Purchase Order has been approved, that the ordered goods have been received and approved in their entirety (in the 'GR' or 'Goods Received' column) and that a Purchase Invoice has been received and approved (in the 'Inv' column), and the Supplier number and name.

The functions on the Operations menu are described below.

FirstOffice provides several shortcuts to simplify your work with entering Purchase Orders. You can for example use the 'Paste Special' function (Ctrl-Enter or ⌘-Enter) to bring a current date into a date field or to enter of Item Numbers, Customer Numbers, Payment Terms etc.

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

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

Purchase Order: Inspect

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

No.: 3165 Name: UK Trading Company Ltd
Supplier: 503

Date Items Terms Ord. Address Del. Address

Trans. Date: 11/8/2005 Plan. Del.:
Payment Terms: 30 Attn.:
Our Reference:

Item	Qty	Description	U Price	%	Sum	V-Cd
1	20	Transistor radio	23.00		460.00	1
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						

☐ Closed ☐ OK VAT: 80.50 Sum: 460.00 TOTAL: 540.50



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

Since the amount of information stored about each Purchase Order will not fit on a single screen, the Purchase Order window has been divided into five cards. At the top of each is the header. This contains the Purchase Order

Number, the Supplier 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 Supplier whose Purchase 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 'Terms' cards.

Header

No.

Paste Special

Select from another Number Series

When creating a new Purchase Order, FirstOffice will enter the next unused number from the first number sequence entered in the Number Series - Purchase Orders setting. You may change this number, but not to one that has already been used.

Supplier

Paste Special

Suppliers in Customer register

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

Name



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

Date Card

Trans. Date	Paste Special	Choose date
		The date the Purchase Order is to be issued. FirstOffice enters the current date as a default.
Plan. Del.	Paste Special	Choose date
		Specify here the date on which you need to receive the goods into stock. The format of this field is determined by the Planned Delivery setting in the Sales Support module. Available options are free text, date, week number or year-week (4 characters). You can use the Purchase Order Stock report to list Purchase Orders with a particular Planned Delivery Date.
Payment Terms	Paste Special	Payment Terms setting, Sales/Purchase Ledger
	Default taken from	Customer (Purch. Pay. Terms)
		Payment Terms entered here will be transferred to any Purchase Invoices raised from the Order. In addition simply to ensuring the correct Payment Terms appear on Purchase Orders (in the Language of the Supplier if necessary), using the correct Payment Terms will result in FirstOffice looking after the implications of an early settlement discount, if appropriate.
Attn.	Default taken from	Customer
		Record here your contact at the Supplier company.
Our Ref		Use this field if you need to identify the Purchase Order by means other than the Purchase Order Number.

Items Card

Purchase Order: Inspect

Operations  

New Duplicate Cancel Save

No.: 3165 Name: UK Trading Company Ltd

Supplier: 503

Date Items Terms Ord. Address Del. Address

	Item	Qty	Description	U Price	%	Sum	V-Cd
1	10101	20	Transistor radio	23.00		460.00	1
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							

☐ Closed ☐ OK

VAT: 80.50

Sum: 460.00
TOTAL: 540.50

A B

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



To add rows to a Purchase Order, click in any field in the first blank row and enter appropriate text. To remove a row, click on the row number on the left of the row and press the Backspace key. To insert a row, click on the row number where the insertion is to be made and press Return. Rows cannot be removed or inserted after Goods Receipts have been created from the Purchase Order.

You can also bring Items into a Purchase 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 Purchase Order row.

Flip A

Item	Paste Special	Item register
	<p>With the cursor in this field, enter the Item Number or Bar Code for each Item ordered. If the Item has a related Purchase Item in the name of the Supplier of the Purchase Order, pricing, descriptive and other information will be brought in from there. Otherwise, it will be taken 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 Purchase Order documentation.</p>	
Qty	<p>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.</p> <p>This figure refers to the main Unit of the Item (the Unit you use to sell the Item, shown on the 'Pricing' card of the Item record). This may not be the Unit used by the Supplier. For example, your firm might sell an Item in single units, but the Supplier might sell in boxes of 12. If so, "12" should be entered to the Unit Conversion field of the Purchase Item. Then, if you need to order 240 of the Item, enter "240" here as the Quantity. The Sup. Qty field on flip B will be calculated to show "20", i.e. the order quantity from the Supplier's point of view (Quantity divided by Unit Conversion).</p>	
Description	<p>If the Item has a related Purchase Item in the name of the Supplier of the Purchase Order, the Description will be taken from that Purchase Item record. Any text entered on the 'Texts' card of the Purchase Item will also be brought in, taking up as many Purchase Order rows as necessary.</p> <p>In other circumstances, the Description will be taken from the Item record.</p>	
Unit Price	<p>If the Item has a related Purchase Item in the name of the Supplier of the Purchase Order, the Unit Price will be taken from that Purchase Item record.</p> <p>If the Purchase Item has a Unit Conversion and a Supplier Unit, then this figure will be the Unit Price per Supplier Unit. For example, your firm might sell an Item in single units, but the Supplier might sell in boxes of 12.</p>	

If so, “12” should be entered to the Unit Conversion field of the Purchase Item and “Dozen” to the Supplier Unit field. The figure here will be the price per dozen.

If there is no suitable Purchase Item, the Unit Price will be taken from the ‘Costs’ card of the Item record.

%

A discount percentage.

Sum

The total for the row: Supplier Quantity (from flip B) multiplied by Unit Price less Discount. Changing this figure will cause the Discount Percentage to be recalculated.

Even if the Unit Price has been taken from the Purchase Item record, the Sum will take any Price Factor entered for the Item into account.

V-Cd

Paste Special

VAT Codes setting, Nominal Ledger

When you create a Purchase Invoice from this Order, the VAT Code entered here will determine the rate at which VAT will be charged on this Item and the Input VAT Account to be debited. A default is offered, taken from the Purch. VAT Code field in the Customer record for the Supplier. If that field is empty, the default is taken from the Item, the Item Group or from the ‘VAT’ card of the Account Usage P/L setting. In the last three cases, the appropriate VAT Code for the Zone of the Supplier will be used. You can change this default in a particular Order row if necessary.

Flip B

Objects

Paste Special

Object register, Nominal Ledger

You can assign up to 20 Objects, separated by commas, to this row 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 profit centre analysis that can be used in Nominal Ledger reports.

If you are using the Transfer Each Row Separately option in the Purchase Invoice Settings setting, the Objects specified here will be copied to the corresponding row of the Purchase Invoice when it is

created from this Order. In the resulting Nominal Ledger Transaction, these Objects will be assigned to the debit posting to the Purchase Account. This assignment will merge these Objects with those of the parent Order (shown on the 'Date' card).

When a Goods Receipt is created from this Purchase Order, the Object specified here will be assigned to both the debit and credit postings in the Nominal Ledger Transaction resulting from the corresponding Goods Receipt row.

Received

The quantity received for each Purchase Order row will be updated automatically when you create Goods Receipts using the 'Create Goods Receipt' function on the Operations menu (you will need to close the Order and re-open it to see the updated figure). Only quantities on approved Goods Receipts are included in the figure. This feature makes it easy to follow up on part shipments.

Invoiced

The quantity invoiced for each Order row will be updated automatically when you raise Invoices using the 'Create Purchase Invoice' function on the Operations menu (you will need to close the Order and re-open it to see this). The quantity usually includes both approved and unapproved Invoices. Invoices cannot be raised until Goods Receipts have been made and approved. In the case of partial Goods Receipts, Invoices can only be raised for the quantity received.

Note: The quantity shown in this field will not include unapproved Invoices if you are using the Consolidate Items to Supplier Cost Account option in the Purchase Invoice Settings setting. In this case, take care if you need to return to the Purchase Order to create a second Invoice before the first one has been approved.

Sup. Qty

This shows the number of Items the Supplier needs to despatch to fulfil your Purchase Order and is dependent on the Unit Conversion field in the Purchase Item record. For example, your firm might sell an Item in single units, but the Supplier might sell in boxes of 12. If so, "12" should be entered to the Unit Conversion field of the Purchase Item. Then, if you need to order 240 of the Item, enter "240" as the Quantity on flip A. The Sup.

Qty field will be calculated to show “20”, i.e. the order quantity from the Supplier’s point of view (Quantity divided by Unit Conversion). This figure is shown as the Quantity on the Purchase Order document.

Altering this figure will cause the Quantity field to be amended appropriately (i.e. Sup. Qty multiplied by Unit Conversion).

If the Purchase Item does not have a Unit Conversion, or there is no Purchase Item, then this figure will be the same as the Quantity on flip A.

Footer

<input type="checkbox"/> Closed	Sum:	460.00
<input type="checkbox"/> OK	VAT:	80.50
	TOTAL:	540.50

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

Closed

Check this box when all deliveries and Purchase Invoices for this Purchase Order have been received. Any remaining quantities that have not been received will be cancelled and will no longer appear in reports as being outstanding.

If a Purchase Order is marked as Closed, you will not be able to create Goods Receipts from it. However, you will still be able to create Purchase Invoices for earlier Goods Receipts.

OK

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

You do not have to approve a Purchase Order to receive goods to be received against it, or for its Items to be included in the Purchase Order total displayed by the ‘Item Status’ function. Nevertheless, once you have finalised a Purchase Order, you may find it beneficial to approve it for security reasons. You can use Access Groups to control who can approve Purchase Orders, who can unapprove Purchase Orders, who if anyone can

create Goods Receipts from unapproved Purchase Orders and who if anyone can issue Prepayments from unapproved Purchase Orders. To do this, deny access to the 'OKing Purchase Orders', 'UnOK Purchase Orders', 'Disallow Goods Receipt from not OKed Purchase Order' and 'Disallow Prepayment for not OKed Purchase Order' Actions respectively. The 'Goods Receipt from Purchase Order' Action allows you to control the creation of Goods Receipts from both approved and unapproved Purchase Orders. Access Groups are described in the 'System Module' chapter in Volume 1 of these manuals.

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



Note that an approved Purchase Order cannot be altered.

VAT

The VAT total for the Purchase 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 Purchase Order, excluding VAT.

TOTAL

The total for the Purchase Order, including VAT.

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

Terms Card

DateItemsTermsOrd. AddressDel. Address

Del. Terms:

Del. Mode:

Object:

Comment:

VAT Zone

☒ Domestic

☐ Inside EU

☐ Inside EU (Post VAT)

☐ Outside EU

☐ Outside EU (Post VAT)

Del. Terms	Paste Special	Delivery Terms setting, Sales Support module
	Default taken from	Customer (Purch. Del. Terms)
		Specify the Delivery Terms that you wish to be used for this Order here. You will tend to use this field for international Suppliers: examples might be Cost, Insurance, Freight or Free On Board.
Del. Mode	Paste Special	Delivery Modes setting, Sales Support module
	Default taken from	Customer (Purch. Del. Mode)
		Enter the mode of shipping for this order.
Object	Paste Special	Object register, Nominal Ledger
	Default taken from	Customer (Purch. Objects)
		You can assign up to 20 Objects, separated by commas, to this Order and all transactions generated from it. You might define separate Objects to represent different departments, cost centres or product types. This provides a flexible method of analysis that can be used in Nominal Ledger reports.
		In any Nominal Ledger Transactions generated from Purchase Invoices raised from this Order, any Objects specified here will be assigned to the debit posting to the Purchase Account(s) and, if you are using the Objects on Creditor Account option in the Account Usage P/L setting, to the credit posting to the Creditor Account. Similarly, in any Nominal Ledger Transactions generated from Goods Receipts raised from this Order, any Objects specified here will be assigned to the credit posting to the Purchase Control Account.
Comment		Record here any comment about the Purchase Order.
VAT Zone	Default taken from	Customer
		This information is taken from the Customer record for the Supplier, and indicates the origin of the Supplier. The selection of a VAT Code for each row depends on the Zone of the Supplier. The Zone cannot be changed for an individual Purchase Order: any change should be made in the Customer register before entering Purchase Orders.

Ord. Address Card

Date	Items	Terms	Ord. Address	Del. Address
Ordering-:	Merryseal House			
address:	Norbury Road			
	London SE3 4ER			

Ordering Address Default taken from Customer

The Supplier's address to which the Purchase Order is to be sent.

Del. Address Card

Date	Items	Terms	Ord. Address	Del. Address
Delivery-:				
address:				

Delivery Address The address to which delivery is to be made, where this differs from your main address.

Inspecting and Changing Purchase Orders

You can change a Purchase Order at any time, as long as it has not been approved (i.e. as long as the OK check box has not been switched on). To do so, click the [Purchase Orders] button in the Master Control panel in the Stock module. The 'Purchase Orders: Browse' window is opened, listing all Purchase Orders. Double-click on the Purchase Order you want to inspect or change. The window 'Purchase Order: Inspect' will appear. This is identical to the 'Purchase Order: New' window described above.

If you have created Goods Receipts or Purchase Invoices from the Purchase Order, some changes may not be permitted. For example, you cannot change a Quantity to a number lower than has already been received into stock. You can add new rows at any time, but you cannot insert or remove rows after you have created at least one Goods Receipt from the Purchase Order, even if no Goods Receipt has been made from the row in question.

Printing Purchase Orders

There are two ways to print a Purchase Order.

1. While entering or inspecting a Purchase 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 'Purchase Orders' in the 'Documents' list window or highlight it and press the Enter key. Indicate the Purchase Order Number (or range of Purchase Order Numbers) to be printed and press [Run].

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

1. Using the Form register in the System module, design the purchase order and name it "PURCHASE_ORDER". Use the 'Properties' function on the Operations menu to assign a Document Type of "Purchase Order". A sample Purchase Order Form 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. Change to the Stock module using the [Select Module] button in the Master Control panel.
3. Click [Documents] in the Master Control panel or select 'Documents' from the File menu. The 'Documents' list window is opened: highlight 'Purchase Orders'.
4. Select 'Define Document' from the Operations menu.
5. In the subsequent window, enter "PURCHASE_ORDER" 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 Purchase Order Form definition. From now on, the purchase order form that you have designed will be used, from the 'Documents' function and from the Printer icon.

Operations Menu



The Operations menus for Purchase Orders are shown above. On the left is that for the 'Purchase Orders: Browse' window: highlight one or more Purchase Orders (hold down the Shift key while clicking) in the list before selecting the function. On the right is that for the 'Purchase Order: New' and 'Purchase Order: Inspect' windows.

OK

This command is available on the Operations menu only from the 'Purchase Orders: Browse' window. It allows you to approve a Purchase Order and is therefore the equivalent of checking the OK box in a Purchase Order record. You can also select several records in the 'Purchase Orders: Browse' window (hold down the Shift key to select a range of Purchase Orders in the list) and approve them all at once. Remember that once this action has been carried out you will no longer be able to modify those Purchase Orders.

Close

This command is available on the Operations menu only from the 'Purchase Orders: Browse' window. It is the equivalent of checking both the Close and the OK boxes in a Purchase Order record. You can also select several records in the 'Purchase Orders: Browse' window (hold down the Shift key to select a range of Purchase Orders in the list) and close them all at once. Remember that once this action has been carried out you will no longer be able to modify those Purchase Orders.

You should close a Purchase Order when all deliveries have been received, and the Purchase Invoice has been processed. Any remaining quantities that have not been received will be cancelled.

Create Goods Receipt

Use this when you need to receive goods into stock against a Purchase Order. It is available on the Operations menu both in the browse window and in the record window for an individual Purchase Order. When you run it from the browse window, highlight a single Purchase Order before selecting the function. When you run it from the record window, you must first save all changes to the Purchase Order (use the [Save] button).

When you select the function, a new record is created in the Goods Receipt register (in the Stock module). It is opened in a new window, entitled 'Goods

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

Goods Receipt: Inspect

Operations [Printer Icon] [Clock Icon] [New] [Duplicate] [Cancel] [Save]

No.: 381 Trans. Date: 11/8/2005 ☐ Price Incl VAT

Sup.No.: 503 Name: UK Trading Company Ltd

Pur. Order No.: 3165

[Comment] [Items]

Comment:

Item	Qty	Description	Unit Price	Cost	Cost Price
1	10101	20	Transistor radio	23.00	23.00
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					

☐ OK Qty: 20.00 Freight: 0 Customs: 0 Cost Price: 460.00

The Goods Receipt record takes its information from the Purchase Order, and usually assumes that all Items not yet received are on the current shipment. The exception is when you are using the Set Goods Receipt Quantity to Zero option in the Purchase Order Settings setting, in which case the default Quantity for all Items will be zero.

You can change the Quantity in any row in the Goods Receipt screen as appropriate. You can also remove entire rows, by clicking on the row number to the left and pressing the Backspace key. You can receive into stock a greater Quantity than was ordered.

To print Stock Labels, use the 'Print Labels' function on the Operations menu. To print a Goods Receipt Note, click the Printer icon.

When you have checked and confirmed that the Goods Receipt is correct, click the OK check box and save. This signifies that the Goods Receipt has been approved. If you have determined that Nominal Ledger Transactions are to be created (using the Sub Systems setting in the Nominal Ledger), these

Transactions will now be created. You will no longer be able to modify the Goods Receipt. You will not be able to create a Purchase Invoice for the Items on the Goods Receipt until it has been approved.

For a full description of the screen, including detailed information about shipments and stock, please refer to the chapter covering the Stock module in Volume 3 of these manuals.

To close the screen and return to the Purchase Order, click the close box. You will be asked if you want to save any changes. The Received field of the Purchase Order (visible on flip B) will be updated automatically if the Goods Receipt was approved (you will need to close the Order and re-open it to see this). For any Items on the Goods Receipt that are Stocked Items, the stock balance will be updated.

If you are making use of the cost accounting facility in FirstOffice, you will want such transactions to be created on the receipt of goods as well as on their delivery. To ensure that this occurs, switch on the Goods Receipts check box in the Sub Systems setting in the Nominal Ledger. You will also need to specify Accounts for each of the fields in the Account Usage Stock setting in the Stock module. Please refer to the 'Cost Accounting' section of the 'Stock Module' chapter in Volume 3 of these manuals for full details.

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

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

1. The Purchase Order has been marked as Closed.
2. All Items on the Purchase Order have already been received.
3. You have logged in as a user that is not permitted to create Goods Receipts from Purchase Orders. This is controlled using Access Groups. To do this, deny access to the 'Goods Receipt from Purchase Order' and/or 'Disallow Goods Receipt from not OKed Purchase 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 - Goods Receipts setting (in the Stock module). This might be a fault in the setting itself, or it might be because the default Goods Receipt Number in the Number

Series Default setting (in the System module) is not in a valid Number Series. This problem will usually occur at the beginning of a new year.

Create Purchase Invoice

To raise a Purchase Invoice from a Purchase Order, select 'Create Purchase Invoice' from the Operations menu. For the function to have any effect, you must first save all changes to the Purchase Order (use the [Save] button), and the Supplier record must have a Cost Account specified on the 'Terms' card. You must first have created an approved Goods Receipt from the Purchase Order.

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.: 970090 Invoice Date: 11/8/2005 Trans. Date: 11/8/2005
 Supplier: 503 Name: UK Trading Company Ltd
 TOTAL: 540.50 Sup.Inv.No.:
 VAT:

Terms Costs Identifiers

Pay Term: 30 ☐ Hold Due Date: 10/9/2005
 Cash Discount: ☐ Prel. Book. Discount Date:
 Reference: Credit of Invoice:

	Account	Object	Description	Amount	V-Cd
1	742		Stock Purchased	460.00	1
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					

☐ OK Calculated VAT: 80.50

The Purchase Invoice takes its information from the Purchase Order, and, as a default, assumes that all previously uninvoiced Items on approved Goods Receipts related to the Purchase Order are to be invoiced. The appearance of the Purchase Invoice will be determined by the Purchase Order Item Transfer

Control options in the Purchase Invoice Settings setting in the Purchase Ledger. These options operate in the following manner—

Consolidate Items to Supplier Cost Account

The ordered Items are grouped together on a single row on the Invoice indicating that they are to be posted to the same Cost Account (taken from the Cost Account on the 'Terms' card of the Customer record for the Supplier). If the Items on the Purchase Order have different VAT Codes, there will be a separate row on the Invoice for each VAT Code. Objects specified in Purchase Order rows will not be transferred to the Invoice.

Consolidate by Items

The Purchase Invoice will feature a separate row for each received Item on the Purchase Order. The Cost Account in each case will be the Purchase Control Account from the Account Usage Stock setting.

Transfer Each Row Separately

Each ordered Item will have its own row on the Invoice. In each case, the Cost Account will be the Purchase Control Account from the Account Usage Stock setting. The appropriate Account for the Zone of the Supplier will be used. Objects specified in Purchase Order rows will be transferred to the corresponding row in the Invoice.

If you need to use FirstOffice's Intrastat reporting feature, you should use the second or third options (only the third option if you will also be creating Purchase Invoices from Goods Receipts). The Intrastat P/L document lists the Items that have been purchased from Suppliers in other EU countries. This document takes Item information from the fields on flip B of the relevant Purchase Invoices. If you are using the second or third option, these fields will contain the necessary information in Purchase Invoices created from Purchase Orders.

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 that the Purchase Invoice is correct, click the OK check box and save. This signifies that the Purchase Invoice has been approved. Associated Transactions in the Nominal Ledger will now 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 screen, please refer to the chapter covering the Purchase Ledger module in Volume 2 of these manuals.

To close the screen and return to the Purchase 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 B) will be updated automatically (you will need to close the Purchase Order and re-open it to see this). If you are using the Consolidate Items to Supplier Cost Account option, the Invoiced field is not updated until you approve the Purchase Invoice, and therefore you will need to take care if you need to return to the Purchase Order to create a second Invoice before the first one has been approved.

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

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

1. The Supplier has been marked as Closed or does not have a Cost Account specified.
2. There are no Items on the Purchase Order awaiting invoicing.
3. You have logged in as a user that is not permitted to create Purchase Invoices from Purchase Orders. This is controlled using Access Groups. To do this, deny access to the 'Purchase Invoice from Purchase Order' Action. 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 - Purchase Invoices setting (in the Purchase Ledger). This might be a fault in the setting itself, or it might be because the default Purchase Invoice Number in the Number Series Default setting (in the System module) is not in a valid Number Series. This problem will usually occur at the beginning of a new year.

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.

The Goods Receipt Register

The Purchase Orders Value Pack makes some minor changes to the Goods Receipt register in the Stock module, as follows—

Pur. Ord. No.	This extra field appears in the header of the Goods Receipt record if you have the Purchase Orders Value Pack. If you create a Goods Receipt from a Purchase Order (using the 'Create Goods Receipt' Operations menu function), the Purchase Order Number will be placed in this field by FirstOffice. It is not modifiable.
Unit Price	In a standard version of FirstOffice, the Unit Price of each Item in a Goods Receipt record is taken from the Cost Price in the Item register. If you have the Purchase Orders Value Pack, the Unit Price of each Item is taken from the originating Purchase Order (if the Goods Receipt was created from a Purchase Order), from the Purchase Item for the Item/Supplier combination or from the Cost Price in the Item register. It is therefore recommended that you specify the Supplier in a Goods Receipt record before listing the Items, so that each Unit Price is correct for the Supplier in question.
Customs	This field on flip B will default to the Purchase Cost from the relevant Purchase Item (multiplied by the quantity).
Objects	The Goods Receipt screen does not have an Object field. However, if you specify an Object in a Purchase Order row (flip B) and then create and approve a Goods Receipt from that Purchase Order, the Object will be assigned to both the debit and credit postings resulting from the corresponding Goods Receipt row.

The Purchase Orders Value Pack also changes the way the 'Create Purchase Invoice' Operations menu chooses Cost Accounts. When you have this Value Pack, the appearance of the Purchase Invoice will be determined by the Purchase Order Item Transfer Control options in the Purchase Invoice Settings setting in the Purchase Ledger. These options operate in the following manner—

Consolidate Items to Supplier Cost Account

The received Items are 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 on 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. Objects specified in Goods Receipt rows will not be transferred to the Invoice.

Consolidate by Items

This option behaves in the same way as the Consolidate Items to Supplier Cost Account option described above.

Transfer Each Row Separately

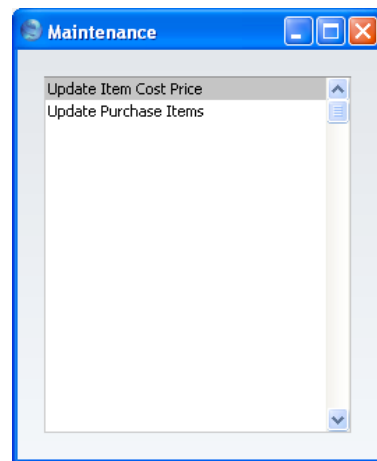
Each ordered Item will have its own row on the Invoice. The Cost Accounts will be the Purchase Control Account from the Account Usage Stock setting. The appropriate Account for the Zone of the Supplier will be used. Objects specified in Goods Receipt rows will be transferred to the corresponding row in the Invoice.

If you need to use FirstOffice's Intrastat reporting feature, you should use the third option. The Intrastat P/L document lists the Items that have been purchased from Suppliers in other EU countries. This document takes Item information from the fields on flip B of the relevant Purchase Invoices. If you are using the third option, these fields will contain the necessary information in Purchase Invoices created from Goods Receipts.

Maintenance

Introduction

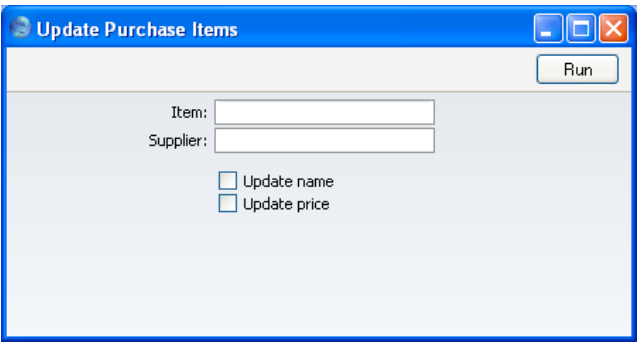
Maintenance functions allow you to carry out certain updating tasks, usually involving batch processing and encompassing all or many of the records in the affected register. The Purchase Orders Value Pack adds one new Maintenance function to the FirstOffice program: it can be found in the Stock module. To use it, change to the Stock module using the [Select Module] button in the Master Control panel and then select 'Maintenance' from the File menu. The following window appears—



Double-click the chosen 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 Purchase Items

When you receive Items into stock (i.e. when you approve and save Goods Receipts), you can have the Cost Prices in the Item records updated automatically. This automatic updating is not extended to Purchase Items. To update the Price of Purchase Items in a single step, use this function. You can also use it to update the Description of the Purchase Item: useful if you have several Purchase Items for a single Item.



Item	Paste Special	Item register
	Range Reporting	Alpha
	Leave this field blank to update all Purchase Items. Enter an Item Number to update the Purchase Items relating to a specific Item.	
Supplier	Paste Special	Suppliers in Customer register
	Enter a Supplier Number to update the Purchase Items with a specific Supplier.	
Update Name	Check this box to update the Purchase Item Description. The new Description will be taken from the Item and will be applied to all related Purchase Items.	
Update Price	Check this box to cause FirstOffice to update the Purchase Item Price with new Cost Prices from the Item register. Cost Prices of Items can be updated automatically from the most recent Goods Receipts. Note that the new Cost Price will be applied to all the Purchase Items relating to the Item, regardless of whether the Default check box is switched on and irrespective of the Supplier from whom the Items were last purchased.	

Press [Run] to start the updating process.

Documents

Introduction

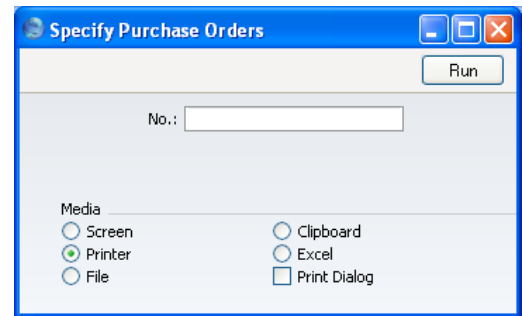
The Purchase Orders Value Pack adds one document to the Stock module. Use the [Select Module] button in the Master Control panel to ensure you are in this module and then select 'Documents' from the File menu or click the [Documents] button, also in the Master Control panel. Then, double-click the appropriate item in the list. A specification window will then appear, where you can decide the Purchase Orders that you want to be printed. Click [Run] to print the documents.

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

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

1. Design a Form (or change the sample Form supplied to reflect your own requirements) using the Form register in the System module. This process is fully described in the chapter in Volume 1 covering the System module.
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 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.

Purchase Orders



Enter a Purchase Order Number or a range of Purchase Order Numbers separated by a colon to select the records for printing. Then, click [Run] in the Button Bar or press the Return key.

You can also print a single Purchase Order from a record window by clicking the Printer icon, or print it to screen by clicking the Preview icon.

Reports

Introduction

The Purchase Orders Value Pack adds some new reports to the FirstOffice program: these can be found in the Stock module. Use the [Select Module] button in the Master Control panel to change to this module and then select 'Reports' from the File menu or click the [Reports] button, also in the Master Control panel. Then, double-click the appropriate item in the list. A specification window will then appear, where you can decide what is to be included in the report. Leave all the fields in this window blank if the report is to include all the Customers 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 Suppliers, 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 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.

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.

Purchase Item Price List

This report lists selected Purchase Items, showing Purchase Prices, Suppliers and Default status.

Specify Purch. Item Price List

Run

Item:

Supplier:

Sorting

Price From

☒ Number

☐ Supplier

☒ Purchase Item

☐ Sales Item

Media

☒ Screen

☐ Printer

☐ File

☐ Clipboard

☐ Excel

☒ Print Dialog

Item	Paste Special	Item register
	Range Reporting	Alpha
Use this field to restrict the report to a particular Item or range of Items.		
Supplier	Paste Special	Suppliers in Customer register
		Use this field to restrict the report to Items from a particular Supplier.
Sorting	The report can be sorted by Item Number or Supplier.	
Price From	Use these options to specify whether the Purchase Price shown in the report is to be taken from the Purchase Item or the Item register. In the latter instance, the Cost Price from the 'Costs' card of the Item screen is shown.	

Purchase Order Journal

This report shows registered Purchase Orders. You can make selections for a range of Purchase Orders, for a period, or for a specific Supplier.

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

Purchase Order	Range Reporting	Numeric
	Use this field to limit the report to a single Purchase Order, or range of Purchase Orders.	
Period	Paste Special	Reporting Periods setting, System module
	Enter the start and end dates of the reporting period.	
Supplier	Paste Special	Suppliers in Customer register
	To limit the report to Purchase Orders to a single Supplier, enter a Supplier Number here.	
Class	Paste Special	Purchase Order Classes setting, Stock module
	Enter a Purchase Order Class code to limit the report to Purchase 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.

Purchase Order Stock

This report gives you information about unfulfilled Purchase Orders in the system, showing Purchase Order Number, Order Date, Supplier, and unfulfilled order value. Further information is available, depending on the level of detail chosen.

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

Specify Purchase Order Stock

Run

Purchase Order:

Item:

Supplier:

Item Group:

Planned Delivery:

Class:

☐ Show only not fully received items

☐ Planned Delivery Date on Overview

Function

Function

Select

☒ Overview

☐ Detailed

☐ Order Rows

☒ Amounts

☐ Quantity

☒ Not Received

☐ Part Received

Media

☒ Screen

☐ Printer

☐ File

☐ Clipboard

☐ Excel

☒ Print Dialog

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

Supplier	Paste Special	Suppliers in Customer register To limit the report to Purchase Orders to a single Supplier, enter a Supplier Number here.
Item Group	Paste Special	Item Groups setting, Sales Ledger Use this field to limit the report to Purchase Orders containing Items belonging to a single Item Group. In the Overview, the figures shown in the report will be for the whole Order, not just for the Items belonging to the specified Group.
Planned Delivery	Paste Special	Current date If you wish to report on Purchase Orders whose Deliveries are to be received on a specific date, enter that date here.
Class	Paste Special	Purchase Order Classes setting, Stock module Enter a Purchase Order Class code to limit the report to Purchase Orders of a single Class.
Show only not fully received items		
If you are reporting on Part-Delivered Purchase Orders and are using the Detailed and Quantity options, switching this option on will list unfulfilled (undelivered or part-delivered) Purchase Order rows only. Otherwise, all Purchase Order rows will be shown.		
Planned Delivery Date on Overview		
Usually, the Overview option shows the Order Date of each Purchase Order. Check this box if you would like the Planned Delivery Date to be shown instead.		
Function	Use these options to control the level of detail shown in the report.	
Overview	This option displays the most important Purchase Order journal data (Order Number, Date, Supplier Name and Order Value yet to be received) in a table format.	
Detailed	At the Purchase Order level, this option provides the additional information of Payment Terms and Planned Delivery Date. It also shows the	

	Purchase Order rows with Item Code and Name, unfulfilled Quantity and unfulfilled Value.
Order Rows	This option shows minimal Purchase Order level information (Order No, Date and Planned Delivery Date). For all unfulfilled Purchase Order rows, it shows the Item Code, unfulfilled Quantity and unfulfilled Value.
Function	Use these options to determine whether values or quantities are to appear in the report.
Amount	The report will show the unfilled value of each Purchase Order.
Quantity	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 received and remaining to be delivered.
Selection	Check one or more of the boxes to include Purchase Orders of different status.

***HansaWorld
FirstOffice
Professional
Quotations***

Chapter 9: Quotations

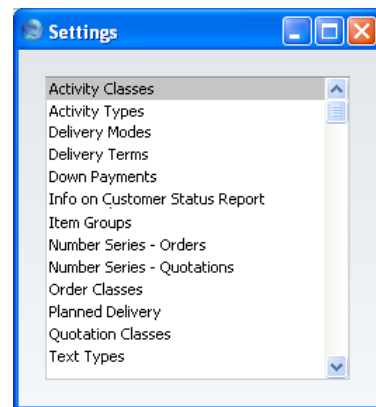
Use the Quotations Value Pack to create Quotations for sending to Customers and subsequently to convert the Quotations to Orders or Invoices. It can be used for call management: you can specify Contact Dates for each Quotation, making it easy to produce lists of calls to be made on a particular date.

The Quotations Value Pack is part of the Sales Support module and is fully integrated with the Sales Ledger.

Settings

Introduction

Settings concerned with the Quotations Value Pack are located in the Sales Support module. Use the [Select Module] button in the Master Control panel to enter the Sales Support 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—

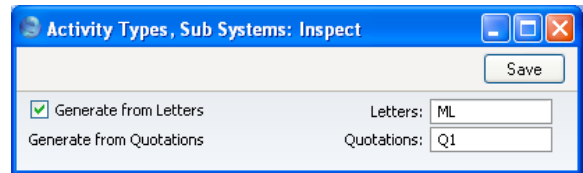


To work with a particular setting, double-click the relevant item in the list.

The settings belonging to the Quotations Value Pack are described below. For descriptions of the other settings in the Sales Support module, please refer to Volume 3 of these manuals.

Activity Types, Subsystems

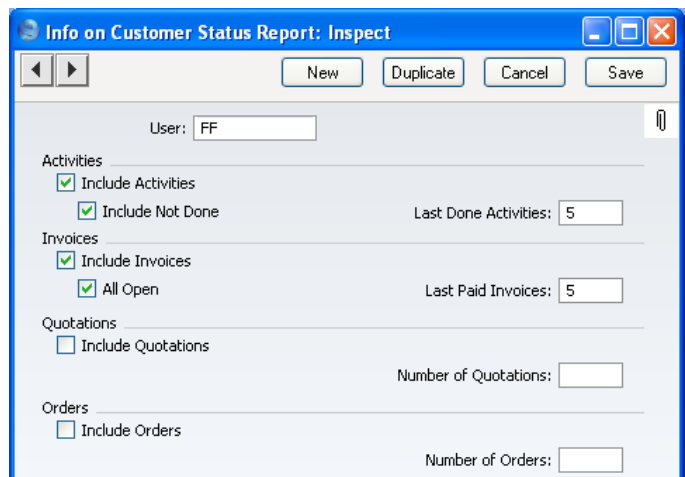
This setting is only present if you also have the CRM and Mail Value Pack. The Quotations Value Pack adds the following option—



The CRM and Mail Value Pack adds a ‘Create Activity’ function to the Operations menu of the Quotation screen. You can use this function to create Activities from Quotations, perhaps to remind you to call the Customer when a Quotation expires. Specify in this setting the Activity Type that you would like to be used in these Activities. Use ‘Paste Special’ to choose from a list of Activity Types.

Info on Customer Status Report

This setting allows you to control the appearance of the Customer Status Report when it is produced by different users using the Operations menu function of the ‘Customers: Browse’ and ‘Customer: Inspect’ windows. You can save a separate record in this setting for each Person, so each user can customise the report to their particular requirements. The Quotations Value Pack adds the following options—



Include Quotations

Check this box if Quotations 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 Quotations field is blank.

Quotation Class **Paste Special** Quotation Classes setting, Sales Support module

Enter a Quotation Class here to restrict the listing to Quotations belonging to that Class.

Number of Quotations

Specify here the maximum number of Quotations that will be shown in the report, starting with the most recent. No Quotations will be shown if you do not enter a number.

Number Series - Quotations

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

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

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

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

No.	Date		Comment
	From	To	
1	6000	6999	1/1/2004 31/12/2004 London Office
2	60000	60999	1/1/2004 31/12/2004 Manchester Office
3	7000	7999	1/1/2005 31/12/2005 London Office
4	70000	70999	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.

Quotation Classes

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

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

	Code	Description
1	B	Budget
2	C	Contractual Offer
3	LG	Local Government
4	E	Education
5	N	Normal Business
6		
7		
8		
9		

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

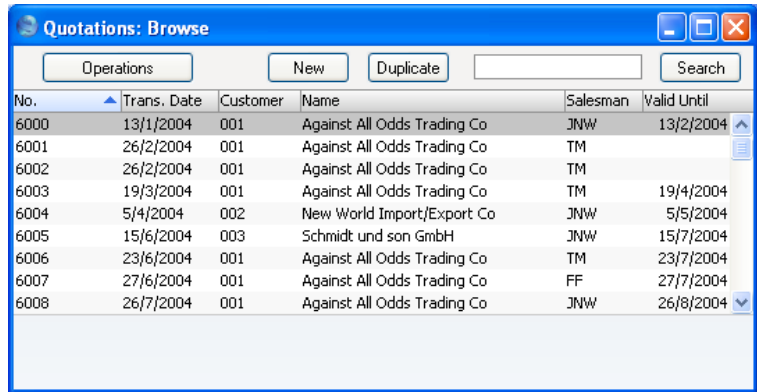
Code	Enter the Code for the Quotation Class in this field. The code may contain up to five characters, and you may freely mix letters and numbers.
Description	To make it easier to remember what the different codes stand for, you can enter a short descriptive text in this field.

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

The Quotation Register

This is the basic register for recording Quotation information.

In the Sales Support module click the [Quotations] button in the Master Control panel. The 'Quotations: Browse' window is opened, showing Quotations already entered.



The screenshot shows a window titled 'Quotations: Browse'. At the top, there is a menu bar with 'Operations', 'New', and 'Duplicate'. To the right of these buttons is a search field with a 'Search' button. Below the menu bar is a table with the following columns: No., Trans. Date, Customer, Name, Salesman, and Valid Until. The table contains 9 rows of data, with the first row (6000) highlighted. The data is as follows:

No.	Trans. Date	Customer	Name	Salesman	Valid Until
6000	13/1/2004	001	Against All Odds Trading Co	JNW	13/2/2004
6001	26/2/2004	001	Against All Odds Trading Co	TM	
6002	26/2/2004	001	Against All Odds Trading Co	TM	
6003	19/3/2004	001	Against All Odds Trading Co	TM	19/4/2004
6004	5/4/2004	002	New World Import/Export Co	JNW	5/5/2004
6005	15/6/2004	003	Schmidt und son GmbH	JNW	15/7/2004
6006	23/6/2004	001	Against All Odds Trading Co	TM	23/7/2004
6007	27/6/2004	001	Against All Odds Trading Co	FF	27/7/2004
6008	26/7/2004	001	Against All Odds Trading Co	JNW	26/8/2004

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

The functions on the Operations menu are described in the 'Operations Menu' section below on page 294.

Entering a Quotation

FirstOffice provides several shortcuts to simplify your work when entering Quotations. You can 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, Quotation Classes etc. The 'Paste Special' function is fully described in the 'Work Area' chapter in Volume 1 of these manuals.

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

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

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

Quotation: New

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

No.: 7010 Name: Against All Odds Trading Co
 Customer: 001 ☐ Closed

Date: 10/8/2005 Valid Until: 10/10/2005 Make Contact: 9/10/2005
 Pay. Terms: 30 Salesman: JNW Probability:
 Our Ref.: Attn.: Joseph Conrad Qtn Class:

Item	Qty	Description	Unit Price	%	Sum
1	1	CD player	71.00		71.00
2	1	Cassette deck	56.00		56.00
3	1	Amplifier	150.00		150.00
4	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

!

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

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

Date Items Del. Terms Inv. Address Del. Address

By clicking the tabs you can navigate between cards. The header is always visible, as a reminder of the Customer whose Quotation 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

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

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

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

Date Card

Date	Paste Special	Choose date
		The date of the Quotation: the current date according to the computer's clock is used as a default.
Valid Until	Paste Special	Choose date
		The last date of validity of this Quotation. This can be shown on any documentation relating to the Quotation.
Make Contact	Paste Special	Choose date
		As a reminder, enter the date on which the Customer is next to be contacted regarding this Quotation.
		You can use the Make Contact Date can be used as a search criterion in the Quotation Journal report: you can therefore use this report to produce daily call sheets.
		If you have the CRM and Mail Value Pack, you can use Activities both to produce daily 'to do' lists and to maintain contact histories. This Value Pack adds a 'Create Activity' function to the Operations menu. You can generate Activities from Quotations using this extra function: the Make Contact Date of the Quotation will be copied to the Start Date of such Activities, thus ensuring that follow-up calls are correctly scheduled.
Pay Terms	Paste Special	Payment Terms setting, Sales/Purchase Ledger
	Default taken from	Customer (Sales Pay. Terms)
		The Payment Terms registered for this Customer in the Customer register are entered as a default by FirstOffice. These will be transferred to any Orders and Invoices raised from the Quotation. In addition simply to ensuring that the correct Payment Terms appear on Invoices, entering basic Payment Terms records using the Sales Ledger setting can enable a system of early settlement discounts to be established.
Salesman	Paste Special	Person register, System module
	Default taken from	Customer
		Register the Salesman responsible for the Quotation here. Quotation Journal reports can be produced for each Salesman and, once converted into an Order or Invoice,

there are many reports in the Sales Orders and Sales Ledger modules that can be broken down by Salesman.

Probability

Use this field to record the percentage probability that an Order will result from the Quotation.

Our Ref

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

Attn.**Paste Special**

Contact Person register, Sales Support module

Default taken from

Customer

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

Qtn Class**Paste Special**

Quotation Classes setting, Quotations module

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

Items Card

Quotation: New

Operations New Duplicate Cancel Save

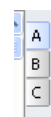
No.: 7010 Name: Against All Odds Trading Co
 Customer: 001 ☐ Closed

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

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					
15					
16					
17					
18					

VAT: 51.45 Sub-Total: 294.00
 TOTAL: 345.45

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



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

You can also bring Items into a Quotation by opening the 'Items: Browse' window, selecting a range of Items by clicking while holding down the Shift key, and then dragging them to the Item field in the first empty Quotation row. You can also copy a list of Item Numbers from 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 included on the Quotation. Pricing, descriptive and other information will be brought in from the Item record. If you leave this field blank, you can enter any text in the Description field, perhaps using the row for additional comments to be printed on Quotation documentation.

Qty

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

Description**Default taken from****Item**

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

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	10106	1	CD player
2	10105	1	Cassette deck
3	10110	1	Amplifier
4	10104	1	Loudspeakers
5			Require cabling
6			Require stands
7			

Unit Price

The Unit Price of the Item according to the valid Price List for this Customer. If the Customer has no Price List specified, or the Item is not on the Price List in question, the Base Price from the Item record is brought in. 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 a Quotation 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.

%

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 in 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

Objects

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 eventually raised from this Quotation, 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 Quotation (shown on the 'Del. Terms' card).

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

Account**Paste Special**

Account register, System module

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

V-Cd**Paste Special**

VAT Codes setting, Nominal Ledger

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

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

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

GP

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

Footer

VAT:	<input type="text" value="51.45"/>	Sub-Total:	<input type="text" value="294.00"/>
		TOTAL:	<input type="text" value="345.45"/>

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

VAT	The VAT total for the Quotation. This figure is rounded up or down according to rounding rules set in the Round Off setting in the System module.
Sub-Total	The total for the Quotation, excluding VAT.
TOTAL	The total for the Quotation, including VAT. This figure is rounded up or down according to rounding rules set in the Round Off setting in the System module.

Del. Terms Card

DateItemsDel. TermsInv. AddressDel. Address

Del. Terms:

Order No.:

Objects:

Comment:

Del. Mode:

Plan. Del.:

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 Quotation 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 Quotation. Examples might be Post or Courier, or might specify the name of the courier that you will eventually use to supply the goods on the Quotation.
Plan. Del	Paste Special	Choose date
		The planned shipment date. The format of this field is determined by the Planned Delivery setting. Available

options are free text, date, week number or year-week (four characters).

Order No.	In the case of a Quotation that you have converted to an Order (using the 'Create Order' function on the Operations menu), the Order Number of that Order will be shown here. If you have created more than one Order, the last Order Number will be shown. Quotations with an Order Number will not be shown in the Quotation Stock report.	
Objects	Paste Special Object register, Nominal Ledger Default taken from Customer (Sales Objects)	<p>You can assign up to 20 Objects, separated by commas, to this Quotation. You might define separate Objects to represent different departments, cost centres or product types. This provides a flexible method of analysis that can be used in Nominal Ledger reports.</p> <p>In any Nominal Ledger Transactions generated from Invoices eventually raised from this Quotation, any Objects specified here will be assigned to the credit posting to the Sales Account(s), the debit posting to the Cost Account (if cost accounting is being used), and the debit posting to the Debtor Account (if you are using the Objects on Debtor Account option in the Account Usage S/L setting).</p>
Comment	Default taken from Customer	Record here any comment about this Quotation. Comments in the Order Comment field of the Customer record will be entered here as a default.

Inv. Address Card

Date	Items	Del. Terms	Inv. Address	Del. Address
Invoice To:	Burntwhistle Lodge			
Address:	High Malberry			
	Staffs TF5 6TY			
VAT Reg.:				
Telephone:	01857 122544			
Fax:	01857 445788			
VAT Zone	<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

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

Zone**Default taken from** Customer

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

VAT No.**Default taken from** Customer

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

Phone, Fax**Default taken from** Customer

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

Del. Address Card

	Date	Items	Del. Terms	Inv. Address	Del. Address
Delivery-:					
Address:					

Delivery Address Default taken from Customer

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

Inspecting and Changing Quotations

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

1. Click the [Quotations] button in the Master Control panel. The 'Quotations: Browse' window is opened, listing all Quotations.
2. Double-click on the record you want to inspect or change. The window 'Quotations: Inspect' will appear. This is identical to the 'Quotation: New' window described above.
3. If you want to increase the quantity of a certain item, place the cursor in the Qty field and enter the new value. The Sum (and the figures in the footer area) will change accordingly.
4. If you want to insert a new row, select a row by clicking on the row number and press Enter. An empty new row is inserted, and the existing ones are moved down. Enter relevant data in the fields according to the description above.
5. If you want to delete a row, select it by clicking on the row number and choose 'Clear' from the Edit menu or press the Backspace key. The row is deleted, and the others are moved up.
6. To close the Quotation, click the close box. You will be asked if you would like to save the changes you have just made. You will be returned to the 'Quotations: Browse' window.

Printing Quotations

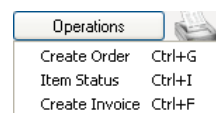
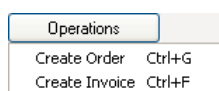
There are two ways to print a Quotation.

1. While entering or inspecting a Quotation, click the Printer icon in the Button Bar or select 'Print' from the File menu. If you want to print to screen, click the Preview icon.
2. Click the [Documents] button in the Master Control panel or select 'Documents' from the File menu. Double-click 'Quotations' in the 'Documents' list window. Enter the Quotation Number (or a range of numbers) to be printed and press [Run].

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

1. Using the Form register in the System module, design the quotation form and name it "QUOTE". Use the 'Properties' function on the Operations menu to assign a Document Type of "Quote". A sample "QUOTE" is supplied with FirstOffice: this can be modified to suit your requirements. Full instructions for using the Form register can be found in the chapter covering the System module (in Volume 1 of these manuals).
2. Select the Sales Support 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 'Quotations'.
4. Select 'Define Document' from the Operations menu.
5. In the subsequent window, enter "QUOTE" in the Form field of the first line (you can use 'Paste Special' to ensure the spelling is correct).
6. Click [Save] to save the Quotation Form definition. From now on, the quotation form that you have designed will be used, from the 'Documents' function and from the Printer icon.

Operations Menu



When you are working with Quotations, the Operations menu contains the commands shown above. The menu to the left shows the commands available

from the 'Quotations: Browse' window: highlight a single Quotation in the list before selecting a function. On the right is that available from the 'Quotation: New' and 'Quotation: Inspect' windows.

Create Order

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

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

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

- Operations:** New, Duplicate, Cancel, Save
- No.:** 1000162 **Name:** Against All Odds Trading Co
- Customer:** 001 ☐ Closed
- Date:** 10/8/2005 **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						

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

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

There is no restriction on the number of Orders that can be created from a single Quotation record, but no Order will be created if the Quotation has been Closed. Also, no Order will be created if there is no valid record in the Number Series - Sales Orders setting (in the Sales Support module). This might be a fault in the setting itself, or it might be because the default Order Number in the Number Series Default setting (in the System module) is not in a valid Number Series. This problem will usually occur at the beginning of a new year.

For a full description of the screen, please refer to the 'Sales Support' chapter in Volume 3 of these manuals.

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

The Order Number will be copied to the 'Del Terms' card of the Quotation: it will become visible when you re-open the Quotation.

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.

Create Invoice

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

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

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.

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

There is no restriction on the number of Invoices that can be created from a single Quotation record, but no Invoice will be created if the Quotation has been Closed. You do not need to create an Order first. However if you have created an Order, it is recommended that you create the Invoice from the Order screen, to ensure stock levels remain accurate. If you do not follow this sequence, stock levels will be changed twice: on Delivery (from the Order screen) and on Invoice (from the Quotation screen). Stock levels will not be changed for the second time when you raise the Invoice from the Order screen.

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

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

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

1. The Quotation has been marked as Closed.
2. There is no valid record in the Number Series - Invoices setting (in the Sales Ledger). This might be a fault in the setting itself, or it might be because the default Invoice Number in the Number Series Default setting (in the System module) is not in a valid Number Series. This problem will usually occur at the beginning of a new year.

Create Activity

This function only appears on the Operations menu if you also have the CRM and Mail Value Pack. You can use it to create Activities from Quotations. This can be useful to schedule a call to check that the Quotation has been received or to attempt to convert it into a sale. The Activity Type given to Activities created by this function will be taken from the Activity Types, Sub Systems setting in the Sales Support module. The Task Type of the new Activities will be To Do, and the Symbol will be Other.

When the function is selected, the following screen appears, which you can use to create a new Activity —

Activity: Inspect

Text: Type:

Start Time: Start Date:
 End Time: End Date:
 Cost (Time):

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

Persons: Cc:
 Priority:

Customer: Name:
 Contact: Telephone:

Code	Text
1	
2	
3	
4	

A new record is opened in a window entitled 'Activity: Inspect'. This means that it has already been saved, and is being opened for checking. The Start Date of the Activity will be the Make Contact Date of the Quotation if there is one, otherwise it will be the Quotation Date. The Person of the Activity will be the Salesman from the Quotation, and the initials of the current user (if different to the Salesman) will appear in the Cc field. After amendment if necessary, save the record in the Activity register by clicking the [Save] button in the Button Bar and close it using the close box. Alternatively, if you

no longer require the Activity, remove it using the 'Delete' function on the Record menu. In either case, you will be returned to the Quotation window.

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

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

Please refer to the 'Activities, Calendar and Task Manager' chapter in Volume 3 of these manuals for full details of the 'Activity: Inspect' window.

Documents

Introduction

The Quotations Value Pack adds one document to the Sales Support module. Use the [Select Module] button in the Master Control panel to ensure you are in this module and then select 'Documents' from the File menu or click the [Documents] button, also in the Master Control panel. Then, double-click the appropriate item in the list. A specification window will then appear, where you can decide the Quotations that you want to be printed. Click [Run] to print the documents.

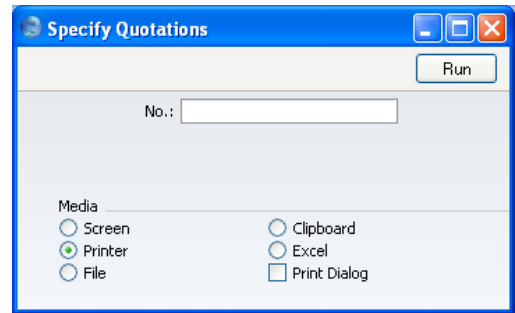
Where specified below, it is often possible to report on a selection range, such as a range of Quotations. To do this, enter the lowest and highest values of the range, separated by a colon. For example, to print Quotations 001 to 010, enter "001:010" in the Quotation Number field. Depending on the field,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

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

1. Design a Form (or change the sample Form supplied to reflect your own requirements) using the Form register in the System module. This process is fully described in the chapter in Volume 1 covering the System module. The sample Form supplied has the Form Code "QUOTE".
2. Change to the Sales Support module and open the 'Documents' window using the 'Documents' item on the File menu or by clicking the [Documents] button in the Master Control panel.
3. Highlight 'Quotations' in the list and select 'Define Document' from the Operations menu. The subsequent window is used to assign a Form (or more than one Form) to the document and is fully described in the 'Documents' section of the 'Work Area' chapter in Volume 1 of this manual. In this instance, enter "QUOTE" in the Form field of the first line.
4. You only need use the 'Define Document' function once. Afterwards, Form selection will be automatic.

Quotations

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



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

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

Reports

Introduction

The Quotations Value Pack adds some new reports to the FirstOffice program: these can be found in the Sales Support module. Use the [Select Module] button in the Master Control panel to change to this module and then select 'Reports' from the File menu or click the [Reports] button, also in the Master Control panel. Then, double-click the appropriate item in the list. A specification window will then appear, where you can decide what is to be included in the report. Leave all the fields in this window blank if the report is to include 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 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 update the report using different reporting criteria.

Quotation Journal

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

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

Quotation No.	Range Reporting	Numeric
	Enter a Quotation Number or a range of Numbers.	
Period	Paste Special	Reporting Periods setting, System module
	Enter the start and end dates of the period covered by the report.	
Make Contact	Paste Special	Reporting Periods setting, System module
	Range Reporting	Date
	To list Quotations with a particular Make Contact date, enter that date here.	
Customer	Paste Special	Customers in Customer register
	Enter a Customer Number to list the Quotations sent to a single Customer.	
Salesman	Paste Special	Person register, System module
	To limit the report to Quotations generated by a single Salesman, enter their initials here.	

Quotation Class	Paste Special	Quotation Classes setting, Sales Support module
		Enter a Quotation Class code to list Quotations of a single Class.
Function		Use these options to control how much detail is included in the report.
Overview		This option produces a report with a single line per Quotation, showing the Quotation Number, Date, Make Contact Date, Customer and Quotation Total including VAT.
Detailed		In addition to the information shown in the Overview, this option includes the full Customer address, telephone number and Payment Terms and lists all Items on the Quotation individually.
Show Base Currency 2 Totals		
		By default, the report contains figures in the home Currency (Base Currency 1) for the total value of the Quotations listed including and excluding VAT. Check this box if you would like these figures to be expressed in Base Currency 2 as well. If you also check the Show Quotation Class box below, the totals for each Class will be expressed in both Currencies.
		This check box is only available if you have the Dual Base Currency Value Pack.
Show Quotation Class		
		This option sorts the Quotations by Class and provides total values including and excluding VAT for each Class. Quotations that do not have a Class will not be listed.

Quotation Stock

This report is similar to the Quotation Journal described above on page 302, but only lists open Quotations (i.e. those that are not Closed and from which no Order has been created). As you can search by Contact Date, you can use the report to produce a useful call list for each day.

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

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

Quotation Class	Paste Special	Quotation Classes setting, Sales Support module
		Enter a Quotation Class code to limit the report to Quotations of a single Class.
Function		Use these options to control how much detail is included in the report.
Overview		This option produces a report with a single line per Quotation, showing the Quotation Number, Date, Make Contact Date, Customer and Quotation Total including VAT.
Detailed		In addition to the information shown in the Overview, this option includes the full Customer address, telephone number and Payment Terms and lists all Items on the Quotation individually.
With Probability (Overview only)		
		Use this option if you want to show the Probability that a Quotation will be converted to an Order (taken from the 'Date' card of the Quotation). This can only be shown if the Overview option is selected.

***HansaWorld
FirstOffice
Professional***

***Stock
Locations***

Chapter 10: Stock Locations

This Value Pack allows you to keep stock in different Locations.

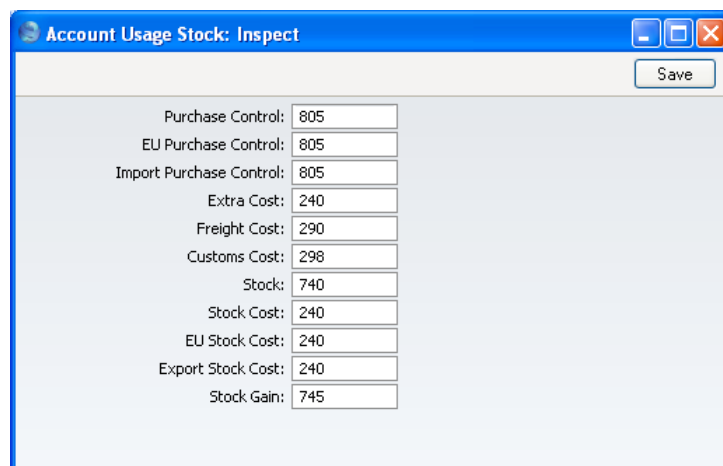
To start using this Value Pack, all you need do is define your Stock Locations in the Location register in the Stock module. You can then specify a Location both when receiving goods into stock and when delivering. A new Stock Movement register allows you to move Items from one Location to another. Any costs incurred in a Stock Movement will be recorded in the Nominal Ledger. Stock quantities and values for Items are maintained both per Location and in total.

Settings

The Stock Locations Value Pack adds one new setting to the Stock module, and also adds new options to the Account Usage Stock, Cost Accounting and Stock Settings settings.

Account Usage Stock

The Stock Locations Value Pack adds the following option to the Account Usage Stock setting in the Stock module—



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 settings with corresponding input fields:

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
Stock Gain:	745

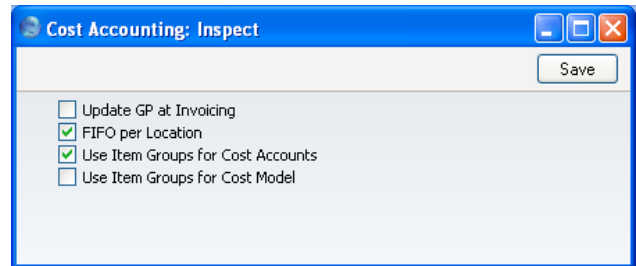
Stock Gain**Paste Special**

Account register, Nominal
Ledger/System module

This Account is used by the Stock Movement register to book value differences from internal stock transfers between stock Locations.

Cost Accounting

The Stock Locations Value Pack adds the following option to the Cost Accounting setting in the Stock module —

**FIFO per Location**

FirstOffice offers two methods by which FIFO schedules can be maintained.

In the first method, a single FIFO schedule is maintained, irrespective of the number of Locations. This method might be appropriate in situations where there are no Locations, or where the Locations represent different rooms or shelves in the same building. When you remove Items from stock using Deliveries and Invoices, the oldest Items are always removed, irrespective of the Location in which they are stored or specified on the Delivery or Invoice. You can move Items from Location to Location using Stock Movements, but their value will not be changed. To use this method, ensure this check box is switched off.

The second method is to maintain separate FIFO schedules for each Location. This method will be appropriate where the Locations represent separate buildings or warehouses. When you remove Items from stock using Deliveries or Invoices, the oldest Items in the specified Location are removed. You can move Items from Location to Location using Stock Movements, and

you can change their value, perhaps to reflect the cost of the transfer. To use this method, ensure this check box is switched on.

It is recommended that you switch this option on if you will be using FirstOffice's Locations feature. It is also recommended that you either switch on the Require Location option or specify a Main Location (both in the Stock Settings setting in the Stock module). This will ensure that you will always have to specify a Location when adding or removing stock.

Once you have made a decision as to whether you want to use the FIFO per Location feature, you should not change the state of this check box. If you switch the option on or off once you have started using the Stock module, it is very likely that inaccuracies will be introduced to the FIFO schedule. If you do wish to change the status of this check box, it is recommended that you do so in a new database created at a convenient time such as the beginning of a financial year.

When you produce a Stock List report, the report option you should use will depend on whether you are using the FIFO per Location option. Please refer to page 334 below for details.

Number Series - Stock Movements

This setting allows you to define number sequences to be used by the new Stock Movement register. It operates in the same manner as the other Number Series settings: please refer to the description of the Number Series - Goods Receipts setting in the 'Stock' chapter in Volume 3 of these manuals for details.

Stock Settings

The Stock Locations Value Pack adds the following options to the Stock Settings setting in the Stock module—

Stock Settings: Inspect

Save

Main Location:

☐ Require Location
☐ FIFO calculated automatically

Decrease Available on Deliveries _____
☒ Delivery is OKed
☐ When Delivery has been Created

Over Delivery _____
☐ Allow
☒ Do Not Allow
☐ Always Deliver

Main Location

Paste Special

Location register, Stock module

If you specify a Location here, it will be used by default wherever a Location is required and left blank. For example, Items on a Goods Receipt record without a Location will be treated as being stored in the Main Location.

If you are not using the Require Location option (below) and you change the Main Location, you must create a back-up file and import it into a new database before entering any further stock transactions. This will have the effect of moving all stock from the old Main Location to the new one, because all stock transactions with a blank Location will then be treated as referring to the new Main Location. If in reality the stock in the old Main Location remains there, you should then move it back to that Location using Stock Movements.

A special case of this is the specifying of a Main Location for the first time. In this case, stock that has previously been entered without a Location will be treated as being in the Main Location once you have completed the updating procedure described above.

If you do not follow this updating procedure when you change the Main Location, and instead move stock from

the old Main Location to the new one by Stock Movement, stock levels will be rendered inaccurate the next time you create a back-up file and import it into a new database (e.g. when updating to a new version of FirstOffice). You will be able to correct this inaccuracy by reversing the Stock Movement. Do not put off following the updating procedure because you do not want all stock to be moved from the old Main Location to the new one, as this will happen anyway the next time you import a back-up file into a new database (e.g. when updating).



If you are not using the Require Location option and you change the Main Location, create a back-up file and import it into a new database straight away.

Require Location If you are using this option, you will have to specify a Location in all stock transactions (such as Deliveries and Goods Receipts) and Invoices. If you are not using this option and you do not specify a Location in a transaction, that transaction will be treated as affecting any Location entered in the Main Location field above.

If you have not specified a Main Location, it is recommended that you use this option. It removes the risk of forgetting to specify a Location in a transaction: the 'blank' Location is treated as a separate Location in FirstOffice. You can receive goods in and issue goods from the 'blank' Location and use it in Stock Movements, but you cannot produce reports that are restricted to the 'blank' Location only. Leaving the Location field empty in a report specification window means 'report on all Locations' (including the 'blank' one).

If you have specified a Main Location, it is recommended that you do not use this option. This option will force you to specify a Location in every stock transaction, and therefore the Main Location will never be used.

FIFO Calculated Automatically

This check box controls the behaviour of the Stock Movement screen. When you specify an Item in a Stock Movement, its FIFO or Weighted Average value does not appear immediately. If you are not using this option, the FIFO or Weighted Average value will only appear when the Stock Movement is approved and saved. Otherwise, it will appear when the Stock Movement is saved for the first time (irrespective of whether it has been approved), and it will be updated on each subsequent saving.

It is usually recommended that you use this option: you should only switch it off in specialise accounting situations.

The Location Register

The Stock Locations Value Pack allows stocks to be kept at several different Locations. Stock quantities and values for Items are maintained both per Location and total.

To open the Location register, change to the Stock module and click the [Locations] button in the Master Control panel. The 'Locations: Browse' window is opened, showing existing Locations.

To enter a new Location, click the [New] button in the Button Bar. 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 'Location: New' window is opened, empty if you clicked [New] or containing a duplicate of the highlighted Location.

The screenshot shows a window titled "Location: Inspect" with a blue title bar. Below the title bar is a button bar containing "New", "Duplicate", "Cancel", and "Save". The main area of the window contains the following fields:

- Code: 1
- Name: Location 1
- Address: 42 Port Run
- The Harbour
- Portsmouth
- Hampshire
- Contact: Mr W W Lloyd
- Telephone:
- Fax:
- Email:
- Stock A/C: 740

Enter the Code and other information for each Location.

The Stock Account specified in the final field will be debited whenever stock is received into the Location and credited when stock is delivered (providing that, in the Sub Systems setting in the Nominal Ledger, you have specified that Nominal Ledger Transactions will be created when you approve Goods Receipts and Deliveries). If you do not specify a Stock Account in a Location, the Stock Account for the Item Group to which the individual Item belongs (if you are using the Use Item Groups for Cost Accounts option in

the Cost Accounting setting) or the Stock Account from the Account Usage Stock setting will be used.

If you are using Locations, it is recommended that you switch on the FIFO per Location option in the Cost Accounting setting in the Stock module. This will maintain a separate FIFO schedule for each Location, ensuring that Items are removed from each Location in the order in which they arrived. If this option is off, a single overall FIFO schedule is maintained, so Items will be removed from stock in the order in which they arrived, irrespective of the Location in which they are stored. It is recommended that you either switch on the Require Location option or specify a Main Location (both in the Stock Settings setting in the Stock module). This will ensure that you always specify a Location when adding or removing stock.

The Goods Receipt Register

The Stock Locations Value Pack adds one field to the 'Comment' card of the Goods Receipt screen—

Goods Receipt: New

Operations New Duplicate Cancel Save

No.: 382 Trans. Date: 11/8/2005 ☐ Price Incl VAT

Sup.No.: 507 Name: La Plata Turntables

Comment Items

Comment:

Location: 3

Item	Qty	Description	Unit Price	Cost	Cost Price
1	10127	5 Moving Magnet Cartridge	10.00		10.00
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					

☐ OK Qty: 5.00 Freight: 0 Customs: 0 Cost Price: 50.00

Location

Paste Special

Location register, Stock module

Specify here the stock Location where the goods listed in the grid are to be stored.

If you also have the Purchase Orders Value Pack and you created the Goods Receipt from a Purchase Order in which a Location was specified on the 'Del. Address' card, that Location will appear here by default.

If you have specified a Main Location in the Stock Settings setting, leave this field blank if the goods are to be stored in that Location. However, if you are using the

Require Location option in the same setting, you must enter a Location before you can save the Goods Receipt.

When you approve and save a Goods Receipt, the value of the Items listed in the grid will debited to the Stock Account of the Location specified here. If this Account is blank, the Stock Account for the Item Group to which the individual Items belong (if you are using the Use Item Groups for Cost Accounts option in the Cost Accounting setting) or the Stock Account from the Account Usage Stock setting will be used. The value of any Plain Items in the Goods Receipt will not be included.

The Sales Order Register

The Stock Locations Value Pack adds one field to the ‘Del. Terms’ card of the Sales Order screen —

Order: New

Operations

NewDuplicateCancelSave

No.: 1000163

Name: Against All Odds Trading Co

Customer: 001

☐ Closed

Date

Items

Del. Terms

Inv. Address

Del. Address

Del. Terms:

Del. Mode:

☐ Reserved

Order Class:

Total GP: 15.00

GP %: 60.0

Comment: Order Comment

Location: 3

Invoice To: Burntwhistle Lodge

Address: High Malberry

Staffs TF5 6TY

Telephone: 01857 122544

Fax: 01857 445788

VAT Zone

☒ Domestic

☐ Inside EU

☐ Inside EU (Post VAT)

☐ Outside EU

☐ Outside EU (Post VAT)

Location

Paste Special

Location register, Stock module

Used as default in

Deliveries

If the stock that will be used to satisfy this Order is to be taken from a particular Location, specify that Location here. Otherwise, stock from all Locations will be available.

If you have specified a Main Location in the Stock Settings setting, leaving this field blank means that stock will be taken from the Main Location. Note, however, that the Require Location option in the same setting has no power over this field. If you are using this option, you

will not have to enter a Location here, but you will have to specify one in any Deliveries resulting from this Order.

If the 'Item Status' window is on screen (described in the 'Operations Menu' section of the 'Items and Pricing' chapter in Volume 1 of these manuals), the quantities shown will only refer to the Location specified here. If this shows that there is insufficient stock in the Location to fulfil the Order, use the Stock Movement register to move any stock that might exist elsewhere into the Location.

The Delivery Register

When you have the Stock Locations Value Pack, you should still issue Deliveries using the 'Create Delivery' function on the Operations menu of the Sales Order screen. If you specified a Location in a Sales Order, this will be copied to the Delivery —

Delivery: Inspect

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

Del. No.: 960149 Cust. No.: 001 ☐ Tel. Message
 Order No.: 1000163 Del. Mode: ☐ Use Invoice Address
 Del. Date: 11/8/2005 Location: 3

[Items] [Address] [Packaging]

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

☐ OK Del. Qty: 1.00 Comment:

As before, the Delivery record takes its information from the Order, and tries to ship as many Items on the Order as possible. The Location specified on the 'Del Terms' card of the Order will be copied to the Delivery header. For Stocked Items, the stock balance in this Location will be shown in the Avail. field in the grid, and the default quantity in the Del. Qty field will usually be the maximum shippable quantity in the Location. If the Delivery does not have a Location, the Avail. and Del. Qty figures will be calculated using the stock balances from every Location. If you change to another Location, the Avail. and Del. Qty figures will be updated immediately. If you would like the default Del. Qty always to be the ordered quantity not the maximum

shippable quantity, even if there is insufficient stock, use the Always Deliver option in the Stock Settings setting in the Stock module.

Plain Items are shipped without any checking of stock levels.

If you need to make a part shipment, change the Del. Quantity of one or more rows on the Delivery screen as appropriate. FirstOffice will prevent you delivering more than you have in stock if you have checked the Do Not Allow Over Delivery option in the same setting. You will not be able to deliver more than was ordered.

When you approve a Delivery, the value of the Items listed in the grid will be credited to the Stock Account of the Location specified in the header. If this Account is blank, the Stock Account for the Item Group to which the individual Items belong (if you are using the Use Item Groups for Cost Accounts option in the Cost Accounting setting) or the Stock Account from the Account Usage Stock setting will be used. The value of any Plain Items in the Delivery will not be included.

Other Registers

Invoices

The Stock Locations Value Pack adds a Location field to the 'Delivery' card of the Invoice screen. This operates in a similar manner to that on the Order screen described above on page 318.

In the case of Invoices created from Orders, the Location field has no effect. In this situation, the Invoice is only a Sales Ledger transaction: the reduction of stock is done in the Delivery.

In the case of Invoices that do not have a related Order, the stock that will be used to satisfy an Invoice will be taken from the specified Location. If there is insufficient stock in the Location, you will not be able to approve the Invoice if you are using the Do Not Allow Over Delivery option in the Stock Settings setting. When you approve these Invoices, the value of the Items listed in the grid will be credited to the Stock Account of the Location specified on the 'Delivery' card. If this Account is blank, the Stock Account for the Item Group to which the individual Items belong (if you are using the Use Item Groups for Cost Accounts option in the Cost Accounting setting) or the Stock Account from the Account Usage Stock setting will be used. The value of any Plain Items in the Invoice will not be included.

As in the Order, if you have specified a Main Location in the Stock Settings setting, leaving the Location field blank means that stock from the Main Location will be used. Unlike the Order, however, if you are using the Require Location option in the same setting, you must enter a Location before you can save the Invoice.

Quotations

If you have the Quotations Value Pack, the Stock Locations Value Pack adds a Location field to the 'Del. Terms' card of the Quotation screen. This operates in a similar manner to that on the Order screen described above on page 318, although you can leave it empty, even if you are using the Require Location option in the Stock Settings setting.

Specifying a Location in a Quotation can be useful if you need to see stock levels of the quoted Items. You can use the 'Item Status' window (opened using the 'Item Status' function on the Operations Menu and described in full

in the 'Items and Pricing' chapter in Volume 1 of these manuals) to view the quantities available for shipping in the specified Location.

Purchase Orders

If you have the Purchase Orders Value Pack, the Stock Locations Value Pack adds a Location field to the 'Del. Address' card of the Purchase Order screen. If you specify a Location here, it will be offered as a default when you create a Goods Receipt from a Purchase Order. You can leave the Location field in a Purchase Order empty, even if you are using the Require Location option in the Stock Settings setting.

Stock Depreciations

The Stock Locations Value Pack adds a Location field to the Stock Depreciation screen. Specify here the stock Location that is to be affected by a Stock Depreciation transaction. When you approve and save a Stock Depreciation record, the value of the Items listed in the grid will be credited to the Stock Account of the Location. If this is blank, or if no Location is specified, the Stock Account for the Item Group to which the individual Items belong (if you are using the Use Item Groups for Cost Accounts option in the Cost Accounting setting) or the Stock Account from the Account Usage Stock setting will be credited.

If you have specified a Main Location in the Stock Settings setting, leaving this field blank means that the Main Location will be used. However, if you are using the Require Location option in the same setting, you must enter a Location before you can save the Stock Depreciation.

Stocktaking

Again, the Stock Locations Value Pack adds a Location field to the Stocktaking screen. Whenever you carry out a stocktake, you should enter a separate Stocktaking record for each Location.

It is recommended that you leave this field blank in only two circumstances: if you are not using Locations at all; and if you are using Locations but for some reason have some stock that is not in any Location. If you have specified a Main Location in the Stock Settings setting, you should not leave this field blank as you would elsewhere in the Stock module when you want to use the default Location. Instead, you should enter the Main Location here.

If you are using the Require Location option in the Stock Settings setting, you must enter a Location before you can save the Stocktaking record.

The Stock Movement Register

This register allows you to move stock between Locations. If so determined in the Sub Systems setting in the Nominal Ledger, Stock Movements, when approved, will create Nominal Ledger Transactions with full control over Accounts, Objects etc. Any cost incurred in the moving of an Item will be included in that Transaction. If you are using the FIFO per Location option in the Cost Accounting setting, that extra cost will also be added to the FIFO value of the moved Item.



Entering a Stock Movement

To open the Stock Movement register, first make sure you are in the Stock module, and then click the [Stock Movements] button in the Master Control panel. The 'Stock Movements: Browse' window is opened, showing Stock Movements already entered. These are normally listed in transaction number order. The OK column contains a check mark for the Stock Movements that have been approved.

To enter a new Stock Movement, click the [New] button in the Button Bar. 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 Movement: New' window is opened, empty if you clicked [New] or containing a duplicate of the highlighted Stock Movement.

Stock Movement: Inspect

Operations   New Duplicate Cancel Save

No.: 26 Trans. Date: 11/8/2005
 From Location: 1 To Location: 2

Objects Items

Text:
 Object:

	Item	Qty	Description	Old Unit Pr.	Extra Cost	New Unit Pr.
1	10102	1	Stereo cassette radio	14.29	5	19.29
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						

☐ OK Total Qty: 1.00

Header**No.****Paste Special**

Select from another Number Series

The number of the Stock Movement: FirstOffice will enter the next unused number from the first number sequence entered in the Number Series - Stock Movements 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.

From Location**Paste Special**

Location register, Stock module

The stock Location from where the Items are to be moved. You must enter a From Location, even if you have specified a Main Location in the Stock Settings setting.

To Location	Paste Special	Location register Stock module
		The stock Location to where the Items are to be moved. You must enter a To Location, even if you have specified a Main Location in the Stock Settings setting.

Objects Card

Text		A text message for the Stock Movement, such as the circumstances surrounding its entry.
Objects	Paste Special	Object register, Nominal Ledger
		Specify one or more Objects for the transaction, separated by commas. In the Nominal Ledger Transaction generated from this Stock Movement, any Objects specified here will be assigned to the credit and debit postings to the Stock Accounts of the From and To Locations, and to any posting to the Stock Gain Account.

Items Card

Use the grid on the 'Items' card to list the Items that are to be subject to the Stock Movement.

Item	Paste Special	Item register
		Enter the Item Number or Bar Code of the Item to be moved.
		If you choose an Item of which there is no stock in the selected From Location, it will still be included in the resulting Nominal Ledger Transaction. The stock balance of the Item in the From Location 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 you choose a Plain Item, no check for negative stock will be carried out, whatever the setting of the Do Not Allow Over Delivery option. The quantity of the Item in each Location will be adjusted accordingly. The resulting Nominal Ledger Transaction will only contain a value for this row if you entered a figure manually to the New Unit Price field, but this will not become the FIFO value of the Item. Stock values are not stored for Plain Items.

Qty Quantity of the Item to be moved. 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 the stock quantity in the From Location.

Description The Item Name is brought in from the Item register.

Old Unit Pr. The Item's unit FIFO or Weighted Average value will be placed in this field when you save the Stock Movement, if you are using the FIFO Calculated Automatically option in the Stock Settings setting. This figure will be used in the Nominal Ledger Transaction generated. If the Quantity is greater than one, this field will show the average unit FIFO cost. If you are not using the FIFO Calculated Automatically option, this field will remain blank.

If you change the Item Number, the Old Unit Price is not always updated immediately. The figure is always updated when the Stock Movement is saved or approved, providing you are using the FIFO Calculated Automatically option.

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.

Extra Cost Sometimes the value of an Item can change when it is transferred to another Location. In this field you can enter a positive or negative figure by which the cost price is to be adjusted: the figure entered should be per unit.

This field can be used in the following ways—

Old Price	Extra Cost	New Price
50	10	60
50	-10	40
50	10%	55
50	-10%	45

In the subsequent Nominal Ledger Transaction, the adjustment will be posted to the Stock Gain Account specified in the Account Usage Stock setting. If you are using the FIFO per Location option in the Cost Accounting setting, the FIFO value of the Item will be adjusted to include the Extra Cost.

If the FIFO per Location option is in use and if the Item in question is one that has its Cost Price updated on Purchase using the Weighted Average option (set on the 'Costs' card of the Item record), any Extra Cost entered here will be fed back to that Cost Price automatically.

New Unit Pr.

The new unit cost price including the cost of the stock transfer to the new Location. If you are using the FIFO per Location option in the Cost Accounting setting, this will become the new FIFO value of the Item(s) moved.

The figure will be recalculated when the Stock Movement is approved, providing you are using the FIFO Calculated Automatically option.

Footer

OK

Check this box to approve the Stock Movement. After approval, it may not be changed.

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 Movements', below on page 329.

You can use Access Groups to control who can approve Stock Movements. 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.

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

Currency Card

If you have the Dual Base Currency or the Currencies, Languages and Advanced Pricing Value Packs, the Stock Movement will have a 'Currency'

Card where you will be able to specify a Currency and Base or Exchange Rates.

Nominal Ledger Transactions from Stock Movements

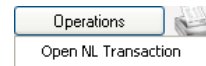
When you approve and save a Stock Movement record, a Nominal Ledger Transaction will be generated automatically if you have so determined in the Sub Systems setting in the Nominal Ledger. In normal circumstances, this Transaction will credit the Stock Account of the From Location with a figure based on the Old Unit Price and debit that of the To Location with a figure based on the New Unit Price. If either Stock Account is blank, FirstOffice will use the Stock Account from the Item Group (if you are using the Use Item Groups for Cost Accounts option in the Cost Accounting setting) or that in the Account Usage Stock setting. Any difference will be sent to the Stock Gain Account, also as specified in the Account Usage Stock setting.

	Account	Object	Description	Debit	Credit	V-Cd
1	740		Stock Valuation Location 1		14.29	
2	745		Stock Gain		5.00	
3	743		Stock Valuation Location 2	19.29		
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						

Difference: 0.00 Total: 19.29 19.29

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 Movement: New' and 'Stock Movement: Inspect' windows is shown above. There is no Operations menu for the 'Stock Movements: Browse' window.

Open NL Transaction

Once you have approved and saved a Stock Movement, 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.

Documents

Introduction

The Stock Locations Value Pack adds one document to the Stock module. Use the [Select Module] button in the Master Control panel to ensure you are in this module and then select 'Documents' from the File menu or click the [Documents] button, also in the Master Control panel. Then, double-click the appropriate item in the list. A specification window will then appear, where you can decide the Stock Movements that you want to be printed. Click [Run] to print the documents.

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

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

1. Design a Form (or change the sample Form supplied to reflect your own requirements) using the Form register in the System module. This process is fully described in the chapter in Volume 1 covering the System module.
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 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.

Stock Movements

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

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

Reports, Exports and Maintenance Functions

Reports

The Stock Locations Value Pack adds a Location field to the following reports, mainly in the Sales Support and Stock modules—

- Deficiency List
- Deliverable List
- Goods Receipt Journal
- Item History
- Order Stock
- Purchase Order Stock (if you also have the Purchase Orders Value Pack)
- Sales Order Journal
- Stock Depreciation Journal
- Stock In Journal
- Stock List
- Stock Out Journal
- Stocktaking Comparison
- Stocktaking List

In each case, use this field to produce a report for a specific Location. You can use 'Paste Special' to help ensure you choose the correct Location. Leave the field empty if the report is to include all Locations (in reports, leaving the Location field empty does not mean 'use the Main Location' as it does when entering records).

If you have specified a Main Location in the Stock Settings setting, all Goods Receipts, Deliveries and other stock transactions without a Location will be treated as affecting the Main Location. For example, if the Main Location is 1, all stock transactions without a Location will be treated as adding stock to or removing stock from Location 1. If you produce a report for Location 1,

the figures in the report will be calculated from stock transactions with a blank Location and from those for Location 1.

If you specify a Location in the Stocktaking List, you must also check the Show Quantity box. The Stocktaking List is a list of Items presented in a format that can be used as a basis for stocktaking. If you check the Show Quantity box, the list includes the quantity currently in stock. If you specify a Location, it shows the quantity currently in stock in that Location.

Stock List

The Stock Locations Value Pack adds two Function options to the Stock List report in the Stock module. Take care to select the correct option, depending on whether you are using the FIFO per Location option in the Cost Accounting setting.

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. You should not use this option if the FIFO per Location check box in the Cost Accounting setting is on.

Detailed	This gives a report showing when each individual Item was entered into stock together with its FIFO value. You should not use this option if the FIFO per Location check box in the Cost Accounting setting is on.
Per Location	This option produces a similar report to the Overview, but shows quantities per Item for each Location. You should only use this option if the FIFO per Location check box in the Cost Accounting setting is on.
Inc Values	If you are using the Per Location option, check this box if you want to show values as well as quantities.

Exports

The Stock Locations Value Pack adds new options to the following export functions in the System module—

Item Registers	A new option allows you to export information from the Location register
Trans Registers	A new option allows you to export information from the Stock Movement register.
Trans Registers (Period)	A new option allows you to export information from the Stock Movement register.

Maintenance Functions

The Stock Locations Value Pack adds new options to the following Maintenance functions in the System module—

Create N/L Transactions

A new option allows you to create Nominal Ledger Transactions from Stock Movements. The N/L Transfer, Subsystems report in the Nominal Ledger also gains a Stock Movement option to allow you to preview the new Transactions that will be created.

Delete Old Transactions

A new option allows you to delete old Stock Movements.

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