

Hansa Financials

HansaWorld

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

Volume 5: Specialised Modules

Contracts, Job Costing and Time Billing, Production and Assemblies,
Service Orders

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Preface

The Hansa Financials and HansaWorld ranges contain a number of powerful accounting, CRM and ERP systems for the Windows, Macintosh, Linux, PocketPC 2002 and AIX environments.

Hansa Financials and HansaWorld are practically identical, and they are designed to make administration and accounting as easy and fast as possible. The main differences between the two programs are discussed in the appropriate sections of these manuals.

The programs are similar in operation regardless of platform. In the specific areas where there are significant differences, these are described and illustrated in full. In all other cases illustrations are taken from the Windows version.

This manual covers Hansa's Contracts, Job Costing, Production and Service Orders modules. Prior to reading it, you should already be familiar with Hansa's Work Area (its modules, registers, windows, menus and buttons) and the Customer and Item registers. These are covered in Volume 1 of these manuals. Users of the Contracts, Job Costing and Service Orders modules should also be familiar with the Sales Ledger module, covered in Volume 2a, while the Production module assumes knowledge of Stock Control, described in Volume 3.

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

How these manuals are organised

Volume 1: Introduction

Introduction	Installing Hansa, the basic ideas
Work Area	Basic elements of Hansa: modules, registers, windows, menus, functions, buttons
Accounting Principles	About Hansa's place in your business, integration between ledgers, objects
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

Volume 2a	Sales Ledger	Invoices, receipts, debtors
	Purchase Ledger	Purchase invoices, payments, creditors
Volume 2b	Nominal Ledger	The basic accounting module. Transactions and budgets
	Currency	Multi-currency in all modules

Volume 3: Logistics Package

Sales Orders	Orders and deliveries. Invoices from orders
Purchase Orders	Purchase orders, goods receipts and purchase pricing
Stock	Deliveries, goods receipts and stock movements

Volume 4: General Modules

Assets	Asset accounting, depreciation, revaluation
Cash Book	Inward and outward cash transactions, receipts and payments
Consolidation	Multi-company reporting, subsidiaries and daughter companies
Expenses	Payments to and from employees
Quotations	Sending quotations, call backs, reports

Volume 5: Specialised Modules

Contracts	Periodic invoicing, contract renewals, contracts from invoices
Job Costing	Project management, time recording, budgets and quotations
Production	Multi-level assemblies from components
Service Orders	Management of service stock, invoicing of repairs, warranties

Volume 6: Personal Registers

CRM	Contact and time management. Activities, the task manager and the calendar: registering and reviewing appointments in daily or monthly diary or calendar format. Contact Persons. Customer letters and mailshots. Target time.
Mail	Internal mail, external mail (email), conferences, chat.

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Hansa Financials
HansaWorld
Contracts

Chapter 1: The Contracts Module

The Contracts module is designed for use by companies supplying products or services which are invoiced at regular intervals, such as rents, subscriptions or maintenance contracts.

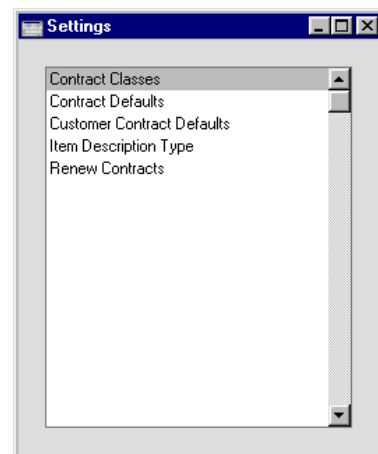
Individual agreements or contracts are recorded in the Contract register, and periodic Invoices are then created when appropriate using a special function. These are passed to Hansa's Sales Ledger module, where they are treated as normal Invoices.

The module also provides tools for the management of quoting and tendering for Contracts. A history of modifications to quotations can be maintained, and successful quotations can easily be converted into Contracts.

Settings

Introduction

The Contracts module has the following settings—



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

Contract Classes

This setting allows the definition of Contract Classes, which can be used to classify Contracts for reporting and invoicing purposes.

On opening the setting, the 'Contract Classes: Browse' window is shown. To enter a new Contract Class, click in the first blank line. Click [Save] in the Button Bar to save changes. To close the window without saving changes, use the close box.

	Code	Comment
1	S	Subscription
2	R	Rental
3	M	Monthly fees
4		
5		
6		
7		
8		
9		

Contract Defaults

This setting is used to set defaults for the Factor, Class, Period Type and invoicing instructions on the 'Dates' card of new Contracts. These defaults are used when entering Contracts directly to the Contract register, when creating them from Invoices using the 'Create Contracts' Operations menu function and when creating them from Contract Quotations using the 'Make Contract' Operations menu function, provided there is no record for the Customer in the Customer Contract Defaults setting (below). The defaults can be overridden for an individual Contract if necessary.

On opening the setting, the 'Contract Defaults: Inspect' window is shown. Set the defaults as required and then click the [Save] button in the Button Bar to save changes and close the window. Use the close box if you do not want to save changes. For a description of the fields and options, please refer to the section describing the 'Dates' card of the Contract register later in this chapter.

In the case of Contracts created from Contract Quotations, only the Factor and the Invoice options are used, since the other information will be taken from the Quotation itself.

Customer Contract Defaults

This setting is used to set defaults for the Factor, Class, Period Type and invoicing instructions on the 'Dates' card of new Contracts in the name of particular Customers. These defaults are used when these Contracts are entered directly to the Contract register, when they are created from Invoices using the 'Create Contracts' Operations menu function and when they are created from Contract Quotations using the 'Make Contract' Operations menu function. In all other cases (i.e. when there is no record for the Customer in this setting), defaults are taken from the Contract Defaults setting (above). The defaults can be overridden for an individual Contract if necessary.

On opening the setting, the 'Customer Contract Defaults: Browse' window is shown, listing the Customers for whom Contract Defaults have already been entered. To enter a new record, click the [New] button in the Button Bar. The 'Customer Contract Defaults: New' window appears: enter the details as appropriate and click [Save] to save the new record.

Customer**Paste Special**

Customer register

Enter the Customer Number for the Customer for whom the defaults are being set. Only one Customer Contract Defaults record can be entered for a particular Customer.

Factor, Class, Period Type, Invoice

Please refer to the section describing the 'Dates' card of the Contract register later in this chapter for descriptions of these fields and options.

In the case of Contracts created from Contract Quotations, only the Factor and the Invoice options are used, since the other information will be taken from the Quotation itself.

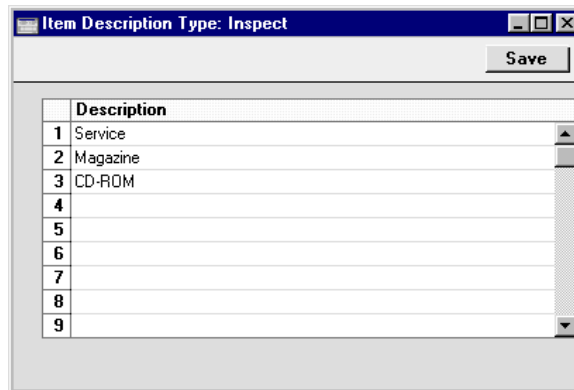
Invoice (Detailed, Group Invoice, One row per Contract row)

These options are used in Denmark only. Please refer to your local Hansa representative for details.

Item Description Type

This setting can be used to define various broad classifications which will then be used to describe the broad nature of each Contract row.

On opening the setting, the existing Item Description Types are shown in a browse window. To enter a new record, click in the first blank line. Click [Save] in the Button Bar to save changes. To close the window without saving changes, use the close box.



	Description
1	Service
2	Magazine
3	CD-ROM
4	
5	
6	
7	
8	
9	

Renew Contracts

This setting is used by the 'Renew Contracts' Maintenance function. Please refer to the description of this function later in this chapter for details.

The Contract Register

This is where the individual subscription agreements are recorded.

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

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

No.	Child	OK	Acc	Class	Cust.	Name	Dept.	Last Inv.	Start	End
1		✓		MAG	004	Oslo Trading Co		4/1/2002	4/1/2002	31/12/2002
2		✓		SERV	001	Against All Odds Tradin			12/1/2002	11/1/2003
3		✓			003	Schmidt GmbH			25/2/2002	24/2/2002
4					005	Moscow Trading Co			19/1/2002	18/1/2003
5					001	Against All Odds Tradin				
6					005	Moscow Trading Co			19/1/2002	18/1/2003

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

Entering a Contract

Contracts can be entered in four ways—



1. From the 'Contracts: Browse' window, click [New] in the Button Bar or use the Ctrl-N (Windows and Linux) or ⌘-N (Macintosh) keyboard shortcut. The Factor, Class, Period Type and invoicing instructions on the 'Dates' card of the new Contract are copied from the defaults set in the Contract Defaults setting. Alternatively, select a Contract similar to the one you want to enter and click [Duplicate] on the Button Bar. The Date of Contract of the new record will be the current date, not the date of the copied Contract.

2. Contract Quotations can be converted to Contracts using the 'Make Contract' function on the Operations menu of the Contract Quotation record. The Class and Period Type on the 'Dates' card of the new Contract are copied from the Contract Quotation, while the Factor and invoicing instructions are taken from the record for the Customer in the Customer Contracts Defaults setting. If there is no such record, they are taken from the Contract Defaults setting.
3. Contracts can be created from Invoices using the 'Create Contract' function on the Operations menu of the Invoice record. This is useful for businesses who sell both goods and the service contracts to maintain them. Whenever goods are sold, service contracts for those goods can be created immediately or at any later time. The Factor, Class, Period Type and invoicing instructions on the 'Dates' card of the new Contract are copied from the record for the Customer in the Customer Contract Defaults setting. If there is no record in this setting for the Customer, they are taken from the Contract Defaults setting. The Items in the new Contract are taken from the Contract Item fields of each Item on the Invoice. This field is used to link two records in the Item register: the Item itself (used in the Invoice) and the maintenance charge for that Item (used in the Contract).
4. The 'Renew Contracts' Maintenance function can be used to renew Contracts that have expired. It does this by searching for Contracts whose End Date is earlier than a specified date (i.e. which have expired by that date) and duplicating them. The duplicates have the same Contract Number as the original, but are also given a Child Number.

Note that Contracts created using methods 2 and 3 above will be presented in a 'Contract: Inspect' window. This means that the record will already have been created and saved into the register. To delete it you must choose 'Delete' from the Record menu.

Hansa provides several shortcuts to simplify your work when entering Contracts. You may for example enter the current date into a date field with the 'Paste Special' function. This can also be used to simplify the entering of Item Numbers, Customer Numbers, Contract Classes etc.

Contract: Inspect

Operations   New Duplicate Cancel Save

No. 8 Customer 004
 Name OsloTrading Co
 Department

Dates Items Currency Partners Pay Terms Del Terms Inv Del

Start Date 1/4/2003 End Date 31/3/2004
 Date of Contract 28/4/2003 Last Inv. Date 1/4/2003
 Next Price Change Last Price Change
 Cancel Date
 Factor 1 Class M
 Period Type
☐ Days ☒ Before Period
☒ Months ☐ After Period
☐ Accepted Length 1 Days 0
☒ OK

Item	Qty	Description	Unit Price	%	Sum
1	10124	1 Hi-Fi Monthly	112.69		112.69
2					
3					
4					

Tot.Qty Freight Sub-Total 112.69
 Currency NOK VAT 19.72 TOTAL 132.41

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

Dates Items Currency Partners Pay Terms Del Terms Inv Del

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

Header

No.

The Contract number. There are no number series: Hansa will start with 1 for the first record and count upwards. You can enter any number to the first Contract, and Hansa will increment from there. It cannot be changed once the Contract has been saved. If appropriate, the Contract Number will be copied back to the originating Quotation.

Any secondary identifying number ("Child Number") can be entered in the field to the right: this field cannot

be changed once the Contract has been saved. Contracts created by the 'Renew Contracts' Maintenance function will always have a Child Number. Such Contracts will replace all other Contracts with the same Contract Number and earlier Child Numbers.

Customer	Paste Special	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.
Department		This field can be used to record the Department either in the Customer's company or in your own Company which is responsible for the Contract. If the latter option is used, the Contract Contacts report can be used to print lists of Contracts for which each Department is responsible.
Dates Card		
Start Date	Paste Special	Current Date
		The date when the Contract takes effect. This field must contain a value before the Contract can be invoiced.
End Date	Paste Special	Current Date
		The last date of the Contract period. This field must contain a value if the Contract is to be invoiced using the 'Invoice' Operations menu function, but can be blank if the 'Create Contract Invoices' Maintenance function is to be used.
		The period between the Start and End Dates is referred to as the "Contract Duration" in this manual. The Contract duration is divided into smaller periods for invoicing using the Period Type and Length (below). These are referred to as the "Invoice periods". The invoicing functions can only raise Invoices for whole periods, so take care to ensure that the Start and End Dates in the Contract are correct. For example, in a Contract whose duration is one year and which is to be invoiced monthly, if the End Date is slightly later than

one year after the Start Date, an Invoice for a thirteenth month will be created. If the Start Date is 27/10/2002, entering an End Date of 27/10/2003 will be enough for an extra month to be invoiced.

Date of Contract **Paste Special** Current Date

The date when the Contract/agreement was entered into.

Last Inv. Date **Paste Special** Current Date

The Contract duration is divided into periods for invoicing, determined using the Period Type and Length (described below). Each time an Invoice is raised, the start date of the period covered by the Invoice is recorded here, taking the Invoice options (below) into account.

This field will be updated automatically when Invoices are created using the 'Create Contract Invoices' Maintenance function or the 'Invoice' Operations menu function.

If a Contract Invoice is credited, it may be necessary to raise a new Invoice. To ensure this is done the next time the 'Create Contract Invoices' function is run, change this date back to the appropriate date for the previous Invoice period. Be very careful with this feature, since it is possible to duplicate Invoices and possibly to disrupt the period structure of the Contract.

Next Price Change

Paste Special Current Date

Specify here the earliest date on which the prices and other details in the Contract can be updated. The 'Update Contracts' Maintenance function will not update a Contract with a Next Price Change date that is later than the date on which the function is being used.

Last Price Change

This field records the date when the prices in the Contract were last updated by the 'Update Contracts' Maintenance function. It is for information only, and cannot be changed.

Cancel Date	<p>Paste Special</p> <p>Current Date</p> <p>If the Contract is cancelled, enter the date it was cancelled here. Invoices will only be created for the period up to this date (i.e. the Contract duration will run from the Start Date to the Cancel Date).</p> <p>The Contract length is divided into periods for invoicing, determined using the Period Type and Length (described below). The invoicing functions can only raise Invoices for whole periods so, if the Cancel Date falls inside an Invoice period, the whole period will be invoiced but the periods beyond will not.</p> <p>The 'Cancel Unpaid Contracts' Maintenance function can be used to cancel Contracts whose Invoices have not been paid. It does this by finding Contract Invoices that are overdue for payment by a specified number of days and enters the current date to this field in each of the related Contracts.</p>
Factor	<p>This is an overall multiplier applied to all the Items on the Contract. For example, if the Contract has a single row with a quantity of two (shown on the 'Items' card) and this field is set to five, a quantity of ten will be shown on each Invoice.</p>
Class	<p>Paste Special</p> <p>Contract Classes setting, Contracts module</p> <p>Enter the Contract Class for the Contract (if any). Contract Classes permit the analysis of Contracts for reporting or prioritising.</p> <p>When using the 'Create Contract Invoices' Maintenance function, you can do so for Contracts of a particular Class.</p>
Period Type, Length	<p>These options are used to divide the Contract duration into shorter periods for invoicing. An Invoice period can be a certain number of days or months: select the appropriate option and enter the number in the Length field. For example, choosing Days and a Length of 30 will result in Invoices being raised every 30 days, while choosing Months and a Length of 6 gives a single Invoice every 6 months.</p>

The Length field must contain a value before the Contract can be invoiced.

Invoice, Days

These options allow you to control when Invoices will be raised, relative to the Invoice periods. For example, in a Contract whose Start Date is January 1st that is to be invoiced monthly, the Invoice periods will begin on the first day of each month. Choosing the Before option and entering 10 as the number of Days will cause an Invoice to be raised ten days before the start of each period (each month). Changing to After will cause an Invoice to be raised ten days after the end of each period.

Unless overridden using the specification window of the 'Create Contract Invoices' Maintenance function, these options will also determine the Invoice Date of each Invoice. Similarly, if the 'Invoice' function on the Operations menu is used to create Invoices for the entire Contract duration at one stroke, the dates of these Invoices will be determined by these options.

Accepted

Check this box when the Contract has been accepted by the Customer. The 'Contracts: Browse' window has a sortable column showing the Accepted status of each Contract, so you can find Contracts that have or have not been accepted quickly and easily.



OK

The OK check box should be switched on once the details of the Contract has been checked and approved. Until it has been switched on, no Invoices will be created for the Contract. You will still be able to modify the record, although the deletion and insertion of rows to the grid on the 'Items' card will be prevented.

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

Items Card

Contract: Inspect

Operations  

New Duplicate Cancel Save

No. 8 Customer 004

Name OsloTrading Co

Department

Dates Items Currency Partners Pay Terms Del Terms Inv Del

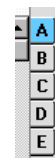
Item	Qty	Description	Unit Price	%	Sum
1 10124	1	Hi-Fi Monthly	112.69		112.69
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					

Tot.Qty Freight Sub-Total 112.69

Currency NOK VAT 19.72 TOTAL 132.41

Use the grid on the 'Items' card to list the Contract Items. These will all be included whenever an Invoice is raised for this Contract using the 'Create Contract Invoices' function.

The Contract row matrix is divided into five horizontal flips, each showing additional columns for the Contract rows. When you click on a flip tab (marked A-E), the two or three right-hand columns are replaced.



Before adding any rows to a Contract, ensure that the Currency and Exchange Rate specified are correct (these are shown on the 'Currency' card). If an Exchange Rate is specified, all prices transferred from the Item register will be converted. However, if the Exchange Rate is altered after rows have been added, their prices will not be converted.

To add rows to a Contract, 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 inserted or removed if the Contract has been approved and saved.

Flip A

Item	Paste Special	Item register
	<p>With the cursor in this field, enter the Item Number or Bar Code for each Item included on the Contract: usually, this will be an Item supplied on a regular basis (e.g. a magazine subscription) or a maintenance charge. 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 Contract documentation.</p>	
Qty	<p>Enter the number of units offered.</p> <p>If the Factor field on the 'Dates' card contains a value, the Quantity of all Items will be multiplied by the Factor in all Invoices raised from the Contract.</p>	
Description	Default taken from	Item
	<p>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.</p>	
Unit Price	<p>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 screen is brought in. If there is a Price List applying to this Contract, it will be shown on the 'Del Terms' card. If the Price List specified is one which is Inclusive of VAT, this figure will include VAT.</p> <p>If a Currency and Exchange Rate have been specified, the figure shown will be in the Currency concerned (i.e. having undergone currency conversion).</p>	

%	<p>Discount percentage. If a Discount Matrix that includes this Item has been allocated to the Customer, this figure will be determined by the Item Number and Quantity. It can be changed to an <i>adhoc</i> rate if necessary.</p> <p>In the Round Off setting in the System module, you can determine whether the discount is to be applied to the Unit Price before it has been multiplied by the Quantity, or to the Sum. In certain circumstances (where there is a very small unit price and a large quantity) this choice can cause the calculated discount to vary, due to the rounding system used in Hansa. Please refer to the 'System Module' chapter in Volume 1 of these manuals for details and an example.</p> <p>The percentage entered here can act as a discount, margin factor or markup. This is controlled using the General Options setting in the System module: again, please refer to the 'System Module' chapter for details.</p>	
Sum	<p>The total for the row: Quantity multiplied by Unit Price less Discount. Changing this figure will cause the Discount Percentage to be recalculated. If the Price List specified is one which is Inclusive of VAT, this figure will include VAT.</p>	
<i>Flip B</i>		
A/C	Paste Special	Account register, Nominal Ledger/System module
	<p>This code determines the Nominal Ledger Sales Account for this Item. Nominal Ledger Transactions generated by Invoices eventually created from this Contract will credit the Account specified here. A default is offered, taken from the Item record. If none is specified there, it will be taken from the Item Group or from card 3 of the Account Usage S/L Setting. This default can be changed for a particular Contract row if necessary.</p>	
Object	Paste Special	Object register, Nominal Ledger/System module
	Default taken from	Item
	<p>Up to 20 Objects, separated by commas, can be assigned to this Item and all transactions generated from it. You might define separate Objects to represent different</p>	

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 Contract, any Objects specified here will be assigned to the credit posting to the Sales Account and, if cost accounting is being used, the debit posting to the Cost Account. In both cases, these Objects will be merged with those of the parent Contract (shown on the 'Del Terms' card).

V-Cd**Paste Special**

VAT Codes setting, Nominal Ledger

The VAT Code entered here refers to a VAT Code record. The VAT Code entered here 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 Customer record. If none is specified, the default is taken from the Item, the Item Group or from card 3 of the Account Usage S/L setting. This default can be changed for a particular Contract row if necessary.

*Flip C***Price Factor****Default taken from** Item

A Price Factor can be used to recalculate the Unit Price of an Item. For example, if the Item is normally purchased in boxes with 24 units, the Price Factor 24 can be entered in the Item record. The Unit Price for the Item will then refer to a box of 24 units. The Price Factor will be brought in to the Contract from the Item: it can be altered and Hansa will recalculate the Sum accordingly. The formula used is $\text{Sum} = (\text{Quantity}/\text{Price Factor}) * \text{Unit Price}$.

*Flip D***Accrual****Paste Special**

N/L Accruals setting, Nominal Ledger

In normal circumstances, when an Invoice is created from a Contract, the whole Sum for each Invoice row will be posted to the Sales Account when the Nominal Ledger Transaction is generated. However, this might

not be appropriate if the Contract Period covered by the Invoice is a long one. In this case, it might be appropriate for the Sum to be posted to the Sales Account gradually during the Contract Period.

For example, a Contract is for one year and is to the value of 1200. You decide to issue a single Invoice for the whole year, not twelve monthly Invoices. In this situation, you might not want the Sales Account to be credited with the 1200 at once: it might be more appropriate if it is credited with 100 per month over the year (the contract period), especially if the contract period crosses over into a new fiscal year.

Enter here the Code of a record in the N/L Accruals setting in the Nominal Ledger. This will be used to define the formula by which the Sum is gradually credited to the Sales Account (in this example, at 100 (or 8.33%) per month). When the Invoice is approved and saved, the Sum (i.e. excluding VAT) of the Invoice row will not be posted to the Sales Account in the normal way. Instead, it will be posted to an Accrual Account, specified in the N/L Accrual record. The postings to the VAT and Debtor Accounts will not be affected. A record will also be created in the Simulation register. This will contain twelve sets of balancing debit and credit postings, debiting the Accrual Account and crediting the Sales Account. This will allow the Sum to be moved from the Accrual Account to the Sales Account at the rate of 8.33% per month, through the use of the 'Generate N/L Accrual Transactions' Maintenance function in the Nominal Ledger.

Please refer to the 'Accruals' section in the 'Sales Ledger' chapter in Volume 2a of these manuals for more details and an illustrated example.

Item Type	Paste Special	Item Description Types setting, Contracts module
		This field can be used to classify the Items supplied, referring to the list entered in the Item Type Descriptions setting.
Contact	Enter a Contact Name for each Item.	

*Flip E***Original Item****Paste Special**

Item register

If the Contract is for maintenance and the Item being maintained is one that is sold by your business, record its Item Number here. In the case of Contracts created from Invoices using the 'Create Contract' function on the Operations menu of the Invoice screen, the Item Number will be copied here from the Invoice automatically.

Original Serial No.**Paste Special**

Serial Numbers of Items in stock

If the Contract is for maintenance, record the Serial Number of the Item being maintained here. In the case of Contracts created from Invoices using the 'Create Contract' function on the Operations menu of the Invoice screen, the Serial Number will be copied here from the Invoice automatically.

Footer

In addition to the Currency, the Contract Footer contains various running totals. Whenever a Contract row is added or changed, these totals are updated. All totals shown assume a Factor ('Dates' card) of 1.

Tot.Qty	<input type="text"/>	Freight	<input type="text"/>	Sub-Total	<input type="text" value="112.69"/>
Currency	<input type="text" value="NOK"/>	VAT	<input type="text" value="19.72"/>	TOTAL	<input type="text" value="132.41"/>

Tot.Qty

The total number of Items covered by the Contract is shown here and is updated automatically. This figure can be printed on Contract Labels.

Currency**Paste Special**

Currency register, System module

Default taken from

Customer or Default Base Currency

The Currency of the Contract: the Exchange Rate is shown on the 'Currency' card where it can be modified only for this particular Contract if necessary. Ensure that the Currency is correct (i.e. it is the one which is to be used on any Invoices) before any Items are added to the Contract. This is to ensure that prices are converted correctly: prices of Items added to the Contract before

the Currency is specified cannot be converted retrospectively. Leave the field blank to use the home Currency (unless you have set a Default Base Currency, in which case this will be offered as a default and should be treated as your home Currency).

Freight

The Freight setting can be used to attach a fixed amount for Freight to each Contract. If this is being used, the appropriate amount will be placed in this field on the entry of a Customer Number. This figure can be altered if necessary. If the Freight setting is not being used, enter a freight amount if applicable.

The Freight figure is absolute: it is not multiplied by the Factor when raising Invoices.

VAT

The VAT total for the Contract.

Sub-Total

The total for the Contract, excluding VAT.

TOTAL

The total for the Contract, including VAT.

Currency Card

Dates	Items	Currency	Partners	Pay Terms	Del Terms	Inv	Del
Currency	EUR	Rate	:	:	Base Currency 1		
Base Currency 1	0.63	:	:	:	Base Currency 2		
Base Currency 2	1						

Currency**Paste Special**

Currency register, System module

Default taken from

Customer or Default Base Currency

The Currency of the Contract (also shown in the footer of the 'Items' card) is shown together with the exchange rate which can be modified only for this particular Contract if necessary. Ensure that the Currency is correct (i.e. it is the one which is to be used on any Invoices) before any Items are added to the Contract. This is to ensure that prices are converted correctly: prices of Items added to the Contract before the Currency is specified cannot be converted retrospectively. Leave the field blank to use the home Currency (unless you have set a Default Base Currency, in which case this will be offered as a default and should be treated as your home Currency).

Exchange Rates	Default taken from	Base Currency Rates setting and/or Exchange Rate register, System module
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The current exchange rates for the specified Currency will be entered here by Hansa. Ensure that that they correct before adding Items to the Contract to ensure the correct currency conversion takes place.

The Exchange Rate can be changed for individual Invoices once they have been raised from the Contract, since these Invoices are saved in an unapproved state. Using the Invoice register in the Sales Ledger, after entering the new Exchange Rate and saving, select 'Update Currency Price List Items' from the Operations menu to re-convert the prices of all Items on the Invoice.

One of two conversion methods will be used. The Dual-Base system will be useful for companies that have offices in two countries that need to report in both Currencies, for companies operating in countries where there is a second Currency (usually the US Dollar or Euro) in common use in addition to the national one, and for companies in the Euro zone who retain their old national Currency for comparison purposes. The second method is a simple conversion from the foreign Currency to the home Currency, applicable to the majority of worldwide Currency transactions. These are described below.

Exchange Rates (Dual-Base System)

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

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

Exchange Rates (Simple Currency Conversion System)

In the case of a simple currency conversion system (as in the example shown below), only the Rate and right-hand Base Currency 1 fields are used to show a simple exchange rate between the foreign and home Currencies.

Dates	Items	Currency	Partners	Pay Terms	Del Terms	Inv	Del
Currency	JPY	Rate	122.15	:	1	Base Currency 1	
Base Currency 1			:		Base Currency 2		
Base Currency 2							

For further examples, please refer to the 'Currency' chapter in Volume 2b of these manuals.

Partners Card

Dates	Items	Currency	Partners	Pay Terms	Del Terms	Inv	Del
Partner		Partner Name					
Contact		Version					
Contract Qtn.		Invoice To					

Partner**Paste Special**

Supplier register

If this Contract is one that is being subcontracted, you can record the name of the subcontractor company here. When you press Return, the Supplier's name and contact will be entered into the appropriate fields.

Partner Name

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

Contact**Default taken from** Supplier

Record here your contact at the Supplier company.

Version

If this Contract was created from a Quotation, its Version Number is shown here. This field cannot be modified.

Contract Qtn.

If this Contract was created from a Quotation, the Quotation Number is shown here. This field cannot be modified.

Invoice to**Paste Special**

Customer register

If the Invoices for this Contract are to be sent to another company, such as a leasing company or a parent

company, enter the Customer Number for that company here. That company must have their own record in the Customer register.

If you have several Contracts with the same Invoice To Customer, you can group them together on a single Invoice using the Group Invoicing option of the 'Create Contract Invoices' Maintenance function.

Pay Terms Card

Dates	Items	Currency	Partners	Pay Terms	Del Terms	Inv	Del
Pay Terms	30	Salesman	JNW				
Our Ref		Attn.					
Phone		Fax					
Credit Card		Authorisation					
Project							

Pay Term

Paste Special

Payment Terms setting, Sales/Purchase Ledger

Default taken from

Customer

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

Salesman

Paste Special

Person register, System module

Default taken from

Customer

The Salesman responsible for the Contract should be registered here. Once Invoices have been raised, there are many reports in the Sales Ledger module which can be broken down by Salesman. It is also possible to assign commission on Items sold, using the Bonus % field on the 'Pricing' card of the Item screen.

Our Ref.

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

Attn.	Paste Special	Contact Persons setting, Sales Ledger
	Default taken from	Customer
	Record here the person for whose attention this Contract is to be marked.	
Phone, Fax	Default taken from	Customer
	The Customer's telephone and fax numbers, as entered on the 'Contact' card of the Customer record.	
Credit Card	Paste Special	Credit Card register, Cheques module (if installed)
	If the Contract will be paid using a credit card, enter its number here. Known credit card numbers for each Customer can be stored in the Credit Card register in the Cheques module.	
Authorisation	If the Contract will be paid using a credit card, record the authorisation code here once it has been obtained.	
Project	Paste Special	Project register, Job Costing module
	This field can be used to link the Contract to a Project. If a Project is specified here, it will be copied to any Invoices raised from the Contract. This will enable those Invoices to be included in the GP, Projects report.	

Del Terms Card

Dates	Items	Currency	Partners	Pay Terms	Del Terms	Inv	Del
Del. Terms	<input type="text"/>	Del. Mode	<input type="text"/>				
Price List	<input type="text"/>	Language	<input type="text"/>				
Object	<input type="text"/>	Sorting	<input type="text"/>				
Comment	<input type="text"/>						

Del Terms	Paste Special	Delivery Terms setting, Sales Orders module
	Default taken from	Customer
	Specify the Delivery Terms for this Contract here. You will tend to use this field for international Customers: examples might be Cost, Insurance, Freight or Free On Board.	

For each Delivery Term record you can specify an appropriate description in different Languages: the Language for the Contract (on the 'Del Terms' card) will therefore determine the translation to be printed on any documentation produced from the Contract.

Del Mode**Paste Special**

Delivery Modes setting, Sales Orders module

Default taken from

Customer

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

For each Delivery Mode record you can specify an appropriate description in different Languages: the Language for the Contract (on the 'Del Terms' card) will therefore determine the translation to be printed on any documentation produced from the Contract.

Price List**Paste Special**

Price List register, Pricing module

Default taken from

Customer or Customer Category

Specify here the Price List which will determine the prices used on this Contract. Ensure you have chosen the correct Price List before adding rows to the Contract: if you change the Price List, any prices already in the Contract will not be recalculated retrospectively.

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

Language**Paste Special**

Languages setting, System module

Default taken from

Customer

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

Object	Paste Special	Object register, Nominal Ledger/System module
	Default taken from	Customer
		Up to 20 Objects, separated by commas, can be assigned to this Contract 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 Contract, any Objects specified here will be assigned to the debit posting to the Debtor Account, the credit posting to the Sales Account and, if cost accounting is being used, the debit posting to the Cost Account.
Sorting		This is a duplicate of the Sort Key field on the 'Inv' card. Please refer to the description of that field below for details.
Comment	Default taken from	Customer
		Record here any comment about this Contract. Comments in the Order Comment field of the Customer record will be entered here as a default.

Inv Card

Dates	Items	Currency	Partners	Pay Terms	Del Terms	Inv	Del
Invoice To Address							
<input type="text"/>							
<input type="text"/>							
<input type="text"/>							
<input type="text"/>							
Zone <input type="text"/>							
<input checked="" type="radio"/> Domestic <input type="radio"/> Inside EU <input type="radio"/> Outside EU							
VAT Reg. <input type="text"/>							
Sort Key <input type="text"/>							

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 Contract 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 Contract. The Zone cannot be changed for an individual Contract: any changes should be made in the Customer register.

VAT Reg.

Default taken from Customer

The Customer's VAT registration number. Although not vital for the purposes of producing a Contract, 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 Contract as this information is then required for EU VAT reporting purposes.

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

Sort Key

Default taken from Customer

This field can be used in countries where a post code, zip code or other area code appears on a separate line in an address. When printing Contract Labels, they can be chosen or sorted by Sort Key.

Del Card

Delivery Address **Default taken from** Customer

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

Printing Contracts

There are two ways to print a Contract.

1. While entering or inspecting a Contract, 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 'Contracts' in the 'Documents' list window, or highlight it and press the Enter key. Enter the Contract 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 contract form and name it "CONTRACT". Use the 'Properties' function on the Operations menu to assign a Document Type of "Contract". 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 Contracts module using the Modules menu.
3. Click the [Documents] button in the Master Control panel or select 'Documents' from the File menu. The 'Documents' list window is opened: highlight 'Contracts'.
4. Select 'Define Document' from the Operations menu.
5. In the subsequent window, enter "CONTRACT" 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 Contract Form definition. From now on, the form that you have designed will be used, from the 'Documents' function and from the Printer icon.

Inspecting and Approving Contracts

Contracts should be checked and approved before Invoices can be generated. Mistakes are easier to rectify at this stage than in any Invoices that may have been raised. There are two ways to approve a Contract—

1. With the Contract on screen, click the OK check box and save the record.
2. Select a Contract by clicking on it in the 'Contracts: Browse' window, and select 'OK' on the Operations menu. By holding down the Shift key you can highlight a batch of Contracts to approve at a single stroke using this method.

Creating Invoices

Invoices are raised for Contracts using the 'Create Contract Invoices' Maintenance function or the 'Invoice' Operations menu function. These functions are fully described in the 'Maintenance' and 'Operations Menu' sections respectively later in this chapter.

The Operations menu function will create an appropriate number of unapproved Invoices for the entire duration of a Contract at one stroke. For example, if the Contract duration is one year and the Invoice period is monthly, twelve unapproved Invoices will be created. It can only create Invoices for one Contract at a time.

The Maintenance function can be run regularly to create Invoices individually as the Contract duration progresses. Unapproved Invoices will be created for all Invoice periods that started in the time since the function was last run. For example, if the function is run monthly, Invoices will be raised for all Invoice periods that began in the month since the function was last used. It can create Invoices for all Contracts or for a selection of Contracts.

Operations Menu

Operations	Window	?
<u>O</u> K		Ctrl+G
<u>C</u> ustomer Status		
<u>C</u> reate Activity		Shift+Ctrl+C

Operations	Window	?
<u>C</u> ustomer Status		
<u>C</u> reate Activity		Shift+Ctrl+C
<u>O</u> pen Contract Status		Ctrl+L
<u>I</u> nvoice		Ctrl+I
<u>U</u> pdate Contract Status		Shift+Ctrl+U

The Operations menus for the Contract register are shown above. On the left is that for the 'Contracts: Browse' window: highlight one or more Contracts

(hold down the Shift key while clicking) in the list before selecting the function. On the right is that for the 'Contract: New' and 'Contract: Inspect' windows.

OK

This command is available on the Operations menu only from the 'Contracts: Browse' window. It permits the approving of a Contract and is therefore the equivalent of checking the OK box in the Contract record. You can also select several Contracts in the 'Contracts: Browse' window (hold down the Shift key to select a range of Contracts records in the list) and approve them all at once. Remember that Invoices can not be created from Contracts until they have been approved.

Customer Status

The 'Customer Status' function provides a short cut to the Customer Status report, otherwise available in a less detailed form in the Sales Ledger. This report lists previous Invoices and Receipts for the Customer whose Contract is currently on screen or for Customers highlighted in the browse window. It also shows total turnover and amount due figures.

Activities and Contracts for the Customer can also be shown. This is controlled by the Customer Status Report setting in the CRM module: different users can have different report definitions. This additional information will not be shown if the report is produced from the 'Reports' function in the Sales Ledger.

Create Activity

This function can be used to create records in the Activity register in the System module. This can be useful if it is necessary, for example, to schedule a call with the Customer regarding the Contract. The Activity Type given to Activities created by this function will be taken from the Activity Types, Sub Systems setting in the CRM module. The Task Type of the new Activities will be To Do, the Symbol will be Other and the Start Date will be the current date. The Person will be the current user.

When the function is used from the 'Contracts: Browse' window, separate unapproved records are created in the Activity register for each Contract highlighted. These are saved in the Activity register, but are not opened for checking or amendment.

When the function is used from the 'Contract: New' and 'Contract: Inspect' windows, the following screen appears, by which a new Activity record can be created—

A new record is opened in a window entitled 'Activity: Inspect'. This means that it has already been saved and is being opened for checking. 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 Contract window.

The Contract and the Activity will remain connected to each other through the Attachments facility. This allows you to open the Contract quickly and easily when reviewing the Activity, or to open the Activity from the Contract. When viewing the Activity or Contract, 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.

You can choose to have an Activity created automatically when each Contract is approved. Again, this is controlled using the Activity Types, Subsystems setting in the CRM module.

Please refer to Volume 6 of these manuals for full details of the 'Activity: Inspect' window and the Activity Types, Subsystems setting.

Open Contract Status



This function opens the record in the Contract Status register which refers to this Contract. If there is no such record, it can be created using the 'Update Contract Status' function (below). Please refer to the section below describing the Contract Status register for full details.

Invoice

This function creates an appropriate number of unapproved Invoices for the entire Contract duration at one stroke. For example, if the Contract duration is one year and the Invoice period is monthly, twelve unapproved Invoices will be created. The dates of these Invoices are determined by the Invoice options on the 'Dates' card of the Contract screen. For the function to have any effect, the Contract must be approved, there must be a Start Date and an End Date, the Last Invoice Date should be blank, the Length should not be zero and all changes must first have been saved (use the [Save] button). If the Last Invoice Date is not blank, you must use the 'Create Contract Invoices' Maintenance function (described later in this chapter). The Maintenance function should also be used if you want to raise Invoices individually as the Contract period progresses.

When this function is selected, an appropriate number of unapproved Invoices is created in the Invoice register (in the Sales Ledger). The last of these is opened in a new window, entitled 'Invoice: Inspect'. This means that it has been created and saved and is being opened for amendment and approval.

Invoice: Inspect

Operations   New Duplicate Cancel Save

No. 2021 Name Against All Odds Trading Co
Customer 001

Terms Items Currency Delivery Identifiers Inv. Address Del. Address

Inv. Date 1/4/2003 Our Ref. Salesman JNW
Pay. Terms 30 Attn. Joseph Conrad
Due Date 1/5/2003 Object
Trans. Date 1/4/2003 Official Ser. No.

Item	Qty	Description	Unit Price	%	Sum
1		Contract No: 9			
2		Period: 1/4/2003:30/4/2003			
3		-----			
4	10124	1 Hi-Fi Monthly	10.00		10.00
5					
6					
7					
8					
9					
10					
11					
12					

Currency GBP Freight VAT 1.75 Sub-Total 10.00
☐ OK Ext. Tax 0.00 Base 11.75 TOTAL 11.75

To print the Invoice, click the Printer icon. If the Invoice has not been approved, the printed Invoice will be marked as a test print, so that it cannot be confused with the final version of the Invoice. The Invoice can also be printed automatically on creation. This is controlled using the Auto Actions setting in the System module. Please refer to the 'Auto Actions' section in the 'System Module' chapter in Volume 1 for details.

Before using this function, care should be taken to ensure that the Start and End Dates in the Contract are correct. The function gives precedence to the Period Type over the End Date. For example, if the Period Type is monthly and the End Date is slightly later than one year after the Start Date, an Invoice for a thirteenth month will be created. If the Start Date is 27/10/2002, entering an End Date of 27/10/2003 will be enough for an extra month to be invoiced.

To close the screen and return to the Contract, click the close box. You will be asked if you want to save any changes. The Invoice Date of the last Invoice will be copied to the Last Invoice Date field in the Contract.

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

Update Contract Status

Select this function to create a record in the Contract Status register referring to this Contract. It can then be opened using the 'Open Contract Status' function (above). If you change important information in the Contract (e.g. the Customer, you can also use this function to update the corresponding Contract Status record.

The Contract Quotation Register

This register allows you to issue quotations for Contracts. They can then be revised as necessary before being converted into Contracts. A quotation history can be maintained.

In the Contracts module, select 'Contract Quotations' from the Registers menu, or click the [Quotations] button in the Master Control panel.

The 'Contract Quotations: Browse' window is opened, showing Quotations already entered.



No.	Ver.	Cust.	Name	Contract	Valid	Contact
1		004	Oslo Trading Co		22/2/2002	
2		008	The American Dream Inc		5/3/2002	
3		006	Estonian Export		15/4/2002	
3	2	006	Estonian Export		15/4/2002	
3	3	006	Estonian Export		15/4/2002	
4		001	Against All Odds Trading Co		15/4/2002	

Contract Quotations are shown sorted by Quotation Number: this can be changed by clicking on one of the other column headings.

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

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

Contract Quotation: Inspect

Operations New Duplicate Cancel Save

No. 5 Contract Version Class

Customer 001 Name Against All Odds Trading Co

Date 28/4/2003 Valid Until 30/4/2003 Our Ref Salesman JNW

Period ☐ Days Length 1 ☒ Months Times 12 Cost

Item	Qty	Description	Item Type	Sum
1	10124	1 Hi-Fi Monthly		10.00
2				
3				
4				
5				
6				
7				
8				
9				
10				

Customer's Price 0.00 Our Price 0.00

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

Date Items Partners Address Comments

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.

Header

No.	The Quotation number. There are no number series: Hansa will start with 1 for the first record and count upwards. You can enter any number to the first Quotation, and Hansa will increment from there.		
Contract	<p>When a Contract is created from this Quotation using the 'Make Contract' function on the Operations menu, its number will appear here. This field cannot be changed.</p> <p>Any secondary identifying number (Child Number) entered to the Contract will be copied to the field to the right: this field cannot be changed.</p>		
Customer	Paste Special	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.		
Version	<p>If it is necessary to change a Quotation and to keep a record of the original, create a new record using the [Duplicate] button. Assign the same Quotation Number to the new record and enter a Version Number here. This allows you to build up and maintain a quotation history.</p> <p>It is not possible to generate a Contract (using the 'Make Contract' function on the Operations menu) from a Quotation if another exists with the same Quotation Number and a later Version Number.</p>		
Class	Paste Special	Contract Classes setting, Contracts module	
	An optional Contract Class for the record. Contract Classes permit the analysis of Quotations for reporting or prioritising. One use might be to distinguish those		

which are open, won or lost, or to classify Quotations for different types of subscriptions or contracts.

Name

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

Date Card

Date	Items	Partners	Address	Comments
Date 28/4/2003	Period _____			
Valid Until 30/4/2003	<input type="radio"/> Days	Length 1		
Our Ref _____	<input checked="" type="radio"/> Months	Times 12		
Salesman JNW	Cost _____			

Date**Paste Special****Current Date**

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

Valid Until**Paste Special****Current Date**

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

Period, Length

These options are used to specify the period to be covered in a single Invoice, should the Quotation be converted to a Contract. This period can be a certain number of days or months: select the appropriate option and enter the number in the Length field. For example, choosing Days and a Length of 30 will result in Invoices being raised every 30 days, while choosing Months and a Length of 6 gives a single Invoice every 6 months.

Times

The length of the proposed Contract (i.e. the number of Invoice periods) can be entered here. Note that this is to be shown on documentation only: it will not be used to calculate the End Date of the Contract.

Our Ref

Use this field if you need to identify the Quotation by means other than the Quotation Number. A default will be taken from the Our Ref field on the 'Ser Nos' card of the Person record of the current user.

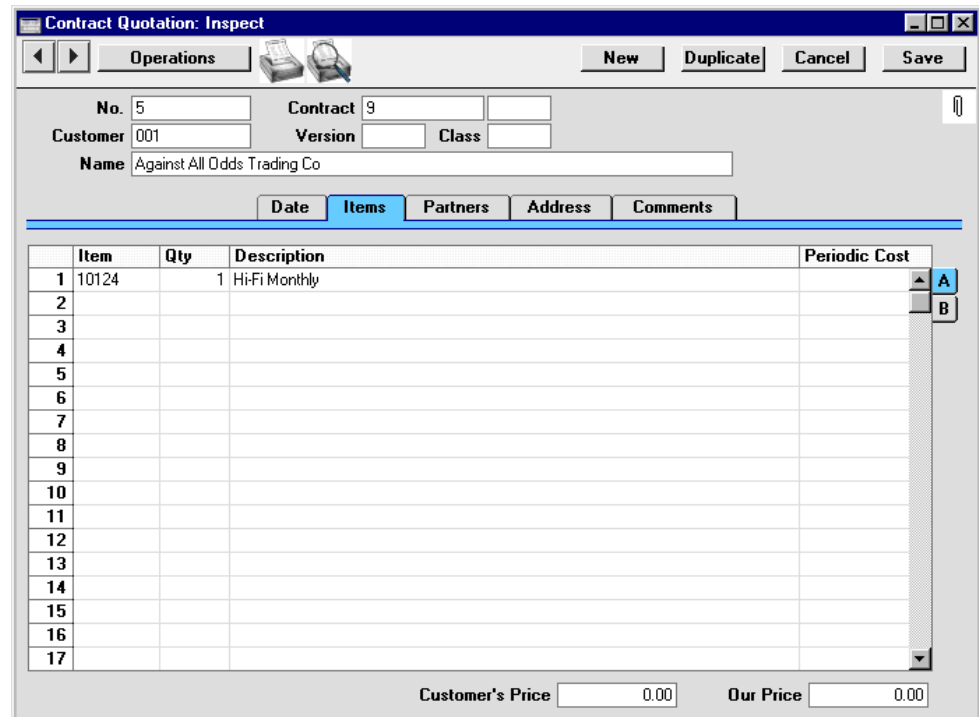
Salesman**Paste Special**

Person register, System module

Default taken from

Customer

The Salesman responsible for the Quotation should be registered here.

Items Card


Contract Quotation: Inspect

Operations New Duplicate Cancel Save

No. 5 Contract 9
 Customer 001 Version Class
 Name Against All Odds Trading Co

Date Items Partners Address Comments

Item	Qty	Description	Periodic Cost
1	10124	1 Hi-Fi Monthly	
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			

Customer's Price 0.00 Our Price 0.00

Use the grid on the 'Items' card to list the quoted Items. This grid is divided into two horizontal flips, each showing additional columns for the Contract rows. When you click on a flip tab (marked A and B), the two or three right-hand columns 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.

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.	
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.	

Flip B

Item Type	Paste Special	Item Description Types setting, Contracts module
	This field can be used to classify the Items on the Quotation.	
Sum	The Base Price (per unit) of the Item.	
<i>Footer</i>		
Customer's Price	The overall price to the Customer can be shown on documentation produced from the Quotation.	
Our Price	The overall cost price can be shown on documentation produced from the Quotation.	

Partners Card

	Date	Items	Partners	Address	Comments
Partner	504	Contact			
Partner Name	Estonian Export				
Make Contact					
Attn.	Joseph Conrad				
Referring To					

Partner**Paste Special**

Supplier register

If this Quotation is for a Contract that will be subcontracted, you can record the name of the subcontractor company here. When you press Return, the Supplier's name and contact will be entered into the appropriate fields.

Contact**Default taken from**

Supplier

Record here your contact at the Supplier company.

Partner Name

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

Make Contact**Paste Special**

Current Date

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

Attn.**Paste Special**

Contact Persons setting, Sales Ledger

Default taken from

Customer

Record here the person for whose attention the Quotation is to be marked.

Referring To

This field can be used to record reminder notes for the next call. Further notes can be recorded on the 'Comments' card.

Address Card**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 Contract only, you can do so here. Permanent changes should be made in the Customer register.

Comments Card

Major Item Comments

Any comments recorded here can be printed on documentation produced from the Quotation.

Printing Contract Quotations

There are two ways to print a Contract Quotation.

1. While entering or inspecting a Contract 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 'Contract Quotation' in the 'Documents' list window, or highlight it and press the Enter key. 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 "CONTRACT_QUOTE". Use the 'Properties' function on the Operations menu to assign a Document Type of "Contract Quotation". 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 Contracts module using the Modules menu.
3. Click the [Documents] button in the Master Control panel or select 'Documents' from the File menu. The 'Documents' list window is opened: highlight 'Contract Quotation'.
4. Select 'Define Document' from the Operations menu.
5. In the subsequent window, enter "CONTRACT_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

Operations	Window ?
Make Contract	Shift+Ctrl+A
Open Quotation Status	Shift+Ctrl+Q

The Operations menu shown above is available from the 'Contract Quotation: New' and 'Contract Quotation: Inspect' windows.

Make Contract

To convert a Quotation into a Contract, select 'Make Contract' from the Operations menu. All changes to the Quotation must be saved using the [Save] button before the Contract can be created.

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

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

- Header:** Contract: Inspect, Operations, New, Duplicate, Cancel, Save.
- Fields:** No. 9, Customer 001, Name Against All Odds Trading Co, Department.
- Tabs:** Dates, Items, Currency, Partners, Pay Terms, Del Terms, Inv, Del.
- Dates Tab:**
 - Start Date, End Date, Date of Contract 28/4/2003, Last Inv. Date, Next Price Change, Last Price Change, Cancel Date.
 - Factor 1, Class, Period Type (Days, Months), Invoice (Before Period, After Period), Length 1, Days 0.
 - Accepted, OK.
- Table:**

Item	Qty	Description	Unit Price	%	Sum
1	10124	1 Hi-Fi Monthly		10.00	10.00
2					
3					
4					
- Summary:** Tot. Qty, Freight, Currency, VAT 1.75, Sub-Total 10.00, TOTAL 11.75.

Virtually all the information entered for the Quotation is transferred to the appropriate fields of the Contract, reducing the typing load and minimising the risk of error. The Class and Period Type on the 'Dates' card of the new Contract are copied from the Contract Quotation, while the Factor and

invoicing instructions are taken from the record for the Customer in the Customer Contracts Defaults setting. If there is no such record, they are taken from the Contract Defaults setting. Note that the Contract is unapproved and has not been given a Start Date, so Invoices cannot yet be raised.

Only a single Contract can be created from a particular Quotation record. A Contract cannot be produced from a Quotation if there is another Quotation with the same Quotation Number and a later Version Number.

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.

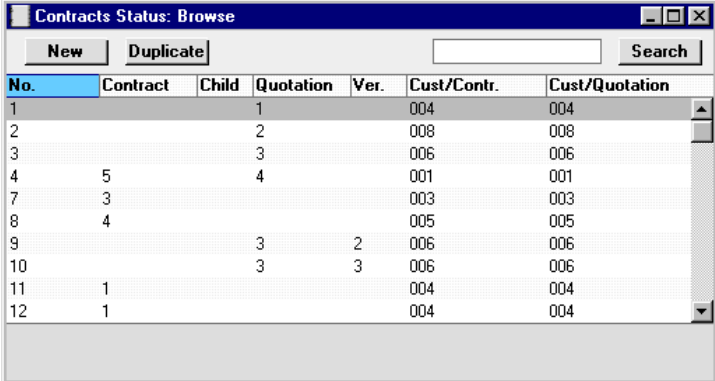
Open Quotation Status

This function opens the record in the Contract Status register which refers to this Contract Quotation. Please refer to the section below describing the Contract Status register for full details.

The Contract Status Register

This register is used to help maintain a history of Contracts and Contract Quotations. A new record is created whenever a new Contract Quotation is entered. If a Contract without going through the Quotation stage, a Contract Status record is not created automatically. You can create one using the 'Update Contract Status' function on the Operations menu of the Contract window. If an existing Quotation is modified, the corresponding Contract Status record is changed as well, but if a Contract is modified, the Contract Status can only be updated using 'Update Contract Status'. Records cannot be entered directly to this register.

To view Contract Status records, select 'Contract Status' from the Registers menu in the Contracts module, or click the [Status] button in the Master Control panel. The 'Contracts Status: Browse' window is opened—



The screenshot shows a window titled "Contracts Status: Browse". It has a menu bar with "New" and "Duplicate" options, and a search field with a "Search" button. Below the menu bar is a table with the following columns: No., Contract, Child, Quotation, Ver., Cust/Contr., and Cust/Quotation. The table contains 12 rows of data.

No.	Contract	Child	Quotation	Ver.	Cust/Contr.	Cust/Quotation
1			1		004	004
2			2		008	008
3			3		006	006
4	5		4		001	001
7	3				003	003
8	4				005	005
9			3	2	006	006
10			3	3	006	006
11	1				004	004
12	1				004	004

Three methods are available for viewing Contract Status records—

1. Double-click on a record in the 'Contracts Status: Browse' window;
2. With a Contract on screen, select 'Open Contract Status' from the Operations menu. All changes to the Contract must first have been saved; and
3. With a Contract Quotation on screen, select 'Open Quotation Status' from the Operations menu. All changes to the Quotation must first have been saved.

Remember that only certain fields can be changed, and that you cannot enter new records directly. They must be generated from the Contract and Contract

Quotation registers. The register should contain a single record for each Contract/Quotation/Version/Child combination.

	Send Day	Receive Day	Accepted
Quotation Acceptance			<input type="checkbox"/>
Signed Contract			<input type="checkbox"/>

- No.** The unique identifying number for the Contract Status record. There are no number series: Hansa will start with 1 for the first record and count upwards.
- Customer** The Customer Number, from the Contract or Quotation. If the Customer is changed in either source, it will be changed here automatically. This field should not be changed.
- Name** The Customer name.
- Contract Number** The Contract Number, from the Contract. In the case of a Contract Status record created from a Quotation, this field will gain a value if the Quotation is converted to a Contract using the 'Make Contract' function on the Operations menu of the Quotation screen. This field should not be changed.
- Child No.** Any secondary identifying number (Child Number) from the Contract will be shown here. If this field is changed, this will cause a new Project Status record to be created the next time the corresponding Contract is saved.
- Quotation No.** The Quotation Number, from the Quotation. This field should not be changed.

Version No. The Version Number, from the Quotation. This field should not be changed.

Quotation Acceptance

These date fields and the check box should be used to keep track of the progress of the Quotation.

Signed Contract These date fields and the check box should be used to keep track of the progress of the Contract.

The Customer Register

Please refer to the 'Customers' chapter in Volume 1 for full details of this register. _____

The Item Register

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

If your business is one that sells both goods and the service contracts to maintain them, you can use the 'Create Contract' Operations menu function on the Invoice screen to create Contracts for goods as soon as they are sold, or at any later time. Every Item that you sell and maintain should have a Contract Item specified on the 'Recipe' card of their Item record. The Contract Item should be a separate record in the Item register representing the maintenance charge for that Item. When a Contract is created from an Invoice, the Items in the new Contract are taken from the Contract Item fields of the Items on the Invoice. Only those Items on the Invoice that have a Contract Item specified are used in the new Contract. If there are no Items on the Invoice with a Contract Item specified, no Contract will be created.

Item: Inspect

Operations

No. 10112

Description Stereo System

☐ Closed

Pricing Stock

Recipe 10112R

Invoice Recipe

Contract Item 10112M

Rental Invoicing

Warranty Months

Alternative Code

Warning

Bar Code

Commodity/EAN Code

Dom. Sales A/C

EU Sales A/C

Export Sales A/C

Cost Account

Item: Inspect

Operations New Duplicate Cancel Save

No. 10112M Group

Description Maintenance of Stereo System (per year)

☐ Closed

Pricing Stock Costs Recipe A/C Texts

Unit

Base Price 120.00

Base Price Change 14/1/2003

Price Factor

Item Formula

Markup %

Bonus %

Objects

Classification

Item Type

☒ Plain

☐ Stocked Item

☐ Structured Item

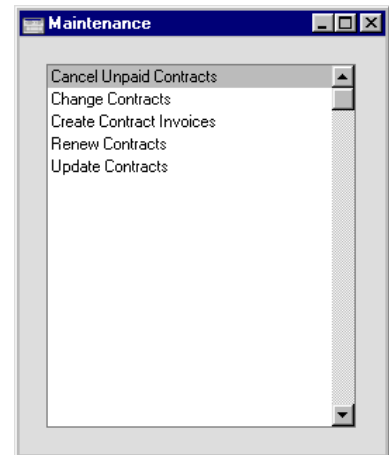
☐ Service

☐ Treat Item as Material on Project

Maintenance

Introduction

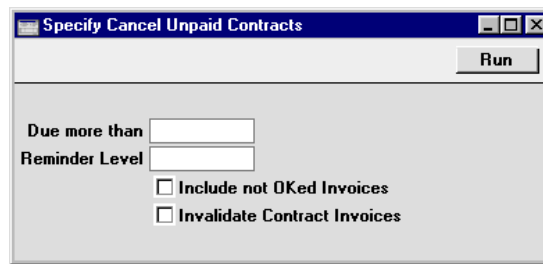
Maintenance functions tend to be used to carry out certain updating tasks, usually involving batch processing and encompassing all or many of the records in the affected register. There are five such functions available in the Contracts module. To use them, select 'Maintenance' from the File menu. The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



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

Cancel Unpaid Contracts

This function can be used to cancel Contracts whose Invoices have not been paid. It finds Contract Invoices that are overdue for payment by a specified number of days (or those with a particular Reminder Level) and enters the current date to the Cancel Date field in each of the related Contracts. This ensures that no further Invoices will be raised for those Contracts. You can choose to have the Invoices themselves invalidated, or you can credit them in the usual manner, as described in the 'Sales Ledger' chapter in Volume 2a of these manuals.



Specify Cancel Unpaid Contracts

Run

Due more than

Reminder Level

☐ Include not OKed Invoices

☐ Invalidate Contract Invoices

Due more than Use this field if you would like the function to search for unpaid Contract Invoices that are overdue for payment by at least a certain number of number of days (i.e. those whose Due Date is at least this number of days before today). If any Invoices are found, the current date will be entered to the Cancel Date field in each of the related Contracts.

Reminder Level Use this field if you would like the function to search for unpaid Contract Invoices with a specific Reminder Level (visible on the 'Delivery' card of the Invoice screen). If any Invoices are found, the current date will be entered to the Cancel Date field in each of the related Contracts.

Invalidate Contract Invoices

Check this box if you would like the outstanding Contract Invoices to be invalidated (removed from the Sales and Nominal Ledgers). This can be useful in cases where it is not necessary to raise Credit Notes and where the Items are not Stocked Items. Invalidation is described in the 'Sales Ledger' chapter in Volume 2a of these manuals.

Change Contracts

This function can be used add, substitute or remove a particular Item from, change the Contract Class of, and/or unapprove all selected Contracts.

Start and End Dates in Period

Paste Special Reporting Periods setting, System module

All Contracts whose Start and End Dates both fall within this period will be affected by the function.

Class

Paste Special Contract Classes setting, Contracts module

To update all Contracts of a particular Class, enter a Contract Class here. If no Class is entered, Contracts with no Class will be updated.

Change Class To

Paste Special Contract Classes setting, Contracts module

If you want to update the Contracts by changing their Class, specify the new Class here.

Item

Paste Special Item register

To update a particular Item wherever it appears in Contracts, enter an Item Code here. Use the Function options below to determine whether this Item is to be removed from the selected Contracts or replaced with a different Item.

Change Item To	Paste Special	Item register
		If you want to update the Contracts by changing or inserting an Item, specify the new Item here. This Item will replace that specified in the field above or be added to the Contract, depending on which Function option below has been chosen.
Set OK flag to zero		Use this option to unapprove all Contracts in the selection (i.e. to remove the check from the OK box).
Function		Use these options to determine how Items are to be treated by the function.
Replace Item		All occurrences in the selected Contracts of the Item specified in the Item field will be replaced by that in the Change Item To field.
Insert Item		The Item in the Change Item To field will be added to those Contracts in the selection that already contain the Item specified in the Item field. The new Item will be placed in the first row of the grid on the 'Items' card. Therefore, to insert an Item, the Item and Change Item To fields must both contain values, and the Item specified in the Item field must already be in the Contract.
Delete Item		All rows in the selected Contracts containing the Item specified in the Item field will be removed.

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

Create Contract Invoices

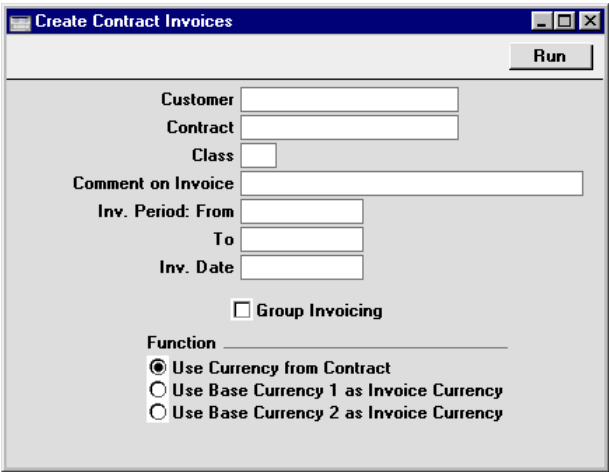
This function is used to create Invoices for Contracts. It finds all approved Contracts whose last Invoice period ends in a specified time period and creates appropriate Invoices, which are saved in an unapproved state. Approved Contracts with no Start Date are not included.

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. Any such changes are NOT reported back to the Contracts module. 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' from the Modules menu. Approving and printing are covered in more detail in the 'Sales Ledger' chapter in Volume 2a of this manual.

The Invoiceable Contracts report should be run before using this function to preview the Invoices that will be created.

Selecting the 'Create Contract Invoices' function brings up the following dialogue box—



Customer	Paste Special	Customer register
	Range Reporting	Alpha
To create Invoices from Contracts of a particular Customer or range of Customers, enter their Customer Number here. Leave blank to include all Customers.		
Contract	Range Reporting	Numeric
	Enter a Contract Number or a range of Numbers to limit the selection to certain Contracts.	
Class	Paste Special	Contract Classes setting, Contracts module
	Enter a Contract Class to limit the process to Contracts of a particular Class only.	
Comment on Invoice		
By default, Invoices generated by this function will contain a reference to the Contract period covered by the		

Invoice. This reference can be replaced by any text as required: if so, enter that text here.

Inv. Period: From, To

Paste Special Current Date

Enter a range of dates. All the agreements which are due for invoicing during the indicated period will have an Invoice created and saved in the Invoice register.

The beginning of the period can be left open, but the To field must contain a value for any Invoices to be raised.

Inv. Date

Paste Special Current Date

Enter a date to be used as the Invoice Date in all Invoices generated in this run. If this field is left blank, Invoice Dates will be calculated using the Invoice options on the 'Dates' card of each Contract.

Group Invoicing

Use this option if you need to group together on the same Invoice all Contracts that have the same Invoice To Customer specified on their 'Partners' cards. The Invoice To Customer will usually be a head office or a leasing or factoring company. Contracts that do not have an Invoice To Customer will not be invoiced.

Function

Select one option to determine the Currency to be used on any Invoices created by the function.

Click [Run] in the Button Bar to run the function. It may take a few moments, depending on the number of Invoices to be created. The appropriate Invoice Date will be copied back to the Last Inv. Date field of each Contract. When the function has finished, you will be returned to the 'Maintenance' list window.

If you click [Run] without entering a Customer or Contract Number, Invoices will be raised for all Contracts that have become due for invoicing, providing a date has been entered to the Inv. Period: To field.

An example Invoice generated by this function is shown below. As no Comment was specified, it includes a reference to the Contract period covered by the Invoice.

Invoice: Inspect

Operations

No. 2017 Name OsloTrading Co
Customer 004

Terms Items Currency Delivery Identifiers Inv. Address Del. Address

Inv. Date 1/4/2003 Our Ref. Salesman JNW
Pay. Terms 30 Attn.
Due Date 1/5/2003 Object
Trans. Date 1/4/2003 Official Ser. No.

Item	Qty	Description	Unit Price	%	Sum
1		Contract No: 8			
2		Period: 1/4/2003:30/4/2003			
3		-----			
4	10124	1 Hi-Fi Monthly	112.69		112.69
5					
6					
7					
8					
9					
10					
11					
12					

Currency NOK Freight VAT 19.72 Sub-Total 112.69
☐ OK Ext. Tax 0.00 Base 11.75 TOTAL 132.41

This function creates Invoices individually as the Contract period progresses. If you would like to create an appropriate number of unapproved Invoices for the entire Contract period at one stroke, use the 'Invoice' function on the Operations menu of the Contract screen.

If an Invoice is not created when expected, the probable causes are—

1. The Contract is not approved.
2. The Contract is missing a Start Date.
3. The Length in the Contract is zero.
4. You did not enter a To date in the 'Create Contract Invoices' specification window.
5. You entered a To date in the 'Create Contract Invoices' specification window that is earlier than the Last Invoice Date or later than the Cancel Date in the Contract.
6. The Customer is on hold (the 'On Hold' box on the 'Terms' card of their Customer record has been checked).

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

Renew Contracts

This function can be used to renew Contracts that have expired. It searches for Contracts whose End Date is earlier than a specified date (i.e. which have expired by that date) and duplicates them. The duplicates have the same Contract Number as the original, but are also given a Child Number. In the case of a Contract that has already been renewed at least once (i.e. where there are several Contracts with the same Number), only the one with the highest Child Number will be duplicated (provided it has expired). Unapproved Contracts will be renewed, but those with a Cancel Date will not. Contracts with no End Date will not be renewed.

The Start Date in the new Contract will be one day after the End Date in the Contract it is replacing. The duration of the new Contract is calculated using the Length of the old Contract, as follows—

End Date = Start Date + Length (in months or days, as in the old Contract)

Renew From

Paste Special

Current Date

All Contracts expiring before the date entered here will be renewed, unless they have been cancelled or have

already been renewed. A date must be entered: no Contracts will be renewed if this field is blank.

Customer

Paste Special

Customer register

Range Reporting

Alpha

To renew all Contracts of a particular Customer, enter a Customer Number or range of Customer Numbers here. A Renew From date must be entered as well.

Item, Change Item To

Paste Special

Item register

These two fields allow you to change one of the Items on the Contracts being renewed. In the Item field, enter the Item Number of the Item to be changed (i.e. the Item on the old Contract). In the Change Item To field, enter the Item Number of the new Item (i.e. the Item that is to appear on the new Contract). Be sure to check the Replace Item box below as well, otherwise the substitution will not take place.

You can also use the Item field if you only want to renew Contracts containing a certain Item. Enter that Item in the Item field and check the Only Contracts with specified Item box below.

OK Contracts

Check this box if you would like the new Contracts to be approved. This will mean you will be able to raise Invoices for them straight away.

Update Prices

Check this box if you would like the prices of all Items in the new Contracts to be updated from the Item or Price registers. Otherwise, they will be copied from the original Contracts.

Replace Item

Check this box if you want to change one of the Items on the Contracts being renewed. Specify the old and new Items in the Item and Change Item To fields above.

Delete old Contract

Check this box if you want to remove the old Contracts from the Contract register. The new Contracts will still be given the next Child Number.

In the case of a Contract that has already been renewed at least once (i.e. where there are several Contracts with

the same Number), only the one with the highest Child Number will be deleted, since this is the one being renewed. This situation will occur if you have previously renewed Contracts manually, or using this function without deleting the old Contracts.

Only Contracts with specified Item

Check this box if you only want to renew Contracts that contain a particular Item. Specify the Item in the Item field above.

The Renew Contracts setting

The operation of this function can be affected by the Renew Contracts setting. You can store one record in this setting for each Contract Class. When Contracts belonging to a particular Class are renewed, they will be modified according to the instructions in the appropriate Renew Contracts record.

From Class	Paste Special	Contract Classes setting, Contracts module
	Enter a Contract Class here. The 'Renew Contracts' function will search for the record in this setting whose From Class matches the Class of the Contract being renewed.	
To Class	Paste Special	Contract Classes setting, Contracts module
	When a Contract is renewed, the Class entered here will be the Class of the new Contract. If this field is blank, the Class of the new Contract will be blank as well.	
Comment	This comment will be copied to the Comment field on the 'Del Terms' card of the new Contract.	

Period Length This figure will be copied to the Length field in the new Contract. This will determine the Invoice period of the new Contract.

This figure will also determine the End Date of the new Contract, as follows—

$$\text{End Date} = \text{Start Date} + \text{Period Length (in months or days as specified in the old Contract)}$$

If this field is blank, the Length of the new Contract will be the same as that of the old Contract.

Remove Invoice To Customer

The Invoice To field on the ‘Partners’ card of the Contract screen can be used if the Invoices for the Contract are to be sent to another company, such as a leasing company or a parent company. If this is the case in the original Contract but is not to be the case in the new Contract, check this box.

Update Contracts

This function updates the Contract register with new details from the Item, Price and Customer registers.

The screenshot shows a window titled "Update Contracts". In the top right corner of the window is a "Run" button. Below the title bar, there are several input fields: "Customer", "Contract", "Class", "Item", "Update Our Ref. To", and "Price Increase in %". Below these fields is a section labeled "Update" which contains four checkboxes: "Prices", "Specification", "Accounts", and "Customer Info".

Customer	Paste Special	Customer register
	Range Reporting	Alpha

To update all Contracts of a particular Customer, enter a Customer Number or range of Customer Numbers here.

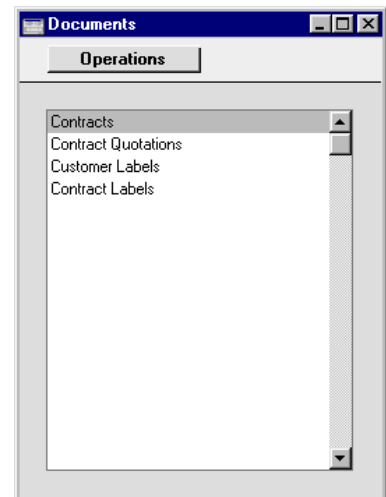
Contract	Range Reporting	Numeric
	To update particular Contracts, enter a Contract Code or a range of Contract Codes here. Any Contract in the range with a Next Price Change date later than the current date will not be updated.	
Class	Paste Special	Contract Classes setting, Contracts module
	To update all Contracts of a particular Class, enter a Contract Class here.	
Item	Paste Special	Item register
	To update a particular Item wherever it appears in Contracts, enter an Item Code here.	
Update Our Ref. To		
	Any entry made here will be copied to the Our Ref. field on the 'Pay Terms' card of all Contracts in the selection.	
Price Increase in %		
	Enter a figure here to increase all prices in the selected Contracts by a certain percentage. You must choose to Update Prices using the check box below as well. This means that if there have been any price changes (e.g. in the Item or Price registers), the Contract Price will first be changed to the new figure and then increased by this percentage.	
Update	Use these options to determine the fields which are to be changed by the function. The Accounts option will update both the Sales Account and the VAT Code in each Contract row.	
Press the [Run] button to start the updating process.		

Documents

Introduction

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

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



To print a document, follow this procedure—

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

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

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

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

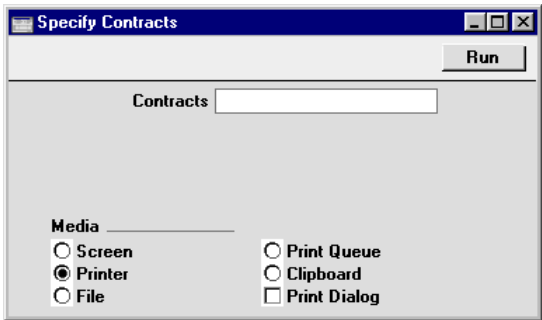
1. For each option, design a Form (or change the sample Form supplied to reflect your own requirements) using the Form register in the System module. This process is fully described in the chapter in Volume 1 covering the System module.
2. Change to the Contracts module and open the 'Documents' window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

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

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

Contracts

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



Contracts

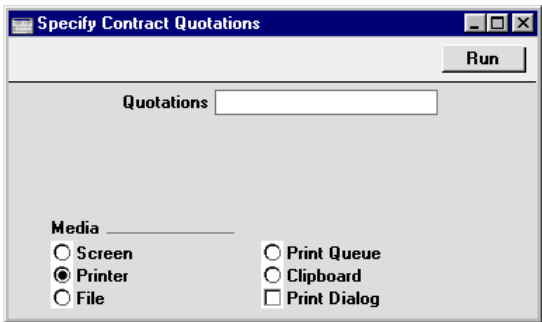
Range Reporting

Numeric

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

Contract Quotations

This document is used when it is necessary to print a Contract Quotation or a range of Quotations. The document can also be printed by clicking on the Printer icon when viewing a Contract Quotation, or printed to screen by clicking the Preview icon.



Quotations

Range Reporting

Numeric

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

Customer Labels

This document prints name and address labels to Customers. The Invoice Address on the 'Contact' card of the Customer screen is used.

The document is also available in the Sales Ledger and the CRM module: please refer to the 'Customers' chapter in Volume 1 of these manuals for full details.

Contract Labels

This document prints name and address labels to Customers with Contracts. The Invoice Address or the Delivery Address can be used.

Contract	Range Reporting	Numeric
	Enter the Contract Number or range of Numbers for which you want the labels printed.	
Customer	Paste Special	Customer register
	Range Reporting	Alpha
	Enter the Customer Number or range of Numbers for whom you want the labels printed. If a Customer has	

more than one Contract, a separate label will be printed for each Contract.

Sort Key Enter a Sort Key. Labels will be printed for all Customers with that Sort Key.

Class **Paste Special** Contract Classes setting, Contracts module

Enter a Contract Class to print labels for all Contracts of that Class.

Start with Label No.

If you will be printing to a sheet of labels, some of which have already been used, specify here where on the sheet you wish to begin printing.

Sorting The labels can be sorted by Customer Number, Customer Name, Sort Key, Total Contract Quantity or Contract Class. The Total Quantity is shown in the footer of the 'Items' card of the Contract record.

Function Choose the standard label format that you wish to use.

Status Labels can be printed for all approved Contracts in the selection, all unapproved Contracts or both. At least one of these boxes must be checked, otherwise no labels will be printed.

Function Choose whether to print the Invoice or Delivery Address from the selected Contracts on the labels. If you choose to use Delivery Addresses, the Invoice Address will be printed for Contracts that do not have a Delivery Address.

Illustrated below is a sample CONTRACT_LABEL record from the Form register in the System module. Note that each field should only be drawn once: the label printing function will print the fields the appropriate number of times on each page.

The 'Form CONTRACT_LABEL: Inspect' dialog box shows a preview of a contract label form. The form contains the following fields:

Contr. No.	Contract No.
Date	Date
Address 1	
Address 2	
Address 3	

Fields are added to the Form design in the usual way (click the [Field] button and draw a rectangle where you want the field to appear). When the Field dialogue box opens, specify the Fieldname. The one departure from the usual procedure is that the Format of each field must be set to 1—

The 'Field' dialog box shows configuration options for a field. The 'Fieldname' is set to 'Contract No.'. The 'Field Argument' is empty. The 'Left' position is 100, 'Top' is 29, 'Right' is 242, and 'Bottom' is 46. The 'Style' is 'FIELD_T', 'Vertical Spacing' is 12, and 'Escape Sequence' is empty. The 'Format' is set to 1. The 'Exclude from page' section has checkboxes for 'First', 'Middle', 'Last', and 'Single', all of which are unchecked. The 'Justification' section has radio buttons for 'Left' (selected), 'Right', and 'Centre'. The 'Clipping' section has radio buttons for 'Off' (selected) and 'On'. The 'Word Wrap' section has radio buttons for 'Off' (selected), 'On, flow down', and 'On, flow up'. The 'OK' and 'Cancel' buttons are at the bottom right.

Setting the Format to 1 ensures the labels on each row will be aligned properly.

You can choose to have the Total Quantity from the 'Items' card of the Contract printed on the labels. This is useful if the labels are to be attached to packages containing a number of items (e.g. for Contracts representing magazine subscriptions). To do this, include the "totalqty" field in your Form design.

If you want static text to be printed on your labels (i.e. text that identifies the information on the labels, such as “Customer Name”), follow these steps—

1. Click the [Field] button and draw a rectangle where you want the static text to appear. The Field dialogue box opens.
2. Leave the Fieldname blank and enter the static text in the Field Argument field.

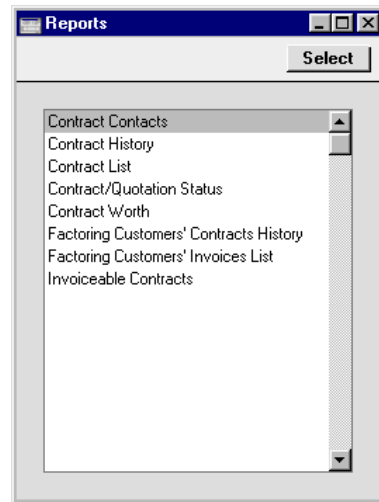
3. Click [OK] to save.
4. Do not use the [Text] button for this purpose: any text entered this way will be printed for the first label only.

Reports

Introduction

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

The following reports are available in the Contracts module—



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

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

Using the options at the bottom of the specification window, determine the print destination of the report (the default is to print to screen). You can

initially print to screen and subsequently send the report to a printer using the Printer icon.

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

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

Contract Contacts

This report can be used to produce lists of Contacts for the Contracts in the system. For each Contract, it shows Customer Number and Name, Contract Number, Contact Name and Telephone Number.

Department

If you have used the Department field in the Contract header to record the Department in your own company that is responsible for each Contract, this field can be used to produce separate contact lists for each department.

Contract History

This report is a list of Contracts per Customer. The Invoices that have been raised against each Contract are listed, showing the Invoice Total and the amount paid.

When printed to screen, the Contract History has Hansa's Drill-down feature. Click on any Invoice or Contract Number to open an individual Invoice or Contract record.

Period	Paste Special	Reporting Periods setting, System module
		Enter the start and end dates of the report period. The default period is the first record entered in the Reporting Periods setting. Contracts whose Start Date falls in this period will be listed in the report.
Contract No.	Range Reporting	Numeric
		Enter a Contract Number or a range of Numbers to list particular Contracts, or leave blank to include all Contracts.
Customer	Paste Special	Customer register
	Range Reporting	Alpha
		Enter a Customer Number to report on the Contracts signed by one Customer.

Do not show Invoices

Check this box if you don't want to list the Invoices that have been raised against each Contract. The report will be a simple list of Contracts, sorted by Customer Number and then by Contract Number.

Contract List

This report is a simple list of the Contracts entered in the system. The list is sorted by Contract Number. For each Contract, the Contract Number, Customer Number and Name, Start and End Dates and last Invoice Date are shown.

Contract**Range Reporting**

Numeric

Enter a Contract Number or a range of Numbers to show particular Contracts, or leave blank to include all Contracts.

Customer**Paste Special**

Customer register

Range Reporting

Alpha

Enter a Customer Number to limit the selection to the Contracts signed by one Customer.

With Item**Paste Special**

Item register

Enter an Item Code to show all Contracts that contain this Item.

Class	Paste Special	Contract Classes setting, Contracts module
		Enter a Contract Class to show all Contracts of that Class.
Function		Use these options to control the level of detail shown in the report.
Overview		This option gives one line of the report per Contract, showing Contract Number, Customer Number and Name and the Start, End and Last Invoice Dates.
Detailed		This alternative shows the Customer's address, every Item on the Contract (with quantities, prices and VAT Codes) and any Objects.
Show Base Currency 2 Totals		By default, the report contains figures in the home Currency (Base Currency 1) for the total value of the Contracts listed, including and excluding VAT. Check this box if you would like these figures to be expressed in Base Currency 2 as well.
Only Not OKed		Check this box if you would like the report only to list those Contracts that have not been approved.

Contract/Quotation Status

This report is a list of records in the Contract Quotation register, showing Quotation Number, Contract Number, Customer Number and Name, Start and End Dates and the dates for Quotation Acceptance and Contract signature.

Contract	Range Reporting	Numeric
	Use this field to restrict the report to a single Contract, or range of Contracts.	
Quotation	Range Reporting	Numeric
	Enter a Quotation Number or an range of Numbers to show particular Quotations, or leave blank to include all Contract Status records.	
Customer	Paste Special	Customer register
	Range Reporting	Alpha
	The report can be restricted to Contract Status records pertaining to a particular Customer.	

Contract Worth

This report shows how much revenue can be generated from the Contracts in the system during the report period. For each Contract is shown the Contract Number, the Customer, the Contract Value (i.e. the value of a single Invoice raised from the Contract), the Period Value (i.e. the Contract Value multiplied by the number of Invoices that can be raised in the report period) and finally the portion of the contract period that falls in the report period.

Period	Paste Special	Reporting Periods setting, System module
	Enter the start and end dates of the report period. The default period is the first record entered in the Reporting Periods setting.	

Contract	Range Reporting	Numeric
	Specify the Contracts to be listed by entering a Contract Number, or range of Contract Numbers. Leave the field blank to show all Contracts.	
Class	Paste Special	Contract Classes setting, Contracts module
	Enter a Contract Class to show all Contracts of that Class.	

Show Base Currency 2 Totals

By default, the report contains figures in the home Currency (Base Currency 1) for the total value of the Contracts listed including and excluding VAT. Check this box if you would like these figures to be expressed in Base Currency 2 as well.

Factoring Customers' Contracts History

This is a list of Contracts whose Invoices are to be sent to a third party (e.g. a parent company or a leasing company, known as the "Invoice To Customer"). These are Contracts whose Invoice To field on the 'Partners' card contains a value. The list is sorted by Invoice To Customer, making it easy to analyse who is being charged for your Contracts.

When printed to screen, this report has Hansa's Drill-down feature. Click on any Customer or Contract Number to open an individual Customer or Contract record.

Period	Paste Special	Reporting Periods setting, System module
		Enter the start and end dates of the report period. The default period is the first record entered in the Reporting Periods setting. Contracts whose Start Date falls in this period will be listed in the report.
Contract No.	Range Reporting	Numeric
		Specify the Contracts to be listed by entering a Contract Number, or range of Contract Numbers. Only those Contracts in the range whose Invoice To field on the 'Partners' card contains a value will be listed.
Invoice To Customer		
	Paste Special	Customer register
	Range Reporting	Alpha
		Enter a Customer Number to print a list of Contracts whose Invoices are to be sent to that Customer (i.e. Contracts with that Customer entered to the Invoice To field on the 'Partners' card).
Function		Use these options to control the level of detail to be printed in the report.
Overview		This option produces a list of Contracts, showing for each the Invoice To Customer Number and Name, the Contract and Child Numbers, the 'nominal' Customer Number and Name, and the Cancel Date (if any).
Detailed		This option is similar to the Overview, but also shows the full Invoice Address of the Invoice To Customer and the Delivery Address from the 'Del' card of the Contract.

Factoring Customers' Invoices List

This is a list of Invoices raised from Contracts whose Invoice To field on the 'Partners' card contains a value. These are Invoices that were sent to a third party (e.g. a parent company or a leasing company). The list is sorted by Invoice To Customer, and the outstanding balance of each Invoice is shown, making it easy to analyse which Invoice To Customers are up-to-date with their payments.

When printed to screen, this report has Hansa's Drill-down feature. Click on any Invoice or Contract Number to open an individual Invoice or Contract record.

Specify Factoring Customers' Invoices Report

Run

Period 1/1/2003:31/12/2003

Customer Category

Customer

Function

☒ Overview

☐ Detailed

Media

☒ Screen

☐ Printer

☐ File

☐ Print Queue

☐ Clipboard

☒ Print Dialog

Period	Paste Special	Reporting Periods setting, System module
		Enter the start and end dates of the report period. The default period is the first record entered in the Reporting Periods setting.
Customer Category	Paste Special	Customer Categories setting, Sales Ledger
		Enter a Customer Category to print a list of Contract Invoices that were sent to Customers belonging to that Category.
Customer	Paste Special	Customer register
	Range Reporting	Alpha
		Enter a Customer Number to print a list of Contract Invoices that were sent to that Customer. In other words,

the Invoice Customer should be entered, not the Contract Customer.

Function	Use these options to control the level of detail to be shown in the report.
Overview	The Overview is a simple list of Invoices sorted by Customer Number and then by Invoice Number. For each Invoice, the Number, Total, amount paid and outstanding balance are shown, as is an indication of whether the Invoice has been approved.
Detailed	As well as the information in the Overview, this option also lists the individual Items on each Invoice.

Invoiceable Contracts

This report shows the Contracts due for invoicing at a specific date or period. It can be used to aid cash flow prediction by estimating the monthly level of invoicing. The report can be produced at any time, and does not change any data in the registers.

This report can be used to preview the Invoices which will be created by the subsequent running of the 'Create Contract Invoices' Maintenance function. It is thus recommended that this report be produced before running that function, to make sure that the Contract selection is correct.

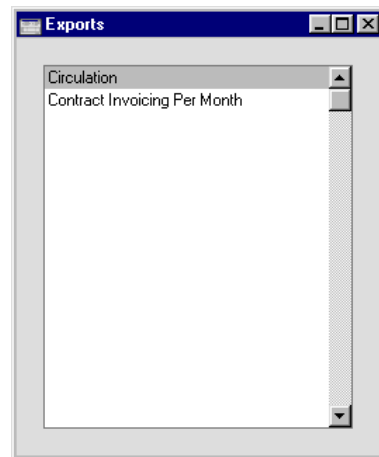
Please refer to the section above describing the 'Create Contract Invoices' function for details of the specification window for this report.

Exports

Introduction

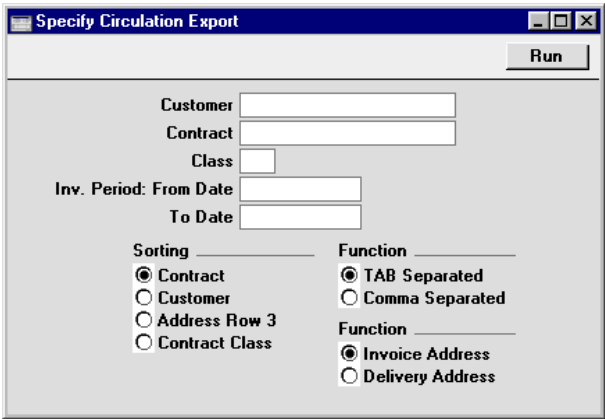
The 'Exports' function provides for the exporting of certain information to tab-delimited text files from where it can be incorporated in word processing programs for mailmerge, in spreadsheets for further statistical analysis or in page make-up programs for incorporation in publicity material or published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

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



Circulation

This export contains address data for a selection of Customers. It can be used as a merge file for label production in a word processor.

A screenshot of a software dialog box titled "Specify Circulation Export". It features a "Run" button in the top right corner. The dialog contains several input fields and radio button groups. The "Customer" field is a text box. The "Contract" field is a text box. The "Class" field is a text box. The "Inv. Period: From Date" and "To Date" fields are text boxes. Below these, there are two groups of radio buttons. The first group, labeled "Sorting", has three options: "Contract" (selected), "Customer", and "Address Row 3". The second group, labeled "Function", has two options: "TAB Separated" (selected) and "Comma Separated". Below these, there is another group of radio buttons labeled "Function" with two options: "Invoice Address" (selected) and "Delivery Address".

Customer	Paste Special	Customer register
	Range Reporting	Alpha
Enter a Customer Number to limit the selection to the Contracts signed by one Customer.		
Contract	Range Reporting	Numeric
	Enter a Contract Number or an range of Numbers to export particular Contracts, or leave blank to export all Contracts.	
Class	Paste Special	Contract Classes setting, Contracts module
	Use this field to export all Contracts of a particular Contract Class.	
Inv. Period: From, To Date		
	Paste Special	Current Date
Enter a range of dates. All the agreements which are due for invoicing during the indicated period will be included in the export file.		
The beginning of the period can be left open, but the To field must contain a value. Otherwise, the export file will be empty.		

Sorting	Three options are provided as to the order in which the Contracts are sorted in the export file.
Function	The fields in the export file can be separated by commas or tabs.
Function	Choose whether to export the Invoice or Delivery Addresses of the selected Contracts. If you choose to use Delivery Addresses, the Invoice Address will not be exported for Contracts that do not have a Delivery Address.

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

Hansa Financials
HansaWorld
Job Costing

Chapter 2: The Job Costing Module

Hansa's Job Costing module is designed primarily for companies in service industries, whose turnover is based mainly on the labour of their employees. Such companies often invoice their work by the hour, the day or the week. In many cases, goods and materials are also supplied and charged to Customers. Pricing arrangements can vary considerably from, for example, a set price for a complete Project to varying hourly charges per individual employee, per task and per Customer. A job costing and time billing system must be flexible enough to handle all possible combinations in an easy and helpful manner.

The need for a job costing and time billing system starts to become apparent even in small companies as soon as the task of project administration begins to gain in sophistication. It is often said that when small consulting companies grow beyond 20 to 30 consultants they have reached a threshold. From that moment, further expansion requires more than one full-time manager for sales and administration, and profitability is often affected. By simplifying project administration, Hansa allows this threshold to be pushed upwards.

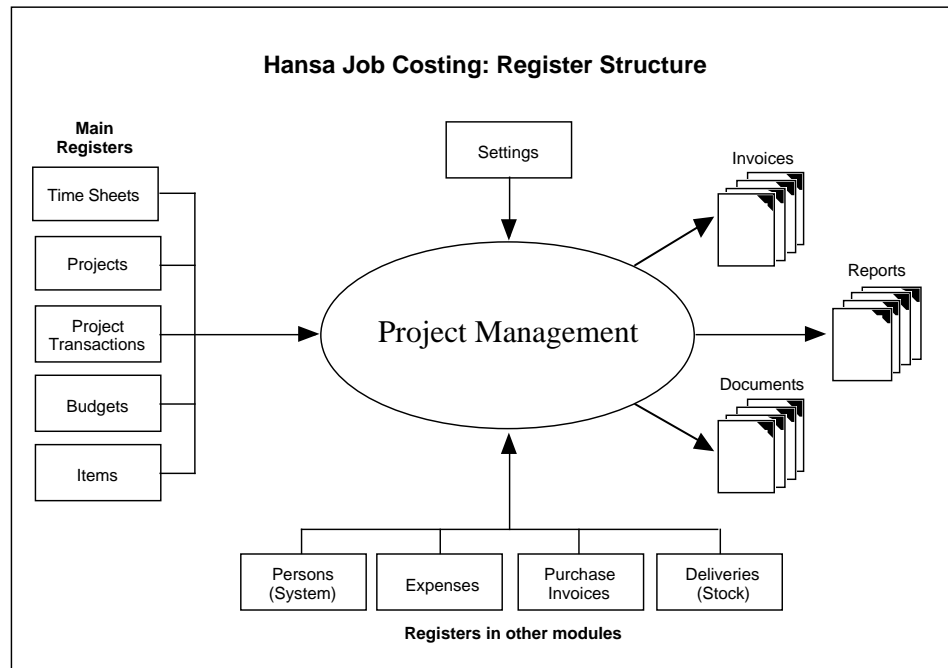
In a business in a service industry, the utilisation of the employees' time is vital for the success of the company. A non-billed hour is lost and can never be recovered. The key to profitability is the constant and systematic administration of Projects, hours worked and billing: the aim of any time billing system must be to aid companies to be more efficient in these areas. But each business has its own ideas about charging and monitoring Projects and employees. Hansa therefore has a number of very flexible reports, that can give managers the information they require.

Hansa's Job Costing module is designed to allow each employee to maintain their own Time Sheets, preferably filling them in on a daily basis. These Time Sheets are monitored by managers, and need to be approved before they can be invoiced, perhaps on a weekly basis. Errors can be corrected and reversals made before the Invoices are raised. There is full control over invoicing, and Time Sheets are fully editable until they have been approved.

The main function of this module is to accumulate information about the time worked and the materials or services provided for a certain project, task, assignment, client or job. Once this information has been gathered, it can be compared to budget, monitored, adjusted and, in most cases, invoiced. The module thus focuses on income, not on costs. The cost side of each transaction is normally handled in the Nominal Ledger by using cost centre or Object accounting.

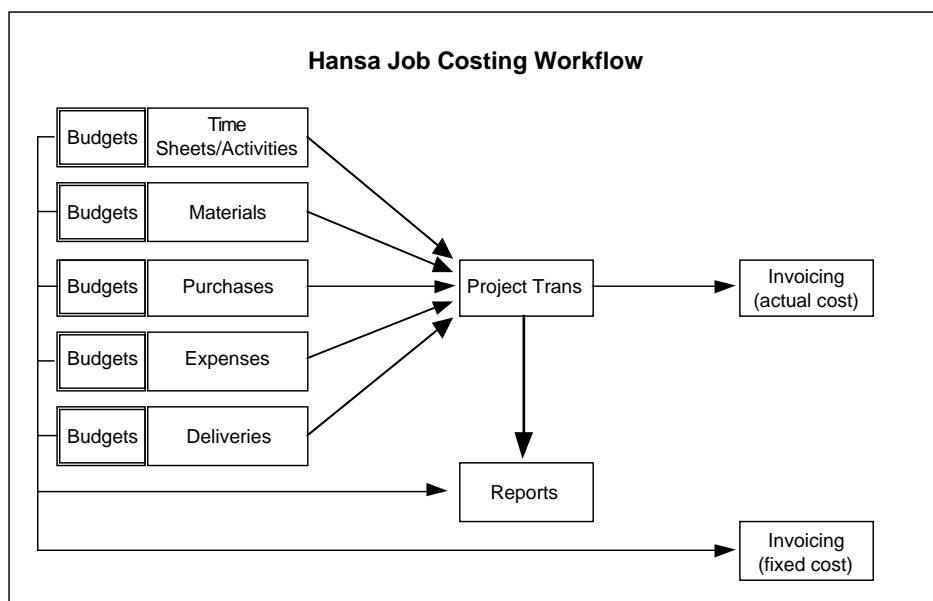
Hansa's Job Costing module is integrated with the rest of the system. Invoices for services and Projects are passed to Hansa's Sales Ledger module, where they are treated as normal Invoices. The Sales Ledger module is in turn integrated with the Nominal Ledger, as explained in Volume 2a of this manual.

Hansa Job Costing interacts with several other Hansa modules. The following diagram illustrates the registers in the module, together with the other registers involved in the project management process. To the left are the five registers of the Job Costing module. At the bottom are the registers in other modules that interact with Job Costing, and that provide information required for efficient project management. There are also a number of settings that can influence the behaviour of the module.



When the module is in use, Projects and Budgets are defined in their respective registers. Time Sheets and/or Activities are then entered, recording the work that has been carried out. This information, together with that concerning chargeable items (expenses, goods and materials, internal resource uses and stock outtakes, recorded in the appropriate register), is transferred to the Project Transaction register automatically. This records each chargeable item separately, specifying in detail how quantities and prices are to be invoiced and charged to each Project.

This process is illustrated in the following diagram—



Project Transactions are fully editable before the invoicing process. Draft Invoices based on the edited Project Transactions are then produced. These are saved in the Invoice register in the Sales Ledger module. They can be edited before they are approved.

These Invoices precisely reflect the work carried out in completion of a Project. In some circumstances, invoicing based on actual costs in this way will not be appropriate. Instead, a fixed cost invoicing method will be preferred. This can be accommodated by entering the fixed costs in the Project Budget register. The invoicing routine will detect automatically whether an Invoice should contain actual or fixed costs.

Reports regarding employees and time records are available, as well as several reports showing the status of Projects. When printed to screen, the reports have some unique drill-down facilities that make analysis and control fast and easy.

Example

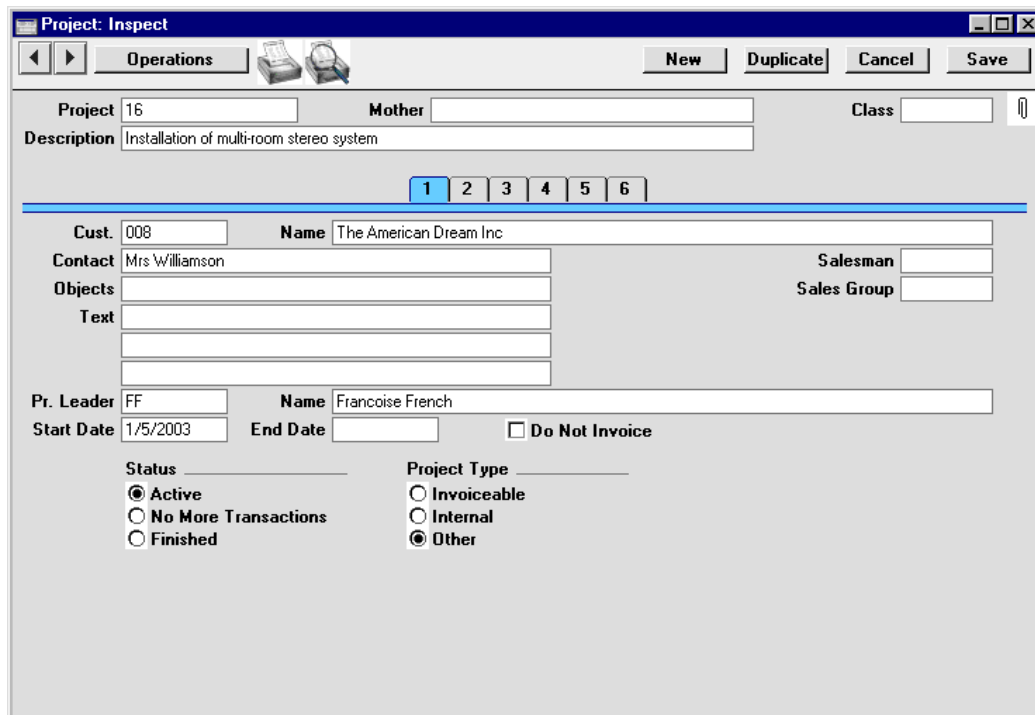
In this example, we trace the steps used in administering a Project from initial registration through to invoicing. In Hansa, the term “Project” is virtually interchangeable with “Job”: it refers to an undertaking requiring the completion of a number of tasks. For example, a particular Project might be the installation of a multi-room stereo system. In addition to the installation of the cabling, remote control system and speakers, tasks required by this Project might include surveying the building, ascertaining the requirements of the Customer and possibly producing a report.

Before the Project can be entered, the information in a number of other registers should be considered.



Persons	A record should be entered to this register for each member of personnel carrying out chargeable work. The Person register is in the System module.
Items	In addition to the goods and materials supplied, records should be entered to this register for each type of chargeable work (e.g. consultancy, installation, training). These should be entered as Service Items.
Item Groups	If any Items fall into logical groupings, this can be organised using Item Groups. Item Groups are defined using a register available in both the Job Costing module and in the Sales Ledger.

Entering a Project

Now, the new Project can be registered in the Project register. The example Project is for the supply and installation of a multi-room stereo system. The equipment will be supplied from stock and the cabling installation will take two days.



Project: Inspect

Operations   **New** **Duplicate** **Cancel** **Save**

Project 16 Mother Class

Description Installation of multi-room stereo system

1 2 3 4 5 6

Cust. 008 Name The American Dream Inc

Contact Mrs Williamson Salesman

Objects Sales Group

Text

Pr. Leader FF Name Francoise French

Start Date 1/5/2003 End Date ☐ Do Not Invoice

Status ☒ Active ☐ No More Transactions ☐ Finished

Project Type ☐ Invoiceable ☐ Internal ☒ Other

Quotations and Budgets

The Quotation register can be used to issue a quotation to the Customer and to keep a record of what was originally quoted. When the Quotation is accepted by the Customer, it can be linked to the resulting Project. Meanwhile, the Project Budget register can be used to keep a record of the labour and the Items that you estimate will be required to complete the Project. This is normally done by the project leader. This information can be copied from the Quotation. A Budget record can influence the invoicing of the Project and can later be used for comparison purposes, to test the efficiency of the quoting process. In this example, we will only use the Project Budget register.

Project Budget: Inspect

Operations New Duplicate Cancel Save

Project 16 Description Installation of multi-room stereo system
 Customer 008 Name The American Dream Inc
 Trans Date

1 2 3

Invoice Time ☒ Actual ☐ As Budgeted
 Invoice Stocked Items ☒ Actual ☐ As Budgeted
 Invoice Material ☐ Actual ☒ As Budgeted
 Invoice Purchases ☒ Actual ☐ As Budgeted

Item	Person	Qty	Comment	Price	%	Sum	Inv. No.
1 T008	NB	4	Site Survey	30.00	0.00	120.00	
2 T007	NB	16	Cabling Installation	30.00		480.00	
3 T011	NB	100	Mileage	0.50		50.00	
4 10112		1	Stereo System	599.00	0.00	599.00	
5 10104		6	Loudspeakers	16.00	0.00	96.00	
6 10120		50	Speaker Cabling (per metre)	10.00	0.00	500.00	
7							
8							
9							
10							
11							
12							
13							

Sum Time 600.00 Sum Stocked 1195.00 Budget Markup
 Sum Materials 50.00 Sum Purchases Total Sum 1845.00

The Project Budget screen shows that different types of Items can be treated in different ways.

The first two Items in the illustration were entered in the Item register as Service Items and therefore are treated as time spent. The sum of such Items is shown in the Sum Time field towards the bottom left of the screen. This figure will be treated as an estimate: from the two Invoice Time choices above the left-hand side of the grid, the Actual option has been selected. This means that Invoices will be created for the work actually carried out, not for the budgeted amount. So, when the work is carried out, the total shown here in the Budget record can be exceeded if necessary when invoicing.

The third Item in the illustration is a Plain Item. Each Plain Item can be treated as a Material or as a Purchase: this is determined using the Treat Item as Material on Project check box on the 'Pricing' card of the Item screen. The Plain Item in the example is a Material, so its total value is shown in the Sum Material field. This figure will be treated as a fixed amount which must be used when invoicing (from the two Invoice Material choices, the As Budgeted option has been chosen). This Item and amount will be included in the first Invoice to be raised for the Project.

The remaining Items (the stereo system, speakers and cable) are Stocked Items. Their total value is shown in the Sum Stocked field. Again, this figure will be treated as an estimate: from the two Invoice Stocked Items choices above the grid, the Actual option has been selected.

Time Recording

Activities

When work on the Project starts, two methods are available by which time can be recorded: Activities and Time Sheets. Activities might be the preferred method where the employees carrying out the work are required to record their own time. They can do this quickly and easily by clicking the [Calendar] or [Tasks] buttons in the Master Control panel and then the [New Activity] or [New Task] button respectively.

Activity: Inspect

Text: Completed Site Survey as required
 Type: SURV ☒ Done

Time Task Type Symbol Customer Project Text Persons

Start Time: 12:16:34 Start Date: 6/5/2003
 End Time: 16:16:00 End Date: 6/5/2003
 Cost (Time): 04:00:00

Task Type: ☐ Calendar ☒ Time ☐ Profile ☐ Don't Show
☒ To Do

Symbol: ☐ Call ☐ Meeting ☐ Deskwork ☒ Other

Customer: 008
 Name: The American Dream Inc
 Contact: Mrs Williamson
 Phone:
 Result: OK

Hansa contains a number of tools to ensure the entering of such Activities is as fast and as error-free as possible. These are the Activity Classes and Activity Types settings, both of which can be found in the CRM module. When entering an Activity, it should be classified by specifying an Activity Type in the Type field in the Header. Each Activity Type should represent a specific job or task (e.g. cabling, training, analysis). In our example company,

separate Activity Types have been entered to represent each Service Item (i.e. each type of work). Each Activity Type record has an Item Number specified—

Activity Type: Inspect

Code: SURV Class: PTIME Item: T008

Comment: Site Survey work

Buttons: New, Duplicate, Cancel, Save

This means that when the Activity Type is entered to an Activity, the Item Number is brought in automatically to the Item field on the 'Project' card of the Activity, thus ensuring that the correct Item is always used. Only Service Items should be used here.

Each Activity Type can in turn belong to an Activity Class. In many cases, you may only need a single Activity Class to represent all your time recording Activity Types. All Activity Classes used with time recording should have their Create Project Transaction box checked, and the choice of Calendar options should be Time. (Project Transactions will not be created from Profile or Don't Show Activities.) Activity Classes can also be set to force users to enter a Project and a Time whenever Activity Types belonging to the Class are used in an Activity. This ensures that Projects and Time are always entered.

Activity Class: Inspect

Code: PTIME Calendar Colour: Black

Comment: Time spent working on Projects

Force Entry of:

- ☒ Project
- ☐ Customer
- ☒ Activity Result
- ☒ Time

Calendar:

- ☒ Time
- ☐ Profile
- ☐ Don't Show

Employee Time Statistics:

- ☒ Paid
- ☐ Unpaid
- ☒ Work
- ☐ Absence
- ☐ Exclude From Time Statistics

☒ Create Project Transaction

Once you have specified an appropriate Activity Type and entered the Start and End Time of the work carried out (on the 'Time' card), move to the

‘Project’ card. Here you can allocate the Activity to the Project (and to specify an Item if one was not brought in with the Activity Type)—

Activity: Inspect

Text: Completed Site Survey as required
 Type: SURV ☒ Done

Time Task Type Symbol Customer **Project** Text Persons

Project: 16
 Item: T008
 Resources:

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

When the Activity shown above is marked as Done and saved, the following Project Transaction is created. This will later be used by the routine that creates Invoices for Projects.

The screenshot shows the 'Project Transaction: Inspect' window. It contains the following fields and values:

- Project:** 16
- Employee:** NB
- Ser. No.:** 50
- Inv. After:**
- Invoice:**
- Objects:**
- Comment:** Completed Site Survey as required
- Item:** T008
- Item Group:**
- Date:** 6/5/2003
- Inv. Date:**
- Register:** Activity (selected)
- Item Type:** Service (selected)
- Separate Inv. Row:** ☐

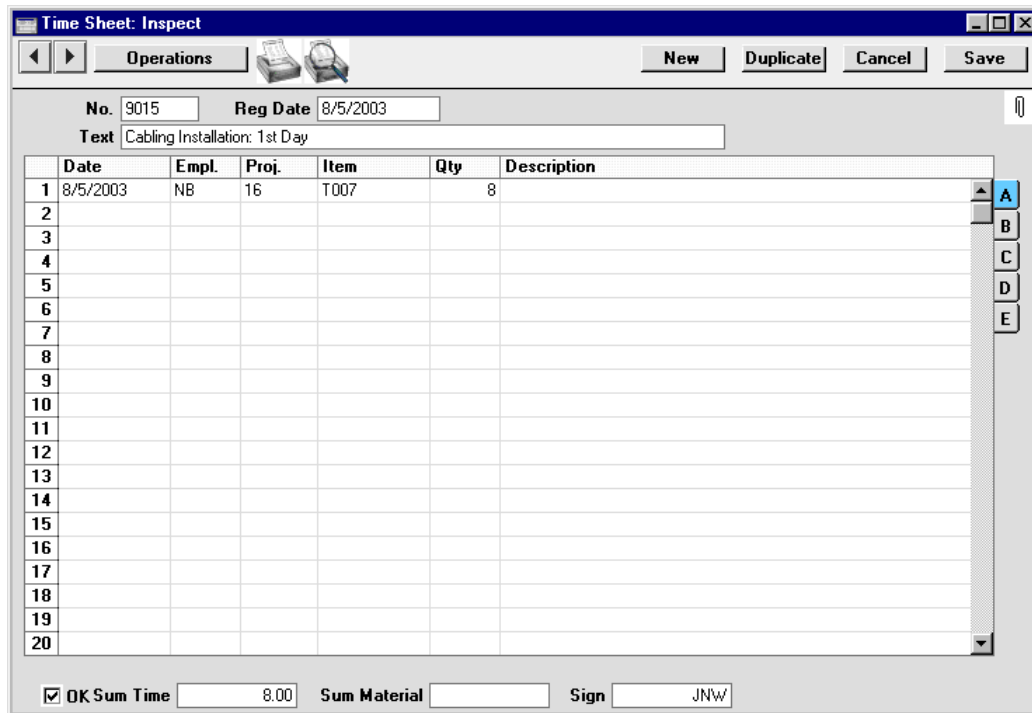
At the bottom, there is a table with the following data:

Reg. Qty	Inv. Qty	Price	Disc %	Markup	Sum	Cost	GP
4.00	4.00	30.00	0.00		120.00	6.00	96.00

The Registered and Invoice Quantities (i.e. number of hours) are taken from the Cost (Time) field of the Activity. This is calculated from the Start and End Times. The Comment is taken from the Text of the Activity. For details about how the Price is calculated, please refer to the 'Terminology and Pricing' section later in this chapter.

Time Sheets

Time spent on a Project can also be recorded in the Time Sheet register. How an individual Time Sheet record is entered can vary depending on what suits your organisation. Hansa can handle for example one Time Sheet per Project, one per Person per Project or one per week. There is a lot of flexibility. In this example, we show the Time Sheet for the first day's work—



	Date	Empl.	Proj.	Item	Qty	Description
1	8/5/2003	NB	16	T007	8	
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

☒ OK Sum Time 8.00 Sum Material Sign JNW

Since Item T007 is a Service Item, its total is shown in the Sum Time field.

When the Time Sheet is approved by checking the OK box and then saved, separate records are created in the Project Transaction register for each Time Sheet row. The records in this register will later be used by the routine that creates Invoices for Projects.

Project Transaction: Inspect

Operations New Duplicate Cancel Save

Project	16	Item	T007	Register	<input checked="" type="radio"/> Time Sheet
Employee	NB	Item Group	DT		<input type="radio"/> Purchase Invoice
Ser. No.	9015	Date	8/5/2003		<input type="radio"/> Expenses
Inv. After		Inv. Date			<input type="radio"/> Delivery
Invoice		<input type="checkbox"/> Separate Inv. Row			<input type="radio"/> Activity
Objects					<input type="radio"/> Returned Goods
Comment					<input type="radio"/> Stock Depreciations
				Item Type	<input checked="" type="radio"/> Service
					<input type="radio"/> Purchase
					<input type="radio"/> Stocked Item
					<input type="radio"/> Material

Reg. Qty	Inv. Qty	Price	Disc %	Markup	Sum	Cost	GP
8.00	8.00	30.00			240.00	6.00	192.00



How Hourly Rates are Calculated

In both cases (Time Sheets and Activities), the hourly rate for time (i.e. for Service Items) to be charged to the Customer is shown in the Price field of the resulting Project Transaction. For details about how it is calculated, please refer to the 'Terminology and Pricing' section later in this chapter.

Expenses and Purchases

The employee puts in a claim for the travel expenses incurred in visiting the Customer's premises. This is entered in the Expenses module and allocated to the Project using the fields on flip B of the grid area—

Expense: Inspect

Operations   **New** **Duplicate** **Cancel** **Save**

No. 8008 Trans.Date 8/5/2003
 Person NB Name Neil Brooker
 Signer Currency GBP

Cost **Currency**

	A/C	Objects	Short.	Desc.	Amount Incl VAT	Item	Qty	Proj	V-Cd
1	245			Cost of Expenses	14.69	T011	50	16	1
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									

☒ OK Doc. No. VAT 2.19 TOTAL 14.69

Again, when the Expense record is approved by checking the OK box and then saved, a record is created in the Project Transaction register. If the Item concerned has a Markup % specified on its 'Pricing' card, this will be used to calculate the amount to be invoiced. In the example illustrated, an Expense record for 12.50 (14.69 including VAT) will be charged out at 25.00 because the Markup % of Item T011 is 100%. The Item's Markup is shown as a negative Discount in the Project Transaction (the Project Transaction's Markup field is intended for changing the charge out rate manually).

Project Transaction: Inspect

Operations New Duplicate Cancel Save

Project 16 Item T011 Register _____

Employee NB Item Group _____ ☐ Time Sheet

Ser. No. 8008 Date 8/5/2003 ☐ Purchase Invoice

Inv. After _____ Inv. Date _____ ☒ Expenses

Invoice _____ ☐ Separate Inv. Row ☐ Delivery

Objects _____ ☐ Activity

Comment Cost of Expenses ☐ Returned Goods

_____ ☐ Stock Depreciations

_____ Item Type _____

_____ ☐ Service

_____ ☐ Purchase

_____ ☐ Stocked Item

_____ ☒ Material



Reg. Qty	Inv. Qty	Price	Disc %	Markup	Sum	Cost	GP
50.00	50.00	0.25	-100.00		25.00	0.25	12.50

In a similar manner, Purchases can immediately be registered against the Project using the Project field on flip B of the 'Costs' card of the Purchase Invoice screen. Again, as soon as the Purchase Invoice is approved, a record is created in the Project Transaction register for the Item. This feature might be used to register courier charges against a Project, for example. Again, the Markup % of the Item in question will be used to calculate the amount to be invoiced.

Supply of Stocked Items

As well as the cabling installation, the example Project requires the supply of a stereo system, speakers and cabling. These were listed in the Project Budget record and are Stocked Items. They should be issued to the Customer from a Sales Order so that stock levels can be adjusted correctly. The Order can be created from the Project Budget record by selecting 'Create Sales Order' from the Operations menu. Depending on how the Project Item Handling setting has been configured, all the Stocked Items in the Project Budget record are transferred to the Sales Order. Plain and Service Items are not transferred—

Order: Inspect

Operations   **New Duplicate Cancel Save**

No. 1000007 Name The American Dream Inc
 Customer 008 ☐ Closed ☐ Reserved

Date Items Currency Del Terms Inv. Addr Del. Addr

Date 9/5/2003 Planned Del. Despatch Time 00:00:00
 Pay. Terms 30 Salesman Despatch Time 00:00:00
 Our Ref. Attn.
 Object Cust. Ord. No.

Item	Qty	Description	Unit Price	%	Sum
1	10112	1 Stereo System	599.00	0.0	599.00
2	10104	6 Loudspeakers	16.00	0.0	96.00
3	10120	50 Speaker Cabling (per metre)	10.00	0.0	500.00
4					
5					
6					
7					
8					
9					
10					
11					
12					

Total GP 463.00 **Freight** **VAT** 209.13 **Sub-Total** 1195.00
Currency GBP **GP %** 38.7 **Base** 1404.13 **TOTAL** 1404.13

The Project Code appears in the Project field on the 'Del Terms' card of the Sales Order. This means that Deliveries can be issued in the normal way (using the 'Delivery' function on the Operations menu of the Order screen), but Invoices cannot be produced from the Order screen. Instead, they are raised from the Job Costing module as described in the next section. The Items delivered are shown below—

Delivery: Inspect

Operations New Duplicate Cancel Save

Del. No. 960105 Del. Mode Class
 Order No. 1000007 Objects Address
 Del. Date 9/5/2003 Location Sorting
 Cust. No. 008 Name The American Dream Inc
☐ Tel. Message ☐ Customer's Address

Items Address Packaging Freight

	Item	Description	Ordered	Avail.	Del. Qty
1	10112	Stereo System	1	61	1
2	10104	Loudspeakers	6	164	6
3	10120	Speaker Cabling (per metre)	50	895	50
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					

☒ OK Del. Qty 57.00 Comment

When the Delivery is approved and saved, separate records are created in the Project Transaction register for each row of the Delivery. The Price will be taken from the Sales Order, while the Cost will be the average FIFO value from the Delivery, multiplied by the Quantity.

Project Transaction: Inspect

Operations New Duplicate Cancel Save

Project 16 Item 10104 Register
 Employee Item Group 1
 Ser. No. 960105 Date 9/5/2003
 Inv. After Inv. Date
 Invoice ☐ Separate Inv. Row
 Objects
 Comment

☐ Time Sheet
☐ Purchase Invoice
☐ Expenses
☒ Delivery
☐ Activity
☐ Returned Goods
☐ Stock Depreciations

Item Type
☐ Service
☐ Purchase
☒ Stocked Item
☐ Material

Reg. Qty	Inv. Qty	Price	Disc %	Markup	Sum	Cost	GP
6.00	6.00	16.00	0.00		96.00	8.00	48.00

Invoicing

The Job Costing module offers two invoicing methods for use with Projects. These can be used exclusively or in combination. The first method will commonly be used where an overall cost has been set for a Project which is to be charged using either a single Invoice or instalments. This is controlled using card 2 of the Project screen or from the Project Budget register. The second method will usually be used where Projects are to be charged on a *pro rata* basis. This is controlled using the Project Transaction register.

In our example, it has been determined that small opening and closing payments will be invoiced separately and that most of the work will be charged as it is carried out. Therefore, a combination of invoicing methods will be used.

The opening and closing payments are entered to card 2 of the Project record—



The screenshot shows the 'Project: Inspect' window. At the top, there are buttons for 'New', 'Duplicate', 'Cancel', and 'Save'. Below these are input fields for 'Project' (16), 'Mother', and 'Class'. The 'Description' field contains 'Installation of multi-room stereo system'. A tabbed interface at the bottom shows tabs 1 through 6, with tab 2 selected. The main area displays a table titled 'On Account Invoices and Retentions Only'.

	Date	Inv.No.	Sum	Sign	Comment	Type
1	1/5/2003		200		1st Down Payment	-
2	1/6/2003		200		2nd Down Payment	-
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						

To create the Invoice for the opening payment, select 'Create Down Payment Invoice' from the Operations menu. This will create an unapproved Invoice in the Invoice register. The value of the Invoice thus created will depend on the date the function is run and on the Dates of the opening and closing payments. In the example, running the function at any time during May 2003

will result in an Invoice for the first down payment (as shown below). Running it again during June 2003 will produce an Invoice for the second down payment. But, had the function been run in June for the first time, both down payments would have been included in the Invoice.

Invoice: Inspect

Operations   **New** **Duplicate** **Cancel** **Save**

No. 2031 Name The American Dream Inc
Customer 008

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



Inv. Date 12/5/2003 Our Ref. Francoise French Salesman
Pay. Terms 30 Attn. Mrs Williamson
Due Date 11/6/2003 Object
Trans. Date 12/5/2003 Official Ser. No.

Item	Qty	Description	Unit Price	%	Sum
1		Project: 16			
2		Installation of multi-room stereo system			
3		Mrs Williamson			
4					
5					
6		Down Payment 1st Down Payment		200.00 / 770	1
7					
8					
9					
10					
11					
12					

Currency GBP Freight VAT 35.00 Sub-Total 200.00
☐ OK Ext. Tax 0.00 Base 235.00 **TOTAL** 235.00

It is now time to create an Invoice for the work that has been carried out on the Project so far. This includes the site survey, one day's work installing cabling, a travel claim and the delivery of the stereo equipment. This Invoice can be created using the 'Create Project Invoices' Maintenance function or using the 'Create Invoice' function on the Operations menu of the Project Budget screen—

Invoice: Inspect

Operations   **New Duplicate Cancel Save**

No. 2032 Name The American Dream Inc
Customer 008

Terms Items Currency Delivery Identifiers Inv. Address Del. Address

Inv. Date 12/5/2003 Our Ref. Francoise French Salesman
Pay. Terms 30 Attn. Mrs Williamson
Due Date 11/6/2003 Object
Trans. Date 12/5/2003 Official Ser. No.

Item	Qty	Description	Unit Price	%	Sum
3		Installation of multi-room stereo system			
4					
5		Mrs Williamson			
6					
7					
8 T007		Cabling Installation			240.00
9 T008		Site Survey, Completed Site Survey as required			120.00
10 T011		Cost of Expenses, Neil Brooker			50.00
11 10104		Loudspeakers			96.00
12 10112		Stereo System			599.00
13 10120		Speaker Cabling (per metre)			500.00
14		Down Payment Downpay Invoiced			-200.00 770 1

Currency GBP Freight VAT 245.88 Sub-Total 1405.00
☐ OK Ext. Tax 0.00 Base 1650.88 TOTAL 1650.88

Note that the first down payment has been treated as a deposit and has therefore been deducted from this Invoice. Note also that the travel claim, Item T011, has been invoiced in full, although only half of it has so far been entered to the Expense register. This is because, in the Budget record for this Project, it was determined that Materials are to be invoiced as a fixed amount, the amount in the Budget record. This was done by choosing the As Budgeted option from the two Invoice Material choices.

Further Invoices can be issued at any time using this function: any intervening down payments will be deducted as before.

Terminology and Pricing

Terminology

The following terminology is used in this chapter and in the Job Costing module—

Time

Items which are Service Items are classified as ‘time’ in the Job Costing module. You might have several Service Items representing different types of work (e.g. initial analysis, installation and training), which might be charged out at different rates.

Time spent working on a Project can be registered using Time Sheets and Activities (when the work has been carried out by your own staff) and using Purchase Invoices and Expenses (when the work has been sub-contracted).

Time cannot be registered against Projects using Sales Orders.

Materials and Purchases

Items which are Plain Items can be treated either as ‘materials’ or as ‘purchases’ in the Job Costing module. This distinction is made on the ‘Pricing’ card of each Item, using the Treat Item as Material on Project check box. Typically, materials and purchases will include the miscellaneous products and services needed to complete Projects, such as mileage, paper, and postage or delivery.

Materials and purchases can be registered against Projects using Time Sheets (providing the Allow Plain Items on Time Sheets box in the Project Item Handling setting has been checked) and using Purchase Invoices and Expenses. Activities cannot be used for this purpose.

The difference between materials and purchases is that, subject to the Project Item Handling setting, purchases can be included in Sales and Purchase Orders created from the Project Budget screen and materials cannot.

Stocked Items

If it is necessary to supply Stocked Items as part of a Project, this must be done by entering a Sales Order and

issuing a Delivery from that. This ensures that the stock levels are adjusted accordingly and that any necessary cost accounting transactions are registered in the Nominal Ledger. The Sales Order should be connected to the Project using the Project Number on the 'Del Terms' card. If the Customer returns a Stocked Item, this should be dealt with in the usual way, using the Returned Goods register.

Note: if you want to be able supply Stocked Items as part of a Project, switch on the Stocked Items Only On Sales Orders option in the Project Item Handling setting.

Structured Items Structured Items are treated as Stocked Items in the Job Costing module, so the comments above apply.

If you are likely to supply Structured Items through the Job Costing module, it is recommended that you do not check the Show Components on Documents box on the 'Recipe' card of these Items. If this box is checked, a Project Transaction will be created for each component listed in Deliveries, which may render gross margin calculations inaccurate. Use of Structured Items in Project Budgets will also be unreliable if Show Components on Documents is checked.

Pricing

Time, Purchases and Materials from Time Sheets and Activities

Hansa has a powerful and flexible system for calculating the rates at which Service Items (time) and Plain Items (purchases and materials) are charged to Customers. This system is used on the following occasions—

- when entering a Project Budget or Quotation. The result of the calculation appears in the Price field after the Item and Person have been specified.
- when approving a Time Sheet. This will cause a Project Transaction to be created. The result of the calculation will appear in the Price field of this Project Transaction.

Note: if you want to be able to use Plain Items in Time Sheets, check the Allow Plain Items on Time Sheets box in the Project Item Handling setting. Some implications are discussed in the next section, 'Time, Purchases and Materials from Purchase Invoices and Expenses'.

- when marking as Done an Activity with an appropriate Activity Class (i.e. one whose Create Project Transaction box is checked). This will cause a Project Transaction to be created. The result of the calculation will appear in the Price field of this Project Transaction.

Note: only Service Items can be used in Activities. Any Task Type can be used, but the Calendar option must be Time.

Prices for time, purchases and materials in Project Budgets and Quotations, Time Sheets and Activities are calculated using the following structure. Point 1 does not apply when entering Project Budgets.

1. If a Budget has been entered for the Project that includes the Item/Person combination used on the Time Sheet, Activity or Quotation, the rate is taken from there.
2. If there is a record in the Customer Discount setting for the Customer in question in which a special Unit Price for the Item has been entered, this Unit Price will be used. If the row for the Item in the Customer Discount setting contains both a Unit Price and a percentage discount, the Customer will be charged the Unit Price less the percentage discount.

If the row only contains a percentage discount, the price will be set using one of the points 3-8 below, and the percentage discount will be applied to that figure.

3. If the Person belongs to a Job Group, the hourly rate is taken from the record in the Item/Job Group Prices setting representing the Item in question.
4. If there is no such record in the Item/Job Group Price setting or the Person does not belong to a Job Group, but the Customer has a Price List specified on the 'Pricing' card, the rate is taken from the record in the Price or Quantity Dependent Price register (depending on the type of Price List) for the Item/Price List combination in question.
5. If the Customer does not have a Price List, but it belongs to a Customer Category that does, then again the rate is taken from the record in the Price or Quantity Dependent Price register (depending on the type of Price List) for the Item/Price List combination in question.
6. If the Customer does not belong to a Category, or its Category has no Price List, the hourly rate is taken from the Base Price on the 'Pricing' card of the Item record.

7. In the case of Service Items (i.e. time) only, if the Item record has no Base Price, the hourly rate is taken from the Price per Hour field on the 'Job' card of the Person record.
8. In all other cases, the following figure is used—

$$\text{Item Cost Price} + (\text{Cost Price} \times \text{Markup } \%) + \text{Extra Cost} - (\text{total so far} \times \text{Bonus } \%)$$

Using the Pricing Structure: Time and Time Sheets/Activities

When registering Service Items (time) representing work carried out by your own staff, it is likely that Time Sheets and Activities will be used. Depending on your requirements, the pricing system can be used as follows—

- If you have a fixed hourly rate for a particular kind of work irrespective of the Person carrying it out and irrespective of the Customer, use Item Base Prices. Enter a separate Item for each kind of work.
- If you have a fixed hourly rate for a particular kind of work irrespective of the Person carrying it out, but one that varies depending on the Customer, use the Customer Discount setting (Unit Price field) or Price Lists. Enter a separate Item for each kind of work, and make sure each one is represented in the Customer Discount setting or in the Price or Quantity Dependent Price register (depending on the type of Price List). If you use Price Lists, each Customer should belong to a Customer Category with the correct Price List, or you can specify Price Lists for each Customer individually.
- If you have different hourly rates depending on the seniority or qualification of the employee carrying out the work (for example, in a solicitors' practice, there might be one rate for partners, one for consultants and one for assistant solicitors), use Item/Job Group Prices. In this example, there will be three Job Groups. Item/Job Group Prices can also be used where the hourly rates change depending on the department carrying out the work.
- If you have different hourly rates depending on the member of staff carrying out the work, set these rates in the Person register.
- If you are using any of the standard methods described above, you can offer a discount or uplift to a particular Customer by entering a percentage discount in the Customer Discount setting.

Using the Pricing Structure: Purchases/Materials and Time Sheets

These Items will usually be charged to the Customer at the same rate, irrespective of who carried out the work. So, if you are registering them using Time Sheets, the most appropriate pricing method will usually be Item Base Prices, the Customer Discount setting (Unit Price field) or Price Lists.

If you want to be able to use Plain Items in Time Sheets, check the Allow Plain Items on Time Sheets box in the Project Item Handling setting. Plain Items cannot be used in Activities.

Overtime

Special pricing rates such as overtime can be included in the pricing structure using Time Classes.

If you need the pricing structure to take different rates into account, you should enter a Time Class for each rate (e.g. standard rates, evening rates, weekend rates, holiday rates, and so on), together with relevant Time Billing Price Formulae and Time Billing Price Lists. Please refer to the section below describing these settings for details about how to do this.

Once you have done this, add the Time Classes in to the pricing structure. The way this is done varies depending on which element of the pricing structure you are using to price time.

Customer Discounts



If you are using the Customer Discount setting, you should have for each Item separate rows with each Time Class. For example, you might have standard, evening, weekend and holiday rates for each type of work—

The screenshot shows a software window titled "Customer Discount: Inspect". At the top, there are buttons for "New", "Duplicate", "Cancel", and "Save". Below these, there are fields for "Customer" (009) and "Name" (Giacomelli SPA). The main part of the window is a table with the following data:

	Project Item	Unit Price	%	Time Class
1	T003	55.00		STD
2	T003	82.50		EVE
3	T003	110.00		WEND
4	T003	165.00		HOLI
5	T004	110.00		STD
6	T004	165.00		EVE
7	T004	220.00		WEND
8	T004	330.00		HOLI
9				
10				
11				

When you enter a Time Sheet, specify the Time Class on flip C—

Time Sheet: Inspect

Operations   **New Duplicate Cancel Save**

No. 9016 Reg Date 12/5/2003

Text

	Date	Empl.	Proj.	Item	Qty	Time Class
1	12/5/2003	JM	17	T003	8	STD
2	12/5/2003	JM	17	T003	2	EVE
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

☒ OK Sum Time 10.00 Sum Material Sign JNW

When the Time Sheet is approved, the price in the resulting Project Transaction(s) will be taken from the Customer Discount row for the Item/Time Class combination. In this example, the Customer will be charged 8 hours @ 55.00 each, and 2 hours @ 82.50 each.

When Time Classes are used with Customer Discounts, the Price Formula of the Time Class is ignored, but its Cost Formula is applied to the Cost per Hour of the Person or the Service Item Cost Price from the Project Settings setting (Service Items) or the Cost Price of the Item (Plain Items). This means any gross profit calculations will take into account overtime or other special rates paid to the employee carrying out the work. In the case of Plain Items, these must belong to an Item Group listed in the appropriate Time Billing Price List record if the Cost is to be modified in this way.

Item/Job Group Prices

Time Classes can be used in the Item/Job Group Prices setting in a similar manner to the Customer Discounts setting described above. You should have for each Job Group separate rows for each Time Class—

The screenshot shows a software window titled "Item/Job Group Price: Inspect". At the top, there are fields for "No." (T003) and "Description" (Report Writing). Below these are buttons for "New", "Duplicate", "Cancel", and "Save". The main area contains a table with the following structure:

		Price List						
	Job Group	Time Class	1	2	3	4	5	6
1	JUN	STD	15	14	20			
2	JUN	EVE	22.5	21	30			
3	JUN	WEND	30	28	40			
4	JUN	HOLI	45	42	60			
5	SEN	STD	30	28	40			
6	SEN	EVE	45	42	60			
7	SEN	WEND	60	56	80			
8	SEN	HOLI	90	84	120			
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								
22								

When you enter a Time Sheet, specify the Time Class on flip C. The price in the resulting Project Transaction(s) will be taken from the Item/Job Group Price row for the Job Group/Time Class combination, in the same way as illustrated for Customer Discounts above.

Again as described for Customer Discounts, the Price Formula of the Time Class is ignored, but its Cost Formula is applied to the Cost per Hour of the Person or the Service Item Cost Price from the Project Settings setting (Service Items) or the Cost Price of the Item (Plain Items), thus ensuring gross profit calculations are correct.

Price Lists, Base Prices, Persons

If you are using Price Lists, Items' Base Prices or Persons' Prices per Hour to calculate your hourly rates, simply specify the Time Class on flip C of each Time Sheet row. The rate charged to the Customer will be calculated by applying the Price Formula of the Time Class to the basic price in the appropriate Price, Item or Person record.

The screenshot displays two overlapping windows from the HansaWorld software. The background window is titled 'Item: Inspect' and shows details for item T004, 'Management Cor'. It includes fields for 'No.', 'Group' (DT), 'Description', 'Unit', and 'Base Price' (110.00). The 'Pricing' tab is selected. The foreground window is titled 'Time Billing Price List: Inspect' and shows a table with 21 rows. The first row (1) is selected, showing an item group of DT, a price formula of 150, and a cost formula of 150. The table has columns for 'Item Group', 'Price Formula', and 'Cost Formula'.

	Item Group	Price Formula	Cost Formula
1	DT	150	150
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			

In the example illustrated above, hourly rates are taken from the Items' Base Prices. Evening work is to be charged out at 150% of the normal rate. The Price Formula specified in the Time Billing Price List determines the 50% uplift, which is to be applied to all Items belonging to the "DT" Item Group. One such Item is T004, whose Base Price (normal hourly rate) is 110.00. When this Item is used in a Time Sheet together with the "EVE" Time Class on flip C, it will be charged out at $110 * 150\% = 165.00$. The cost is also increased to 150% of the standard cost (determined by the Cost Formula in the Time Billing Price List), so any gross profit calculations will take into

account overtime or other special rates paid to the employee carrying out the work.

Note how the Price and Cost Formulae in the Time Billing Price Lists are applied to Item Groups, not Items. So, if you are using Price Lists or Items' Base Prices to calculate hourly rates, make sure that all Items that are to be used in Time Sheets belong to an Item Group mentioned in the relevant Time Billing Price List.

Project Budgets

The Time Class field on flip C of each Project Budget row serves two purposes—

- i. it helps determine the figure in the Price field on flip A; and
- ii. in the case of Project Budgets only, it determines which row will be used in pricing calculations.

When entering Project Budgets, the pricing is usually calculated using points 2-6 of the pricing structure described above. For example, the following Project Budget record is entered, using the same Item T004 shown in the previous illustration—

Project Budget: Update

Operations New Duplicate Cancel Save

Project 17 Description Installation of Network
 Customer 009 Name Giacomelli SPA
 Trans Date

1 2 3



Invoice Time ☒ Actual Invoice Stocked Items ☒ Actual Invoice Material ☒ Actual Invoice Purchases ☒ Actual
☐ As Budgeted ☐ As Budgeted ☐ As Budgeted ☐ As Budgeted

Item	Person	Qty	Comment	Price	%	Sum	Inv. No.
1 T004	JM	1	Management Consultancy	110.00	0.00	110.00	
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							

Sum Time 110.00 Sum Stocked Budget Markup
 Sum Materials Sum Purchases Total Sum 110.00

In this example, the Price has been taken from the Base Price of the Item (point 6 in the pricing structure). If the “EVE” Time Class is specified on flip C of the Budget, the Price Formula from that Time Class is applied to the flip A Price ($110 * 150\% = 165.00$)—

Project Budget: Update

Operations   **New** **Duplicate** **Cancel** **Save**

Project 17 Description Installation of Network
 Customer 009 Name Giacomelli SPA
 Trans Date

1 2 3

Invoice Time ☒ Actual ☐ As Budgeted
 Invoice Stocked Items ☒ Actual ☐ As Budgeted
 Invoice Material ☒ Actual ☐ As Budgeted
 Invoice Purchases ☒ Actual ☐ As Budgeted



Item	Person	Qty	Comment	Price	%	Sum	Inv. No.
1 T004	JM	1	Management Consultancy	165.00	0.00	165.00	
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							

Sum Time 165.00 Sum Stocked Budget Markup
 Sum Materials Sum Purchases Total Sum 165.00

So the Time Class has helped determine the figure in the Price field on flip A. For this to happen, the Item must belong to an Item Group listed in the appropriate Time Billing Price List record. You can, of course, change this figure if necessary.

You should complete the Budget record by entering separate rows for each Item/Person/Time Class combination that you are likely to use (the nature of Budgets means you should not enter rows for the combinations that you will not use)—

Project Budget: Update

Operations   New Duplicate Cancel Save

Project 17 Description Installation of Network
 Customer 009 Name Giacomelli SPA
 Trans Date

1 2 3

Invoice Time ☒ Actual ☐ As Budgeted
 Invoice Stocked Items ☒ Actual ☐ As Budgeted
 Invoice Material ☒ Actual ☐ As Budgeted
 Invoice Purchases ☒ Actual ☐ As Budgeted

Item	Person	Qty	Comment	Price	%	Sum	Inv. No.
1	T004	JM	1 Management Consultancy	110.00	0.00	110.00	
2	T004	JM	1 Management Consultancy	165.00	0.00	165.00	
3	T004	JM	1 Management Consultancy	220.00	0.00	220.00	
4	T004	JM	1 Management Consultancy	330.00	0.00	330.00	
5							
6							
7							
8							
9							
10							
11							
12							
13							

Sum Time 825.00 Sum Stocked Budget Markup
 Sum Materials Sum Purchases Total Sum 825.00

In the pricing structure described earlier in this section, the Project Budget is given top priority. When creating Project Transactions for a particular Project/Item/Person combination, the price in the Project Budget will be used, overriding all prices elsewhere in the system. When you enter a Time Sheet, specify the Time Class on flip C. The price will be taken from the Budget row for the Item/Person/Time Class combination, in the same manner as that illustrated for Customer Discounts above.

Time, Purchases and Materials from Purchase Invoices and Expenses

The pricing structure described above is only used for Service Items (time) and Plain Items (purchases and materials) in Project Budgets, Quotations and Time Sheets, and for Service Items in Activities. Service and Plain Items can also be registered against Projects using Purchase Invoices and Expenses. In these cases, the structure is not used. Instead, the price charged to the Customer can be calculated using one of two methods—

1. by adding the Markup % of the Item to the Purchase Invoice or Expense amount.
2. by adding the Markup % of the Item to its Base Price.

To use the first method, ensure Project Item Pricing in the Project Item Handling setting is switched off. To use the second method, switch this option on.

In the case of time, you will probably use Purchase Invoices when you need to register work that has been sub-contracted. Under the first method, this work will be charged to the Customer at the rate charged to your company, plus a margin. Under the second method, this work will be charged to the Customer at a standard rate that is independent of the rate charged to you by the sub-contractor.

In the case of materials and purchases, prices will be calculated in two different ways, depending on whether they were registered using Time Sheets, or using Purchase Invoices and Expense records. For this reason, it is recommended that you use one method or the other consistently, whichever is the more appropriate to your circumstances. To help with this aim of consistency, you can prevent the use of materials and purchases in Time Sheets by switching off the Allow Plain Items on Time Sheets box in the Project Item Handling setting.

Stocked Items

Stocked Items can be registered against Projects in one of two ways: on the sales side through Sales Orders and Deliveries; or on the purchase side through Purchase Orders and Invoices.

On the sales side, Stocked Items are charged to the Customer according to the prices set in the Sales Order. Usually, the Sales Order will have been created from a Project Budget record which will contain the prices agreed with the Customer. Otherwise, if the record is entered directly to the Sales Order register, pricing will be taken from the current Price List for the Customer or from the Item register.

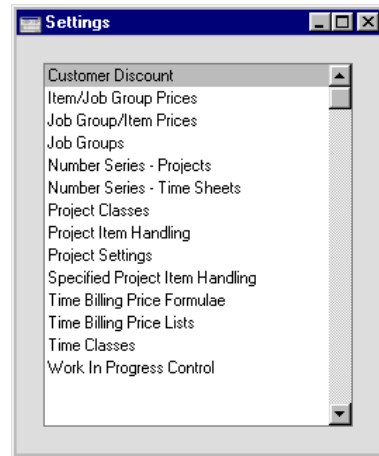
On the purchase side, the price charged to the Customer is calculated either by adding the Markup % of the Item to the Purchase Invoice or Expense amount or by adding the Markup % of the Item to its Base Price (depending on the Project Item Pricing options in the Project Item Handling setting).

To avoid the risk of registering Stocked Items against Projects twice (once from the purchase side and later from the sales side), the Project Item Handling setting requires a choice to be made as to whether the sales or the purchase side is to be used. Stocked Items can be included on Sales or Purchase Orders that have been related to Projects, or both. If you choose the Both option, be aware of the risk of registering Stocked Items against a Project twice. If you choose to allow Stocked Items on Sales Orders only, you will still be able to include them on Purchase Invoices entered manually without related Purchase Orders, so in this case take care when registering Purchase Invoices against Projects.

Settings

Introduction

The Job Costing module has the following settings—



Many of these settings are concerned with the calculation of the rates at which Service Items (time) and Plain Items (purchases and materials) are charged to Customers. This calculation occurs when Project Budgets are entered and when Time Sheets and Activities are approved.

For full details about how charge-out rates are calculated, please refer to the 'Terminology and Pricing' section earlier in this chapter.

Customer Discount

This setting is used when you have a special pricing agreement with a particular Customer for time (and for materials and purchases when entered through Time Sheets). This agreement might be for a special price or a discount on a standard price. For each Customer, Item for Item, you can enter the relevant price or a percentage discount.

Special prices or discounts entered here apply to Service and Plain Items included in Project Budgets and in Project Transactions created from Time Sheets and Activities. Discounts are only applied to rates calculated from the Item/Job Group Prices setting or from the 'Job' card of the Person record (i.e.

they do not apply to rates taken from the Base Price of the Item record or from the Price register).

The 'Customer Discounts: Browse' window lists the pricing agreements that have already been entered: to enter a new record, click the [New] button in the Button Bar. The 'Customer Discount: New' window appears: enter the details as appropriate and click [Save] to save the new record.

	Project Item	Unit Price	%	Time Class
1	T003		55.00	STD
2	T003		82.50	EVE
3	T003		110.00	WEND
4	T003		165.00	HOLI
5	T004		110.00	STD
6	T004		165.00	EVE
7	T004		220.00	WEND
8	T004		330.00	HOLI
9				
10				
11				

Customer

Paste Special

Customer register

Enter the Customer Number for the Customer who is to receive discount. The Customer's Name will be entered in the field to the right when you press Return.

Only one Customer Discount record can be entered for a particular Customer.

Project Item

Paste Special

Item register

Use this column to specify the Items on which the Customer is to receive an agreed Unit price or discount. You can allocate up to 99 Items per Customer. Items entered here should be specified as Plain or Service Items on the 'Pricing' card of the Item screen (i.e. time, purchases and materials can be entered here).

Unit Price, %

For each Item you can choose whether your Customer is to receive a special price or a discount percentage.

Unit Price

Here you can enter a fixed price for the Item. When the Item is used in a Project Budget, Time Sheet or Activity in the name of this particular

		Customer, this price will replace ALL other prices for the Item in the system.
	%	Instead of a fixed price you can nominate a discount percentage the Customer will enjoy for the Item. The discount percentage is applied to the price no matter how it is chosen (see the 'Pricing and Terminology' section above for details).
		Enter a positive figure to apply a discount or a negative figure to apply an uplift.
		If the Unit Price and % fields in a particular row both contain values, the Customer will be charged the Unit Price less the percentage discount.
Time Class	Paste Special	Time Classes setting, Job Costing module
		If you have different charge out rates for various kinds of work (e.g. standard rate, evening rate, etc.) and are managing them using Time Classes, enter the appropriate Time Class here. As shown in the illustration, for each Item you should enter separate rows with each Time Class. When you enter a Time Sheet and specify a Time Class on flip C, the price in the resulting Project Transaction(s) will be taken from the Customer Discount row for the Item/Time Class combination.

Item/Job Group Prices

This setting allows you to charge separate rates for each department or type of work. For example, if you have a single record in your Item register for labour, you can use this setting to charge different labour rates according to the department carrying out the work.

This setting is used to calculate prices for Service Items on Time Sheets and Project Budgets. Prices entered here will take priority over those entered to the Item or Person registers and will be subject to any percentage discount entered in the Customer Discount setting. Any absolute prices in the Customer Discount setting will override what has been entered here.

You should enter a separate record to this setting for each Item that you will be using on Time Sheets or Project Budgets which does not have a fixed price.

The 'Item/Job Group Prices: Browse' window lists the Items for which pricing structures have already been entered: to enter a new record, click the [New] button in the Button Bar. The 'Item/Job Group Price: New' window appears: enter the details as appropriate and click [Save] to save the new record.

		Price List						
	Job Group	Time Class	1	2	3	4	5	6
1	JUN		15	14	20			
2	SEN		30	28	40			
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								
22								

Enter the Item Number for the Item whose pricing structure is being defined, using 'Paste Special' if necessary. Only Plain Items (purchases and materials) and Service Items (time) can be entered. The Item's Name will be entered in the field to the right when you press Return. Only one record can be entered for a particular Item.

The grid allows you to set different prices for the Item, for different Job Groups. The columns represent Price Lists. Price Lists numbered 1 to 6 should be defined in the Price Lists setting in the Sales Ledger and then allocated to each Customer individually or via Customer Categories.

For example, referring to the illustration above, Customers with Price List 2 will be charged 14.00 per hour for work carried out by members of the "JUN" Job Group and 28.00 per hour for work carried out by members of the "SEN" Job Group.

The Price List 1 column will be used for Customers with no Price List or Category, those whose Category has no Price List and those whose Price List is not numbered 1 to 6.

The Time Class column is used if you have different charge out rates for various kinds of work (e.g. standard rate, evening rate, etc.) and are managing them using Time Classes. As shown in the illustration below, for each Job Group you should enter separate rows with each Time Class. When you enter a Time Sheet and specify a Time Class on flip C, the price in the resulting Project Transaction(s) will be taken from the Item/Job Group Price row for the Job Group/Time Class combination.

Item/Job Group Price: Inspect

No. T003 Description Report Writing

Price List

Job Group	Time Class	1	2	3	4	5	6
1 JUN	STD	15	14	20			
2 JUN	EVE	22.5	21	30			
3 JUN	WEND	30	28	40			
4 JUN	HOLI	45	42	60			
5 SEN	STD	30	28	40			
6 SEN	EVE	45	42	60			
7 SEN	WEND	60	56	80			
8 SEN	HOLI	90	84	120			
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							

Job Groups

Members of personnel can be divided into Job Groups. This, in combination with the Item/Job Group Prices setting described above, allows hourly labour rates to be determined by the Job Group to which a person belongs.

	Short Code	Item	Comment
1	CH	12TTH4544	Normal Consulting
2			
3			
4			
5			
6			
7			
8			
9			
10			

Code The code can have a maximum of 5 characters.

Name Enter a name for the Job Group.

Only Short Codes Allowed

Some companies can have several different types of time which are chargeable to Customers at different rates. Examples might be consultancy, programming services or installation. These should be set up as separate records in the Item register. One possible use for Job Groups might then be to divide up the company's employees according to the work they do. If so, you can ensure that no Time Sheets or Activities are entered in the names of members of this Job Group which refer to other Items (i.e. to work which those employees do not do). To use this feature, switch this check box on and list the allowable Items in the grid below.

Short Code, Item Members of a Job Group can give their own personal short codes to the Items which represent their work. This is useful if you have several thousand records in your Item register, of which only two or three represent work likely to be carried out by members of this Job Group. So, to save time in locating Items when filling in Time

Sheets and Activities, each Job Group can create their own codes for the Items they use.

This grid is used to allocate these short codes to each Item. When entering Time Sheets and Activities for members of this Job Group, either the short code or the Item Code can be used.

For example, referring to the example shown in the illustration above, you can enter either the short code “CH” or the full Item Code in Time Sheets and Activities for members of this Job Group. If you enter “CH”, Hansa will replace it with the correct Item Code.

If the Only Short Codes Allowed option (described above) is on, only those Items listed in the grid can be used in Time Sheets and Activities for members of this Job Group. This applies to both time and materials.

Take care that your short codes do not accidentally duplicate either Item Codes or Bar Codes.

Number Series - Projects

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

Number Series - Time Sheets

Each Time Sheet has its own unique identifying number, based on a sequential series. When entering a new Time Sheet, the next number in the series is 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 no Number Series have been defined, Time Sheet Numbers will start at 1 and continue consecutively.

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

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

No.	Date		Date		Comment	N/L
	From	To	From	To		
1	8000	8999	1/1/2002	31/12/2002	London Office	GenTrans
2	80000	80999	1/1/2002	31/12/2002	Manchester	GenTrans
3	9000	9999	1/1/2003	31/12/2003	London Office	GenTrans
4	90000	90999	1/1/2003	31/12/2003	Manchester	GenTrans
5						
6						
7						
8						
9						
10						
11						

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.

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

Project Classes

It is possible to group Projects into Project Classes. You can then create Invoices for all Projects which are members of a particular Class, and reports can provide analysis by Class.

On opening the setting, the 'Project Classes: Inspect' window is shown. To enter a new Project Class, click in the first blank line. Click [Save] in the Button Bar to save changes. To close the window without saving changes, use the close box.

Any Object specified for a Project Class will be brought in to all Projects when they are assigned to that Class. Only one Object can be specified for a particular Object Class. If you are using the Project Code the same as Object Code option in the Project Settings setting, you should not assign any Objects to your Project Classes, because in that case each Project requires a unique Object.

	Code	Object	Comment
1	CON		Consultancy
2	ADV		Advertising Campaign
3			
4			
5			
6			
7			
8			
9			

If you want to ensure every Project is assigned to a Project Class, switch on the Demand Project Class option in the Project Settings setting.

Project Item Handling

This setting is used to control how Items of different Types are treated in the Job Costing module. The choices made here can be overridden for an individual Item/Project combination using the Specified Project Item Handling setting (described below).

On opening the setting, the 'Project Item Handling: Inspect' window is shown. Change the options as required and then click the [Save] button in the Button Bar to save changes and close the window. Use the close box if you do not want to save changes.

Stocked Items only on _____

☒ Sales Orders
☐ Purchase Orders
☐ Both (be very careful)

Allow Plain Items on _____

☐ Sales Orders
☐ Purchase Orders
☒ Time Sheets

Project Item Pricing _____

☒ Off
☐ On

Stocked Items only on

Use these options to choose whether you would like to be able to include Stocked Items on Sales or Purchase Orders that have been related to Projects (i.e. that have a Project Number on their 'Del Terms' and 'Terms' cards respectively), or both. This will apply to Structured Items as well.

For example, you choose to be able to include Stocked Items on Sales Orders that have been related to Projects. If you try to include a Stocked Item on a Purchase Order that has a Project Number, the error message 'Item not allowed due to Project Item Handling' will appear when you try to save the Purchase Order.

If you choose the Both option, you should take care when registering Stocked Items against Projects because there will be a risk of registering them twice: once from the Sales Order and once from the Purchase Invoice resulting from the Purchase Order. If the need arises to raise a Purchase Order for a Stocked Item that is to be supplied as part of a Project, either the Sales Order or the Purchase Order should carry the Project Number, but not both. One can be created from the Project Budget record using the 'Create Sales Order' or 'Create Purchase Order' function, the other should be entered directly to the Sales or Purchase Order register as appropriate.

A factor influencing the decision about whether Stocked Items should be allowed on Sales or Purchase Orders will be that the two methods calculate the prices charged to the Customer for Stocked Items in different ways. When Project Transactions are created from Sales Orders, the Price is taken from the Sales Order, which in turn is the Price in the appropriate Price List or the Base Price of the Item. When Project Transactions are created from Purchase Invoices, the Price is taken from the Purchase Invoice amount plus the Item Markup %.

These options also influence the 'Create Purchase Order' and 'Create Sales Order' Operations menu functions on the Project Budget screen. If you choose to be able to include Stocked Items on Sales Orders, the 'Create Sales Order' function will transfer Stocked Items from the Project Budget to the Sales Order. The 'Create Purchase

Order' function will not transfer Stocked Items from the Project Budget to the Purchase Order. This situation will be reversed if you choose to be able to include Stocked Items on Purchase Orders. This aspect of the Project Item Handling setting is not overridden by the Specified Project Item Handling setting.

Allow Plain Items on

Service Items can be used in Time Sheets and on Sales or Purchase Orders that have been related to Projects (i.e. that have a Project Number on their 'Del Terms' and 'Terms' cards respectively). Stocked Items can also be included in Sales or Purchase Orders depending on the choice made using the options above. You can also choose to be able to use Plain Items (purchases and materials) in Sales Orders, Purchase Orders and/or Time Sheets by checking these boxes. Plain Items cannot be used in Activities.

These options also influence the 'Create Purchase Order' and 'Create Sales Order' Operations menu functions on the Project Budget screen. If you choose to be able to include Plain Items on Sales Orders, the 'Create Sales Order' function will transfer purchases (i.e. Plain Items whose Treat Item as Material on Project box is off) from the Project Budget to the Sales Order. Similarly, if you choose to be able to include Plain Items on Purchase Orders, the 'Create Purchase Order' function will transfer purchases from the Project Budget to the Purchase Order. This aspect of the Project Item Handling setting is not overridden by the Specified Project Item Handling setting.

Project Item Pricing

Stocked, Service and Plain Items can be registered against Projects using Purchase Invoices and Expenses. In these cases, the price charged to the Customer can be calculated using one of two methods—

1. by adding the Markup % of the Item to the Purchase Invoice or Expense amount.
2. by adding the Markup % of the Item to its Base Price.

To use the first method, ensure Project Item Pricing is switched off. To use the second method, switch this option on. Please refer to the 'Pricing and Terminology' section earlier in this chapter for full details.

Project Settings

Card 1 of this setting contains some miscellaneous options controlling the behaviour of various aspects of the Project screen. Cards 2-5 allow you to define the appearance of the Invoices that will be created using the 'Create Project Invoices' function. These cards are used to define defaults, many of which can be overridden for individual Projects using cards 3, 4 and 5 of the Project screen.

Header and Card 1

The screenshot shows the 'Project Settings: Inspect' window. At the top right is a 'Save' button. Below it are three text input fields: 'Project Description' (containing 'Project:'), 'Item Down Payment' (containing 'DPAYMENT'), and 'Default Service Unit' (containing 'HRS'). Below these fields is a row of five tabs labeled 1, 2, 3, 4, and 5, with tab 1 selected. The main area contains two columns of checkboxes:

<input checked="" type="checkbox"/> Project Code	<input checked="" type="checkbox"/> Project Description
<input checked="" type="checkbox"/> Project Text	<input type="checkbox"/> Demand Project Class
<input type="checkbox"/> Project Code the same as Object Code	<input checked="" type="checkbox"/> Contact
<input type="checkbox"/> Include Average Price on Time	<input type="checkbox"/> Include Quantity on Time
<input type="checkbox"/> Include Average Price on Purchase	<input type="checkbox"/> Include Quantity on Purchase
<input type="checkbox"/> Check Objects according to Project Class	
<input type="checkbox"/> Use Item Cost Price from Purch. Invs/Expenses	
<input type="checkbox"/> Credit Notes update Project Transactions	
<input checked="" type="checkbox"/> Time Sheets/Activities: Separate Inv. Row	
<input checked="" type="checkbox"/> Purch. Invs/Expenses: Separate Inv. Row	
<input type="checkbox"/> Allow one Quotation per Project only	

Header

Project Description

This text is used to prefix the Project Number if that is shown on Invoices. To show the Project Number on Invoices, select the Project Code option (card 1 below).

Item Down Payment

Paste Special

Item register

Select an Item to use when a Down Payment Invoice is issued. This will determine the Credit Account and VAT Code used on such Invoices. The Description of this Item will be the default text for the Down Payment Invoice.

Default Service Unit

Paste Special

Units setting, Sales Ledger

If all your Service Items are sold using the same Unit (e.g. Hours or Minutes), you can specify that Unit here to save the work of entering it into each Service Item individually. The Unit specified here will be used for all Service Items in all transactions (e.g. Orders and Invoices), and it will override any Unit specified for an individual Service Item.

Card 1

Project Code, Project Text, Project Description, Contact

Check these boxes as appropriate if you would like the Project Code, Project Text, Project Description and Contact to be printed on Project Invoices.

If the Project Code option is selected, it will be shown on Invoices preceded by the text entered to the Project Description field in the header of this setting.

Any or all of these options can be overridden for an individual Project using the check boxes on card 5 of the Project screen.

Demand Project Class

Use this option if you want every Project to be assigned to a Project Class.

Project Code the same as Object Code

Use this option if you want each Project to be assigned an Object whose Object Code is the same as the Project Code. This means that all Projects will have to be assigned an Object, and that only one Object can be assigned to each Project.

If this option is in use, a particular Object can only be used with one Project, so a new Object will have to be created for each new Project. You can easily do this from the Project screen using the 'Create Object' function on the Operations menu. This will allow you to carry out Project-by-Project cost and revenue analysis in Nominal Ledger reports.

Do not enter any Objects in the Project Classes setting if you are using this option.

Include Average Price on Time

Switch this option on if you wish to show a unit price for time Items on Project Invoices. Often, a calculated average unit price will be shown. This will happen, for example, if several Persons with varying charge-out rates have worked on the Project, and you have chosen One Row Total in the Invoice Times set of options.

Include Quantity on Time

Switch this option on if you wish to show a quantity (i.e. number of hours) for time Items on Project Invoices.

Include Average Price on Purchase, Include Quantity on Purchase

These options work in the same manner as the two described immediately above, but refer to purchases and materials.

Again, all four of these options are defaults: they can be overridden for a particular Project using card 5 of the Project screen.

Check Objects according to Project Class

Use this option if you want to make sure that the Object(s) entered on a Project is the same as that entered in its Project Class.

Use Item Cost Price from Purch. Invs/Expenses

When creating Project Transactions from Purchase Invoices and Expense records, the Cost of the Project Transaction can be taken from the Purchase Invoice/Expense record or from the 'Costs' card of the Item. Use this option if you would like the Cost to come from the Item record. This affects how the gross profit is calculated, and applies to time, purchases and materials.

Note that if this check box is on, the Cost of the Project Transaction will be zero if an Item with no Cost Price is used.

Credit Notes update Project Transactions

Invoices from Project Transactions are created using the 'Create Project Invoices' Maintenance function. Invoices will only be created once from each Project Transaction: if a Project Transaction has an Invoice Number, this will prevent further Invoices being created.

When a Credit Note is raised against a Project Invoice, you might want to create another Invoice for the relevant Project Transactions at a later date. To do this, you must remove the Invoice Number from each Project Transaction. You can do this manually or have it done automatically.

Use this option if you want this task to be carried out automatically. The Invoice Number will be removed from all relevant Project Transactions when the Credit Note is approved, not when it is saved for the first time. In the case of partial Credit Notes, the Invoice Number will be removed from all Project Transactions on the original Invoice, not just those on the partial Credit Note.

Time Sheets/Activities: Separate Inv Row

If this option is on, the Separate Inv. Rows box will be checked by default in all Project Transactions created from Time Sheets (for time, purchases and materials) and from Activities (for time). This effectively means that each such Project Transaction will be shown in its own line on the Invoice (i.e. they will be itemised on Invoices). This will override whichever Invoice Times option (card 2 of this setting), Invoice Purchases setting (card 3) or Invoice Material option (card 5) has been chosen.

This option can be overridden for an individual Project using the check box on card 5 of the Project screen.

Purch Invs/Expenses: Separate Inv Row

This option is similar to Time Sheets/Activities: Separate Inv. Rows above, but applies to Project

Transactions created from Purchase Invoices and Expense records (for time, purchases and materials).

Allow one Quotation per Project only

Usually there is no limit to the number of Quotations that can be entered for a particular Project. Use this option if you would like there to be a limit of one Quotation per Project.

Card 2

Service Item Cost Price

When creating Project Transactions from Time Sheets and Activities for time (i.e. Service Items), the unit Cost will be the hourly cost of the Person, taken from Cost per Hour field on the 'Job' card of the Person record. If this is blank, the figure is taken from this field, irrespective of the Person carrying out the work.

Time Description If the One Row Total option for Invoice Time (below) has been selected, all recorded time that is invoiceable will be summarised together on a single Invoice row. Specify here the text that is to appear in this Invoice row.

Invoice Times This set of options allows you to control how time is to be shown on Invoices. The option selected here is a default: it can be overridden for a particular Project

using card 3 of the Project screen. Remember that Items representing time are entered to the Item register as Service Items.

If the Separate Inv. Row option has been switched on for a particular Project Transaction, that will override the option chosen here. This will happen by default in Project Transactions created from Activities and Time Sheets if the Time Sheets/Activities: Separate Inv Row option (card 1 of this setting and card 5 of the Project) is on, and in Project Transactions created from Purchase Invoices and Expense records if the Purch. Invs/Expenses: Separate Inv Row option is on.

- | | |
|------------------------|--|
| One Row Total | All time spent will be added together and shown on a single line on Invoices. The text for this line will be taken from the Time Description field above. |
| By Groups | If you have several Items representing various kinds of time and these Items belong to different Item Groups, this option will show a single line total for each Item Group on Invoices. The name of the Item Group is used as the text for this line. |
| By Items | A single-line total will be shown for each Item, with the Item Name as text. The Objects on flip B of this Invoice row will be taken from the Item record. |
| By Transactions | Invoices will itemise the time spent. The Invoice text will show the Item Name and the Comment from the Project Transaction, which is determined by the Description of the appropriate Time Sheet row. The Objects on flip B of each Invoice row will be taken from the Item and Person records. |
| By Items/Person | A single-line total will be shown for each Item/Person combination, showing how much each Person has worked on the Project. The Invoice text will show the Item Name and the name of the Person. The Objects on flip B of the Invoice row will be taken from the Item and Person records. |

Note that the Objects shown on the 'Terms' card of a Project Invoice will be taken from card 5 of the

originating Project. The Objects shown on each Invoice row (flip B) will always be determined as described above, even if the Time Sheets/Activities: Separate Inv Row or Purch. Invs/Expenses: Separate Inv Row option (as appropriate) is in use. They are not taken from Project Transactions. Therefore, if you are using Objects, you should choose an Invoice Times option even if you are also using the Separate Inv Row options.

Budget Time

Use these options to choose which of the Invoice Time options will be chosen by default when creating new records in the Project Budget and Quotation registers. Please refer to the section describing the Project Budget register for descriptions of the two options.

Card 3

Purchase Description

If the One Row Total option for Invoice Purchases (below) has been selected, all purchases that are invoiceable will be summarised together on a single Invoice row. Specify here the text that is to appear in this Invoice row.

Invoice Purchases These options work in the same manner as the Invoice Times options described above, but refer to purchases. Again, the option selected here is a default: it can be

overridden for a particular Project using card 3 of the Project screen.

If the Separate Inv. Row option has been switched on for a particular Project Transaction, that will override the option chosen here. This will happen by default in Project Transactions created from Time Sheets if the Time Sheets/Activities: Separate Inv Row option (card 1 of this setting and card 5 of the Project) is on, and in Project Transactions created from Purchase Invoices and Expense records if the Purch. Invs/Expenses: Separate Inv Row option is on.

Budget Purchase Use these options to choose which of the Invoice Purchases options will be chosen by default when creating new records in the Project Budget and Quotation registers. Please refer to the section describing the Project Budget register for descriptions of the two options.

Card 4

Project Settings: Inspect

Save

Project Description: Project

Item Down Payment: DPAYMENT

Default Service Unit: HRS

1 2 3 4 5

Stocked Items Description: Stocked Items supplied

Invoice Stocked Items

☐ One Row Total

☐ By Groups

☐ By Items

☒ By Transactions

Budget Stocked

☒ Actual

☐ As Budgeted

Stocked Items Description

If the One Row Total option for Invoice Stocked Items (below) has been selected, all Stocked Items that are invoiceable will be summarised together on a single

Invoice row. Specify here the text that is to appear in this Invoice row.

Invoice Stocked Items

These options work in the same manner as the Invoice Times options described above, but refer to Stocked Items. Again, the option selected here is a default: it can be overridden for a particular Project using card 4 of the Project screen.

If the Separate Inv. Row option has been switched on for a particular Project Transaction representing a Stocked Item, that will override the option chosen here.

Budget Stocked

Use these options to choose which of the Invoice Stocked Items options will be chosen by default when creating new records in the Project Budget and Quotation register. Please refer to the section describing the Project Budget register for descriptions of the two options.

Card 5

Project Settings: Inspect [Save]

Project Description: Project: _____

Item Down Payment: DPAYMENT

Default Service Unit: HRS

1 2 3 4 5

Material Description: Project materials

Invoice Material _____

☐ One Row Total
☐ By Groups
☐ By Items
☒ By Transactions
☐ By Items/Person

Budget Material _____

☒ Actual
☐ As Budgeted

Material Description

If the One Row Total option for Invoice Material (below) has been selected, all materials that are invoiceable will be summarised together on a single

Invoice row. Specify here the text that is to appear in this Invoice row.

Invoice Material These options work in the same manner as the Invoice Times options described above, but refer to materials. Again, the option selected here is a default: it can be overridden for a particular Project using card 4 of the Project screen.

If the Separate Inv. Row option has been switched on for a particular Project Transaction, that will override the option chosen here. This will happen by default in Project Transactions created from Time Sheets if the Time Sheets/Activities: Separate Inv Row option (card 1 of this setting and card 5 of the Project) is on, and in Project Transactions created from Purchase Invoices and Expense records if the Purch. Invs/Expenses: Separate Inv Row option is on.

Budget Material Use these options to choose which of the Invoice Material options will be chosen by default when creating new records in the Project Budget and Quotation registers. Please refer to the section describing the Project Budget register for descriptions of the two options.

Specified Project Item Handling

This setting is used to control how Items of different Types are treated in the Job Costing module. The choices made here are for an individual Project/Item combination and override those made in the Project Item Handling setting (described above).

On opening the setting, the 'Specified Project Item Handling: Browse' window is shown, listing the Projects and Items for which records have already been entered. To enter a new record, click the [New] button in the Button Bar. The 'Specified Project Item Handling: New' window appears: enter the details as appropriate and click [Save] to save the new record. Only a single record can be entered for each Item/Project combination.

Specified Project Item Handling: Inspect

Item: T002

Project: 1

Stocked Items only on _____

- ☐ Sales Orders
- ☐ Purchase Orders
- ☒ Both (be very careful)

Allow Plain Items on _____

- ☐ Sales Orders
- ☐ Purchase Orders
- ☒ Time Sheets

Project Item Pricing _____

- ☒ Off
- ☐ On

The example record illustrated above might be entered if the use of Plain Items in Time Sheets has been prevented in the Project Item Handling. It allows the use of a particular Plain Item (T002) in Time Sheets relating to a particular Project (1). Also, Item T002 cannot be used in Sales and Purchase Orders related to the same Project. If the Item field is left blank, all Plain Items could be used in Time Sheets relating to that Project. If the Project field is left blank, Item T002 could be used in Time Sheets relating to any Project. Because the Item used is a Plain Item, the Stocked Items Only On options are not used.

Specified Project Item Handling: Inspect

Item: 10101

Project: 1

Stocked Items only on _____

- ☒ Sales Orders
- ☐ Purchase Orders
- ☐ Both (be very careful)

Allow Plain Items on _____

- ☐ Sales Orders
- ☐ Purchase Orders
- ☐ Time Sheets

Project Item Pricing _____

- ☒ Off
- ☐ On

This second example might be used if the Project Item Handling setting allows the use of Stocked Items in Purchase Orders related to Projects. Item 10101 is a Stocked Item, and this record allows its use in Sales Orders related to Project 1 (and prevents its use in Purchase Orders). Again, if the Item field is left blank, all Stocked Items could be used in Sales Orders relating to that Project. If the Project field is left blank, Item 10101 could be used in Sales Orders relating to any Project. Because the Item used is a Stocked Item, the Allow Plain Items On options are not used.

Because only a single record can be entered for each Item/Project combination, if the Item field is left blank in a particular record, that record must cater for the handling of both Stocked and Plain Items for a particular Project.

The final set of options, Project Item Pricing, control the pricing of Stocked, Service and Plain Items when they are registered against Projects using Purchase Invoices and Expenses. The option chosen will only apply to the Item specified in the Item field above. If the Item field is empty, these options will be ignored and the Project Item Pricing behaviour will be determined by the Project Item Handling setting.

The 'Create Purchase Order' and 'Create Sales Order' Operations menu functions on the Project Budget screen do not take account of this setting. They take their cue from the Project Item Handling setting only.

Time Billing Price Formulae, Time Billing Price Lists, Time Classes

If your business has various charge-out rates for the same work (e.g. standard rates, evening rates, weekend rates, holiday rates, and so on), you should use these settings to manage this multiple-rate structure.

If you are using a multiple-rate structure, it will be as part of an overall pricing structure, applied to Service (time) and Plain (purchase and materials) Items registered against Projects using Time Sheets. In this section, the steps required to build a multiple-rate structure are described. For details about how it fits in with the overall pricing structure, please refer to the 'Terminology and Pricing' section earlier in this chapter.

In planning such a price structure, follow these steps—

1. The multiple-rate structure works at an Item Group level, not an Item level. Therefore, make sure that all Service and Plain Items that will be used in Time Sheets and which can be charged out at different rates belong to Item Groups.

2. Time Classes should be defined, using the Time Classes setting. These represent the various rates. In our example, we will have four Time Classes, one each for standard, evening, weekend and holiday rates.
3. Price Formulae should be defined, using the Time Billing Price Formulae setting: the formulae by which the different rates are calculated. In our example, we will need four Time Billing Price Formula records: one for the standard rate, one for the evening rate (standard rate plus 50%), one for the weekend rate (standard rate plus 100%) and one for the holiday rate (standard rate plus 200%).
4. Finally, Time Billing Price Lists should be entered, one for each Time Class. These link the Time Classes with the Items, specifying how the basic sales and cost prices are to be modified in each situation.

Below, steps 2-4 are described in detail.

Time Classes

You should enter as many Time Classes as you have different charge-out rates. For example, you might have different time Classes for standard, evening, weekend and holiday rates.

To define a new Time Class, first move into the Job Costing module using the Modules menu. Then click [Settings] in the Master Control panel or select 'Settings' from the File menu. Double-click 'Time Classes' in the resulting list and click [New]. Once entered, click [Save] to save the record.

The screenshot shows a software window titled "Time Class: Inspect". At the top right are standard window controls (minimize, maximize, close). Below the title bar are four buttons: "New", "Duplicate", "Cancel", and "Save". The main area contains several input fields and checkboxes. At the top, there are three fields: "Code" with the value "EVE", "Start Time" with the value "17:00:00", and "End Time" with the value "21:00:00". Below these is a "Description" field containing the text "Evening". Underneath the description, there are two groups of checkboxes. The first group is labeled "Weekday" and includes checkboxes for "Monday", "Tuesday", "Wednesday", "Thursday", "Friday", "Saturday", and "Sunday". The second group is labeled "Special" and includes checkboxes for "Day before Red Day" and "Red Day".

Complete the Code and Description as appropriate. The Description is shown in the 'Paste Special' list: it should therefore be descriptive enough to make the selection of the correct Time Class easy for all users.

The remaining fields and check boxes are used for information only: they are not used to control when the Time Class might be used. The Start and End Times are not used in the Job Costing module, but instead are used by the Activities, Period report in the CRM module. Please refer to the description of this report in Volume 6 of these manuals for details.

Time Billing Price Formulae

These are the formulae that are used to calculate the different rates used by the various Time Classes. When a Time Sheet is saved, the standard price is first calculated using the pricing structure described above, in the 'Terminology and Pricing' section. Then, the correct Price Formula for the Time Class is applied, resulting in an uplift or discount as appropriate. A separate Formula is also applied to the Cost Price (e.g. to reflect the overtime rates paid to employees), so be sure to enter sufficient Formulae to cater for all circumstances.

To define a new Price Formula, first move into the Job Costing module using the Modules menu. Then click [Settings] in the Master Control panel or select 'Settings' from the File menu. Double-click 'Time Billing Price Formulae' in the resulting list and click the [New] button. When the new record is complete, click [Save] to save it.

- | | |
|---------------------|--|
| Code | Enter a code by which the Price Formula can be identified. |
| Name | Specify a name for the Formula. |
| % Adjustment | The value entered here is used to calculate the price. The value is entered as a percentage: enter "110" to add 10% to the base price, "90" to deduct 10%. |
| 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

Specify here the number of decimal places you wish to be used in the calculation. Enter zero to round the price to the nearest whole monetary unit (e.g. to the nearest £ or \$), 1, 2 etc (positive) to calculate to one or two decimal points respectively, and -1, -2 etc. to round to the nearest ten, hundred etc.

Add 2

Add another fixed amount after the rounding process.

Time Billing Price Lists

Once Time Classes and Time Billing Price Formulae have been entered as described above, the two can be united in the Time Billing Price List. This is used to apply the appropriate Price and Cost Formulae to Items belonging to specified Item Groups.

As a simple example of a Time Billing Price List in use, an Item belonging to the “DT” Item Group is entered in a Time Sheet, and the “EVE” Time Class is entered on flip C. When the Time Sheet is approved and saved, the usual sales price of the Item is calculated using the pricing structure described in the ‘Terminology and Pricing’ section earlier in this chapter. Then, the single Time Billing Price List record featuring the “EVE” Time Class (illustrated below) is found. The Price and Cost Formulae both stipulate that the usual sales price of all Items in the “DT” Item Group are to be increased by 50%.

Time Billing Price List: Inspect

Code: EVE Time Class: EVE

Description: Evening Rates

	Item Group	Price Formula	Cost Formula
1	DT	150	150
2	SERV	180	180
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			

Code	Enter a unique identifying code here.	
Time Class	Paste Special	Time Classes setting, Job Costing module
	Specify here the Time Class that will use this Time Billing Price List. You should enter one Price List for each Time Class: if you enter more than one, only the first will be used and the others will be ignored.	
Description	Name the Price List here.	
Use the grid to list the Item Groups that can have their sales and cost prices changed by the Price List, and the formulae used to effect those changes.		
Item Group	Paste Special	Item Group register, Sales Ledger/Job Costing module
	Specify here the Item Group whose Items are to have their sales and cost prices modified using the Price and Cost Formulae specified in the fields to the right. Leave this field blank if you want the Formulae to be applied to Items that do not belong to an Item Group.	
Price Formula	Paste Special	Time Billing Price Formulae setting, Job Costing module
	Specify here the code of a Time Billing Price Formula, defined as described in the previous section. It is used to calculate sales prices for this Time Class. Note that, in a particular Price List, different Item Groups can have their prices calculated using different Formulae.	
Cost Formula	Paste Special	Time Billing Price Formulae setting, Job Costing module
	Specify here the code of a Time Billing Price Formula, defined as described in the previous section. It is used to calculate cost prices for this Time Class.	

When entering Time Billing Price Lists, the following points should be borne in mind—

1. Time Billing Price Lists work at an Item Group level, not an Item level. So, if an Item that does not belong to an Item Group is used in a Time Sheet together with a Time Class, the Time Class will usually have no effect. The same is true if the Item belongs to an Item Group that is not listed in the Time Billing Price List. The only exception is if you have entered rows in your Time Billing Price Lists where the Item Group field is blank.

2. Providing point 1 above is satisfied, the Cost Formula will always be applied to the normal cost price (the normal cost price is the Cost Price of the Item in the case of Plain Items, and the Cost per Hour of the Person carrying out the work or the Service Item Cost Price from the Project Settings setting in the case of Service Items). However, the Price Formula is only applied to the normal sales price if that is the Base Price of the Item or the Price per Hour of the Person carrying out the work or if it is determined by the Price List of the Customer or Customer Category. The Price Formula is not applied if normal sales price is taken from the Customer Discount or Item/Job Group Prices settings.

Please refer to the 'Terminology and Pricing' section earlier in this chapter for more details about how the normal sales price is calculated.

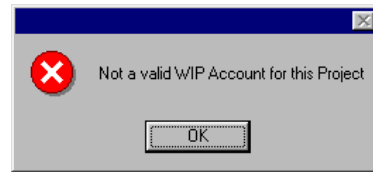
Work in Progress Control

This setting allows you to link certain Purchase Accounts to particular Projects. These links are enforced when entering Purchase Invoices and Expenses related to Projects.

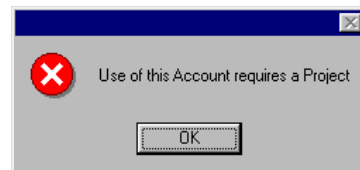
On opening the setting, the 'Work in Progress: Inspect' window is shown. To link Accounts with a new Project, click in the left-hand field in the first blank line. Enter the Project Number, using the 'Paste Special' function if necessary to ensure that it is correct. In the Accounts field, enter the Account Numbers that can be used with the Project, separated by commas. Again, 'Paste Special' can be used if necessary. If you need to use 'Paste Special' to enter several Accounts, type the comma before opening the 'Paste Special' list. This will cause Hansa to add the next Account to those already entered. Otherwise, the previous Account will be overwritten. Click [Save] in the Button Bar to save changes. To close the window without saving changes, use the close box.

	Projects	Accounts
1	15	2151,2152,2153
2	16	2161,2162,2163,2164
3	17	2171,2172,2173,2174
4	18	2181,2182,2183,2184
5		
6		
7		
8		

In the example illustrated above, when entering Purchase Invoices and Expense records related to Project 15, the only Purchase Accounts that can be used are 2151, 2152 and 2153. Accounts 2161, 2162, 2163 and 2164 can be used in relation to Project 16, and so on. No Account other than those listed can be used with a particular Project. If an attempt is made to use a different Purchase Account, the following error message appears—



If an attempt is made to use one of these Accounts without reference to a Project, the following error message appears—



The Project Register

This register is where you define the Projects you will be working with. Projects must be entered here before you can start registering time, materials and purchases against them. The Project register can also be used to create down payment (deposit) Invoices for each Project.

In the Job Costing module, select 'Projects' from the Registers menu, or click the [Projects] button in the Master Control panel.

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



Project	Salesman	Status	Class	Customer	Name	Description
1		-		001	Against All Odds Trading Co IT Study No 1	
10				008	The American Dream Inc	Speakers in Conference Room
11				008	The American Dream Inc	High bandwidth cabling system
12				004	Oslo Trading Co	Upgrade Training Room with
13				004	Oslo Trading Co	Install Digital Televisions
14				008	The American Dream Inc	Installation of multi-room stereo
15				001	Against All Odds Trading Co IT Study No 3	
16				008	The American Dream Inc	Installation of multi-room stereo
17				009	Giacomelli SPA	
2		✓		001	Against All Odds Trading Co IT Study No 2	

The Status column is blank for Active Projects or shows “✓” for Finished Projects and “-” for Projects for which no more Project Transactions can be created. This Status can be set for each Project using the options on card 1 of the Project screen.

As in all browse windows you may sort the list by clicking on the column headings. To reverse any sort, simply click once again on the column heading. You can also scroll the list with the scroll bars. Finally, you can search for a record by entering a keyword in the field at the bottom left corner. Hansa will search for the first record matching the keyword in the column which has been used to determine the sort order.

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

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

Since the amount of information stored about each Project will not fit on a single screen, the Project window has been divided into six cards. At the top of each is the header. This contains the Project Number, Description, Salesman and Class. There are six numbered buttons ('tabs') in the header.

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

Project Header

Project **Paste Special** Select from another Number Series

Each Project must be assigned a unique Project Number by which it can be identified. You can use up to 20 alphanumeric characters. When a new Project is created, Hansa will enter the next unused number from the first number sequence entered in the Number Series - Projects setting. You may change this number, but not to one that has already been used. In multi-user systems,

the next unused number will not be allocated until the Project is saved for the first time.

Mother**Paste Special**

Project register, Job Costing module

This field should be used if the current Project is part of a larger plan or scheme. For example, if the overall plan is to move office, various sub-projects might be installing the network cabling, installing a telephone system and moving the stock to the new warehouse or stock room. In this situation, you should first enter a record in the Project register for the overall plan (moving office). This is known as the “Mother” Project. Then you should enter separate records for each of the sub-projects, quoting the Mother Project in this field.

When producing a GP, Projects report for a Mother Project, you can choose to have its sub-projects included in the calculation.

Invoicing should be carried out at the sub-project level. Work carried out on a sub-project will not be included in an Invoice created for its Mother Project.

The Mother Project cannot be a Finished Project. A Mother Project cannot be marked as Finished until all its sub-projects have been Finished.

Class**Paste Special**

Project Classes setting, Job Costing module

Enter the Project Class for the Project (if any). Project Classes permit the analysis of Projects for reporting or prioritising. Any Objects attached to the Project Class will be brought in to the field on card 1.

When using the ‘Create Project Invoices’ Maintenance function to create Invoices in batches from Project Transactions, you can do so for Projects belonging to a particular Class.

This field must contain a value if the Demand Project Class option is on in the Project Settings setting.

Description

A short description of the Project.

Card 1

Cust.	Paste Special	Customer register
	Enter the Customer Number or use the 'Paste Special' function. When you press Return, the Customer's name will be entered to the field to the right.	
Name	The Customer Name is entered by Hansa after you have specified a Customer Number.	
Contact	Paste Special	Contact Persons setting, Sales Ledger
	The name of the person in the client firm that is in charge of the Project.	
Salesman	Paste Special	Person register, System module
	Enter here the initials of the Salesperson in overall charge of this Project. The Project Leader field on card 1 (described below) can be used to record the Person responsible for the day-to-day work required to complete the Project.	
	This field is also used by the Limited Access module: please refer to the description of the Sales Group field (below) for details.	
Objects	Paste Special	Object register, Nominal Ledger/System module
	Used as default in	Time Sheets, Invoices
	Enter an Object (or several Objects, separated by commas) for your internal accounting if necessary. If you have specified a Project Class that has Object(s) attached, these will be entered to this field automatically (in addition to any Objects that are already there). The Objects will be transferred to all Invoices raised for this Project (shown on the 'Terms' card of the Invoice screen).	
	If any Objects have been specified for the Customer, they will not be copied here, but they will be copied to the 'Terms' card of any Invoices.	
	The Objects on the 'Terms' card of any Invoices 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 the Objects on Debtor Account option in the Account Usage S/L setting is being used).

This field must contain a value if the Project Code the same as Object Code option is on in the Project Settings setting. In this case, only one Object can be assigned to the Project. This will allow you to carry out Project-by-Project cost and revenue analysis in Nominal Ledger reports. You can easily create an Object with the appropriate Object Code using the 'Create Object' function on the Operations menu.

If the Check Objects according to Project Class option is on in the Project Settings setting, the Objects entered here must be the same as those in the Project Class. In this case, no extra Objects can be assigned to the Project.

Sales Group	Paste Special	Sales Groups setting, System module
	Default taken from	Salesman
	The Sales Group is brought in from the Person record after you have entered a Salesman. If the Limited Access module is present, this field can be used to prevent a user from seeing all Projects in the 'Projects: Browse' and Project 'Paste Special' windows by restricting their view to their own Projects or to those of their Sales Group.	
	Please refer to the section describing the Person register in the 'System Module' chapter in Volume 1 of these manuals for full details of the Limited Access module.	
Text	Three lines of text to describe the Project. This text can appear on Invoices and other documents.	
Pr. Leader	Paste Special	Person register, System module
	The member of your firm in charge of the Project. Once you have entered their initials here, their name will appear in the field to the right.	
Name	The Project Leader's name is entered by Hansa after you have specified their initials.	
Start Date	Paste Special	Current Date
	The date that work started on the Project.	

End Date	Paste Special	Current Date
	The date work finished on the Project. Note that you will still be able to create Project Transactions for the Project: to prevent this, mark the Project as No More Transactions or Finished (below).	
Do Not Invoice	<p>With this box checked, no Invoices will be created for this Project by the 'Create Project Invoices' function. Project Transactions will still be created for such Projects, so analysis of time, materials and purchases is still possible.</p> <p>Note that this option does not prevent the raising of Down Payment Invoices from card 2 of the Project screen. So, if the Project is to be invoiced strictly on an instalment basis irrespective of the time spent or materials used, this check box should be turned on.</p>	
Status	Use these options to show the current status of the Project.	
Active	Use this option for Projects in progress. Such Projects are marked with a blank in the Status column in the 'Projects: Browse' window. Only Active Projects will appear in the Projects 'Paste Special' list opened from other registers or from report or document specification windows.	
	No More Transactions	
	With this box checked, you will no longer be able to create Project Transactions for this Project. The 'Create Project Invoices' Maintenance function will still create Invoices for any existing Project Transactions that are not invoiced at the time the Project is changed to this status. Such Projects are marked with a "-" in the 'Projects: Browse' window, and are usually counted as Active for reporting purposes.	
	Finished	
	When this box is checked, the Project will no longer be shown in the Project Invoicing report and, if the default settings are used, in the Project Status, Project List and GP, Project reports. Again, the 'Create Project Invoices' Maintenance function will still create Invoices for any existing Project Transactions that are not invoiced at the	

time the Project is marked as Finished. Finished Projects are marked with a “√” in the ‘Projects: Browse’ window.

A Mother Project cannot be marked as Finished until all its sub-projects have been Finished.

Project Type	Two Project Types are offered. The Employee Statistics report provides analysis of the time spent working on Projects of each Type.
Invoiceable	Normal Customer Projects.
Internal	The ‘Create Project Invoices’ function will raise Invoices for internal Projects, a feature which will be useful for internal accounting purposes between departments. If you do not wish Invoices to be raised for internal Projects, switch on the Do Not Invoice check box above.
Other	Use this Type for Projects that do not belong to the other two categories.

Card 2

Two schemes are available for the invoicing of Projects. Invoices can be raised which strictly reflect time spent and materials used, or a Project can be given an overall price which is then invoiced. This card is used to raise Invoices in cases where the second method is being used.

You can raise a single Invoice for the full Project amount, or you can do so in instalments. Alternatively, if you are intending to use the first invoicing scheme, you can raise an Invoice for a deposit which is then deducted from the first time/material Invoice.

To raise a single Invoice for the full Project amount or for a deposit, enter that amount on the first line of the grid, together with the earliest date on which the Invoice can be raised. If the Project will be invoiced in instalments, enter each instalment to the grid with appropriate amounts and dates as shown in the illustration below. Then, use ‘Create Down Payment Invoice’ on the Operations menu to create an unapproved Invoice in the Invoice register. Alternatively, if you want to create Down Payment Invoices for several Projects at once, use the ‘Create Project Invoices’ Maintenance function and choose the Create Down Payment Invoices option.

If you are intending to raise a single Invoice for the full Project amount or will be using an instalment scheme, it is recommended that the Do Not Invoice option on card 1 be switched on. This will prevent unwanted Invoices

being created from Project Transactions. If you are using this screen just to issue an initial deposit Invoice, the Do Not Invoice option should be off, so that future Invoices for time, materials and purchases can be raised when necessary.

Project: Inspect

Operations New Duplicate Cancel Save

Project 16 Mother Class

Description Installation of multi-room stereo system

1 2 3 4 5 6

On Account Invoices and Retentions Only

	Date	Inv.No.	Sum	Sign	Comment	Type
1	1/5/2003		200		1st Down Payment	-
2	1/6/2003		200		2nd Down Payment	-
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						

Date**Paste Special****Current Date**

Specify here the earliest date that the deposit Invoice can be raised.

If you are invoicing a Project in instalments, this field is used to control when the instalment Invoices are created. When the 'Create Down Payment Invoice' Operations menu function is used, the new Invoice will be made up from those previously uninvoiced rows of the grid whose Date is earlier than the current date. For example, referring to the illustration above, if the function is run on 12/5/2003, an Invoice for 200.00 + VAT will be created, but if the function is run for the first time on 12/6/2003, an Invoice for 400.00 will be created. This allows you to plan the instalment amounts in advance.

	The Invoice Date of any Invoices raised will be the date the 'Create Down Payment Invoice' function is run.	
Inv. No	The Invoice Number is placed here once the Invoice has been created.	
Sum	The amount to be invoiced.	
Sign	Paste Special	Person register, System module
	The initials of the Person issuing the Invoice are placed here when the Invoice is created.	
Comment	Any comment entered here will be included on the Down Payment Invoice. The default is the Description of the Item specified in the Project Settings setting.	
Type	Paste Special	Choices of possible entries
	This field can be used to prevent the raising of an Invoice for this row. This might be necessary if an Invoice had already been raised in the Sales Ledger for a deposit before the Project was entered. If this is the case, choose "Already Invoiced" from the 'Paste Special' list. To have an Invoice raised by the 'Create Down Payment Invoice' function as described above, leave the field with its default value of "-".	

Crediting a Down Payment Invoice

If it is necessary to issue a Credit Note against a Down Payment Invoice, follow these steps—

1. Create a new record in the Invoice register in the Sales Ledger. Do not copy the Down Payment Invoice.
2. After entering the Customer, change the Payment Term to one that is of the type "Credit Note".
3. In the first row of the specification area, a crediting message appears. Enter the number of the Invoice to be credited, using 'Paste Special' if necessary to bring up a list of open (unpaid) Invoices.
4. Enter the Invoice text, amount to be credited, Sales Account and VAT Code.
5. Enter the Project Number on the 'Identifiers' card, using 'Paste Special' if necessary. If you cannot enter a Project Number, it will be because the Payment Term you selected in step 2 is not of the type "Credit Note".

6. Check everything and approve the Invoice.
7. Open the Project register, find the Project, and go to card 2. Add a new row to the grid and specify the Date, Amount (negative figure), Signature and Comment (e.g. reason for the Credit Note). Change the Type to "Already Invoiced".

Invalidating a Down Payment Invoice

If it is necessary to invalidate a Down Payment Invoice, this can be done in the usual way (by selecting 'Invalidate' from the Record menu). In the Project, the Invoice Number will automatically be removed from the relevant row of the grid on card 2. This means you can change the row if necessary and then issue another Down Payment Invoice.

Cards 3, 4 and 5

These cards are used to control the appearance of Invoices created from Project Transactions for this Project. By default, the options chosen on these cards are determined by the Project Settings setting.

Cards 3 and 4

The screenshot shows the 'Project: Inspect' window. At the top, there's a title bar 'Project: Inspect' and a toolbar with 'New', 'Duplicate', 'Cancel', and 'Save' buttons. Below the toolbar, there are input fields for 'Project' (16), 'Mother', and 'Class'. A 'Description' field contains 'Installation of multi-room stereo system'. Below these fields is a tabbed interface with tabs 1 through 6. Tab 3 is selected. The main area is divided into four sections with radio button options:

- Invoice Times:**
 - ☐ One Row Total
 - ☐ By Groups
 - ☐ By Items
 - ☒ By Transactions
 - ☐ By Items/Person
- Invoice Purchases:**
 - ☐ One Row Total
 - ☐ By Groups
 - ☐ By Items
 - ☒ By Transactions
 - ☐ By Items/Person
- Invoice Stocked Items:**
 - ☐ One Row Total
 - ☐ By Groups
 - ☐ By Items
 - ☒ By Transactions
- Invoice Material:**
 - ☐ One Row Total
 - ☐ By Groups
 - ☐ By Items
 - ☒ By Transactions
 - ☐ By Items/Person



Invoice Times, Purchases, Stocked Items, Material

These sets of options allow you to control separately how time, purchases, Stocked Items and materials are to be shown on Invoices for the Project, and also determine the Objects to be included in those Invoices. As a default, in each case the option selected is the equivalent one chosen in the Project Settings setting. Please refer to the section above describing that setting for a description of each option.

If the Separate Inv. Row option has been switched on for a particular Project Transaction, that will override the option chosen here. This will happen by default if the Time Sheets/Activities: Separate Inv. Row option (for Project Transactions created from Time Sheets and Activities) or the Purch. Invs/Expenses: Separate Inv. Row option (for those created from Purchase Invoices and Expense records) is being used. These options are set on card 5.

Card 5

Project: Inspect

Operations   **New** **Duplicate** **Cancel** **Save**

Project 16 Mother Class

Description Installation of multi-room stereo system

1 2 3 4 **5** 6

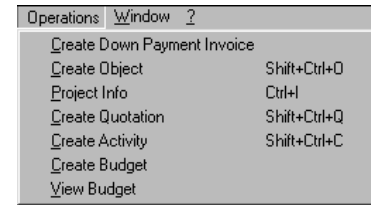
Put On Invoice ☐ Time Sheets/Activities: Separate Inv. Row
☐ Purch. Invs/Expenses: Separate Inv. Row
☒ Project Code
☒ Project Description
☒ Project Text
☒ Contact
☐ Include Average Price on Time
☐ Include Quantity on Time
☐ Include Average Price on Purchase
☐ Include Quantity on Purchase

First Invoice Date 1/5/2003
 E-mail
 Language

Put On Invoice	<p>This selection controls the text shown on Invoices for the Project. The Project Code and Project Description are entered in the header of the Project record, while the Project Text and Contact are entered on card 1. Any or all of these can be made to appear on Invoices using these check boxes.</p> <p>If the Project Code option is selected, it will be shown on Invoices preceded by the text entered to the Project Description field in the header of the Project Settings setting.</p> <p>Defaults for the other six options in this section are taken from the Project Settings setting. Please refer to the section above describing this setting for full details of these options.</p>	
First Invoice Date	Paste Special	Current Date
	<p>Enter here the earliest date on which this Project can be invoiced. This applies only to Invoices created from Project Transactions by the 'Create Project Invoices' function. Down Payment Invoices have their own date control on card 2.</p> <p>There are two circumstances in which this date can be overridden, although only a later date may be substituted. An Invoice After Date can be applied to an individual Project Transaction, and to a particular Item/Person combination in the corresponding Project Budget record.</p>	
E-mail	<p>When a Customer is entered on card 1, their email address will be copied here from the 'Contact' card of their Customer record.</p>	
Language	Paste Special	Languages setting, System module
	Default taken from	Customer
	<p>The Language Code determines the text to be transferred from various registers and settings, for example the Item Name, text for Payment Terms, the selection of document forms etc. Leave the field blank to use the base Language.</p>	

Card 6

This card contains 10 lines of text which can be used further to describe a Project. This text can be printed on the Project document, for example as instructions to a service technician.

Operations Menu

The Operations menu shown above is available from the 'Project: New' and 'Project: Inspect' windows.



Create Down Payment Invoice

This function is used to raise Down Payment Invoices. Down Payment Invoices can be used for two purposes: they can be raised if you have received a deposit against a Project or if you wish to ask for one; and they can be used in cases where a Project has been given an overall price which is to be invoiced in instalments.

Before the function can be used, the down payment amount or instalment structure should be defined using card 2 of the Project screen. Please refer to the section above describing this card for full details.

On selecting the function, an unapproved Invoice is created containing a reference to the Project to which it belongs and the amount. The Project must first be saved using the [Save] button before the function can be used.

Invoice: Inspect

Operations   **New Duplicate Cancel Save**

No. 2031 Name The American Dream Inc
Customer 008

Terms Items Currency Delivery Identifiers Inv. Address Del. Address

Inv. Date 12/5/2003 Our Ref. Francoise French Salesman
Pay. Terms 30 Attn. Mrs Williamson
Due Date 11/6/2003 Object
Trans. Date 12/5/2003 Official Ser. No.

Item	Qty	Description	Unit Price	%	Sum
1		Project: 16			
2		Installation of multi-room stereo system			
3		Mrs Williamson			
4					
5					
6		Down Payment 1st Down Payment		200.00 770	1
7					
8					
9					
10					
11					
12					

Currency GBP Freight VAT 35.00 Sub-Total 200.00
☒ OK Ext. Tax 0.00 Base 235.00 TOTAL 235.00

The text describing the down payment (“1st Down Payment” in the illustration) is taken from the Comment field on card 2 of the Project. It can be changed if necessary.

The Down Payment Invoice is treated just as any other Invoice—it has to be approved before it can be sent to the Customer and before any Nominal Ledger Transactions are created. Proceed as if it were a standard Invoice and as described in Volume 2a of these manuals.

When the Down Payment Invoice is approved, if so defined in the Sub Systems setting in the Nominal Ledger, a Nominal Ledger Transaction is created, crediting the Account shown in the first row of the Invoice. The default for this Account is the Sales Account of the Item (or of its Item Group) specified in the Project Settings setting. If this is blank, or if no Item has been specified, the appropriate Sales Account for the Zone of the Customer is used, as specified on card 3 of the Account Usage S/L setting in the Sales Ledger. If you wish to use a special Debt Account to hold the value of Down Payments until the final Invoice is issued, use the Sales Account of the Item for this purpose. This has been done in the illustrations, using Account 770. When the next Invoice is issued, the resulting Nominal Ledger Transaction will in effect debit the same Account with the down payment amount (by crediting it with a negative amount). The VAT Code in the Down

Payment Invoice is also taken from the Item (or of its Item Group) specified in the Project Settings setting or from card 3 of the Account Usage S/L setting.

When the first Invoice for the Project is created from Project Transactions (i.e. for work carried out, using the 'Create Project Invoices' Maintenance function), this will contain a reference to the Down Payment, which will be shown as a deduction from the total, as shown below. If the sum of the Project Transactions is less than the Down Payment, a zero Invoice will be created and the remainder of the Down Payment will be deducted from the next Invoice.

Invoice: Inspect

Operations

No. 2032 Name The American Dream Inc
Customer 008

Terms Items Currency Delivery Identifiers Inv. Address Del. Address

Inv. Date 12/5/2003 Our Ref. Francoise French Salesman
Pay. Terms 30 Attn. Mrs Williamson
Due Date 11/6/2003 Object
Trans. Date 12/5/2003 Official Ser. No.

Item	Qty	Description	Unit Price	%	Sum
3		Installation of multi-room stereo system			
4					
5		Mrs Williamson			
6					
7					
8	T007	Cabling Installation			240.00
9	T008	Site Survey, Completed Site Survey as required			120.00
10	T011	Cost of Expenses, Neil Brooker			50.00
11	10104	Loudspeakers			96.00
12	10112	Stereo System			599.00
13	10120	Speaker Cabling (per metre)			500.00
14		Down Payment Downpay Invoiced			-200.00 770 1

Currency GBP Freight VAT 245.88 Sub-Total 1405.00
☐ OK Ext. Tax 0.00 Base 1650.88 TOTAL 1650.88

The reference to the Down Payment has the text "Downpay Invoiced": this will be included on the printed Invoice and can be changed if necessary.

If the function does not create a Down Payment Invoice when expected, the probable causes are—

1. The grid on card 2 of the Project screen is empty, or all rows have dates that are later than the current date.
2. There is no valid record in the Number Series - Invoices setting (in the Sales Ledger). This might be a fault in the setting itself, or it might be

because the default Invoice Number on the 'Ser Nos' card of the current user's Person record or in the Number Series Default setting (in the System module) is not in a valid Number Series. This problem will usually occur at the beginning of a new year. If a change is made to the 'Ser Nos' card of the Person record, you will need to quit Hansa and restart for it to take effect.

3. The Project has not been saved.

If you want to raise Down Payment Invoices for several Projects at once, use the 'Create Project Invoices' Maintenance function and choose the Create Down Payment Invoices option.

Please refer to the section above describing card 2 of the Project screen for details about raising Credit Notes against Down Payment Invoices.

Create Object

This function can be used to create a record in the Object register (in the System module and Nominal Ledger). By default, the Object Code will be the same as the Project Code and the Object Name will be the same as the Project Description. It can be useful to create a new Object dedicated to a particular Project so that its costs and revenue can easily be analysed in the Nominal Ledger. This function will be especially useful if the Project Code the same as Object Code option is on in the Project Settings setting.

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

A new record is opened in a window entitled 'Object: New'. This means that it has not yet been saved. After amendment if necessary, save the record in the Object register by clicking the [Save] button in the Button Bar. Alternatively, if you no longer require the Object, click [Cancel]. In either case, you will be returned to the Project window. The Object Code of the new Object will be added to the Objects listed in the field on card 1.

The Project does not have to be saved before creating an Object.

Please refer to the 'System Module' chapter in Volume 1 of in these manuals for a full description of Objects.

Project Info

This function produces a Project Invoicing report (Detailed version) for the current Project, including both the “Inv. Trans.” and the “Invoice” sections. This report is described in full in the ‘Reports’ section later in this chapter.

When the Project Invoicing report is produced using this function, it features two additional sections. One lists the Invoices that have already been raised for the Project, and the other lists any Activities that are related to the Project.

These additional report sections have Hansa’s Drill-down feature. Click on the Invoice Number of any Invoice in the report to open that Invoice record, or click on the Date of any Activity in the report to open that Activity record.

Create Quotation

To create a Quotation from a Project, select ‘Create Quotation’ from the Operations menu. The Project does not have to be saved before the Quotation can be created. There is no limit to the number of Quotations that can be entered for a particular Project unless you are using the Allow one Quotation per Project only option in the Project Settings setting.

The Quotation is opened in a new window entitled ‘Quotation: New’. This means that it has not yet been saved. After amendment if necessary, save the record in the Quotation register by clicking the [Save] button in the Button Bar. Alternatively, if you no longer require the Quotation, click [Cancel].

The Project Number, Customer Number and Name, Objects and Salesman are copied from the Project, and the Date of the Quotation is set to the current date.

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

Create Activity

This function can be used to create records in the Activity register in the System module. This can be useful for Project managers who like to use the Activity register and Task Manager to schedule their work, and to record time spent working on the Project. No default Activity Type will be offered. The Task Type of the new Activities will be Calendar, and the Symbol will be Other.

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

The screenshot shows a window titled "Activity: Inspect" with a standard Windows interface. At the top, there are navigation buttons (back, forward, printer, and a paper clip icon) and action buttons (New, Duplicate, Cancel, Save). Below this is a header section with a "Text" field containing "Installation of multi-room stereo system" and a "Type" field. A "Done" checkbox is on the right. A tabbed interface follows, with "Time" selected. The "Time" tab contains fields for "Start Time" (00:00:00), "End Time" (00:00:00), "Cost (Time)" (00:00:00), "Start Date" (1/5/2003), and "End Date". Below these are two groups of radio buttons: "Task Type" with options "Calendar" (selected), "To Do", and "Timed To Do"; and "Calendar" with options "Time", "Profile", and "Don't Show" (selected). The "Symbol" section has radio buttons for "Call", "Meeting", "Deskwork", and "Other" (selected). The bottom section contains fields for "Customer" (008), "Name" (The American Dream Inc), "Contact" (Mrs Williamson), "Phone", and "Result".

A new record is opened in a window entitled 'Activity: Inspect'. This means that it has already been saved, and is being opened for checking. The Start Date of the Activity will be the Start Date of the Project, and its End Date will also be copied from the Project. The Person of the Activity will be the current user, and the initials of the Project Leader will appear in the Cc field. The Project Description is copied to the Text field in the header of the Activity. After amendment if necessary, save the record in the Activity register by clicking the [Save] button in the Button Bar and close it using the close box. Alternatively, if you no longer require the Activity, remove it using the 'Delete' function on the Record menu. In either case, you will be returned to the Project window.

The Project and the Activity will remain connected to each other through the Attachments facility. This allows you to open the Project quickly and easily when reviewing the Activity, or to open the Activity from the Project. When viewing the Activity or Project, 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 Project must be saved before you can create an Activity.

Please refer to Volume 6 of these manuals for full details of the 'Activity: Inspect' window.

Create Budget

To create a Project Budget record from a Project, select 'Create Budget' from the Operations menu. The Project must be saved before the Budget can be created. Only one Budget record can be entered for a particular Project: if a Budget record already exists, the function will have no effect.

The Budget is opened in a new window entitled 'Project Budget: New'. This means that it has not yet been saved. After amendment if necessary, save the record in the Project Budget register by clicking the [Save] button in the Button Bar. Alternatively, if you no longer require the Budget, click [Cancel].

The Project Number, Customer Number and Name, Objects, Project Leader and Salesman are copied from the Project, and the Transaction Date of the Budget is set to the current date.

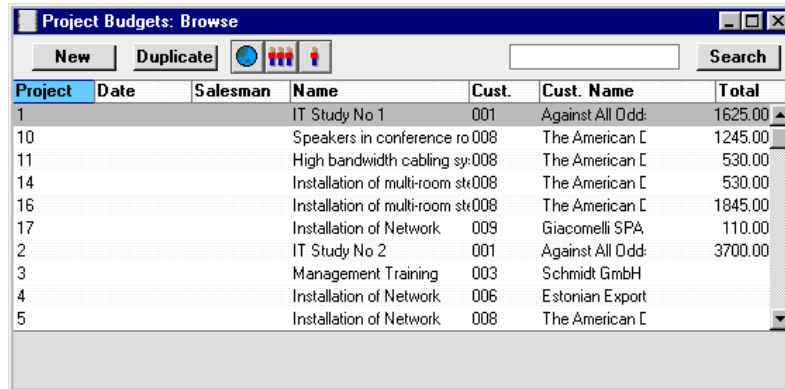
To close the screen and return to the Project, click the close box. You will be asked if you would like to save any changes that you may have made.

View Budget

Once a Project Budget record has been created for a particular Project, selecting this function will open the Budget in a new window.

The Project Budget Register

This register allows you to set a budget for each Project. It is possible to plan the time each employee will spend working on Projects and the Items that will be supplied. The information can be used to control the invoicing of Projects and in reports to check that they are running according to plan.



Project	Date	Salesman	Name	Cust.	Cust. Name	Total
1			IT Study No 1	001	Against All Odd:	1625.00
10			Speakers in conference ro	008	The American C	1245.00
11			High bandwidth cabling sy	008	The American C	530.00
14			Installation of multi-room str	008	The American C	530.00
16			Installation of multi-room str	008	The American C	1845.00
17			Installation of Network	009	Giacomelli SPA	110.00
2			IT Study No 2	001	Against All Odd:	3700.00
3			Management Training	003	Schmidt GmbH	
4			Installation of Network	006	Estonian Export	
5			Installation of Network	008	The American C	

The Project Budget register contains one record per Project. These records are shown in the 'Budgets: Browse' window, which is shown when you click the [P.Budgets] button in the Master Control panel or select 'P.Budgets' from the Registers menu. Double-click on a row to open a record, or click [New] to create a new one. Project Budget records can also be created from Projects and Quotations, using the 'Create Budget' and 'Create Project Budget' Operations menu functions respectively.

Project Budget: Inspect

Operations New Duplicate Cancel Save

Project 16 Description Installation of multi-room stereo system
 Customer 008 Name The American Dream Inc
 Trans Date

1 2 3

Invoice Time ☒ Actual ☐ As Budgeted
 Invoice Stocked Items ☒ Actual ☐ As Budgeted
 Invoice Material ☐ Actual ☒ As Budgeted
 Invoice Purchases ☒ Actual ☐ As Budgeted

Item	Person	Qty	Comment	Price	%	Sum	Inv. No.
1	T008	NB	4 Site Survey	30.00	0.00	120.00	
2	T007	NB	16 Cabling Installation	30.00		480.00	
3	T011	NB	100 Mileage	0.50		50.00	2032
4	10112		1 Stereo System	599.00	0.00	599.00	
5	10104		6 Loudspeakers	16.00	0.00	96.00	
6	10120		50 Speaker Cabling (per metre)	10.00	0.00	500.00	
7							
8							
9							
10							
11							
12							
13							

Sum Time 600.00 Sum Stocked 1195.00 Budget Markup
 Sum Materials 50.00 Sum Purchases Total Sum 1845.00

Header**Project****Paste Special**

Project register, Job Costing module

The number of the Project for which you are budgeting. Only one Budget record can be entered for each Project.

After you have entered a Project Number, the Description and Customer Number and Name are brought in to the fields below, and the Salesman, Sales Group, Project Leader and Language are brought in to the fields on card 3.

Desc.

The Project Description is entered by Hansa after the Project Number has been specified.

Customer, Name

The Customer Number and Name are entered by Hansa after the Project Number has been specified.

Trans. Date	Paste Special	Current Date
If a date is entered here, it will be used as the Invoice Date in any Invoices created by the 'Create Invoice' Operations menu function.		
Card 1		
Invoice Time	These options relate to time only. They are used to control how the budgeted amounts for time will affect invoicing. These options are used to set an overall attribute for the Project Budget (i.e. all rows featuring time Items will be affected). To make an exception for a particular row, use the Type field on flip C for the row in question.	
Actual	Select this option to signify that any time Items entered in the grid are estimates, to be used for comparison purposes only. When Invoices are produced using the 'Create Project Invoices' Maintenance function, the Customer will be charged for the actual time spent, taken from Project Transactions.	
As Budgeted	<p>Select this option to signify that the prices of any time Items entered in the grid are fixed. A single Invoice will then be created for all appropriate rows by the 'Create Project Invoices' function. The Customer will be charged these fixed amounts (taking any down payment into account), regardless of the times logged in Time Sheets and Activities.</p> <p>If you want to invoice different rows at different times, this can be done using the Inv After field on flip C.</p> <p>Note that when using this option, all possible Item/Person combinations must be listed. For example, if only one Person is budgeted to work on a Project and a Time Sheet is entered for a second Person, no separate Invoice will be raised for that time.</p> <p>Time Sheets and Activities should still be entered, to record the work actually carried out. The resulting Project Transactions will allow you</p>	

to analyse the actual cost of the work carried out, and to compare the actual value of the work with the As Budgeted figures in the Project Budget grid (i.e. the amount charged to the Customer). This can be done using the Spent/Total comparison in the Project Status report.

When the Project Budget record is first created, you can choose which option is selected as a default. Do this using the Budget Time options on card 2 of the Project Settings setting.

Invoice Stocked Items

These options work in the same manner as those described above, but refer to Stocked Items. A default choice can be made on card 4 of the Project Settings setting.

Invoice Material These options work in the same manner as those described above, but refer to materials. A default choice can be made on card 5 of the Project Settings setting.

Invoice Purchases These options work in the same manner as those described above, but refer to purchases. A default choice can be made on card 3 of the Project Settings setting.

Card 2

This card allows you to budget very precisely the resources required to complete the Project. For example, you could simply have a single line representing the amount of labour required, or you could break this figure down to show the estimated contributions of each member of staff that will be working on the Project.

If you have used the grid in such a way as to group Items of a similar type together (e.g. time or materials), you can use the 'Subtotal' function on the Operations menu to show subtotals for each group of Items. Insert a new row in the grid, ensure the cursor is somewhere in the new row and select 'Subtotal' from the Operations menu. A subtotal is placed in the Sum field, the sum of the previous rows. If there is already a row showing a subtotal, only the Items below that row are included in the new subtotal. These subtotals can be shown in documentation printed from the Project Budget.

Flip A

Item	Paste Special	Item register
	Enter the Item Number or Bar Code of each Item to be supplied as part of the Project.	
	In the case of time, purchases and materials (Service and Plain Items), these will be priced using the system described in the 'Terminology and Pricing' section earlier in this chapter.	
Person	Paste Special	Person register, System module
	Select the Person that will be carrying out the work. It is not necessary to specify a Person so you can simply budget an overall number of hours or quantity of material for the Project.	
	Alternatively, if it is likely that several members of staff will be working on the Project, enter several rows with the same Item, but different Persons and Prices. This allows work to be charged out at the correct rate for the Person. If the Person field is blank in one of the rows, its Price will be used if work is carried out by a Person not otherwise included in the Budget.	
Qty	The estimated number of hours to be worked or the quantity of Items to be supplied.	
Comment	The Item Name is placed here once an Item Number has been entered.	
Price	The unit price for the Item. This price will be used when creating Project Transactions from Time Sheets for this Project/Item/Person combination, overriding all prices elsewhere in the system. This allows you to agree a special rate with the Customer for this Project.	
	In the case of time, purchases and materials (Service and Plain Items), pricing is calculated using the system described in the 'Terminology and Pricing' section towards the beginning of this chapter.	
	If the Customer has a Price List specified on their 'Pricing' card or belongs to a Customer Category with a Price List, Stocked Items are priced according to that Price List. Otherwise, the Base Price of the Item is used.	

%	<p>In the case of Service and Plain Items, if the Price (above) was taken from the Customer Discount setting, the Item/Job Group Prices setting or the Person register, a discount percentage will be entered here from the record in the Customer Discount setting for the Customer/Item combination in question.</p> <p>A percentage can also be entered manually. A negative percentage can be entered to effect a price uplift.</p> <p>Any percentage entered here will be used when creating Project Transactions from Time Sheets and Activities for this Project/Item/Person combination, overriding the Customer Discount setting.</p>
Sum	The total budget for the row, after discount and after any Markup (specified on flip B).
Inv No	In cases where the invoicing option appropriate for the type of Item has been set to As Budgeted, when an Invoice is raised for that amount using the 'Create Project Invoices' function, the Invoice Number will be shown here. The Invoice Date will be shown on flip D.
<i>Flip B</i>	
Markup	<p>Enter an amount to be added to the total price, or enter a percentage in the form "10%" to calculate a 10% markup. A negative figure can be entered to effect a discount.</p> <p>The Markup will be applied after the Price has been multiplied by the Quantity and after any discount percentage has been applied.</p> <p>If you enter a Budget Markup in the Footer, this will be copied to the Markup field in every row.</p>
Cost	The unit cost of the Item. For Stocked and Plain Items, this is the Cost Price of the Item, taken from the 'Costs' card of the Item record. For Service Items (time), it is the hourly cost of the Person, taken from Cost per Hour field on the 'Job' card of the Person record or, if this is blank, from the Service Item Cost Price field on card 2 of the Project Settings setting.
GP	The budgeted gross profit of this row.

Flip C

Time Class	Paste Special	Time Classes setting, Job Costing module
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Use this field if you have different charge out rates for various kinds of work (e.g. standard rate, evening rate, etc) and are managing them using Time Classes. For each Person/Item combination you should enter separate rows for each Time Class that you are likely to use on the Project. This has two effects—

1. The Price Formula from the Time Class is applied to the Price on flip A, providing the Item belongs to an Item Group listed in the appropriate Time Billing Price List record.
2. When you enter a Time Sheet and specify a Time Class on flip C, the price in the resulting Project Transaction(s) will be taken from the Budget row for the Item/Person/Time Class combination.

Please refer to the ‘Terminology and Pricing’ section earlier in this chapter for more information on Time Classes.

Type	Paste Special	Choices of possible entries
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This is the Budget Type for the row. It is used where an overall attribute for the Project Budget has been set using the Invoice Time, Invoice Stocked Items, Invoice Material and Invoice Purchases options on card 1 and you wish to make an exception for this row. ‘Paste Special’ offers four options: -, As Budgeted, Internal and Running. These are used as follows—

-	Use this when the row is to comply with the overall attribute for the Project Budget set using the Invoice Time, Invoice Stocked Items, Invoice Material or Invoice Purchases option (as appropriate).
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Running	Use this when the Invoice Time, Invoice Stocked Items, Invoice Material or Invoice Purchases option (as appropriate) has been set to As Budgeted, but this row is to be Actual (i.e. it is to be treated as an estimate and Invoices are to be created from Project Transactions).
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As Budgeted	Use this when the Invoice Time, Invoice Stocked Items, Invoice Material or Invoice Purchases option (as appropriate) has been set to Actual, but this row is to be a fixed amount (i.e. the budgeted amount is also the amount to be invoiced).	
Internal	Use this option when the Item/Person combination in this row is not to be invoiced.	
Inv After	Paste Special	Current Date
	Enter the earliest date on which this Item/Person combination can be invoiced. If a date is specified which is earlier than the First Invoice Date on card 5 of the Project, it will be ignored.	
	In cases where the Invoice Time, Invoice Stocked Items, Invoice Material or Invoice Purchases option (whichever is appropriate) has been set to As Budgeted, this field can be used to control when the 'Create Project Invoices' function will raise the Invoice for this row.	
<i>Flip D</i>		
Objects	Paste Special	Object register, Nominal Ledger/System module
	Default taken from	Item
	The Objects from the Item record will be copied here for information and should not be changed.	
Inv Date	In cases where the invoicing option appropriate for the type of Item has been set to As Budgeted, when an Invoice is raised for that amount using the 'Create Project Invoices' function, the Invoice Date will be shown here.	
<i>Flip E</i>		
GM	The gross margin for this row, expressed as a percentage of the Price.	
<i>Footer</i>		
Sum Time	This field shows the total value of time (i.e. Service Items) in this Project Budget. It is updated automatically.	
Sum Materials	This field shows the total value of materials (i.e. Plain Items whose Treat Item as Material on Project box is	

	checked) in this Project Budget. It is updated automatically.
Sum Stocked	This field shows the total value of Stocked Items in this Project Budget. It is updated automatically.
Sum Purchases	This field shows the total value of purchases (i.e. Plain Items whose Treat Item as Material on Project box is not checked) in this Project Budget. It is updated automatically.
Budget Markup	<p>Enter an amount to be added to the total price of all rows, or enter a percentage in the form "10%" to calculate a 10% markup. A negative figure can be entered to effect a discount. The Budget Markup can be overwritten for an individual Budget row using the Markup field on flip B.</p> <p>This overall Markup will be applied after each Price has been multiplied by the Quantity and after any discount percentage has been applied.</p> <p>The Budget Markup will not be included in any rows added after it has been specified, but this can be remedied by re-typing.</p>
Total Sum	This field shows the total value of this Project Budget. It is updated automatically.
Card 3	
Text	Ten lines of text are available which can be used perhaps to note any special comments about this Project and how the Budget was calculated.
Leader	<p>Paste Special Person register, System module</p> <p>Default taken from Project</p> <p>The member of your firm in charge of the Project.</p>
Salesman	<p>Paste Special Person register, System module</p> <p>Default taken from Project</p> <p>The Salesman of the Project appears here.</p> <p>This field is used by the Limited Access module: please refer to the description of the Sales Group field below for details.</p>

Sales Group	Paste Special	Sales Groups setting, System module
	Default taken from	Project or Salesman
	The Sales Group is brought in from the Person record after you have entered a Salesman. If the Limited Access module is present, this field can be used to prevent a user from seeing all Projects in the 'Project Budgets: Browse' window by restricting their view to their own Project Budgets or to those of their Sales Group. Please refer to the section describing the Person register in the 'System Module' chapter in Volume 1 of these manuals for full details of the Limited Access module.	
Language	Paste Special	Languages setting, System module
	Default taken from	Project
	The Language Code determines the text to be transferred from various registers and settings, for example the Item Name, text for Payment Terms, the selection of document forms etc. Leave the field blank to use the base Language.	

Operations Menu

When a Project Budget record is open in a record window, the Operations menu is available. The menu has five commands.

Operations	Window	?
Subtotal		Shift+Ctrl+S
Create Purchase Order		Shift+Ctrl+U
Create Sales Order		Shift+Ctrl+L
Item Status		Ctrl+I
Budget Report		Shift+Ctrl+R
Create Invoice		Shift+Ctrl+I

Subtotal

This function can be used to show price subtotals in Project Budgets. Insert a new row in the grid on card 2, ensure the cursor is somewhere in the row and select this function from the Operations menu. A subtotal is placed in the Sum field, the sum of the previous rows. If there is already a row showing a subtotal, only the Items below that row are included in the new subtotal.

Any subtotals in a Project Budget record can be shown in documentation printed from the record.

Create Purchase Order

This function is used to create a Purchase Order for any Stocked Items and/or purchases listed in the Project Budget.

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

1. All changes to the Project Budget must be saved (use the [Save] button).
2. There must be at least one Stocked Item or purchase in the Project Budget, and the Project Item Handling setting must be configured so that these are to be transferred to Purchase Orders.
3. Finally, the function will not create a Purchase Order if there is no valid record in the Number Series - Purchase Orders setting (in the Purchase Orders module). This problem will usually occur at the beginning of a new year.

The function creates a single Purchase Order on which all valid Items from the Project Budget are included. This is opened in a new window, entitled 'Purchase Order: Inspect'. This means that it has been created and saved and is being opened for amendment and approval.

The Purchase Order will contain the following Items—

- All Stocked Items in the Project Budget will be included in the Purchase Order if you are using the Stocked Items Only On Purchase Orders or the Both options in the Project Item Handling setting.
- All purchases in the Project Budget will be included in the Purchase Order if you are using the Allow Plain Items On Purchase Orders option in the Project Item Handling setting.

The order quantity for these Items will be taken from the Project Budget: no attempt is made to reconcile demand with stock levels. The Cost Price is taken from the 'Costs' card of the Item record. The Objects are taken from the Project Budget.

The Purchase Order is related to the Project using the field on the 'Terms' card, while each Item is also related to the Project using the field on flip C.

Because no reference is made to the Purchase Item register, the Purchase Order is generated with no Supplier details. A Supplier should therefore be specified before the Purchase Order is printed and approved. In the case of a Purchase Order with several Items, it may be that these Items should be

sourced from different Suppliers. If so, it is recommended that the Purchase Order originally created by the function be copied an appropriate number of times (using the [Duplicate] button in the Button Bar) and Items removed as necessary from the copies and finally from the original. The action of duplicating will ensure that the links with the Project are preserved in all such Purchase Orders.

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

There is no restriction on the number of Purchase Orders that can be created from a single Project Budget record. If the function does not create a Purchase Order, the probable causes are—

1. There is no valid record in the Number Series - Purchase Orders setting (in the Purchase Orders module). This problem will usually occur at the beginning of a new year.
2. There are no Stocked Items or purchases in the Project Budget, or the Project Item Handling setting has been configured so that these are not be transferred to Purchase Orders.
3. The Project Budget was not saved when the attempt to create a Purchase Order was made.
4. The Project Budget belongs to a Project that has been marked as Finished or No More Transactions.

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

For full descriptions of the Purchase Order screen and of printing and approving Purchase Orders, please refer to the chapter covering the Purchase Orders module in Volume 3 of these manuals.

Create Sales Order

To create an Order from a Project Budget, select 'Create Sales Order' from the Operations menu. All changes to the Project Budget must be saved using the [Save] button before the Order can be created.

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

Much of the information entered for the Project Budget is transferred to the appropriate fields of the Order, reducing the typing load and minimising the

risk of error. This is useful when a Project Budget has been used to plan precisely the Items (especially Stocked Items) that are to be supplied as part of a Project, and where special pricing has been agreed for those Items.

The Order will contain the following Items—

- All Stocked Items in the Project Budget will be included in the Order if you are using the Stocked Items Only On Sales Orders or the Both options in the Project Item Handling setting.
- All purchases in the Project Budget will be included in the Order if you are using the Allow Plain Items On Sales Orders option in the Project Item Handling setting.

The order quantity, pricing and Objects for these Items will be taken from the Project Budget.

The Project Number will be shown on the 'Del Terms' card of the Order. This means that the Items can be delivered from the Order in the usual way (adjusting stock levels where appropriate) but that they must be invoiced using the 'Create Project Invoices' Maintenance function.

There is no restriction on the number of Orders that can be created from a single Project Budget record. If the function does not create an Order, the probable causes are—

1. There is no valid record in the Number Series - Sales Orders setting (in the Sales Orders module). This might be a fault in the setting itself, or it might be because the default Order Number on the 'Ser Nos' card of the current user's Person record or in the Number Series Default setting (in the System module) is not in a valid Number Series. This problem will usually occur at the beginning of a new year. If a change is made to the 'Ser Nos' card of the Person record, you will need to quit Hansa and restart for it to take effect.
2. There are no Stocked Items or purchases in the Project Budget, or the Project Item Handling setting has been configured so that these are not be transferred to Sales Orders.
3. The Project Budget was not saved when the attempt to create a Sales Order was made.
4. The Project Budget belongs to a Project that has been marked as Finished or No More Transactions.

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

Item Status

This function provides instant feedback for the Item shown in the Budget 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.

Budget Report

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

Create Invoice

This function allows you to run the 'Create Project Invoices' Maintenance function for an individual Project. Please refer to the description of this function later in this chapter for full details.

The Quotation Register

In many cases, it will be normal practice to use a Quotation record to estimate the costs and revenues of a Project, to plan the work to be carried out and to issue a Quotation or Project Confirmation document to the Customer. Once the Quotation has been accepted by the Customer, its contents should be copied to a Project Budget record using the 'Create Project Budget' Operations menu function. No further changes should be made to the Quotation, so that the details of what was quoted to the Customer are retained. Any further changes should be made in the Project Budget record. Once work on the Project has started, the Budget record should be used to control its invoicing and in reports to check that work is running according to plan. There is no limit to the number of Quotations that can be entered for a particular Project (unless you are using the Allow one Quotation per Project only option in the Project Settings setting), but a Project can only have one Project Budget.



A Quotation can be created from a Project using the 'Create Quotation' function on the Operations menu of the Project screen. Alternatively, a Quotation can be entered first and the Project created from it later (perhaps only once the Quotation has been accepted) using the 'Create Project' Operations menu function. This second procedure has two advantages—

1. The Project register will not be filled with records relating to Rejected Quotations; and
2. It prevents the accidental creation of a Project Budget record before a Quotation has been accepted. A Project Budget record cannot be created from a Quotation that has not been linked to a Project.

Existing Quotation records are shown in the 'Quotations: Browse' window, which is shown when you click the [Quotations] button in the Master Control panel or select 'Quotations' from the Registers menu. Double-click on a row to open a record, or click [New] to create a new one.

This register is also to be found in the Quotations module. Only the features of this register relating to Job Costing are described below. For a full description of this register, please refer to the 'Quotations' chapter in Volume 4 of these manuals.

Quotation: Inspect

Operations   New Duplicate Cancel Save

No. 7002 Name The American Dream Inc
 Customer 008 Project 16 ☐ Closed

Date Items Currency Del Inv. Address Del. Address Job Costing

Date 15/3/2003 Valid Until 30/4/2003 Status
 Pay. Terms 30 Make Contact 30/4/2003 ☐ Open
 Our Ref. Decision Date 28/4/2003 ☒ Accepted
 Attn. Mrs Williamson Probability 100.0 ☐ Rejected
 Salesman JNW Quotation Class

Item	Qty	Description	Unit Price	%	Sum
1 T008	4	Site Survey	30.00	0.0	120.00
2 T007	16	Cabling Installation	30.00		480.00
3 T011	100	Mileage	0.50		50.00
4 10112	1	Stereo System	599.00		599.00
5 10104	6	Loudspeakers	16.00		96.00
6 10120	50	Speaker Cabling (per metre)	10.00		500.00
7					
8					
9					
10					

Total GP 1552.00 VAT 322.88 Sub-Total 1845.00
 Currency GBP GP % 71.6 Base 2167.88 TOTAL 2167.88

Header**Project****Paste Special**

Project register, Job Costing module

Enter a Project Number here to connect the Quotation to a specific Project. The Customer Number and Name, Objects and Salesman will be brought in from the Project, and the radio button options on the 'Job Costing' card will be set as determined on cards 2-5 of the Project Settings setting.



A Quotation does not have to be linked to a Project immediately. In some cases, a Quotation will be created before the Project exists. In this case, a Project can be created from the Quotation using the 'Create Project' Operations menu function.

The 'Create Project Budget' Operations menu function will not create a Project Budget from a Quotation whose Project field is empty.

There is no limit to the number of Quotations that can be entered for a particular Project unless you are using the Allow one Quotation per Project only option in the Project Settings setting.

Items Card

Quotation: Inspect

Operations   **New Duplicate Cancel Save**

No. 7002 Name The American Dream Inc
 Customer 008 Project 16 ☐ Closed

Date Items Currency Del Inv. Address Del. Address Job Costing

	Item	Qty	Person	Group	Time Class	Markup	Type	Inv. After	Inv. Date	Inv. No.
1	T008		4 NB				-			
2	T007		16 NB				-			
3	T011		100 NB				-			
4	10112		1				-			
5	10104		6				-			
6	10120		50				-			
7										
8										
9										
10										
11										
12										
13										
14										
15										
16										
17										

Total GP 1552.00 VAT 322.88 Sub-Total 1845.00
 Currency GBP GP % 71.6 Base 2167.88 TOTAL 2167.88

Flip F

Person, Time Class, Markup, Type, Inv. After

These fields together with those on the 'Job Costing' card will be used to calculate the value of the Project to be quoted to the Customer. Information entered to these fields will be copied to the corresponding fields in any Project Budget record created using the 'Create Project Budget' Operations menu function. Please refer to the section above describing card 2 of the Project Budget register for descriptions of these fields.

In the case of the Markup field, if you enter an overall Markup on the 'Job Costing' card, this will be copied to the Markup field in every row.

Del Card

Comment If a Project is created from the Quotation using the 'Create Project' Operations menu function, this Comment will be copied to the Description field of the Project.

Job Costing Card

Date	Items	Currency	Del	Inv. Address	Del. Address	Job Costing
Markup <input type="text"/>						
Invoice Time _____		Invoice Stocked Items _____		Invoice Material _____		Invoice Purchases _____
<input checked="" type="radio"/> Actual <input type="radio"/> As Quoted		<input checked="" type="radio"/> Actual <input type="radio"/> As Quoted		<input type="radio"/> Actual <input checked="" type="radio"/> As Quoted		<input checked="" type="radio"/> Actual <input type="radio"/> As Quoted
Time <input type="text" value="600.00"/>	Stocked <input type="text" value="1195.00"/>	Materials <input type="text" value="50.00"/>	Purchases <input type="text"/>			

Markup Enter an amount to be added to the total price of all rows, or enter a percentage in the form "10%" to calculate a 10% markup. A negative figure can be entered to effect a discount. The Markup can be overwritten for an individual Quotation row using the Markup field on flip F.

This overall Markup will be applied after each Price has been multiplied by the Quantity and after any discount percentage has been applied.

This overall Markup will not be included in any rows added after it has been specified, but this can be remedied by re-typing.

Invoice Time, Invoice Stocked Items, Invoice Materials, Invoice Purchases

These sets of options are used to determine how Items of the various types will eventually be invoiced to the Customer. They are essentially defaults: in the Quotation these options do not directly affect the invoicing process, but they will once they have been copied to a Project

Budget record by the 'Create Project Budget' Operations menu function.

Please refer to the section above describing card 1 of the Project Budget register for descriptions of each set of options.

When the Quotation is first created, you can choose which option is selected as a default. Do this using the Budget options on cards 2-5 of the Project Settings setting.

Time	This field shows the total value of time (i.e. Service Items) listed on the 'Items' card of this Quotation. It is updated automatically.
Stocked	This field shows the total value of Stocked Items listed on the 'Items' card of this Quotation. It is updated automatically.
Materials	This field shows the total value of materials (i.e. Plain Items whose Treat Item as Material on Project box is checked) listed on the 'Items' card of this Quotation. It is updated automatically.
Purchases	This field shows the total value of purchases (i.e. Plain Items whose Treat Item as Material on Project box is not checked) listed on the 'Items' card of this Quotation. It is updated automatically.

Operations Menu

When a Quotation record is open in a record window, the Operations menu is available. Only those commands relating to Job Costing are described below: for details of the other commands, please refer to the 'Quotations' chapter in Volume 4 of these manuals.

Operations	Window	?
<u>O</u> der		Ctrl+G
<u>I</u> tem Status		Ctrl+I
<u>I</u> nvoice		Shift+Ctrl+F
<u>S</u> ubtotal		Shift+Ctrl+U
<u>C</u> reate Activity		Shift+Ctrl+C
<u>C</u> reate Mail		Shift+Ctrl+M
<u>R</u> ecalculate Weight and Volume		
<u>R</u> ecalculate Discount		
<u>U</u> pdate Currency Price List Items		
<u>C</u> reate Project		
<u>C</u> reate Project Budget		
<u>A</u> dd Hidden Line		
<u>Q</u> uotation Status		

Create Project

Use this function to create a Project from the Quotation. Ensure all changes to the Quotation have been saved and then select this function. A new Project will be created, containing Customer details from the Quotation. The Description of the Project will be taken from the Comment field on the 'Del' card of the Quotation.

The new Project will be opened in a window entitled 'Project: Inspect. This means that it has been created and saved, and is being opened for checking. After amendment if necessary, save it by clicking the [Save] button in the Button Bar and close it using the close box. Alternatively, if you no longer require the Project, select 'Delete' from the Record menu.

If a Project has already been created from the Quotation, selecting this function will cause the Project to be opened in a new window.

Create Project Budget

Use this function to create a Project Budget record from the Quotation. It will be an exact copy of the Quotation, reducing typing load and reducing the risk of error. This is especially useful where a Quotation has been used to plan precisely the Items (especially Stocked Items) that are to be supplied to complete a Project, and where special pricing has been agreed for those Items. If any of the Quotation rows already have an Invoice Number on flip F, it will be transferred to the Budget, so the rows are not invoiced again.

The new Project Budget will be opened in a window entitled 'Project Budget: New'. This means that it has not yet been saved. Once you have checked that it is correct and, if necessary, made any amendments, save it by clicking the [Save] button in the Button Bar and close it using the close box. Alternatively, if you no longer require the Project Budget, click [Cancel]. In either case, you will be returned to the Quotation window.

If the function does not create a Project Budget record when expected, the probable causes are—

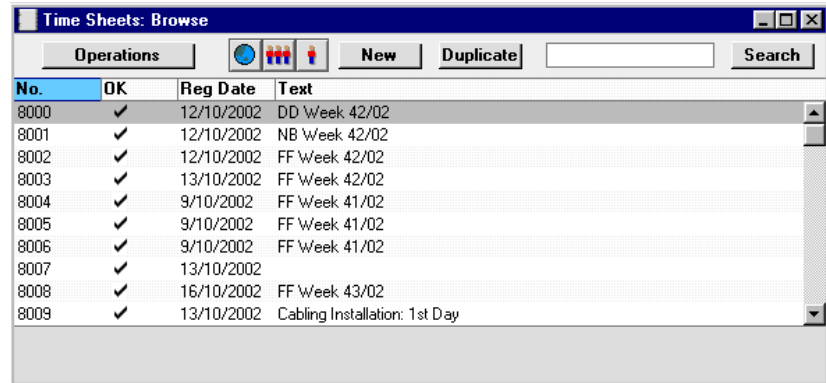
1. A Project Budget record for the Project already exists.
2. The Quotation has been marked as Rejected or Closed.
3. The Project field in the Quotation header is empty.
4. The Quotation has not been saved.

The Time Sheet Register

This register contains all the Time Sheets registered in the system. These are used to record the time spent and materials used in fulfilling each Project.

In the Job Costing module, select 'Time Sheets' from the Registers menu, or click the [Time Sheets] button in the Master Control panel.

The 'Time Sheets: Browse' window is opened, showing Time Sheets already entered. As is usual in Hansa, you can change the sort order by clicking on a column heading. You can also enter a search value in the box in the top right-hand corner of the window, and search for a single record.





No.	OK	Reg Date	Text
8000	✓	12/10/2002	DD Week 42/02
8001	✓	12/10/2002	NB Week 42/02
8002	✓	12/10/2002	FF Week 42/02
8003	✓	13/10/2002	FF Week 42/02
8004	✓	9/10/2002	FF Week 41/02
8005	✓	9/10/2002	FF Week 41/02
8006	✓	9/10/2002	FF Week 41/02
8007	✓	13/10/2002	
8008	✓	16/10/2002	FF Week 43/02
8009	✓	13/10/2002	Cabling Installation: 1st Day

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

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

Time Sheet: Inspect

Operations   **New** **Duplicate** **Cancel** **Save**

No. 9017 **Reg Date** 12/5/2003

Text FF Week 19/03

	Date	Empl.	Proj.	Item	Qty	Description
1	5/5/2003	FF	12	T002	8	
2	6/5/2003	FF	12	T002	7	
3	7/5/2003	FF	12	T002	11	
4	8/5/2003	FF	12	T002	5	
5	9/5/2003	FF	12	T002	4	
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

☒ **OK Sum Time** 35.00 **Sum Material** **Sign** JNW

Time Sheets can be entered in the manner that most suits your requirements. In the illustration above, a Time Sheet record has been entered which represents a week's work of a single employee. As it happens, that employee worked on a single Project throughout that week. However, there is no need to restrict a Time Sheet record to a single Person, Project or even time period.

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

The number of the Time Sheet: Hansa will enter the next unused number from the first number sequence entered in the Number Series - Time Sheets setting. You may change this number, but not to one that has already been used. In multi-user systems, the next unused number will not be allocated until the Time Sheet is saved.

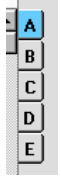
Reg. Date **Paste Special** Current Date

The registration date for this Time Sheet. Hansa enters the current date as a default.

Text A description of the contents of the Time Sheet.

As you enter information in the table, indicate on each row the Date, Person, Project, Item and Quantity. To make data entry faster, Hansa will copy the data from the row above if you leave a field blank and press the Enter or Return key. Use the Tab key if you wish to leave the field blank.

The Time Sheet matrix is divided into five horizontal flips. When you click a flip tab (marked A-E), the two or three right-hand columns of the grid are replaced.



Flip A

Date	Paste Special	Current Date
		The date when the work was carried out or the material supplied.
Empl	Paste Special	Person register, System module
		Enter the initials of the employee that carried out the work.
		If any Objects have been assigned to the employee (on the 'Bonus' card of their Person record), they will be brought in to the Objects field on flip B of the Time Sheet automatically.
		The employee's name will be shown on flip D.
Proj.	Paste Special	Project register, Job Costing module
		The Code of the Project to which the time or material is to be charged.
		If an employee works on particular Projects at any one time, you can ensure that only these Projects can be entered here. To do this, list the Projects in the grid on the 'Job' card of the appropriate Person record (in the System module) and switch on the Short Codes Only check box. This also has the effect that you can now enter either a Project Code or its short code to this field.

If any Objects have been assigned to the Project (on card 5 of the Project screen), they will be brought in to the Objects field on flip B of the Time Sheet automatically.

The Project Name will be shown on flip D.

Item	<p>Paste Special Item register</p> <p>The ItemCode for the time. Usually only Service Items (time) can be used here. If you want to be able to use Plain Items (materials and purchases) as well, make this choice in the Project Item Handling or Specified Project Item Handling settings.</p> <p>When Project Transactions are created from this Time Sheet, the price of each Item will be calculated using the pricing scheme described in the 'Terminology and Pricing' section earlier in this chapter.</p> <p>Stocked items are not allowed here: these should be entered to an Order which is linked to the Project using the field on the 'Del Terms' card of the Order screen. Purchased items should be entered through the Purchase Ledger, and Expense items should be entered through the Expenses module.</p> <p>If you have several different types of time which are chargeable at different rates, such as consultancy, programming services or installation, these should be set up as separate records in the Item register. If each employee can only provide certain kinds of work, you can ensure that only these Items can be entered here. To do this, assign each employee to a Job Group using the field on the 'Job' card of the appropriate Person record. In each Job Group record, switch on the Only Short Codes Allowed check box. This also has the effect that you can now enter either an Item Code or its short code to this field. This applies to both time and materials.</p> <p>The Item Name will be shown on flip D.</p>
Qty	<p>The number of hours worked or the quantity of materials supplied.</p>
Description	<p>Any comment entered here will be transferred to the Comment field of the Project Transaction.</p>

*Flip B***Objects****Paste Special**

Object register, Nominal Ledger/System module

Default taken from

Project, Item and Person

Used as default in

Project Transactions

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

Any Objects specified for the Project and Item will be copied here as a default, as will any Objects specified in the Person record for the employee entered on flip A. All Objects will be transferred to the Project Transaction.

Objects are shown here for information only. Any changes should not be made here but in the Project, Item or Person records as appropriate before entering the Time Sheet. For details about the Objects that will be included in Invoices for a Project, please refer to the description of card 2 of the Project Settings setting earlier in this chapter.

*Flip C***Time Class****Paste Special**

Time Classes setting, Job Costing module

Use this field if you have different charge out rates for various kinds of work and are managing them using Time Classes. Enter the Time Class (e.g. standard rate, evening rate, etc.) used on this occasion. This will determine the price in the resulting Project Transaction and therefore the rate to be charged to the Customer.

Please refer to the 'Terminology and Pricing' section earlier in this chapter for more information on Time Classes.

*Flip D***Project Name**

The Project Name will appear here once you have entered a Project Number on flip A.

Employee Name The Employee Name will appear here once you have entered their initials on flip A.

Item Name The Item Name will appear here once you have entered a Item Number on flip A.

Flip E

Extra Comment 1, Extra Comment 2

Use these fields to record any further comments about the work carried out. These comments will be transferred to the second and third Comment fields of the Project Transaction.

Footer

OK Checking this box approves the Time Sheet. When the Time Sheet is next saved, Project Transaction records will be created (one for each Time Sheet row). These will be used by the 'Create Project Invoices' Maintenance function to create Invoices for the time spent and materials used.

An approved Time Sheet record cannot be changed or deleted, except through the use of the 'Correction Mark' function on the Operations menu. However, the Project Transaction records can be altered before the Invoice has been created.

References in this manual to approved Time Sheets are to Time Sheets whose OK box has been checked.

Sum Time This shows the total hours for the Time Sheet, calculated by adding the Quantities of all Service Items.

Sum Material This shows the total purchases and materials for the Time Sheet, calculated by adding the Quantities of all Plain Items.

Creating Project Transactions (Checking and Approving Time Sheets)

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

When a Time Sheet is approved and saved, an appropriate number of records is created in the Project Transaction register (one for each row in the Time Sheet). These Project Transaction records are the mechanism by which Invoices will later be created for time spent and materials used.

There are two ways to approve a Time Sheet—

1. With the Time Sheet on screen, click the OK check box.
2. Select a Time Sheet by clicking on it in the 'Time Sheets: Browse' window, and select 'OK' on the Operations menu. By holding down the Shift key you can highlight a batch of Time Sheets to approve at a single stroke using this method.

Correcting Time Sheets

When a Time Sheet is approved and saved, an appropriate number of records is created in the Project Transaction register. Because of this, you will no longer be able to change the Time Sheet record simply by editing its fields. But, if it becomes apparent that the Time Sheet contains an error, a method is available whereby the mistake can be corrected.

Open the Time Sheet record in question and select 'Correction Mark' from the Operations menu. This will add a row to the Time Sheet where you enter your initials. Select the faulty row by clicking the number in the left hand margin, and press the backspace key. A red line is drawn through the row, indicating it has been cancelled. Then, add a new row with the correct details. Save the Time Sheet, and the corresponding Project Transaction will be corrected.

Time Sheet: Inspect

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

No. 8018 Reg Date 15/9/2002

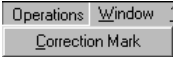
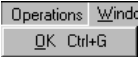
Text Cabling Installation: 2nd Day

	Date	Empl.	Proj.	Item	Qty	Description
1	13/9/2002	NB	14	T007	4	
2	Signature	JNW				
3	13/9/2002	NB	14	T007	8	
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

☒ OK Sum Time 8.00 Sum Material Sign JNW

Corrections can only be made where the Project Transaction has not been invoiced.

Operations Menu



The Operations menus for Time Sheets are shown above. On the left is that for the 'Time Sheets: Browse' window: highlight one or more Time Sheet records (hold down the Shift key while clicking) in the list before selecting the function. On the right is that for the 'Time Sheet: New' and 'Time Sheet: Inspect' windows.

OK

This command is available on the Operations menu only from the 'Time Sheets: Browse' window. It permits the approving of a Time Sheet and is therefore the equivalent of checking the OK box in a Time Sheet record. You can also select several Time Sheets (hold down the Shift key to select a range of Time Sheets in the list) and approve them all at once. Remember that this action causes Project Transactions to be created for each Time Sheet in the selection and that therefore once it has been carried out you will no longer be able to modify those Time Sheet records.

Correction Mark

This function is available when viewing a single Time Sheet record. Please refer to the section above entitled 'Correcting Time Sheets' for full details.

The Project Transaction Register

The Project Transaction register is the mechanism by which Invoices are created for time, materials, purchased items and expenses. All records in this register are created when records in the Time Sheet, Purchase Invoice and Expense registers are approved, when Activities of an appropriate Activity Class (i.e. one whose Create Project Transaction box is checked) are marked as Done and when Deliveries and Returned Goods issued from Sales Orders with Projects shown on their 'Del Terms' cards are approved. Project Transactions can also be created when Stock Depreciation records are approved. One Project Transaction record is created for each row in the originating record. Certain fields of a Project Transaction record can be changed, but such records cannot be deleted, or added manually.

The Job Costing module has a Maintenance function, 'Create Project Invoices'. This function searches for uninvoiced Project Transactions and creates unapproved Invoices from them.

If an Invoice created from a Project Transaction is credited, it may be necessary to raise a new Invoice. This can be done the next time the 'Create Project Invoices' function is run if the Invoice Number in the Project Transaction record is removed. Be very careful with this feature, since it is possible to duplicate Invoices! If the Credit Notes Update Project Transactions option in the Project Settings setting is in use, the Invoice Number will be removed from the appropriate Project Transactions automatically when Credit Notes are approved. Again, take care when using this option in the case of partial Credit Notes, because the Invoice Number will be removed from all Project Transactions on the original Invoice, not just those credited.

Note that Project Transactions are always created, even for work carried out on Projects whose Do Not Invoice check box is turned on. This allows detailed analysis on such work to be included in reports. The 'Create Project Invoices' function will ignore these Transactions.

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

Project Transactions: Browse				
New		Duplicate		Search
Project	Item	Person	Date	Inv.After
1	T002	NB	12/10/2002	
1	T002	NB	13/10/2002	
1	T002	NB	14/10/2002	
1	T002	FF	12/10/2002	
1	T002	FF	13/10/2002	
1	T002	FF	14/10/2002	
1	T002	FF	15/10/2002	
1	T002	FF	16/10/2002	
1	T002	NB	19/10/2002	
1	T002	NB	20/10/2002	

Double-click on a record in the list to view it. Remember that only certain fields can be changed, and that you cannot enter new records directly. They must be generated from the Time Sheet, Purchase Invoice, Expense, Activity, Delivery, Stock Depreciation and Returned Goods registers.

Project Transaction: Inspect										
Operations					New		Duplicate		Cancel	Save
Project	12		Item	T002		Register				
Employee	FF		Item Group			<input checked="" type="radio"/> Time Sheet <input type="radio"/> Purchase Invoice <input type="radio"/> Expenses <input type="radio"/> Delivery <input type="radio"/> Activity <input type="radio"/> Returned Goods <input type="radio"/> Stock Depreciations				
Ser. No.	9017		Date	9/5/2003		Item Type				
Inv. After			Inv. Date			<input checked="" type="radio"/> Service <input type="radio"/> Purchase <input type="radio"/> Stocked Item <input type="radio"/> Material				
Invoice			<input type="checkbox"/> Separate Inv. Row							
Objects										
Comment										
Reg. Qty	Inv. Qty	Price	Disc %	Markup	Sum	Cost	GP			
4.00	4.00	65.00	0.00		260.00	50.00	60.00			

Project

The number of the Project (from the Time Sheet row, Activity, Purchase Invoice or Expenses record or from the Sales Order from which the Delivery or Returned Goods record was created). This field cannot be changed.

Item

Item Number. Origin as above. This field cannot be changed.

Employee	The Employee's initials from the Time Sheet row, Activity or Expenses record. This field cannot be changed.
Item Group	If the Item belongs to an Item Group, it is shown here. The Employee Statistics report can be used to provide Item Group analysis. This field should not be changed.
Ser No.	The serial number of the originating record (a Time Sheet, Activity, Delivery, Purchase Invoice or an Expenses or Returned Goods record). This field cannot be changed.
Date	The transaction date. This field cannot be changed.
Inv. After	<p>If it is necessary to delay the invoicing of this Project Transaction, enter the earliest date on which it can be invoiced here.</p> <p>If the Project has a First Invoice Date specified on card 5, no Project Transactions will be invoiced until that date, which will not be shown here. If a date is entered here which is earlier than the Project's First Invoice Date, it will be ignored. A later date can be entered, to further delay the invoicing of this Project Transaction only.</p> <p>If the Project Transaction is for an Item/Person combination which has been given an Invoice After Date in the Budget record for the Project, again, no Invoice will be raised until that date. Entering a date here will further delay invoicing.</p>
Inv. Date	When an Invoice is raised from this Project Transaction, its Date will be shown here.
Invoice	<p>When an Invoice is raised from this Project Transaction, its Invoice Number will be entered here. This will prevent it being invoiced again.</p> <p>If a Credit Note has been raised against a Project Invoice and you want to create another Invoice for the relevant Project Transactions, you must remove the Invoice Number from each Project Transaction. You can do this manually or have it done automatically.</p> <p>This task will be carried out automatically if you have checked the Credit Notes update Project Transactions box in the Project Settings setting. The Invoice Number</p>

will be removed from all relevant Project Transactions when the Credit Note is approved, not when it is saved for the first time. In the case of partial Credit Notes, the Invoice Number will be removed from all Project Transactions on the original Invoice, not just those on the partial Credit Note.

Separate Inv Row	<p>If this check box is on, this Project Transaction will be given a separate Invoice row, irrespective of the chosen Invoice Time, Invoice Purchase or Invoice Material (as appropriate) option on cards 3 and 4 of the Project.</p> <p>Hansa will set this check box depending on the Time Sheets/Activities: Separate Inv. Row or Purch. Invs/Expenses: Separate Inv. Row option (as appropriate) on card 5 of the Project (itself determined by the Project Settings setting). Change it as needed.</p>
Objects	<p>Objects are shown here for information only. Any changes should not be made here but in the Project, Item or Person records as appropriate before creating the Project Transaction. For details about the Objects that will be included in Invoices for a Project, please refer to the description of card 2 of the Project Settings setting earlier in this chapter.</p>
Comment	<p>In Project Transactions generated from Time Sheets, any text in the Description, Extra Comment 1 and Extra Comment 2 fields of the corresponding Time Sheet row will be entered here. When the originating record is a Purchase Invoice or an Expenses record, the Cost Account name will appear here. When the originating record is an Activity, the contents of the Text field of the Activity will be shown.</p>
Register	<p>This shows the origin of the Project Transaction: Time Sheet, Purchase Invoice, Expenses record, Delivery, Returned Goods record or Activity.</p>
Item Type	<p>This shows the type of the transaction: service (i.e. time), purchase, Stocked Item or material.</p>
Reg. Qty	<p>The number of hours worked or the number of Items supplied is taken from the Quantity field of the originating Time Sheet, Purchase Invoice, Delivery, Returned Goods or Expenses record or from the Cost (Time) field of the originating Activity. This field cannot</p>

be changed here. If it is incorrect, return to the originating Time Sheet and change it as described in the section entitled 'Correcting Time Sheets' earlier in this chapter.

Inv. Qty

The quantity to be invoiced: Hansa will assume that this is to be the same as the Registered Quantity. This can be changed as required, but such changes will not be copied back to the originating record. If you want this to happen (i.e. you want the employee's statistics to include the change), you must modify the Time Sheet as described in the 'Correcting Time Sheets' section above.

The 'Project Transactions' report can be used to analyse Project Transactions where the Invoiceable Quantity is different to the Registered Quantity.

Price

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

For purchases and expenses, this is can be taken from the originating Purchase Invoice or Expenses record (in which case it will be calculated by dividing the Invoice or Expense Amount by the Quantity), or it can be the Base Price of the Item. This is dependent on the Project Item Pricing options in the Project Item Handling setting.

For time, purchases and materials where the originating record is a Time Sheet, and for time where the originating record is an Activity, the unit price is calculated using the rules described in the 'Terminology and Pricing' section towards the beginning of this chapter.

For Stocked Items, the unit price is taken from the Sales Order from which the originating Delivery or Returned Goods record was issued.

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

Disc %

A discount percentage for time and materials will be entered by Hansa from the appropriate Project Budget or Customer Discount record. A percentage can also be entered manually. A negative percentage can be entered to effect a price uplift.

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

In the case of purchases and expenses where the originating record is a Purchase Invoice or Expense record, the Markup taken from the Markup % on the 'Pricing' card of the Item record is shown as a negative percentage discount.

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

A discount does affect the employee's statistics.

Markup

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

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

In the case of purchases and expenses, the Markup taken from the Markup % on the 'Pricing' card of the Item record is not shown here but in the Discount % field (above). This is because the Markup of the Project Transaction is intended for use when it is necessary to intervene to change the charge-out rate: the 'Project Transactions' report can be used to analyse such interventions.

A change here does not affect the employee's statistics.

Sum

The amount to be invoiced, taking any discount and Markup into account.

Cost

The unit cost of the Item or time, which is used to calculate the gross profit (below).

For Plain and Service Items (time, materials and purchases), where the originating record is a Purchase Invoice or an Expenses record, this can be the unit cost as calculated from the originating record, or it can be the Cost Price of the Item, taken from the 'Costs' card of the Item record. The choice is dependent on the Use Item Cost Price from Purch. Inv/Expenses check box in the Project Settings setting.

For purchases and materials where the originating record is a Time Sheet, it is the Cost Price of the Item.

For time, it is the hourly cost of the Person, taken from Cost per Hour field on the 'Job' card of the Person record. If this is blank, the figure is taken from the Service Item Cost Price field on card 2 of the Project Settings setting.

For Stocked Items, it is the average FIFO value from the Delivery.

For Structured Items, it is the Cost Price of the Item.

GP

The gross profit of this Transaction.

Creating Project Transactions

Time Sheets

Project Transactions are created when Time Sheets are approved and then saved. This process is described in the section entitled 'Creating Project Transactions (Checking and Approving Time Sheets)' above.

Activities

Project Transactions can be created when Activities are marked as Done and saved. For this to happen, they must be assigned an Activity Type which itself belongs to an Activity Class whose Create Project Transaction box is checked. Once the appropriate Activity Types and Activity Classes have been defined, it becomes easy for users to register their own time using the Calendar or Task Manager.

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

Activity: Inspect [New] [Duplicate] [Cancel] [Save]

Text: Completed Site Survey as required

Type: SURV [Done]

Time	Task Type	Symbol	Customer	Project	Text	Persons
Start Time: 12:16:34	Start Date: 6/5/2003					
End Time: 16:16:00	End Date: 6/5/2003					
Cost (Time): 04:00:00						

Task Type

☐ Calendar
☒ To Do
☐ Timed To Do

Calendar

☒ Time
☐ Profile
☐ Don't Show

Symbol

☐ Call
☐ Meeting
☐ Deskwork
☒ Other

Customer 008

Name The American Dream Inc

Contact Mrs Williamson

Phone

Result OK

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

Activity: Inspect

Text: Completed Site Survey as required
 Type: SURV

☒ Done

Time Task Type Symbol Customer **Project** Text Persons

Project: 16
 Item: T008
 Resources:

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

When the Activity is marked as Done and saved, a separate Project Transaction will be created. This can then be viewed from the Project Transaction register—

Project Transaction: Inspect

Operations

New Duplicate Cancel Save

Project: 16 Item: T008 Register:
 Employee: NB Item Group:
 Ser. No.: 50 Date: 6/5/2003
 Inv. After: Inv. Date: 12/5/2003
 Invoice: 2032 ☐ Separate Inv. Row
 Objects:
 Comment: Completed Site Survey as required

Register:
☐ Time Sheet
☐ Purchase Invoice
☐ Expenses
☐ Delivery
☒ Activity
☐ Returned Goods
☐ Stock Depreciations

Item Type:
☒ Service
☐ Purchase
☐ Stocked Item
☐ Material

Reg. Qty	Inv. Qty	Price	Disc %	Markup	Sum	Cost	GP
4.00	4.00	30.00	0.00		120.00	6.00	96.00

The Registered and Invoice Quantities are taken from the Cost (Time) field of the Activity, and the Price is calculated using the formula described in the 'Terminology and Pricing' section earlier in this chapter.

Deliveries (Project Transactions for Stocked Items)

Stocked Items supplied to a Customer as part of a Project can be registered against the Project automatically from the Sales Order and Delivery registers. When entering the Sales Order, specify the Project on the 'Del Terms' card. Issue the Delivery in the usual fashion. When it is approved and saved, a separate Project Transaction will be created for each row on the Delivery. These can then be viewed from the Project Transaction register—

The screenshot shows the 'Project Transaction: Inspect' window. It has a title bar with standard window controls. Below the title bar is a toolbar with buttons: '<', '>', 'Operations', 'New', 'Duplicate', 'Cancel', and 'Save'. The main area is divided into several sections:

- Project:** 16
- Employee:** (empty)
- Ser. No.:** 960105
- Inv. After:** (empty)
- Invoice:** 2032
- Objects:** (empty)
- Comment:** (empty)
- Item:** 10104
- Item Group:** 1
- Date:** 9/5/2003
- Inv. Date:** 12/5/2003
- Register:** (dropdown menu)
- Separate Inv. Row:** ☐
- Register options (radio buttons):**
 - ☐ Time Sheet
 - ☐ Purchase Invoice
 - ☐ Expenses
 - ☒ Delivery
 - ☐ Activity
 - ☐ Returned Goods
 - ☐ Stock Depreciations
- Item Type options (radio buttons):**
 - ☐ Service
 - ☐ Purchase
 - ☒ Stocked Item
 - ☐ Material

At the bottom, there is a summary table with the following data:

Reg. Qty	Inv. Qty	Price	Disc %	Markup	Sum	Cost	GP
6.00	6.00	16.00	0.00		96.00	8.00	48.00

The Registered and Invoice Quantities are taken from the Delivery, the Price is taken from the Sales Order and the Cost Price is taken from the Item record.

The Automatic delivery for Service and Plain Items option in the Stock Settings setting should not be used if you will be creating Project Transactions from Sales Orders. If this option is on, Service and Plain Items on Sales Orders will not be transferred to Deliveries and therefore Project Transactions for those Items will not be created.

If the Customer returns a Stocked Item that has been supplied as part of a Project, this should be dealt with in the usual way by creating a Returned Goods record from the Sales Order. Because the Sales Order has a Project Number on its 'Del Terms' card, a Project Transaction will be created when the Returned Goods record is approved. This will have a negative quantity, so the Invoice will be correct. The Cost Price in the Project Transaction will be the same as the Unit Price in the Returned Goods record.

Occasionally, it might be necessary to attach an Order to a Project after Deliveries have been made. When this happens, first enter the Project Number to the 'Del Terms' card of the Order, and then find out the relevant Delivery Numbers. Project Transactions can be created from these Deliveries retrospectively using the 'Create Project Transactions from Deliveries' Maintenance function. Do not use this function for Orders that have already been invoiced, to avoid the risk of invoicing twice.

Stock Depreciation records

In some cases, you may need to supply Stocked Items to a Customer as part of a Project without going through the process of creating a Sales Order and Delivery. This may be the case if the only Stocked Item being supplied is a consumable item such as cabling. If so, you can use the Stock Depreciation register instead. Enter a Stock Depreciation record and specify the Project in the header. When the record is approved and saved in the usual way, a separate Project Transaction will be created for each row. These can then be viewed from the Project Transaction register—

Reg. Qty	Inv. Qty	Price	Disc %	Markup	Sum	Cost	GP
25.00	25.00	10.00			250.00	6.50	87.50



The Registered and Invoice Quantities are taken from the Stock Depreciation record, and the Price and Cost are taken from the Item record.

Purchases and Expenses

Purchases from Suppliers can be registered against Projects automatically from the Purchase Invoice register. This means that you need not register a Purchase twice. In a similar fashion, Expenses can also be registered against Projects from the Expenses register.

Enter the Purchase Invoice in the usual fashion. Then, click flip B and specify an Item, Quantity and Project for each item on the Purchase that needs to be registered against a Project.

Purchase Invoice: Inspect

Operations   New Duplicate Cancel Save

No. 4044 Inv. Date 15/5/2003 Trans. Date 15/5/2003

Supplier 503 Name UK Trading Company Ltd

TOTAL 45.00 Hold Signers

VAT 6.70

Terms Costs Currency Other Sup. Inv. No.

Pay Term 30 ☐ Hold Due Date 14/6/2003

Cash Discount 0.00 ☐ Prel. Book Discount Date 15/5/2003

Reference ☐ Supp. Info on Trans. Cred.

	A/C	Objects	Description	Amount	Item	Qty	Project	V-Cd	
1	220		Purchase Type 3	38.30	10107	1	16	1	A
2									B
3									C
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									

☒ OK Currency GBP Calc VAT 6.70

Approve the Purchase Invoice and save it. A separate Project Transaction will be created for each row with entries in the fields on flip B. These records can then be viewed from the Project Transaction register—

Reg. Qty	Inv. Qty	Price	Disc %	Markup	Sum	Cost	GP
1.00	1.00	38.30	-30.00		49.79	38.30	11.49

Note how the information entered to the Purchase Invoice row has been transferred to the Project Transaction: Project, Item and Quantity. In this case, the Price (i.e. the unit price) has been calculated from the Amount and Quantity, but instead it could also be the Base Price from the appropriate Item record. This is controlled using the Project Item Pricing options in the Project Item Handling setting. The Cost (i.e. per unit) has also been calculated from the Purchase Invoice row, but it could have been taken from the 'Costs' card of the Item record. This is controlled using the Use Item Cost Price for Purchases option in the Project Settings setting. The Markup % field from the 'Pricing' card of the Item record is shown as a negative Discount.

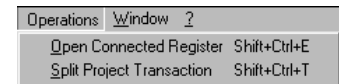
Flip B of the Expenses window can be used in the same fashion to register Expenses against Projects.

If you invalidate the originating Purchase Invoice or Expense record, the Project Transaction will be deleted. You will not be able to invalidate the Purchase Invoice or Expense record if the Project Transaction has already been invoiced.

Creating Invoices

Invoices are raised from Project Transactions using the 'Create Project Invoices' Maintenance function. This function is fully described later in this chapter.

Operations Menu



The Operations menu shown above is available from the 'Project Transaction: Inspect' window.

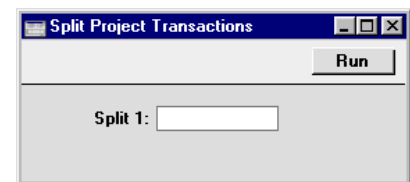
Open Connected Register

Each Project Transaction is generated by approving and saving a record in another register. Selecting this function will open that originating record in a new window.

Split Project Transaction

This function can be used to divide a Project Transaction into two.

Open the Project Transaction that is to be divided and select this function from the Operations menu. The following window appears—



Use the single field to specify how the Project Transaction is to be divided. For example, if you want the Project Transaction to be reduced to 1/5 of its original value with the remaining 4/5 transferred to a new record, enter "5". If you want the Project Transaction to be reduced to 1/4 of its original value, enter "4", and so on. When you click the [Run] button, the Registered and Invoiceable Quantities will be reduced to the specified fraction of the original figure. You will need to close and re-open the Project Transaction to see the change. The remaining quantity will be transferred to a new Project Transaction, created for the purpose.

The Project Transaction must be saved before you can use this function. Project Transactions that have already been invoiced cannot be divided.

The Item Register

This register is fully described in the 'Items and Pricing' chapter in Volume 1 of these manuals.

All products or services offered by your company should be entered in this register. This includes all Items that are time based, such as labour and consultancy, which should be entered as Service Items—

Item: Inspect

Operations New Duplicate Cancel Save

No. T003 Group

Description Report Writing

☐ Closed

Pricing Stock Costs Recipe A/C Texts

Unit

Base Price 55.00

Base Price Change

Price Factor

Item Formula

Markup % 0.00

Bonus %

Objects

Classification

Item Type

☐ Plain

☐ Stocked Item

☐ Structured Item

☒ Service

☐ Treat Item as Material on Project

Materials and purchases (non-time Items which can be registered against Projects from Time Sheets) should be entered as Plain Items. Only Plain and Service Items can be used in Time Sheets, and only Service Items can be used in Activities.

Plain Items can be treated either as materials or as purchases. This distinction is made on the 'Pricing' card of the Item screen, using the Treat Item as Material on Project check box. The difference between materials and purchases is that, subject to the Project Item Handling setting, purchases can be included in Sales and Purchase Orders created from the Project Budget screen and materials cannot.

When entering Items that you anticipate will be registered against Projects using Purchase Invoices or Expense records, refer to the Markup % field on the 'Pricing' card. In these situations, this field will be used to calculate how much the Customer is to be charged for such Items. The Markup will be added to the Purchase Invoice or Expense amount or to the Item's Base Price, depending on the Project Item Pricing options in the Project Item Handling setting.

The Item Group Register

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

The Customer Register

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

The Person Register

All members of personnel likely to work on Projects should be entered to the Person register, found in the System module.

As far as the Job Costing module is concerned, special attention should be paid to the 'Job' card—

Person: Inspect

Navigation

New

Duplicate

Cancel

Save

Signature

FF

☐ Closed

☐ Allow FTP Access

Name

Francoise French

Access

Job

Ser Nos

Bonus

Web

Job Group

SEN

Cost per Hour

50.00

Job Descr.

Price per Hour

85.00

☐ Short Codes only

	Short Code	Project	Comment
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			

- Job Group

Paste Special

Job Groups setting, Job Costing module
- Job Descr.

A short job description or title.
- Cost per Hour

The cost per hour to your company of the employee. Used for gross profit calculations.

Price per Hour The price charged per hour for this employee. This rate will only be used for employees that are not members of a Job Group and where the Service Item has no Base Price.

Short Codes Only If this Person only works on certain Projects at a time, you can ensure that no Time Sheets are entered which refer to other Projects. To use this feature, switch this check box on and list the allowable Projects in the grid below.

Short Codes/Projects

A Person can give their own personal short codes to the Projects in which they are involved.

This grid is used to allocate these short codes to each Project. When entering Time Sheets for this Person, either the short code or the Project Code can be used. Once a Project is complete a particular short code can be transferred to a new Project.

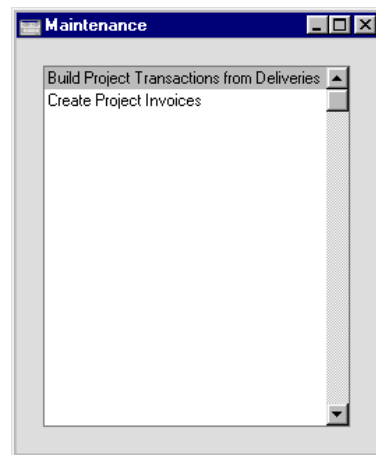
If the Short Codes Only option (described above) is on, only those Projects listed in the grid can be used in Time Sheets for this Person.

Take care that your short codes do not accidentally duplicate Project Codes.

Maintenance

Introduction

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



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

Build Project Transactions from Deliveries

If it is necessary to attach an Order to a Project after Deliveries have been made, this function can be used to create Project Transactions from these Deliveries retrospectively. First, enter the Project Number to the 'Del Terms' card of the Order, find out the relevant Delivery Numbers and then select this function.



Enter the Delivery Number or range of Delivery Numbers and press the [Run] button in the Button Bar. New Project Transactions will be created for each Delivery row.

No Project Transactions will be created from Deliveries that have not been approved. The function will not create duplicate Project Transactions. Do not use this function for Orders that have already been invoiced, to avoid the risk of invoicing twice.

Create Project Invoices

This function is used to create Invoices for Projects. It finds all invoiceable records in the Project Transaction register (i.e. those without an Invoice Number) and creates appropriate Invoices, which are saved in an unapproved state. A Project can be invoiced several times: each new Invoice includes all Project Transactions created since the last Invoice for the Project was raised.

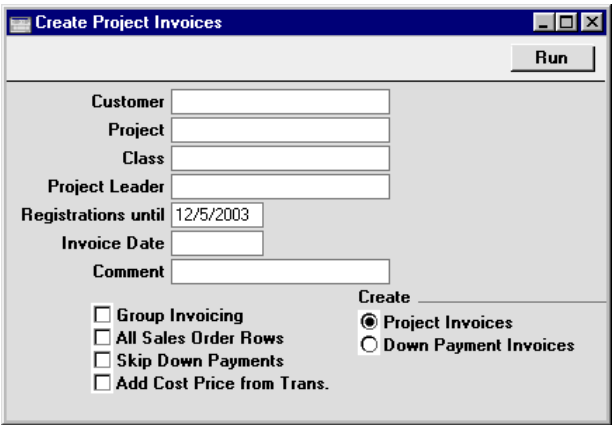
The function takes into account how the Invoice Time, Invoice Material, Invoice Purchases and Invoice Stocked Items options have been set in the Budget record related to each Project. It will create an Invoice for any Budget rows set to As Budgeted, and all Project Transactions relating to that Project Item will be ignored.

It is possible to control the creation of Invoices in great detail. Individual Project Transactions or a whole Project can be held until a certain date, while there is the option of grouping different Projects for the same Customer together on the same Invoice. Project Transactions of various kinds can be listed individually or grouped together with a single total figure: this is controlled using the options on cards 3 and 4 of each Project record. The text

to be printed on Invoices is specified on card 1 of the Project and in the Project Settings setting.

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. Any such changes are NOT reported back to the originating Project Transaction. 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' from the Modules menu. Approving and printing are covered in more detail in the 'Sales Ledger' chapter in Volume 2a of this manual.

Selecting the 'Create Project Invoices' function brings up the following dialogue box—



Customer	Paste Special	Customer register
	Range Reporting	Alpha
Enter a Customer Number to restrict the Invoice creation process to only a particular Customer's Projects.		
Project	Paste Special	Project register, Job Costing module
		Enter a Project Number to create an Invoice for a particular Project only.
Class	Paste Special	Project Classes setting, Job Costing module
		Enter a Project Class to create Invoices for Projects belonging to a particular Class.

Project Leader **Paste Special** Person register, System module
Enter a Person's initials to create Invoices for Projects where that Person is the Project Leader.

Registrations until

Paste Special Current Date
Enter a date to exclude from the process Project Transaction records with a later date.

Invoice Date **Paste Special** Current Date
Specify the Invoice Date here.

Comment Any text entered here will be entered on a separate row on each Invoice raised.

Group Invoicing Check this box to group all Projects for a particular Customer together on a single Invoice.

All Sales Order Rows

This option controls how Items from Deliveries appear on Invoices. If the option is on, the Items are listed individually together with their Item Name. If it is off, they are again listed individually, but with text simply showing the Order Number.

Skip Down Payments

Usually, if a Down Payment Invoice has been raised for a Project, its value will be deducted from the first Invoice created using this function. If the sum of the Project Transactions is less than the down payment, a zero Invoice will be created and the remainder of the down payment will be deducted from the next Invoice.

If you don't want to deduct down payment amounts from the Invoice totals in this way, check this box.

Down Payments are only deducted from the Invoice value when you have chosen to Create Project Invoices using the options towards the bottom right of the specification window.

Add Cost Price from Trans.

Check this box if you would like Cost Prices to be copied from the Project Transactions to flip C of the Invoices. This will enable the Gross Profit field on flip C

of each Invoice row to contain a figure as well. If this box is not checked, all Cost Price and Gross Profit fields in the new Invoices will be blank.

Create Use these options to specify how the Invoices are to be created.

Project Invoices Invoices will be created from Project Transactions and Project Budget records as described at the beginning of the description of this function and in the example at the beginning of this chapter.

Down Payment Invoices

Invoices will be created following the instructions on card 2 of the selected Projects. Please refer to the sections earlier in this chapter describing card 2 of the Project screen and the 'Create Down Payment Invoice' Operations menu function for full details.

Click [Run] to run the function. It may take a few moments, depending on the number of Invoices to be created. The appropriate Invoice Number will be copied back to each Project Transaction or Project Budget row as appropriate. When the function has finished, you will be returned to the 'Maintenance' list window.

If you click [Run] without entering a Customer or Project Number, Invoices will be raised for all Projects that have invoiceable Transactions.

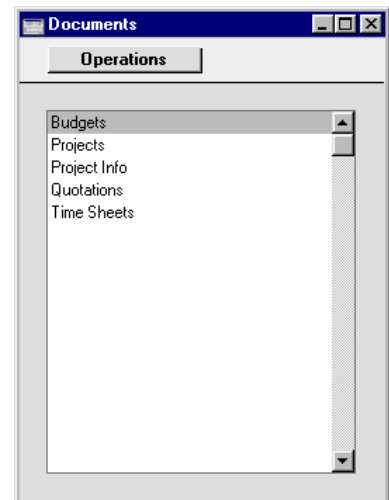
If you want to create an Invoice for a single Project, you can do so using this function, or you can use the 'Create Invoice' function on the Operations menu of the Project Budget screen. The result will be the same and the comments in this section apply to both methods. The Operations menu function will create Project Invoices only (not Down Payment Invoices), and it behaves as though the four check boxes in the specification window are switched off.

Documents

Introduction

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

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



To print a document, follow this procedure—

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

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

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

To determine which Form is printed by each option in the 'Documents' list window, follow this procedure—

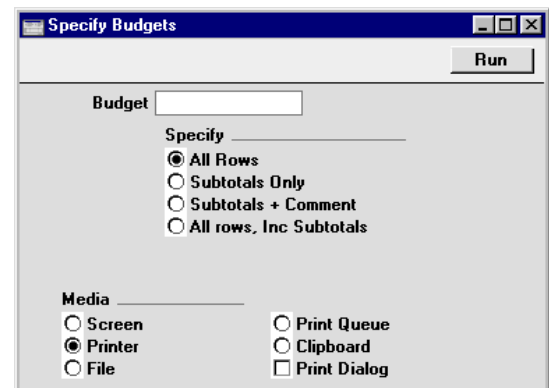
1. For each option, design a Form using the Form register in the System module. This process is fully described in the chapter in Volume 1 covering the System module.
2. Change to the Job Costing module and open the 'Documents' list window using the 'Documents' item on the File menu or by clicking the [Documents] button in the Master Control panel.
3. Highlight each item in the list and select 'Define Document' from the Operations menu. The subsequent window is used to assign a Form (or more than one Form) to each document and is fully described in the 'Documents' section of the 'Hansa's Work Area' chapter in Volume 1 of this manual.
4. For each document, the 'Define Document' function only needs to be used once. After this has been done, Form selection will be automatic.

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

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

Budgets

This document is used when it is necessary to print the Budget details for a particular Project or range of Projects. The document can also be printed by clicking on the Printer icon when viewing a Budget record, or printed to screen by clicking the Preview icon.



Budget

Range Reporting

Alpha

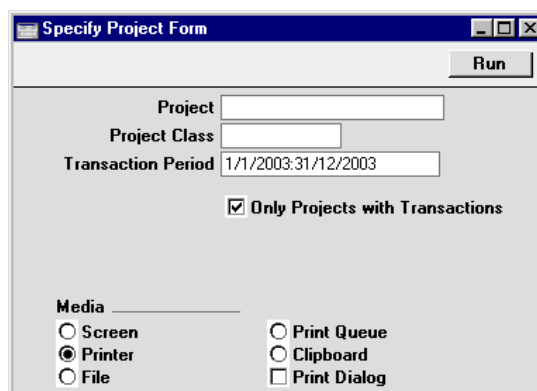
Enter a Project Number (or range of Project Numbers) for which Budgets are to be printed.

Specify

These options control how much detail from each Project Budget record is to be printed. Subtotals are rows inserted into Project Budget records using the 'Subtotal' command on the Operations menu.

Projects

This document is used when it is necessary to produce a full print out of a Project or range of Projects, including all Project Transactions and invoicing details.



The image shows a Windows-style dialog box titled "Specify Project Form". It has a "Run" button in the top right corner. The main area contains several input fields and options:

- Project**: A text input field.
- Project Class**: A text input field.
- Transaction Period**: A date range input field showing "1/1/2003:31/12/2003".
- Only Projects with Transactions**: A checked checkbox.
- Media**: A section with four radio button options:
 - ☐ Screen
 - ☒ Printer
 - ☐ File
 - ☐ Print Queue
 - ☐ Clipboard
 - ☐ Print Dialog

Project **Paste Special** Project register, Job Costing module

Range Reporting Alpha

If necessary, enter here the Project Number of the Project (or range of Projects) for which you wish to have documents printed.

Project Class **Paste Special** Project Classes setting, Job Costing module

Enter a Project Class to print documents for all Projects in that Class.

Transaction Period

Paste Special Reporting Periods setting, System module

Enter a report period. Documents will only be printed for Projects for which there is at least one Project Transaction whose date falls in the report period. The field is ignored if the check box below is off.

Only Projects with Transactions

Check this box if you only wish to print documents for Projects for which Project Transactions exist.

When designing the Form to be used when printing Projects, some special fields are available to provide comparisons between a Project and its Budget, and between the revenue raised by a Project and its costs. In some cases, the Field Argument can be used to specify what is to be printed. These fields are—

Fieldname	Field Arg	Prints
Budget for Project	blank	Total Sum from Budget record (time + material + stocked + other)
	1	Total quantity from Budget record (time + material + stocked + other)
Cost for Project		Total Costs from Project Transactions (time + material + stocked + other), both invoiced and uninvoiced
Difference with Budget	blank	Total Sum from Budget record less Total Sum from Project Transactions, both invoiced and uninvoiced
	1	Total quantity from Budget record less total quantity from Project Transactions
Difference with Cost		Total Sum from Project Transactions less Total Costs from Project Transactions (i.e. total gross profit from Project Transactions)
Invoiceable for Project	blank	Total Sum from uninvoiced Project Transactions
	1	Total quantity from uninvoiced Project Transactions
Invoiced for Project	blank	Total Sum from invoiced Project Transactions
	1	Total quantity from invoiced Project Transactions

For example, a Project has these two Project Transactions—

Project Transaction: Inspect

Operations New Duplicate Cancel Save

Project: 17 Item: T003 Register: ☒ Time Sheet
Employee: JM Item Group: DT ☐ Purchase Invoice
Ser. No.: 9016 Date: 12/5/2003 ☐ Expenses
Inv. After: Inv. Date: ☐ Delivery
Invoice: ☒ Separate Inv. Row ☐ Activity
Objects: ☐ Returned Goods
Comment: ☐ Stock Depreciations
Item Type: ☒ Service
☐ Purchase
☐ Stocked Item
☐ Material

Reg. Qty	Inv. Qty	Price	Disc %	Markup	Sum	Cost	GP
2.00	2.00	55.00			110.00	45.00	20.00
8.00	8.00	55.00			440.00	45.00	80.00

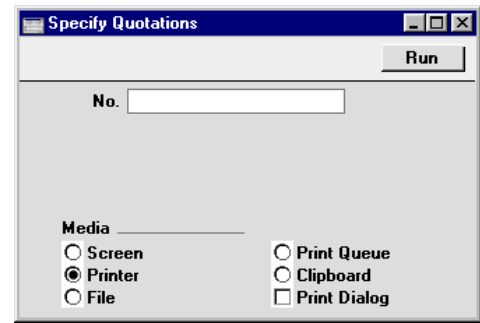
Neither has been invoiced yet, so the Invoiceable for Project field will show 550.00 if the Field Argument is blank and 10.00 if the Field Argument is 1.

Project Info

This option behaves in the same manner as 'Projects' already described. It provides a means of printing Projects using an alternative Form design (usually a simpler one because the Project Info Form cannot include calculated fields such as those showing invoiced and invoiceable amounts). The document can also be printed by clicking on the Printer icon when viewing a Project, or printed to screen by clicking the Preview icon.

Quotations

This document is used when it is necessary to print a Quotation or range of Quotations. The document can also be printed by clicking on the Printer icon when viewing a Quotation record, or printed to screen by clicking the Preview icon.



The 'Specify Quotations' dialog box features a title bar with standard window controls. Below the title bar is a 'Run' button. A text input field labeled 'No.' is positioned below the 'Run' button. At the bottom, a 'Media' section contains five radio button options: 'Screen', 'Printer' (which is selected), 'File', 'Print Queue', 'Clipboard', and 'Print Dialog'.

No.

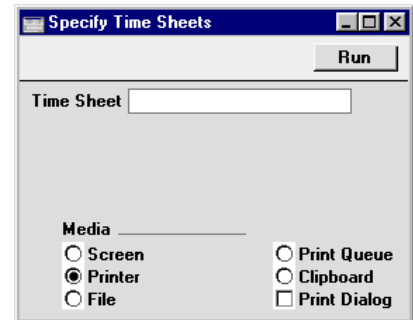
Range Reporting

Numeric

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

Time Sheets

This document is used when it is necessary to produce a printed record of a particular Time Sheet or range of Time Sheets. The document can also be printed by clicking on the Printer icon when viewing a Time Sheet record, or printed to screen by clicking the Preview icon.



The 'Specify Time Sheets' dialog box has a title bar with standard window controls. Below the title bar is a 'Run' button. A text input field labeled 'Time Sheet' is positioned below the 'Run' button. At the bottom, a 'Media' section contains five radio button options: 'Screen', 'Printer' (which is selected), 'File', 'Print Queue', 'Clipboard', and 'Print Dialog'.

Time Sheet

Range Reporting

Numeric

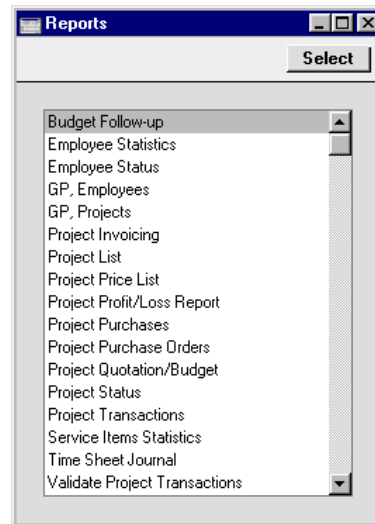
Enter the identification number (or range of numbers) of the Time Sheets to be printed.

Reports

Introduction

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

The Job Costing module features the following reports—



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

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

Using the options at the bottom of the specification window, determine the print destination of the report (the default is to print to screen). You can initially print to screen and subsequently send the report to a printer using the Printer icon. Alternatively, you can print to a text file, which can be used by any word processor or spreadsheet for further analysis.

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

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

Budget Follow-up

Using information taken from the Project Transaction register, this report compares the value and cost of the work done on each Project with the amount budgeted in the Project Budget register.

For each Project, the report shows the total invoiceable value, cost and margin, and the total budgeted value and gross profit. These figures can be per Project or for each Item.

The figure for total invoiceable value will depend on the invoicing options on card 1 of the relevant Project Budget record. If these options are set to Actual, the total invoiceable value will be calculated from Project Transactions. If these options are set to As Budgeted, the total invoiceable value will be taken from the appropriate Project Budget row. The cost figure will be calculated from Project Transactions, and the margin will be the difference between the invoiceable value and the cost.

When printed to screen, this report has Hansa's drill-down feature. Click on any Project Number in the report to open the Project.

Period	Paste Special	Reporting Periods setting, System module
		The report period.
		If you use the Only Transactions in Period option (below), only Project Transactions whose Date falls within this period will be included in the report. Also, only Project Budget rows whose Invoice After Date falls within this period (and those without an Invoice After Date) will be included in the report.
		If you are not using the Only Transactions in Period option, all Project Transactions and all Project Budget rows will be included in the report.
Project	Paste Special	Project register, Job Costing module
	Range Reporting	Alpha
		Enter a Project Number or leave blank to show all Projects.
Item	Paste Special	Item register
		Enter an Item Number to restrict the report to a single Item, perhaps one that represents a particular type of work.

Function	These options can be used to control the level of detail shown in the report.
Overview	This option contains total figures for each Project.
Per Item	Within each Project, this option displays subtotals for each Item used or budgeted.
Include	Choose whether invoiced and/or uninvoiced Project Transactions are to be included in the report. At least one of the options must be selected, or the report will only show budgeted figures.
Only Transactions in period	Check this box if you want to restrict the report to a particular period, as described for the Period field above.

Employee Statistics

This report analyses the work carried out by each member of staff. It is a list of Project Transactions from the report period, sorted by Person, and showing the number of hours worked on Projects of each type (Invoiceable, Internal and Other).

Specify Employee Statistics [Run]

Employee

Project

Item

Item Group

Std Hours in Period

Period

Function

☒ Detailed

☐ Overview

☐ Per Item

☐ Per Project

☐ Per Item Group

Specify

☐ Incl. Prices

☐ Incl. Plain Items

☐ Show Plain and Service subtotals

☐ Show Cost

☐ Show Invoiced

Registers

☒ Time Sheets

☒ Activities

Media

☒ Screen

☐ Printer

☐ File

☐ Print Queue

☐ Clipboard

☒ Print Dialog

Employee	Paste Special	Person register, System module
	Range Reporting	Alpha
	Enter a Person's initials to produce a report showing the work of a single employee.	
Project	Paste Special	Project register, Job Costing register
	Enter a Project Number to analyse who has worked on that Project.	
Item	Paste Special	Item register
	Enter an Item Number to restrict the report to a single Item, perhaps one that represents a particular type of work. The Item must be a Service Item or, if the Incl. Plain Items option (below) is chosen, a Plain Item.	
Item Group	Paste Special	Item Group register, Sales Ledger/Job Costing module
	Range Reporting	Alpha
	Enter an Item Group to restrict the report to Items belonging to that Group.	

Std Hours in Period

This field can only be used together with the Per Item Group option described below. When produced using this option, the report contains an Invoiceable % figure for each employee, showing the proportion of the employee's work that is chargeable. For example, in a particular week, an employee works 30 hours, of which 20 are chargeable. The Invoiceable % figure shows the proportion of the employee's work that is chargeable ($20/30 \times 100 = 66.66$). If you want the Invoiceable % figure to show the proportion of the entire period that is chargeable, specify here the number of hours in the period. In the example, there are 40 hours in a week, so the Invoiceable % figure will be $20/40 \times 100 = 50$.

Period	Paste Special	Reporting Periods setting, System module
	The report period.	

Function	These options can be used to control the level of detail shown in the report.
Detailed	This option lists all Project Transactions for each employee, sorted by employee, date and Item Number.
Overview	<p>The report will contain one row per Person, with five columns. The first three columns show how many hours the Person spent working on Invoiceable, Internal and Other Projects respectively. The fourth column shows the total of the first three columns, and the fifth shows the percentage that is chargeable. This chargeable figure includes both invoiced work and work that is to be invoiced.</p> <p>The figures in the first three columns are calculated by adding together the Registered Quantities of the Project Transactions entered in the Person's name. By default, only Project Transactions for time (i.e. Service Items) are used in the calculation. If the Incl. Plain Items option (below) is chosen, Project Transactions for Plain Items) are included as well.</p>
Per Item	The report shows for each employee the number of hours per Item.
Per Project	The report shows for each employee the number of hours per Project.
Per Item Group	The report shows for each employee the number of hours per Item Group. As in the Overview, separate figures are provided for hours spent on Invoiceable, Internal and Other Projects. The percentage of each Item Group total that is chargeable is also shown.
Specify	These options can be used to include extra detail in the report.
Incl. Prices	The default setting for this report is to provide analysis by quantity only (registered quantity, not invoiced quantity). Check this box to show the Sums from each Project Transaction as well.

This option has no effect when used with the Overview.

Incl. Plain Items By default, the report only lists Project Transactions that feature Service Items (i.e. time). Check this box if you want Project Transactions featuring Plain Items (i.e. Purchases and Materials) to be listed as well.

If this option is chosen, time (from Service Items) and quantity (from Plain Items) are added together and shown as a single figure in the column headed 'Hours'. Select the Show Plain and Service Subtotals option below if you want total time and quantity to be shown as separate figures.

Show Plain and Service subtotals

This option provides separate subtotals for Plain and Service Items per employee. It can be used in combination with the Incl. Plain Items option above.

This option can only be used in the Detailed version of the report.

Show Cost This option can only be used in the Overview version of the report. It adds an extra column to the report showing the Cost per Hour of each employee, taken from the 'Job' card of each Person record or from card 2 of the Project Settings setting.

Registers Use these options to specify whether Project Transactions created from Time Sheets or Activities or both are to be included in the report.

Employee Status

While the Employee Statistics report (above) can be used to compare the ratio of chargeable to internal work for each employee (measured in hours), this report will be used to compare invoiceable with invoiced work (measured by sales value). The invoiceable and invoiced figures are broken down to show time, materials (Plain Items entered through Time Sheets) and Expenses. Purchases entered through Purchase Invoices and Stocked Items entered through Sales Orders/Deliveries are not shown as these cannot be attributed to employees.

The screenshot shows a window titled "Specify Employee Status". It has a "Run" button in the top right corner. Below the title bar, there are three input fields: "Employee", "Project", and "Period" (which contains the text "1/1/2003:31/12/2003"). Under the "Layout" section, there are two radio buttons: "Total in Column" (which is selected) and "Total in Row". Under the "Media" section, there are six radio buttons: "Screen" (selected), "Printer", "File", "Print Queue", "Clipboard", and "Print Dialog" (which has a checkmark next to it).

Employee	Paste Special	Person register, System module
	Range Reporting	Alpha
	Enter a Person's initials to produce a report showing the work of a single employee.	
Project	Paste Special	Project register, Job Costing register
	Enter a Project Number to analyse who has worked on that Project.	
Period	Paste Special	Reporting Periods setting, System module
	The report period.	

Layout

The two formats available for this report are illustrated below—

Total in Column

Employee Status

Operations

Search

Employee Status

Hansa, Print date: 14/5/2003 13:59

Radio Import/Export Ltd

Period 1/1/2002 : 31/12/2003


All Employees

Employee		Invoiceable	Invoiced	Total
Francoise French	Time	7,007.00	7,039.00	14,046.00
	Material	0.00	0.00	0.00
	Expenses	0.00	0.00	0.00
	Stocked Items	0.00	0.00	0.00
Jean Marais	Time	550.00	0.00	550.00
	Material	0.00	0.00	0.00
	Expenses	0.00	0.00	0.00
	Stocked Items	0.00	0.00	0.00
Martin Loman	Time	222.00	0.00	222.00
	Material	0.00	0.00	0.00
	Expenses	0.00	0.00	0.00
	Stocked Items	0.00	0.00	0.00
Neil Brooker	Time	5,072.50	4,085.00	9,157.50
	Material	0.00	25.00	25.00
	Expenses	0.00	0.00	0.00

Total in Row

Employee Status

Operations



Search

Employee Status

Radio Import/Export Ltd

Hansa, Print date: 14/5/2003 13:58

Period 1/1/2002 : 31/12/2003

All Employees

Employee		Time	Material	Expenses	Stocked Items
Francoise French	Invoiceable	7,007.00	0.00	0.00	0.00
	Invoiced	7,039.00	0.00	0.00	0.00
	Total	14,046.00	0.00	0.00	0.00
Jean Marais	Invoiceable	550.00	0.00	0.00	0.00
	Invoiced	0.00	0.00	0.00	0.00
	Total	550.00	0.00	0.00	0.00
Martin Loman	Invoiceable	222.00	0.00	0.00	0.00
	Invoiced	0.00	0.00	0.00	0.00
	Total	222.00	0.00	0.00	0.00
Neil Brooker	Invoiceable	5,072.50	0.00	37.50	0.00
	Invoiced	4,085.00	25.00	50.00	0.00
	Total	9,157.50	25.00	87.50	0.00
Total	Invoiceable	12,851.50	0.00	37.50	0.00
	Invoiced	11,124.00	25.00	100.00	0.00
	Total	23,975.50	25.00	137.50	0.00

GP, Employees

This report calculates the gross profit per Employee. This is calculated using sales prices taken from Project Transactions or, where appropriate and if the relevant option is chosen, from Project Budgets that have been marked as As Budgeted. In all cases, cost prices are taken from Project Transactions.

Employee

Paste Special

Person register, System module

Range Reporting

Alpha

Enter a Person's initials to produce a report showing the work of a single employee.

Project

Paste Special

Project register, Job Costing register

Range Reporting

Alpha

Enter a Project Number to analyse who has worked on that Project.

Item

Paste Special

Item register

Range Reporting

Alpha

Enter an Item Number to restrict the report to a single Item, perhaps one that represents a particular type of work. The Item must be a Service Item.

Item Group	Paste Special	Item Group register, Sales Ledger/Job Costing module
	Range Reporting	Alpha
		Enter an Item Group to restrict the report to Items belonging to that Group.
Period	Paste Special	Reporting Periods setting, System module
		The report period.
Specify		Use these options to choose how the figures in the report will be calculated.
	All	All Project Transactions will be used in the calculations.
	Invoiced	Only those Project Transactions that have been invoiced will be included in the calculations.
	Invoiceable	Only those Project Transactions that have not been invoiced will be included in the calculations. For this purpose, an invoiceable Project Transaction is one that does not have an Invoice Number (i.e. it can be related to a Project marked Do Not Invoice).
Diff		Use these options to specify how the gross profit figures are to be displayed in the report.
	%	This report shows the gross profit as an amount and as a percentage.
	Amount	This report shows the gross profit as an amount and also shows the cost.
	Cost	This report shows the cost and the gross profit as an amount.
Function		Use these options to control the level of detail to be shown in the report.
	Overview	The report will contain one row per Person, with three columns. The first column shows the chargeable value of the work carried out by the Person. This chargeable figure includes both invoiced work and work that is to be invoiced. The second and third columns will vary depending on the Diff options (above).

The figure in the first column is calculated by adding together the Sums of the Project Transactions entered in the Person's name. Only Project Transactions for time (i.e. Service Items) are used in the calculation.

Pr. Item The report shows for each employee separate figures for each Item.

Pr. Item Group The report shows for each employee separate figures for each Item Group.

Include Use these options to specify whether the sales prices are to be calculated using the Project Transaction or Project Budget registers. Costs are always calculated using Project Transactions.

Only P.Transaction

If this option is selected, the sales value of the work carried out by each employee will be calculated by adding together the relevant Project Transactions.

Fixed cost budgets for all proj.

The report will depend on the Invoice Time option on card 1 of the relevant Project Budget record. If this option is set to As Budgeted and there is a Project Budget row for a particular Project/Person/Item combination, the sales value will be taken from there. If there is no such row, or if the Invoice Time option is set to Actual, the sales value will be calculated by adding together all Project Transactions for the Project/Person/Item combination from the report period. Therefore, this is the option that most closely matches how the Project will be invoiced.

Fixed cost budgets if proj. finished

If a Project is marked as Active or No More Transactions, the sales value of the work carried out by each employee will be calculated by adding together the relevant Project Transactions.

If the Project is marked as Finished, the figures will be calculated in the same way as the second option above.

GP, Projects

This report calculates the gross profit per Project. The Detailed option shows separate gross profit figures for time, purchases, materials and Order items. The gross profit is calculated using sales prices taken from Project Transactions or, where appropriate, from Project Budgets that have been marked as As Budgeted. In all cases, cost prices are taken from Project Transactions.

When printed to screen, this report has Hansa’s drill-down feature. Click on any Project Number in the report to open the Project.

Specify GP, Projects

Run

Project

Project Leader

Customer

Class

Item Group

Specify

☒ Invoiced

☒ Invoiceable

☒ Active Projects

☐ Finished Projects

☐ Overview

☒ Detailed

Sorting

☒ Project

☐ Pr. Leader

☐ Customer

☐ Pr. Class

☐ Include Sub-projects

Media

☒ Screen

☐ Printer

☐ File

☐ Print Queue

☐ Clipboard

☒ Print Dialog

Project	Paste Special	Project register, Job Costing module
	Range Reporting	Alpha
Project Leader	Enter a Project Number or leave blank to show all Projects.	
	Paste Special	Person register, System module
Project Leader	Enter a Person’s initials to report on all Projects where that person is recorded as Project Leader.	

Customer	Paste Special	Customer register
	Range Reporting	Alpha
		Enter a Customer Number to produce a report showing all Projects carried out for that Customer .
Class	Paste Special	Project Classes setting, Job Costing module
		Enter a Project Class to restrict the report to Projects of that Class.
Item Group	Paste Special	Item Group register, Sales Ledger/Job Costing module
		Enter an Item Group to restrict the report to Items belonging to that Group.
Specify		Check the boxes to include Projects of different Statuses. At least one of the first two options and at least one of the second two options must be selected, or a blank report will be produced.
	Invoiced	Project Transactions that have been invoiced will be included in the calculations.
	Invoiceable	Project Transactions that have not been invoiced will be included in the calculations. For this purpose, an invoiceable Project Transaction is one that does not have an Invoice Number (i.e. it can be related to a Project marked Do Not Invoice).
	Active Projects	Projects which have been marked as Active or No More Transactions (using the options on card 1 of the Project screen) will be shown.
	Finished Projects	Projects which have been marked as Finished will be shown.
Function		Use these options to control the level of detail shown in the report.
	Overview	This option shows an overall gross profit figure for each Project.
	Detailed	Shows separate gross profit figures for time, purchases, materials and Order items as well as an overall figure.

Sorting Use these options to determine the order in which the Projects will be listed in the report.

Include Sub-projects

Mother Projects and sub-projects can be used when there is an overall plan or scheme that consists of several smaller jobs. For example, if the overall plan (the Mother Project) is to move office, various sub-projects might be installing the network cabling, installing a telephone system and moving the stock to the new warehouse or stock room.

Check this box if you would like the gross profit figure for a Mother Project to be calculated from Project Transactions registered both for itself and for all its sub-projects. The sub-projects will not themselves be listed in the report, so there is no danger of double counting. If this box is not checked, the gross profit figure for the Mother will be calculated from Project Transactions registered for itself only. The sub-projects will be listed separately in the report, assuming they meet the other reporting criteria.

Project Invoicing

This report lists Projects for which there has been a shortfall in invoicing. This might be because no Invoice has yet been issued for the Project, or because some work has been carried out since the last Invoice was raised. The report also shows whether any down payments have become due for invoicing.

This report can also be produced by opening an individual Project and then selecting 'Project Info' from the Operations menu. In that case, the report produced is the Detailed version, and both the "Inv. Trans." and "Invoice" sections are included. In this case only, the report has two additional sections: one listing the Invoices that have already been raised for the Project, and the other listing any Activities that are related to the Project.

These additional sections have Hansa's Drill-down feature. Click on the Invoice Number of any Invoice in the report to open that Invoice record, or click on the Date of any Activity in the report to open that Activity record.

Project**Paste Special**

Project register, Job Costing module

Range Reporting

Alpha

Enter a Project Number, or leave blank to select all Projects. Projects whose invoicing is up to date will not be shown.

Project Leader**Paste Special**

Person register, System module

Enter a Person's initials to report on all Projects where that person is recorded as Project Leader.

Customer**Paste Special**

Customer register

Range Reporting

Alpha

Enter a Customer Number to restrict the report to Projects for that Customer.

Objects	Paste Special	Object register, Nominal Ledger/System module
		Enter an Object Code to restrict the report to Project Transactions with that Object. If you enter a number of Objects separated by commas, only those Project Transactions featuring all the Objects listed will be shown.
		The report can contain two sections named “Inv Trans” and “Invoices” (described below). If an Object is specified here, it will only affect the Inv. Trans section of the report.
Class	Paste Special	Project Classes setting, Job Costing module
		Enter a Project Class to restrict the report to Projects of that Class.
Registrations until	Paste Special	Current Date
		Project Transactions whose date falls after the date entered here will not be shown in the report.
Functions		Two separate sections are available for inclusion in the report. Specify here whether one or both sections are to be shown. Examples are shown in the section below entitled ‘Examples’.
Inv. Trans.		<p>This section of the report shows analysis based on Project Transactions that have not yet been invoiced.</p> <p>If you have entered an Object Code in the Object field above, the report will only list the Project Transactions with that Object.</p>
Invoices		<p>This section of the report shows on a row-by-row basis what would be included on any Invoice created at the time the report was produced. Selecting the Detailed option (described below) has no effect on this part of the report.</p> <p>Any Object Code entered in the Object field above will be ignored in this section of the report. The simulated Invoice will include all uninvoiced Project Transactions, irrespective of Object.</p>

Function	Use these options to control the level of detail shown in the report. Examples are shown in the section below entitled 'Examples'.
Overview	This option shows a summary for each Item in the Project. For example, all Project Transactions representing a particular form of labour are added together and a single total figure is shown.
Overview per Employee	This option shows a summary for each Item/Person combination in the Project. For example, total figures are shown for time spent by each member of staff.
Detailed	This option lists the individual Project Transactions for each Project. This option can be further customised using the Not for Overview options described below.
Sorting	These options are used to determine the order in which the Projects will be listed in the report.
Not for Overview	These are additional options available for determining what is to be shown in the Detailed version of the report.
No Item Name	Shows the Item Number used in each Project Transaction.
Item Name and Comment	The default option: shows the Item Number and Name used in each Project Transaction.
Date and Comment	Shows the date of each Project Transaction, as well as the Item Number and Name used.
Show Numbers	Shows the number of the record (Time Sheet, Activity, Purchase Invoice, Expenses record, Delivery or Returned Goods record) from which each Project Transaction was created, as well as the Item Number used.
Include Price	Shows the unit price (i.e. in the case of time, the hourly rate) used in each Project Transaction. If this option is off, only the total (quantity x rate) is shown.

Invoiceable Projects Only

Check this box to exclude Projects marked as Do Not Invoice from the report. Projects whose Type is Internal or Other will be included in the report if their Do Not Invoice box is not checked.

Show Item Name from Budget

In the first section of the report (that summarising Project Transactions that have not yet been invoiced), any Budget items without corresponding Project Transactions are shown separately. By default, the Description is the Item Name from the Item register, with the Person's initials added as a suffix (e.g. "Time, FF"). If you have changed the Item Name in a particular Project Budget record and would like this change to be shown in the report, select this option.

Include Finished Projects

Check this box to include Projects marked as Finished the report.

Examples

Overview

Illustrated below is an example of the Project Invoicing report printed to screen with the Overview option chosen. The top section of the report summarises the Project Transactions which have not yet been invoiced: this is shown if the Inv. Trans. option has been selected. The section has three subdivisions showing Items representing time, purchases (including materials) and Stocked Items delivered from Sales Orders against the Project.

For each Item, a single line is shown with a total amount to be invoiced. The amount budgeted for each Item is also shown.

Project Invoicing Hansa, Print date: 14/5/2003 14:13

Operations Search

Project Invoicing **Projects 1 IT Study No 1**
Radio Import/Export Ltd **All Customers**
Overview

Invoiceable

Project:	1	IT Study No 1
Customer:	001	Against All Odds Trading Co
Per Leader:	FF	Francoise French

Item	Description	Sum	Budget
<u>SERV1</u>	Site Survey	222.00	0.00
<u>T001</u>	Project Management	612.00	0.00
<u>T002</u>	Analysis	5,135.00	1,625.00
<u>T003</u>	Report Writing	385.00	<u>0.00</u>
	Total Time	6,354.00	1,625.00
<u>DEL</u>	Delivery	15.00	<u>0.00</u>
	Total Purchases	15.00	<u>0.00</u>
<u>10101</u>	1 Transistor radio	15.00	15.00
	Total Orders	15.00	<u>0.00</u>
	Project Total	6,384.00	1,625.00
	Invoiced		3,842.70
	Total Registered for Report	6,384.00	1,625.00

Clicking on an Item Number opens a second window listing the Project Transactions featuring that Item. This is shown below. In addition (not shown), clicking on an underlined Budget figure opens the appropriate Budget record.

Project Invoicing Hansa, Print date: 14/5/2003 14:14

Radio Import/Export Ltd

Invoiceable

Project: 1 IT Study No 1
 Customer: 001 Against All Odds Trading Co
 Per Leader: FF Francoise French

Item	Empl.	Qty	Description	Price	%	Sum	Budget
T002	FF	8	Analysis	65.00		520.00	1,625.00
T002	FF	7	Analysis	65.00		455.00	19/10/2002
T002	FF	11	Analysis	65.00		715.00	20/10/2002
T002	FF	5	Analysis	65.00		325.00	21/10/2002
T002	FF	4	Analysis	65.00		260.00	22/10/2002
T002	FF	11	Analysis	65.00		715.00	23/10/2002
T002	FF	5	Analysis	65.00		325.00	7/10/2002
T002	FF	4	Analysis	65.00		260.00	8/10/2002
T002	NB	8	Analysis	65.00		520.00	9/10/2002
T002	NB	8	Analysis	65.00		520.00	19/10/2002
T002	NB	8	Analysis	65.00		520.00	20/10/2002
T002	NB	8	Analysis	65.00		520.00	21/10/2002
						5,135.00	1,625.00

A further level of drill down is available from this list: click on an item Number or employee initials to open a Project Transaction—

Project Transaction: Inspect

Operations New Duplicate Cancel Save

Project 1 Item T002
 Employee FF Item Group
 Ser. No. 8013 Date 19/10/2002
 Inv. After Inv. Date
 Invoice ☐ Separate Inv. Row
 Objects
 Comment

Register
☒ Time Sheet
☐ Purchase Invoice
☐ Expenses
☐ Delivery
☐ Activity
☐ Returned Goods
☐ Stock Depreciations

Item Type
☒ Service
☐ Purchase
☐ Stocked Item
☐ Material

Reg. Qty	Inv. Qty	Price	Disc %	Markup	Sum	Cost	GP
8.00	8.00	65.00			520.00	50.00	120.00

If necessary, the Project Transaction can now be changed (e.g. a Discount or Markup could be added). After saving, use the 'Recalculate' function on the Operations menu of the reports on the level above to have the changes included. This provides an extremely convenient and simple method to make final adjustments to Projects before invoicing.

The second part of the Project Invoicing report, shown if the Invoice option has been selected, shows the contents of an Invoice, were one to be raised at the time of producing the report. This includes deductions for down payments that have already been invoiced. Each line in this section of the report represents a row as it would appear on the Invoice, following the rules set on cards 3 and 4 of the Project register. In this example, all four invoicing options are set to "by Items", so a single total invoiceable figure is shown for each Item—


Project Invoicing		Hansa, Print date: 14/5/2003 16:06	
Radio Import/Export Ltd		Projects 1 IT Study No 1	
		All Customers	
		Overview	
Invoice			
Project:	1	IT Study No 1	
Customer:	001	Against All Odds Trading Co	
Per Leader:	FF	Francoise French	
SERV1	Site Survey	222.00	1
T001	Project Management	612.00	1
T002	Analysis	5,135.00	1
T003	Report Writing	385.00	1
DEL	Delivery	15.00	1
10101	Transistor radio	15.00	1
		Sum	6,384.00
		VAT	1,117.20
		Total	7,501.20
Sum Time:	6,354.00	Budget	1,625.00
Sum Purchase:	30.00	Invoiced	3,842.70
		Downpay Invoiceable	0.00
		Downpay Invoiced	0.00

Below this section are totals for the Project and for the report as a whole.

Detailed

Choosing to use the Detailed option affects the first section of the report only (the Inv. Trans. section). All Project Transactions for each Item are shown individually.

Project Invoicing

Operations  **Search**

Project Invoicing Hansa, Print date: 14/5/2003 14:35
Radio Import/Export Ltd Projects 1 IT Study No 1
All Customers
Detailed

Invoiceable

Project:	1	IT Study No 1
Customer:	001	Against All Odds Trading Co
Per Leader:	FF	Francoise French

Item	Empl.	Qty	Description	Price	%	Sum	Budget
SERV1	ML	6	Site Survey	37.00		222.00	
T001	FF	8	Project Management	85.00	10.0	612.00	
T002	FF	8	Analysis	65.00		520.00	1,625.00
T002	FF	7	Analysis	65.00		455.00	
T002	FF	11	Analysis	65.00		715.00	
T002	FF	5	Analysis	65.00		325.00	
T002	FF	4	Analysis	65.00		260.00	
T002	FF	11	Analysis	65.00		715.00	
T002	FF	5	Analysis	65.00		325.00	
T002	FF	4	Analysis	65.00		260.00	
T002	NB	8	Analysis	65.00		520.00	
T002	NB	8	Analysis	65.00		520.00	
T002	NB	8	Analysis	65.00		520.00	
T003	FF	7	Report Writing	55.00		385.00	
Total Time						6,354.00	1,625.00
<hr/>							
DEL		1	Delivery, Sundry Costs	10.00		15.00	
Total Purchases						15.00	0.00
<hr/>							
10101		1	Transistor radio	15.00		15.00	
Total Orders						15.00	0.00
<hr/>							
Project Total						6,384.00	1,625.00
<hr/>							
Invoiced							3,842.70
Downpay Invoiceable							0.00
Downpay Invoiced							0.00
<hr/>							
Total Registered for Report						6,384.00	1,625.00

Click on an Item Number, employee initials or Description to open the appropriate Project Transaction and on a Budget figure to open a Project Budget record.

Project List

This is a simple listing of Projects, showing the name of the Customer and the Start and End Dates.

When printed to screen, this report has Hansa’s drill-down feature. Click on any Project Number in the report to open the Project.

Specify Project List

Run

Project

Project Leader

Customer

Class

Salesman

Function

☐ Detailed

☒ Overview

☐ Overview with Name

Project Status

☒ Active Projects

☐ Finished Projects

Project Type

☒ Invoiceable

☒ Internal

☒ Other

Sorting

☒ Project

☐ Customer

☐ Project Name

☐ Customer Name

☐ Project Leader

Media

☒ Screen

☐ Printer

☐ File

☐ Print Queue

☐ Clipboard

☒ Print Dialog

Project	Paste Special	Project register, Job Costing module
	Range Reporting	Alpha
		Enter a Project Number or leave blank to select all Projects.
Project Leader	Paste Special	Person register, System module
		Enter a Person’s initials to report on all Projects where that person is recorded as Project Leader.

Customer	Paste Special	Customer register
	Range Reporting	Alpha
		Enter a Customer Number to produce a report showing all Projects carried out for that Customer.
Class	Paste Special	Project Classes setting, Job Costing module
		Enter a Project Class to restrict the report to Projects of that Class.
Salesman	Paste Special	Person register, System module
		Enter a Person's initials to report on all Projects where that person is recorded as Salesman.
Function		These options control the level of detail shown in the report.
	Detailed	In addition to the information shown in the Overview (below), this option shows the Contact Name and totals for time, materials, purchases and Stocked Items from the Project Budget. Any Down Payment Invoices are also listed.
	Overview	For each Project, this option shows the Project Number and description, Project Leader, Customer Number and Start and End Dates.
	Overview with Name	This option is the same as the Overview, except that the Customer Name is printed in place of the Start and End Dates.
	Project Status	Check the boxes to include Projects of different Statuses. At least one of these options must be selected, or a blank report will be produced.
	Active Projects	Use this option to include in the report only those Projects which have been marked as Active or No More Transactions (using the options on card 1 of the Project screen).
	Finished Projects	Use this option to include in the report only those Projects which have been marked as Finished.

- Project Type

Check the boxes to include Projects of different Types. At least one of these options must be selected, or a blank report will be produced.
- Sorting

These options are used to determine the order in which the Projects will be listed in the report.

Project Price List

This report is a Price List for a particular Project.

For Service and Plain Items, the prices shown are calculated broadly following the rules described in the ‘Pricing and Terminology’ section earlier in this chapter (‘Time, Purchases and Materials from Time Sheets and Activities’ sub-section). The exception is that prices specific to a particular Person are not shown, so prices will not be taken from Project Budget rows where a Person has been specified, from the Item/Job Group Prices setting or from the Person register.

For Stocked Items, the prices are taken from the Project Budget, the Price or Quantity Dependent Price register or from the Item record.

Specify Project Price List

Run

Project

Time Class

Item

Item Group

Function

☒ Overview

☐ Detailed

☐ Services only

Sorting

☒ No.

☐ Item Group

☐ Name

Media

☒ Screen

☐ Printer

☐ File

☐ Print Queue

☐ Clipboard

☒ Print Dialog

- Project

Paste Special

Project register
- Enter the single Project for which prices are to be printed in the report. You must specify a Project otherwise the report will be empty.

Time Class	Paste Special	Time Classes setting, Job Costing module
		This field can be used to apply a Time Class to the standard prices and to print the results. For example, you might need to print a price list for evening or weekend work.
		If a Time Class is specified here, the calculation will find the Time Billing Price List record for that Time Class. It will then go through the list of Item Groups in that record, applying the appropriate Time Billing Price Formula to the standard price. Any Items not in an Item Group in the list will be shown at the standard price.
Item	Paste Special	Item register
	Range Reporting	Alpha
		Specify the Item or range of Items that is to be shown in the report.
Item Group	Paste Special	Item Group register, Sales Ledger/Job Costing module
		Enter an Item Group to restrict the report to Items belonging to that Group.
Sorting		Use these options to choose the order in which the Items will be listed in the report.
Services only		Check this box if you only want Service Items to be listed in the report.

Project Profit/Loss Report

This report summarises the total income, costs and gross profit of each Project, calculated from Project Transactions. These figures are compared with budgeted income and costs.

The screenshot shows a dialog box titled "Specify Project P&L Report". It has a "Run" button in the top right corner. Below the title bar, there is a "Project" label followed by a text input field. Underneath, there is a "Function" label followed by two radio buttons: "Overview" (which is selected) and "Detailed". At the bottom, there is a "Media" label followed by three radio buttons: "Screen" (selected), "Printer", and "File". To the right of these are three checkboxes: "Print Queue", "Clipboard", and "Print Dialog" (which is checked).

Project

Paste Special

Project register

Range Reporting

Alpha

Specify here the Projects that are to be covered by the report. This field must contain an entry, otherwise the report will be blank.

Function

Use these options to control the level of detail shown in the report.

Overview

This version of the report contains three lines for each Project: total income, total costs and gross profit. Each of these rows contains actual and budgeted figures, and the difference between the two expressed as a percentage.

Detailed

This uses a similar format to the Overview, but has separate figures for each Item used.

Project Purchases

This report lists the records in the Project Transaction register where the originating record is an Expense record or a Purchase Invoice.

When printed to screen, this report has Hansa's drill-down feature. Click on any Purchase Invoice Number in the report to open the Invoice and on any Expense Number to open the Expense record. Clicking anywhere else will open the appropriate Project Transaction.

Period	Paste Special	Reporting Periods setting, System module
		The report period. Project Transactions whose date falls within this period will be included in the report.
Supplier	Paste Special	Supplier register
		Enter a Supplier Number to restrict the report to Items purchased from a particular Supplier.
Project	Paste Special	Project register, Job Costing module
		Enter a Project Number to list Items purchased to satisfy a single Project.
Item	Paste Special	Item register
		Enter an Item Number to see the Projects for which a particular Item has been purchased.
Specify		Uninvoiced and/or invoiced Project Transactions can be shown in the report. Select the options as required. At

least one of these options must be selected, or a blank report will be produced.

Specify

Project Transactions resulting from Purchase Invoices and/or from Expense records can be shown in the report. Select the options as required. At least one of these options must be selected, or the report will be empty.

Project Purchase Orders

This report analyses the use of purchases (Plain Items whose Treat Item as Material on Projects check box is turned off) and Stocked Items in Projects. For each such Item used in a Project, it compares the quantities in the Project Budget, in Purchase Orders and Purchase Invoices, and on Sales Invoices. It can therefore be used to check that the invoicing of such Items is up-to-date.

Specify Project Purchase Orders

Run

Period: 1/1/2003:31/12/2003

Project:

Item:

Function:
☒ Overview
☐ Detailed

Specify:
☒ Amounts
☐ Quantities

Media:
☒ Screen
☐ Printer
☐ File

☐ Print Queue
☐ Clipboard
☒ Print Dialog

Period

Paste Special

Reporting Periods setting, System module

Purchase Orders, Purchase Invoices and Sales Invoices that fall within the period entered here will be included in the report calculations.

Project

Paste Special

Project register, Job Costing module

Range Reporting

Alpha

Specify here the Projects that are to be covered by the report.

Item	Paste Special	Item register
		If you want to analyse the use of a particular Item, enter its Item Number here. It should be a Stocked Item or a purchase.
Function		Use these options to control the level of detail shown in the report.
Overview		This version of the report contains a single line for each Project, showing the total quantities of all purchases and Stocked Items used in the related Project Budget record, in Purchase Orders and in Purchase and Sales Invoices.
Detailed		This uses a similar format to the Overview, but has separate figures for each Item used.
Specify		Use these options to choose whether amounts or quantities are to be shown in the report.

Project Quotation/Budget

This report has three options: it can be a list of Project Budget records, a list of Quotation records or a comparison between the two.

Specify Project Quotation/Budget [Run]

Period: 1/1/2003:31/12/2003

Project: _____

Customer: _____

Class: _____

Object: _____

Function: ☒ Overview ☐ Detailed ☐ Comparison

Specify: ☒ Budget ☐ Quotation ☐ Comparison

Media: ☒ Screen ☐ Printer ☐ File

☐ Print Queue ☐ Clipboard ☒ Print Dialog

Period	Paste Special	Reporting Periods setting, System module
		The report period: Project Budgets or Quotations whose Transaction Dates fall within this period will be included in the report. Budgets and Quotations whose Transaction Dates are blank will also be included.
Project	Paste Special	Project register, Job Costing module
	Range Reporting	Alpha
		Specify here the Projects whose Budgets or Quotations are to be covered by the report.
Customer	Paste Special	Customer register
	Range Reporting	Alpha
		Specify here the Customers whose Budgets or Quotations are to be included in the report. This relates to the Customers specified in the Budget or Quotation records themselves, not those in the parent Projects.
Class	Paste Special	Project Classes setting, Job Costing module
		If a Project Class is entered here, all Projects belonging to that Class will have their Budgets or Quotations included in the report.
Object	Paste Special	Object register, System module
		If an Object is entered here, all Projects with that Object will have their Budgets or Quotations included in the report. If you enter a number of Objects separated by commas, only those Projects featuring all the Objects listed will be included in the report calculation.
Function		Use these options to control the level of detail shown in the report.
	Overview	This version of the report contains a single line for each Project Budget or Quotation, showing the total quantity, sales value, cost and gross profit.
	Detailed	This uses a similar format to the Overview, but has separate figures for each Budget or Quotation

row. It also has subtotals for time, purchases, materials and Stocked Items.

Comparison

This version of the report compares the Budget and Quotation sales values on an Item-by-Item basis.

Specify

If you are producing an Overview or Detailed report, use these options to choose whether Project Budgets or Quotations are to be listed.

Project Status

This report lists Projects, showing for each the amounts invoiced and to be invoiced and, depending on the options selected, the cost of the Project or the amount budgeted. The Invoiced total shown in the report is calculated by adding together invoiced Project Transactions.

When printed to screen, this report has Hansa’s drill-down feature. Click on any Project Number or amount in the report to open the Project and on any Budget amount to open the Project Budget record.

Specify Project Status

Run

Project

Project Leader

Customers

From Date

to

Objects

Object from Customer

Class

Country from Customer

Item Group

Salesman

☒ Active Projects

☐ Finished Projects

☐ Show Classes only

☐ Show Cust. Info (not for overview)

Sorting

☒ Project

☐ Per Leader

☐ Customer No.

☐ Per Class

Comparison

☒ Total Inv./Budget

☐ Cost/Total Inv.

☐ Cost/Budget Cost

☐ Budget/Total Inv.

☐ Spent/Total

Specify

☒ Amounts

☐ Quantities

Function

☒ Overview

☐ Item Type

☐ Item

☐ Item/Person

☐ Transaction

Specify

☒ Differences

☐ Cost

Specify

☒ Show Project Name

☐ Show Class Name

Down Payments

☐ Ignore

☐ Include

☐ Deduct

☒ Deduct show Minus

Media

☒ Screen

☐ Printer

☐ File

☐ Print Queue

☐ Clipboard

☒ Print Dialog

Project

Paste Special

Project register, Job Costing module

Range Reporting

Alpha

Enter a Project Number, or leave blank to select all Projects.

Project Leader	Paste Special	Person register, System module Enter a Person's initials to report on all Projects where that person is recorded as Project Leader.
Customer	Paste Special	Customer register
	Range Reporting	Alpha Enter a Customer Number to restrict the report to Projects for that Customer.
From Date, to	Paste Special	Current Date The calculation of the amounts invoiced and to be invoiced can be taken from Invoices and Project Transactions of a certain period. These two fields are used to define this period: enter a start and/or end date as appropriate.
Objects	Paste Special	Object register, System module Specify an Object to list only those Projects that have at least one Project Transaction featuring that Object in the report. If you enter a number of Objects separated by commas, only those Projects with Project Transactions featuring all the Objects listed will be shown.
Object from Customer		
	Paste Special	Object register, System module To restrict the report to Customers with a particular Object, enter the Object's Code here.
Class	Paste Special	Project Classes setting, Job Costing module Enter a Project Class to restrict the report to Projects of that Class.
Country from Customer		
	Paste Special	Countries setting, System module To restrict the report to Customers in a particular Country, enter the Country Code here.
Active Projects		Use this option to include in the report only those Projects which have been marked as Active or No More

Transactions (using the options on card 1 of the Project screen).

Finished Projects Use this option to include in the report only those Projects which have been marked as Finished.

Show Classes Only

This option can only be used if you have also chosen to sort the report by Class. Instead of listing Projects individually, it gives figures for each Project Class.

Show Cust. Info (not for overview)

Choose this option if you would like the Customer Number and Name to be shown for each Project. This option is not used with the Overview.

Sorting

These options are used to determine the order in which the Projects will be listed in the report.

Specify Amounts, Quantities

Use these options to determine whether amounts or quantities are to be shown in the report. If the Quantities option is selected, in the Overview (described below), quantities for time spent (i.e. hours) are added to quantities for purchases, materials and Sales Orders (i.e. number supplied) to produce a single figure.

Comparison

The report can compare the following figures—

Budget

The total sales value is calculated from invoiced and invoiceable Project Transactions and compared with the Project Budget. The Difference total shows Budget-Invoiced-Invoiceable.

Cost

The total sales value is calculated from invoiced and invoiceable Project Transactions and compared with the total cost, also calculated from Project Transactions. The Difference total shows Invoiced+Invoiceable-Cost.

Cost/Budget Cost

This option compares the total cost, calculated from Project Transactions, with the costs entered in the Project Budget. The Difference total shows Project Budget Cost-Project Transaction Cost.

Budget/Total Inv.	This is similar to the Budget option above, except that the comparison is reversed. So, the Difference total shows Invoiced+Invoiceable-Budget.
Spent/Total	This option can be used when there is a Project Budget, one or more of whose invoicing options has been set to As Budgeted. In this case, the Customer will be invoiced the As Budgeted figure. The report compares the As Budgeted figure with the value of the work actually carried out (represented by the Project Transactions). The Difference total shows Invoiced+Invoiceable-As Budgeted.
Down Payments can be included in the invoiced and invoiceable figures in various ways: see the description of the Down Payments options below for details.	
Function	These options control the level of detail to be included in the report.
Overview	This option displays a single line per Project including amounts to be invoiced and invoiced to date. These are compared with budgeted amounts or costs incurred.
Item Type	This option displays four lines per Project: one each for time, purchases, materials and Sales Orders.
Item	This option shows a total for each Item used for each Project.
Item/Person	For each Item used, this option provides a person-by-person analysis, thus showing the contribution each member of staff has made to each Project.
Transaction	This option lists all Project Transactions for each Project individually.

Specify Show Project Name, Show Class Name

Use these options to specify whether the Project Name or the Project Class Name is to be shown next to each Project Number. These options apply to the Overview only: the Project Name is always used in the other versions of the report.

Down Payments In calculating the total sales value of a Project from invoiced and invoiceable Project Transactions, Down Payments can be handled in various ways.

Irrespective of the option chosen here, Down Payments will not be included in the report if you have chosen to show Quantities in the report (using the Specify option above).

Ignore

Down Payments are not shown in the report. The total sales value of the Project is calculated from invoiced and invoiceable Project Transactions only.

This option can be used for Projects where Down Payments are not being used.

Include

Down Payments are included in the report. The total sales value for the Project is calculated as follows. First, an invoiceable total is calculated from uninvoiced Project Transactions and uninvoiced Down Payments. The calculation assumes the Down Payments will be invoiced first.

For example, let us say there is an uninvoiced Down Payment for 10.00 and an uninvoiced Project Transaction for 18.48. The Down Payment will be invoiced first, so the invoiceable total will be—

	10.00	Down Payment amount (1st Invoice)	
+	18.48	Project Transaction	(2nd Invoice)
-	10.00	Down Payment amount	
=	18.48	Total	

In other words, the invoiceable total will be the Project Transaction total or the Down Payment total, whichever is the greater.

Second, an invoiced total is calculated from invoiced Project Transactions and invoiced Down Payments, using the same method. If dates have been entered in the From and To fields above, Down Payments will only be included if their Transaction Dates fall within this specified period.

The uninvoiced and invoiced totals are then added together to produce a total sales value for the Project.

This option can be used for Projects where Project Transactions are not being used (i.e. where invoicing is determined by Down Payments only).

Deduct

This option is similar to the Include option described above: the invoiced total is calculated in the same way. However, in calculating the invoiceable total, invoiced Down Payments are deducted from uninvoiced Project Transactions.

For example, let us say there is an uninvoiced Down Payment for 10.00, an invoiced Down Payment for 5.00 and an uninvoiced Project Transaction for 18.48. The value of the Project Transaction is first reduced to 13.48 by subtracting the invoiced Down Payment (18.48 - 5.00). The remainder of the calculation is the same as for the Include option above—

	10.00	Down Payment amount (1st Invoice)	
+	13.48	Project Transaction (2nd Invoice)	
-	10.00	Down Payment amount	
=	13.48	Total	

Again, the invoiceable total will be the invoiceable Project Transaction total (less invoiced Down Payments) or the invoiceable Down Payment total, whichever is the greater.

The invoiceable Project Transaction total (less invoiced Down Payments) will be set to zero if the value of invoiced Down Payments is greater than the value of uninvoiced Project Transactions. To illustrate this, let us repeat the example above, with the exception that the invoiced Down Payment is valued at 20.00. The value of the Project Transaction is first reduced to -1.52 by subtracting the invoiced Down Payment (18.48 - 20.00) and is therefore set to zero.

The remainder of the calculation is as follows—

	10.00	Down Payment amount (1st Invoice)	
+	0.00	Project Transaction (2nd Invoice)	
-	10.00	Down Payment amount	
=	10.00	Total	

The uninvoiced and invoiced totals are then added together to produce a total sales value for the Project.

This option can be used for Projects where Project Transactions and Down Payments are both used, especially when Down Payment Invoices have already been raised and Project Transactions have not yet been invoiced.

Deduct show Minus

This option is similar to the Deduct option described above: the invoiced total is calculated in the same way. As with the Deduct option, in calculating the invoiceable total, invoiced Down Payments are deducted from uninvoiced Project Transactions, but this time, if a negative figure is the result, it will not be set to zero. Also, invoiceable Down Payments are ignored.

For example, let us say there is an uninvoiced Down Payment for 10.00, an invoiced Down Payment for 5.00 and an uninvoiced Project Transaction for 18.48. The uninvoiced total is simply calculated to be 13.48 by subtracting the invoiced Down Payment (18.48 - 5.00). The invoiceable Down Payment is ignored. If the invoiced Down Payment is valued at 20.00, the uninvoiced total will be -1.52 (18.48 - 20.00).

The uninvoiced and invoiced totals are then added together to produce a total sales value for the Project.

This option can be used for Projects where Project Transactions and Down Payments are both used, especially when Down Payment Invoices have already been raised and Project Transactions have not yet been invoiced. In this

circumstance, if the invoiceable total for a Project is negative, it indicates that a Down Payment Invoice has been issued and that insufficient work (represented by invoiceable Project Transactions) has been carried out to cover the value of that Down Payment.

Project Transactions

This report is a list of Project Transactions.

Specify Project Transactions

Run

Period1/1/2003:31/12/2003

Project

Item

Person

Objects

Inv. After from

to

Function

☒ Overview

☐ Detailed

Sorting

☒ Project

☐ Item

☐ Person

Type

☒ Time Sheets

☒ Purchase Invoices

☒ Expenses

☐ Deliveries

☒ Activities

☐ Returned Goods

☐ Stock Depreciations

Status

☒ Not Invoiced

☒ Invoiced

☐ Service Items only

Media

☒ Screen

☐ Printer

☐ File

☐ Print Queue

☐ Clipboard

☒ Print Dialog

Period

Paste Special

Reporting Periods setting,
System module

The report period. Only Project Transactions whose Date falls within the report period will be shown.

Project	Paste Special	Project register, Job Costing register
	Range Reporting	Alpha
		Enter a Project Number, or range of Project Numbers, to list Project Transactions belonging to those Projects.
Item	Paste Special	Item register
	Range Reporting	Alpha
		This field can be used to list Project Transactions featuring particular Items only.
Person	Paste Special	Person register, System module
	Range Reporting	Alpha
		Enter a Person's initials to analyse their work during the report period.
Objects	Paste Special	Object register, System module
		Specify an Object to list only those Project Transactions featuring that Object in the report. If you enter a number of Objects separated by commas, only those Project Transactions featuring all the Objects listed will be shown.
Inv. after from, To		
	Paste Special	Current Date
		If you use the Inv. After field to delay the invoicing of Project Transactions, enter a start and/or end date to these fields to produce a list of Project Transactions that are to be invoiced in a particular period.
Function		These options control the level of detail shown in the report.
Overview		The Overview is a simple list, showing for each Project Transaction the Item Number, Date, Person, Serial Number of the originating record (e.g. Time Sheet Number or Purchase Invoice Number), Unit Price, Quantity, Markup and Total Price.
Detailed		This option shows every piece of information held in each Project Transaction record in the report selection.

Sorting	The report can be sorted by Project, Person or Item. Subtotals are provided for the sort option chosen (e.g. for each Project or each Person).
Type	Project Transactions raised from Time Sheets, Purchase Invoices, Expense records, Deliveries, Activities, Returned Goods records and/or Stock Depreciation records can be shown in the report. Select the options as required. At least one of these options must be selected, or a blank report will be produced.
Status	Uninvoiced and/or invoiced Project Transactions can be shown in the report. Select the options as required. At least one of these options must be selected, or a blank report will be produced.
Service Items only	Select this option if you only want to list Project Transactions for Service Items (time).

Service Items Statistics

This report compares how much time has been spent carrying out work of various kinds. It is a list of Service Items (Time) showing for each one the number of hours worked during the report period (Registered and Invoiceable), the total Invoiceable and/or Invoiced Amount, the Cost and the Gross Profit (as an amount and as a percentage). This information is taken from the Project Transactions that fall in the report period.

Specify Service Items Statistics

Run

Employee

Project

Item

Item Group

Customer

Object

Period

Show ☒ Invoiced
☐ Invoiceable
☐ Both

Media ☒ Screen
☐ Printer
☐ File

☐ Print Queue
☐ Clipboard
☒ Print Dialog

Employee	Paste Special	Person register, System module Enter a Person's initials to analyse the different types of work they have carried out during the report period.
Project	Paste Special	Project register, Job Costing register Enter a Project Number, or range of Project Numbers, to show the different types of work carried out on those Projects.
Item	Paste Special	Item register
	Range Reporting	Alpha Enter an Item Number to restrict the report to a single Item, perhaps one that represents a particular type of work. The Item must be a Service Item.
Item Group	Paste Special	Item Group register, Sales Ledger/Job Costing module Enter an Item Group to restrict the report to Items belonging to that Group.
Customer	Paste Special	Customer register If a Customer is specified here, the report will show the different types of work carried out on all Projects entered in the Customer's name.
Object	Paste Special	Object register, System module Specify an Object to include in the calculations only those Project Transactions featuring that Object. If you enter a number of Objects separated by commas, only those Project Transactions featuring all the Objects listed will be included.
Period	Paste Special	Reporting Periods setting, System module The report period. Only Project Transactions whose Date falls within the report period will be included in the calculations.

Specify	Use these options to choose how the figures in the report will be calculated.
Invoiced	Only those Project Transactions that have been invoiced will be included in the calculations.
Invoiceable	Only those Project Transactions that have not been invoiced will be included in the calculations. For this purpose, an invoiceable Project Transaction is one that does not have an Invoice Number (i.e. it can be related to a Project marked Do Not Invoice).
All	All Project Transactions will be used in the calculations.

Time Sheet Journal

The Time Sheet Journal is a list of Time Sheets, showing the Time Sheet Number and Date, and listing the Items.

Time Sheets	Range Reporting	Numeric
	Specify the range of Time Sheets to be shown in the report. Use a colon (:) to separate the first and last number.	
Period	Paste Special	Reporting Periods setting, System module
	Enter the start and end date of the period whose Time Sheets are to be shown in the report. The first record in the Reporting Periods setting is used as a default.	

Validate Project Transactions

This report can be used to check that all subsystem records (Time Sheets, Purchase Invoices, Expenses, Deliveries and Activities) with a Project Number have corresponding Project Transactions, and that all Project Transactions have corresponding subsystem records.

Period	Paste Special	Reporting Periods setting, System module
		The report period.
Project	Paste Special	Project register, Job Costing module
		Enter a Project Number to check the Project Transactions for that Project. If this field is blank, Project Transactions from all Projects will be checked.
Test if		The report can include one or both of these two sections, as follows—

Project Transaction exists

The report will find subsystem records entered during the report period in which the Project Number entered above has been quoted. It will then check that a corresponding Project Transaction exists. If there is no such Project Transaction, the subsystem record will be listed in the report.

Subsystem record exists

The report will find Project Transactions belonging to the Project entered above whose Date falls within the report period. It will then check that a corresponding subsystem record exists. If there is no such record, the subsystem register and transaction number will be listed in the report, taken from the Project Transaction.

At least one of these options must be selected, otherwise the report will be empty.

Check Transactions from

Use these options to choose which subsystem register(s) are to be checked.

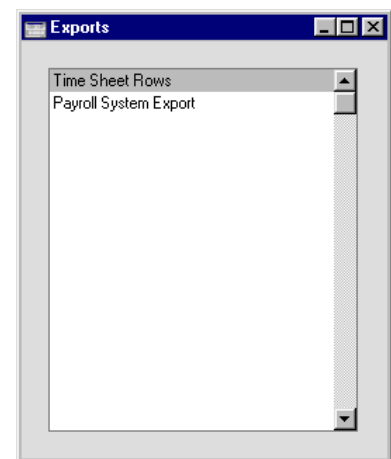
At least one of these options must be selected, otherwise the report will be empty.

Exports

Introduction

The 'Exports' function provides for the exporting of certain information to tab-delimited text files from where it can be incorporated in word processing programs for mailmerge, in spreadsheets for further statistical analysis or in page make-up programs for incorporation in publicity material or published reports. Alternatively, it can be imported into other Hansa 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 Hansa is available to other applications via the medium of the text file.

The function is selected using the 'Exports' item on the File menu or by clicking the [Exports] button in the Master Control panel. On selecting the function, the window illustrated below appears. This lists the two Exports which can be produced from the Job Costing module. Double-click one item in the list: a specification window will then appear, where you can decide the contents of the exported text file. Click [Run] and a 'Save File' dialogue box will appear, where you can name the file and determine where it is to be saved.



Time Sheet Rows

This command exports Time Sheet rows.

Period	Paste Special	Reporting Periods setting, System module
		Enter the report period. A Time Sheet's rows will be exported if its Registered Date falls in the report period, irrespective of the Date entered on the rows themselves.
No.	Range Reporting	Numeric
		Enter the Number (or range of Numbers) of the Time Sheets whose rows are to be exported.
Only Service Items		Check this box if you only wish to export rows representing time (i.e. to exclude materials).
Status		Choose to include rows from approved and/or unapproved Time Sheets in the export. At least one of these options must be chosen for any information to be exported.
Press [Run] to start the export. When it has finished, close the 'Export' window using the close box.		

Payroll System Export

This function exports Time Sheets in a format suitable for importing to Hultdt & Lillevik Payroll programs in Norway. Please refer to your local Hansa representative for full details.

Hansa Financials
HansaWorld
Production

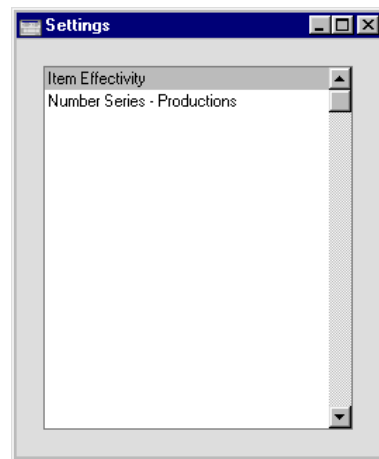
Chapter 3: The Production Module

Hansa's Production module is designed to facilitate the construction of assembled Items from components. Two types of assembled Item are catered for: those which are assembled on the point of delivery; and those which are assembled in advance of delivery and held in stock. In the latter case, appropriate stock level adjustments are made for the components and assembled Items at the time of construction or assembly.

Settings

Introduction

The Production module has two settings—



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

Item Effectivity

This setting can be used in certain circumstances in Portugal. Please refer to your local Hansa representative for details.

Number Series - Productions

Each record in the Production register has its own unique identifying number, based on a sequential series. When entering a new record, the next number in the series is 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 no Number Series have been defined, Production Numbers will start at 1 and continue consecutively.

When entering Production records, 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'.

For each number sequence, you have a measure of control over whether Nominal Ledger Transactions are generated automatically when approving Production records in that sequence. Using 'Paste Special' from the N/L field brings up a selection list containing two options: "GenTrans" and "Do Not GenTrans". Select the first option if Nominal Ledger Transactions are to be generated and the second if they are not. In effect, this feature is an exclusionary one in that you can only choose to not have Nominal Ledger Transactions created for a particular number sequence. If the overall preference (set in the Sub Systems setting in the Nominal Ledger) is to not have such transactions created, you cannot decide to have them created for a single sequence.

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

No.	From		Date		Comment	N/L
	From	To	From	To		
1	5000	5999	1/1/2003	31/12/2003	London Office	GenTrans
2	50000	50999	1/1/2003	31/12/2003	Manchester	GenTrans
3						
4						
5						
6						
7						
8						
9						
10						
11						

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

The Item Register

This register is fully described in the ‘Items and Pricing’ chapter in Volume 1 of these manuals.

When entering assembled Items, a distinction should be made between Items which are assembled at the moment of delivery and those which are assembled in advance of delivery and held in stock. This distinction is made using the Item Type options on the ‘Pricing’ card. In both cases, the assembly process (the components used, and the quantities required) is governed by a Recipe (described in the next section).

Item: Inspect

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

No. 10125 Group []

Description Video Starter Kit (10 x VHS E180 Cass., SCART and RF Cables)

☐ Closed

Pricing Stock Costs Recipe A/C Texts

Unit []

Base Price 15.00

Base Price Change 1/5/2003

Price Factor []

Item Formula []

Markup % []

Bonus % []

Objects []

Classification []

Item Type

☐ Plain

☐ Stocked Item

☒ Structured Item

☐ Service

☐ Treat Item as Material on Project

Stocked Items

Use this option for Items which are assembled in advance of delivery and which are to be held in stock. Assembly of such Items is carried out using the Production register (described below). When a Production record is marked as “Finished”, the stock levels of the input Items (the components) are reduced, and the stock of the output Item (the assembled Item) is increased.

A component can itself be an assembled Item. This must be a Stocked Item, itself produced using a Production record. When such a sub-assembly is produced, its stock will be increased. When it is used as a component, its stock will be decreased. An assembled Item can be made up of several levels of sub-assemblies.

Structured Items

Use this option for Items which are assembled at the moment the delivery is made. Structured Items are never held in stock: when they are delivered to Customers, stock levels of their components are reduced.

The Recipe Register

Assembled Items are built by your company from other Items (i.e. from components). This assembly process is governed by Recipes.

Before entering a Recipe, the result of the Recipe (the assembled Item) should be entered to the Item register as described in the previous section. Specify a Recipe for this Item on the 'Recipe' card. The Recipe should then be defined using the Recipe register as described below.

If the assembled Item is entered as a Structured Item using the options on the 'Pricing' card of the Item record, the Recipe will be applied at the moment of delivery. The Item Code of the assembled Item is entered to the Order. When it is delivered, the stock levels for each of the components will be reduced according to the Recipe.

If the assembled Item is entered as a Stocked Item, it must be built prior to delivery using the Production register and held in stock. When the Production record is marked as Finished, stock levels for the components will be decreased according to the Recipe and those for the assembled Item increased.

In defining Recipes, ensure you use the same Recipe Code that you entered on the 'Recipe' card of the Item record. In the Production module, click the [Recipes] button in the Master Control panel or select 'Recipes' from the Registers menu. Click the [New] button in the Button Bar to create a new Recipe record.

Recipe: Inspect

Code: 10112R Comment: Stereo System

Normal Prod Qty: 1 Min Prod Qty: 1

Fixed Assembly Days: Days to Assemble Each Unit:

	Item	Specification	In	Out	Rel.	I-cost	W-cost
1	10102	Stereo cassette radio	1			14	
2	10103	Receiver	1			21	
3	10104	Loudspeakers	1			8	
4	10106	CD player	1			42	15
5	10112	Stereo System			1	100	
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							

☒ Locked Cost: 100 Value: 100

Code The Code for the Recipe can be up to 20 characters long. It is recommended that the Code used is similar to the Item Code of the assembled Item.

Comment A description of the assembly.

Normal Prod Qty This field is only used if the result of the Recipe is a Stocked Item. If this is the case, specify here how many times the Recipe is to be used in a single Production record. For example, if the output quantity of the Recipe is two (entered on the last row of the grid) and it is applied five times in a Production record (i.e. this field has been set to five), the result will be ten units of the output Item being added to stock.

This field should be set to one if the output Item or any of the components are serial numbered at unit level.

Min Prod Qty This field is only used if the result of the Recipe is a Stocked Item. It is the minimum number of applications of the Recipe in a single record in the Production register.

Fixed Assembly Days, Days to Assemble Each Unit

These fields are only used if the result of the Recipe is a Stocked Item. The Days to Assemble Each Unit is the time required to build a single Item (i.e. it is for work that is carried out once per unit built, many times per production run). The Fixed Assembly Days is a constant figure irrespective of the quantity being built (i.e. it is for work that is carried out once per production run).

For example, the Recipe might represent the assembly of an Item from moulded plastic components. The time taken to retrieve the set of moulds from the store, order the raw materials and set up the assembly line is the same irrespective of the quantity being built. This time is entered to the Fixed Assembly Days field. The remainder of the production time is taken up by pouring the plastic into the moulds, letting it cool, assembling the components and packaging them. If there is only one set of moulds, this can only be done for one unit at a time and therefore this time is entered to the Days to Assemble Each Unit field.

This information will be used by the 'Create Planned Records' Maintenance function in the Sales Orders module. This function creates Productions whose dates are calculated from the Planned Delivery Date of Sales Orders and these lead times from the appropriate Recipes. This ensures Productions for Items on Sales Orders are raised as late as possible, so that the goods are built just before they are scheduled for delivery to the Customer. Any necessary Purchase Orders for the components will also be created. These will be dated using the Delivery Days from the Default Purchase Items for the components, ensuring they arrive in time for the assembly process to be completed.

Use the grid area that takes up most of the screen to list the input Items (i.e. the components that will be used to build the final assembly). On the last row of the grid, enter the Item Number of the assembly or the finished product (i.e. the result of the Recipe). This must be a Structured Item or a Stocked Item. If the Production register will be used to build the Item, or if the result of the Recipe will itself be used as a component in another Recipe, it must be a Stocked Item. A Recipe can result in more than one assembly or finished product: if so, they should all be the same Type (i.e. all Structured Items or all Stocked Items), and they should be listed in the grid after the components.

Flip A

Item	Paste Special	Item register
		Enter the Item Number of each component Item. On the final row, enter the Item Number of the finished product.
Specification		Hansa fills in the Item Name.
In		<p>Enter the quantity of each component required to make or build the finished product. Do not enter any inputs for the assembly on the last line.</p> <p>Separate rows each with a quantity of one should be used for multiple quantities of Items which carry serial numbers at unit level.</p> <p>In any Nominal Ledger Transactions arising from Production records using this Recipe, the credit amount will be taken from the rows with an In quantity (i.e. input Items).</p>
Out		<p>This field contains the quantity of assembled Items that can be made from the components listed above. Usually, this will be just one, and it must be one if the Recipe relates to an Item.</p> <p>In any Nominal Ledger Transactions arising from Production records using this Recipe, the debit amount will be taken from the rows with an Out quantity (i.e. output Items).</p>
Rel.		<p>Relativity. This field is only used if the result of the Recipe is that more than one Item will be assembled (i.e. with different Item Numbers). In each row representing an output Item, enter a percentage figure. When the FIFO input cost of each Production record is calculated, the total cost of the components will be distributed according to the percentages entered here.</p>
I-cost		<p>Input cost value (per unit). If the row contains an input Item, enter the unit Cost Price for the Item. A default value will be brought in from the Item. The cost shown in this field is NOT the same as the FIFO stock value. This cost can be updated using the 'Update Recipes' Maintenance function.</p> <p>If the row contains an output Item (i.e. the assembled Item), enter the cost value of that Item. This will usually</p>

be the sum of the Cost Prices of the input Items, taking quantities into account.

The total input costs are shown in the Cost field below.

W-cost

Work cost value (per unit). Enter a work cost for inputs and/or outputs. Usually, this will be cost of the labour required to build the assembled Item. Work cost values are added to the Cost and shown in the Value field below.

Note that in the sample illustration above the work cost has been defined using one of the rows featuring an input Item. This ensures the work cost will correctly be included in the credit amount in any Nominal Ledger Transaction arising from Production records using this Recipe.

Flip B

Description

Any notes about the Item can be recorded here.

Recipe

This field shows whether the Item is an assembly (i.e. it is one with a Recipe specified on its 'Recipe' card. This is updated automatically by Hansa and can't be changed.

Footer

Locked

Once you are certain the Recipe is correct, you should check this box to prevent further changes. Once a Recipe has been used in a transaction (e.g. Delivery or Production), it should not be changed because doing so may introduce inaccuracies into the stock records.

If it subsequently becomes necessary to change a Recipe, you should not do so. Instead you should create a new one (and attach it to a new Stocked or Structured Item).



Do not change a Recipe once it has been used in a stock transaction.

Cost

This field contains the sum of the input costs.

Value

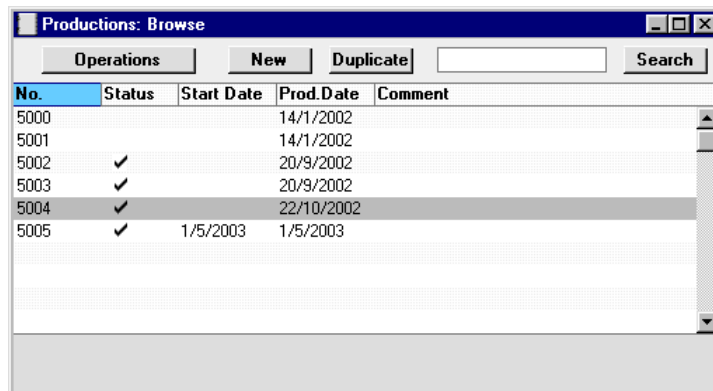
This field contains the sum of the input costs and the work costs. This value must be transferred manually to the Cost Price field on the 'Costs' card of the Item record for the assembled Item.

The Production Register

This register is used to produce Stocked Items using Recipes i.e. to build them from components for holding in stock. Such “Productions” are normally the result of a production order. When a Production is reported as “Finished”, the stock levels of the input Items are reduced, and the stock of the output Item is increased. A Nominal Ledger Transaction can be generated if required (i.e. if you are maintaining a stock valuation in the Nominal Ledger). To ensure this happens, any output Item should be entered as a Stocked Item.

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

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



The screenshot shows a window titled "Productions: Browse" with a menu bar containing "Operations", "New", "Duplicate", and "Search". Below the menu bar is a table with the following data:

No.	Status	Start Date	Prod.Date	Comment
5000			14/1/2002	
5001			14/1/2002	
5002	✓		20/9/2002	
5003	✓		20/9/2002	
5004	✓		22/10/2002	
5005	✓	1/5/2003	1/5/2003	

The Status column is blank for Created Productions or shows “√” for Cancelled and Finished Productions and “-” for Started Productions. This Status can be set for each Production using the options in the header of the Production screen.

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

To enter a new Production, click [New] in the Button Bar or use the Ctrl-N (Windows and Linux) or ⌘-N (Macintosh) keyboard shortcut. Alternatively,

highlight a Production record similar to the one you want to enter and click [Duplicate] on the Button Bar.

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

Production: New

Operations

New Duplicate Cancel Save

No. 5012 Start Date 1/5/2003 End Date 1/5/2003 Status ☒ Created ☐ Cancelled ☐ Started ☐ Finished

Recipe 10112R Name Stereo System

Qty 1 Machine Person

Location

Item	Descr.	Serial No.	In	Out	Rel.	I-cost	W-cost	Coeff
1	10102 Stereo cassette radio		1		0	14		
2	10103 Receiver		1		0	21		
3	10104 Loudspeakers		1		0	8		
4	10106 CD player		1		0	42	15	
5	10112 Stereo System			1	0	100		
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								

Header

No.

Paste Special

Select from another Number Series

The number of the Production record: Hansa will enter the next unused number from the first number sequence entered in the Number Series - Productions setting. You may change this number, but not to one that has already been used. In multi-user systems, the next unused number will not be allocated until the Production record is saved.

Recipe	Paste Special	Recipe register, Production module
		When the Recipe to be used by this Production record is entered, the appropriate input and Output Items together with quantities and Cost Prices are listed in the grid below.
Start Date, End Date	Paste Special	Current Date
		The dates between which the work represented by this Production record is to be carried out.
		These fields are important in Production records created by the 'Create Planned Records' Maintenance function in the Sales Orders module. This function schedules Productions for Items on Sales Orders, so that the assembly work is carried out just before the Items are scheduled for delivery to the Customer. The Start and End Dates are calculated from the Planned Delivery Date of Sales Orders and the Fixed Assembly Days and Days to Assemble Each Unit from the Recipe. If it is necessary to create Purchase Orders for any components, these will be dated using the Delivery Days specified for the Default Purchase Items for the components, ensuring they arrive in time for the assembly process to be completed.
Status		At any time a Production record can be in one of four states, to help with the work flow and for reporting purposes. These states are as follows—
Created		When a record is first entered to the Production register, it is marked as Created. Started Productions are marked with a blank in the Status column in the 'Productions: Browse' window.
Cancelled		In the case where a Production record was raised in error or the job is cancelled before work has started, the Status of the Production should be changed to Cancelled to signify that no work should be carried out. Once a Production record has been marked as Cancelled and saved, it can no longer be modified. Cancelled Production records are marked with a "√" in the 'Productions: Browse' window.

Started

As soon as work starts, the Status of the Production record should be changed to Started. Started Production records are marked with a “-” in the ‘Productions: Browse’ window.

Finished

Check this box to confirm that the Production work has been completed and the assembled Items delivered to stock. The stock levels of the assembled Items and the components will be updated when the record is saved. Because of this, once a Production record has been marked as Finished and saved, it can no longer be modified. Finished Production records are marked with a “√” in the ‘Productions: Browse’ window.

Switch on the Do Not Allow Over Delivery option in the Stock Settings setting if you do not want to be able to create negative stock of the components. If this option is on, Hansa will not allow the saving of a Production record marked as Finished if there is not enough stock of any of the components to carry out the assembly.

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 when a Production record is marked as Finished and saved. The nature of this Transaction is described in the section entitled ‘Nominal Ledger Transactions from Production Records’, below.

If you are using the FIFO Calculated Automatically option (in the Stock Settings setting in the Stock module), a FIFO calculation will take place automatically when the Production record is marked as Finished and saved. This replaces the Input Cost of each input Item with a FIFO value and recalculates the cost of the output Item accordingly. This therefore affects the value of the resulting Nominal Ledger Transaction. If you would like these calculations to be carried out before the record is saved, use the ‘Calculate FIFO’ function on the Operations menu.

Name

The name of the Recipe is entered by Hansa.

Qty	<p>The number of applications of the Recipe. For example, if the output quantity of the Recipe is two (entered on the last row of the grid) and this field is set to five, these five applications of the Recipe will result in ten units of the output Item being added to stock.</p> <p>As a default, Hansa will suggest the Normal Prod. Qty. from the Recipe. Hansa will prevent the entry of a value that is lower than the Min Prod. Qty. of the Recipe.</p> <p>This field should be set to one if the output Item or any of the components are serial numbered at unit level. If you need to assemble several output Items, list the serial numbered Items individually in the grid, and change the In and Out Quantities of the non-serial numbered Items appropriately.</p>	
Machine	Paste Special	Asset register, Assets module
	<p>The machine or tool used to carry out the work can be entered here. This is for information only.</p>	
Location	Paste Special	Locations setting, Stock module
	<p>The stock Location from where the components are taken and where assembled Items are to be stored. If no entry is made, stock from all Locations will be available.</p> <p>If a Main Location has been specified in the Stock Settings setting, leaving the field blank means that stock from that Location will be used. However, if, in the same setting, the Require Location option is on, this field must contain a value.</p>	
Person	Paste Special	Person register, System module
	<p>This field can be used to record the Person responsible for this Production or the Person carrying out the work.</p>	

Items Card

When a Recipe is specified, the appropriate input and output Items together with quantities and Cost Prices are listed in the grid. Any modifications made will apply to this Production record only. If no Recipe has been entered, the grid can be used to build up an *ad hoc* recipe to be used for this Production record only.

Flip A

Item	Paste Special	Item register
	Default taken from	Recipe
	<p>The input Items (i.e. the components) are listed first. Enter the Item Number of each of the components which make up the assembled Item.</p> <p>If a component is itself an assembly, sufficient stock should first be built up using other Production records. Each Production record is responsible for a single level of assembly: it will not create sub-assemblies as well.</p> <p>On the last row(s) enter the Item Number of the assembly or the finished product, i.e. the result of the Production. This must be a Stocked Item. More than one Stocked Item can result from a single Production record.</p>	
Descr.	Item description from the Recipe or Item record.	
Serial No.	Paste Special	Serial Numbers of Items in stock
	<p>In the case of input Items, if necessary enter the Serial Number of the Item being used in the assembly process. In the case of output Items, enter the Serial Number given to the assembly.</p> <p>Items which are serial numbered at unit level must be recorded on separate rows of the Production each with a Quantity of one. This enables the recording of separate Serial Numbers and their correct removal from stock.</p> <p>If a large quantity of a Serial Numbered Item is assembled in a single Production record, the 'Generate Serial Nos for Out Items' function on the Operations menu can aid the entry of consecutive Serial Numbers. Enter the appropriate number of rows with output Items and specify the lowest Serial Number for the first one. Then select the function: the remaining rows will gain a Serial Number, each incremented by one.</p> <p>If no Location is specified, the 'Paste Special' list will show the Serial Numbers of Items in all Locations, with an indication of the Location in which each Item is stored. However, if you have specified a Location, only</p>	

those Serial Numbers stored in that Location will be shown.

The No Serial No. On Goods Receipts option in the Stock Settings setting in the Stock module must be switched off if you are using the Production register. You must enter Serial Numbers for components and the assembly if so determined by the appropriate Item record.

In

Default taken from Recipe

Enter the quantity of each component required to make or build the finished product. Do not enter any inputs for the assembly on the last line.

If a Nominal Ledger Transaction is generated from this Production record, its credit amount will be taken from the total I-Cost of rows with an In quantity (i.e. input Items).

Out

Default taken from Recipe

This field contains the quantity of assembled Items that can be made from the components listed above. Usually, this will be just one, and it must be one if the Production relates to an Item.

If a Nominal Ledger Transaction is generated from this Production record, its debit amount will be taken from the total I-Cost of rows with an Out quantity (i.e. output Items).

Rel.

Default taken from Recipe

Relativity. This field is only used if the Production process causes more than one Item to be assembled (i.e. with different Item Numbers). In each row representing an output Item, enter a percentage figure. When calculating the input cost of each assembly (using the 'Calculate FIFO' function on the Operations menu), the total cost of the components will be distributed according to the percentages entered here.

I-cost

Default taken from Recipe

Input cost value (per unit). If the row contains an input Item, enter the unit Cost Price of the Item. A default value will be brought in from the Recipe: this is

therefore a fixed figure and NOT the same as the FIFO stock value. To show the FIFO stock value, use the 'Calculate FIFO' Item on the Operations menu. If, in the Stock Settings setting in the Stock module, you have chosen to use the FIFO Calculated Automatically option, FIFO stock values will be placed here when the Production record is marked as Finished and saved.

Since a Nominal Ledger Transaction may result from this action which will affect your stock valuation in the Nominal Ledger, care should be taken to ensure that the correct Input cost values are shown. The FIFO Calculated Automatically option should be used if the Nominal Ledger stock valuation is based on FIFO values, but it should be turned off if it is based on fixed costs.

If the row contains an output Item (i.e. the assembled Item), enter the cost value of that Item. This will usually be the sum of the Cost Prices of the input Items, taking quantities into account. The 'Calculate FIFO' function and automatic FIFO calculation feature will both place the total of the FIFO values of the components here. If there is more than one output Item, this total will be distributed according to the percentages entered in the Rel. column.

W-cost**Default taken from** Recipe

Work cost value (per unit, determined by the Quantity in the header). Enter a work cost for inputs and/or outputs. Usually, this will be cost of the labour required to build the assembled Item.

The Work Cost should be entered to one of the rows featuring an input Item, as shown in the sample illustration above. This ensures the work cost will correctly be included in the credit amount in the Nominal Ledger Transaction generated from this Production record.

Coeff**Default taken from** Item

The Unit Coefficient of the Item is shown here, taken from the 'Stock' card of the Item. If you are maintaining stock quantities using different units of measurement,

this coefficient is the ratio between those units of measurement.

Flip B

Objects

Paste Special

Object register, System module

Default taken from **Item**

Up to 20 Objects, separated by commas, can be assigned to this row. They will be transferred to the Nominal Ledger Transaction generated when this Production is marked as Finished, providing a flexible method of analysis that can be used in Nominal Ledger reports. You might define separate Objects to represent different departments, cost centres or product types.

In the Nominal Ledger Transaction generated from this Production record, any Objects specified here will be assigned to the credit posting for this Item. This assignment will merge these Objects with those of the parent Production record (shown on the 'Comment' card).

Flip C

Width, Height, Depth

Default taken from **Item**

These fields contain the dimensions of the Item.

If the Item is one that is built by area or volume, you can have the Input or Output Quantity calculated by multiplying the dimensions together. If you would like to use this feature, first check the Enable Quantity Calculation box in the Item Settings setting in the Sales Ledger. Then, check the Calculate Quantity box for the Unit that has been assigned to the Item. If the Item is built by area, choose the Two Dimensions option in the Unit record, and the Input or Output Quantity will be calculated from the Width and Height. If the Item is built by volume, choose the Three Dimensions option in the Unit record, and the Input or Output Quantity will be calculated from the Width, Height and Depth. Please refer to the description of the Units setting in the 'Sales Ledger' chapter in Volume 2 of these manuals for details and an example.

Comment Card

Comment	Any comment to describe the record.	
Objects	Paste Special	Object register, System module
Up to 20 Objects, separated by commas, can be assigned to this Production record. They will be transferred to the Nominal Ledger Transaction generated when this Production is marked as Finished, providing a flexible method of analysis that can be used in Nominal Ledger reports. You might define separate Objects to represent different departments, cost centres or product types.		
In any Nominal Ledger Transactions generated from this Production record, any Objects specified here will be assigned to both the debit and the credit postings.		

Start Time, End Time

	Paste Special	Current Time
The time when the work represented by this Production record started and ended.		
Break Time	Use this field to record the total duration of any interruptions in the work between the Start and End Times.	

Inspecting and Approving Production Records

Before the assembly process can be carried out, the instructing Production record should be checked and approved, to ensure that it is correct. When it is approved and saved, stock levels of the components are reduced and that of the output Item is increased. There are two ways to approve a Production record—

1. With the Production record on screen, click the Finished check box.
2. Select a Production record by clicking on it in the 'Productions: Browse' window, and select 'Finish' from the Operations menu. By holding down the Shift key you can highlight a batch of Production records to approve at a single stroke using this method.

On approval, if so defined in the Sub Systems setting in the Nominal Ledger, a cost accounting Transaction will be created in the Nominal Ledger. Please refer to the section below entitled 'Nominal Ledger Transactions from Production Records' for details of the Accounts used by this Transaction.



Once a Production record is marked as Finished, it can no longer be changed.

Once a Production record has been marked as Finished and saved, it can be reversed by using the 'Disassemble' function on the Operation menu, described later in this chapter.

Nominal Ledger Transactions from Production Records

When a Production record is approved and saved, a Nominal Ledger Transaction can be generated automatically if you have so determined in the Sub Systems setting in the Nominal Ledger. This Transaction will contain two sets of credit postings, one for the input costs and one for the work cost—

1. The input costs will be credited to the Stock Account from the Location.
2. If the Location does not have a Stock Account, or no Location has been specified, and if the Use Item Groups for Cost Accounts option in the Cost Accounting setting in the Stock module is in use, the input costs will be credited in the appropriate proportions to the Stock Accounts of the Item Groups to which the input Items belong.

In all other circumstances (i.e. if the Use Item Groups for Cost Accounts option is not in use or in the case of input Items that do not belong to Item Groups), the Prod I-cost Account, as specified on card 5 of the Account Usage S/L setting in the Sales Ledger, will be credited.

If Objects have been specified for any of the rows, separate credit postings will be made for each Object/Account combination.

3. The work cost will be credited to the Prod W-cost Account, again as specified in the Account Usage S/L setting.

The value of the output Item(s) will be debited to an Account chosen as follows—

1. The value of the output Item(s) will be debited to the Stock Account from the Location.
2. If the Location does not have a Stock Account, or no Location has been specified, and if the Use Item Groups for Cost Accounts option in the Cost Accounting setting is on, the Stock Account of the Item Group to which the output Item belongs will be debited.



3. In all other cases, the Prod I-Cost Account on card 5 of the Account Usage S/L setting will be debited.

If there is any discrepancy between the sum of the input and work costs and the sum of the output costs, this will be posted to the Stock Gain Account, as specified on card 5 of the Account Usage S/L setting.

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

Below follows an example of a Nominal Ledger Production Transaction—

Transaction: Inspect

Operations   **New Duplicate Cancel Save**

No. 5012 Trans.Date 1/5/2003 Reference

Text

	Account	Objects	Description	Base 1 Debit	Base 1 Credit	V-Cd
1	740		Stock Valuation - Item Group 1		85.00	A
2	241		Production Work Inputs		15.00	B
3	741		Stock Valuation - Item Group 2	100.00		C
4						D
5						E
6						F
7						G
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						

Difference Base 1 Total

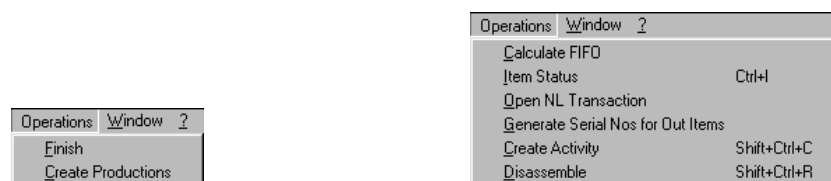
Difference Base 2 Total

When a Production record is first entered, the input and output costs in each row will be taken from the Recipe. These are therefore fixed figures, not FIFO stock values. To show FIFO stock values, use the 'Calculate FIFO' function on the Operations menu. If, in the Stock Settings setting in the Stock module, you have chosen to use the FIFO Calculated Automatically option, FIFO stock values will be placed here when the Production record is marked as Finished and saved, and the output cost will be recalculated to equal the sum of the FIFO input costs and the work cost.

The sums of the input and output costs directly affect the value of the resulting Nominal Ledger Transaction. Therefore, care should be taken to ensure that the correct input cost values are shown. The FIFO Calculated Automatically option should be used if the Nominal Ledger stock valuation is based on FIFO values, but it should be turned off if it is based on fixed costs.

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 menus for the Production register are shown above. On the left is that for the 'Productions: Browse' window: highlight one or more Production records (hold down the Shift key while clicking) in the list before selecting the function. On the right is that for the 'Production: New' and 'Production: Inspect' windows.

Finish

This command is available on the Operations menu only from the 'Productions: Browse' window. It permits the marking of a Production record as Finished and is therefore the equivalent of checking the Finished box in the Production record. You can also select several Production records in the 'Productions: Browse' window (hold down the Shift key to select a range of Production records in the list) and approve them all at once. Remember that this action causes stock levels to be changed and that therefore once it has been carried out you will no longer be able to modify those Production records.

Create Productions

This function creates Production records by comparing stock levels with minimum stock quantities for each Stocked Item that has a Recipe. The Production records will be saved in an unapproved state. You can print the Production records in a single batch, using the 'Documents' function on the File menu or the [Documents] button in the Master Control panel. Approving and printing are covered in more detail earlier in this chapter.

In comparing stock levels with the Minimum Level (shown on the 'Stock' card of the Item), unfulfilled Sales Orders and unapproved Production

records are taken into account. So, for example, a new Production record will not be created for a Stocked Item with a Minimum Level of 1 if there is already an unapproved Production record.

Since the Production records created by this function are unapproved, no account is taken of the stock levels of the components or of any serial number requirements. The Quantity in each Production record is taken from the Normal Prod Qty of the corresponding Recipe: it is not determined by the stock shortfall.

Selecting 'Create Productions' opens the following dialogue box—

Item No.	Paste Special	Item register
	Range Reporting	Alpha
	Use this field to ensure the function considers the stock position of a particular Item or range of Items.	
Group	Paste Special	Item Group register, Sales Ledger
	Range Reporting	Alpha
	Use this field to ensure the function considers the stock position of the Items of a particular Item Group.	

Press the [Run] button to start the generation of Production records. When the process is finished, the new records will be available for viewing, modifying and approval in the Production register.

Calculate FIFO

When the Production record is first entered, the I-cost column shows the Cost Price of each Item, taken from the Recipe record or, if no Recipe is being used, from the 'Costs' card of the Item record.

To show the FIFO values of the Items that will be used to build the assembled Item(s), select this function. The I-cost of the output Item will be changed accordingly, to show the sum of the FIFO values of the input Items. If there is more than one output Item, this sum will be distributed according to the percentages entered in the Rel. column.

There is a check box in the Stock Settings setting entitled FIFO Calculated Automatically. If you are using this option, the FIFO calculation will take place automatically when the Production record is marked as Finished and saved. This therefore bypasses the need to use the 'Calculate FIFO' function, although that function can still be used to see the FIFO values prior to saving.

The function has no effect once the Production has been marked as Finished and saved.

Item Status

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

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

Open NL Transaction

Once a Production record has been approved and saved, if so defined in the Sub Systems setting in the System module, a Nominal Ledger Transaction is created. This function allows you to view that Transaction.

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

Generate Serial Nos for Out Items

This function can be useful when a large quantity of a Serial Numbered Item is assembled and it is necessary to enter many consecutive Serial Numbers.

Enter the appropriate number of rows with output Items in the Production record and specify the lowest Serial Number for the first one. Then select the function: the remaining rows will gain a Serial Number, each incremented by one. If you do not enter a lowest Serial Number before selecting the function, it will not generate Serial Numbers.

Create Activity

This function can be used to create records in the Activity register in the System module. This can be useful for technicians who like to use the Activity register and Task Manager to schedule their work. No default Activity Type will be offered. The Task Type of the new Activities will be Calendar, and the Symbol will be Other.

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

The screenshot shows a window titled "Activity: Inspect" with a standard Windows-style title bar. Below the title bar is a toolbar with icons for navigation and a "Done" button. The main area contains several sections of input fields:

- Text and Type:** Two text input fields labeled "Text" and "Type".
- Buttons:** "New", "Duplicate", "Cancel", and "Save" buttons are located at the top right.
- Task Type and Symbol Tabs:** A row of tabs labeled "Time", "Task Type", "Symbol", "Customer", "Project", "Text", and "Persons". The "Time" tab is currently selected.
- Time Fields:** "Start Time", "End Time", and "Cost (Time)" (with a "00:00:00" value) are on the left. "Start Date" and "End Date" (both with "1/5/2003" values) are on the right.
- Task Type Selection:** Radio buttons for "Calendar" (selected), "To Do", and "Timed To Do".
- Calendar Selection:** Radio buttons for "Time", "Profile", and "Don't Show" (selected).
- Symbol Selection:** Radio buttons for "Call", "Meeting", "Deskwork", and "Other" (selected).
- Customer Information:** Fields for "Customer", "Name", "Contact", "Phone", and "Result".

A new record is opened in a window entitled 'Activity: Inspect'. This means that it has already been saved, and is being opened for checking. The Start Date of the Activity will be the Start Date of the Production, and its End Date will also be copied from the Production. The Person of the Activity will be the current user. 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 Production window.

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



Please refer to Volume 6 of these manuals for full details of the 'Activity: Inspect' window.

Disassemble

Use this function when it is necessary to reverse the effects of a Production record. This may be because an assembled Item was disassembled and its components returned to stock, because a Production record was marked as Finished incorrectly, or because a Finished Production record contained an error.

Find and open the Production record that is to be reversed, and select 'Disassemble' from the Operations menu. The function will create and open a new Production record that is the reverse of the original (i.e. the Input Items in the original Production will be Output Items in the new record, and the original Output Item will now be an Input Item).

Production: Inspect

Operations  

New Duplicate Cancel Save

No. 5014 Start Date 1/5/2003 End Date 1/5/2003 Status ☒ Created ☐ Cancelled ☐ Started ☐ Finished

Recipe 10112R Name Stereo System

Qty 1 Machine Person

Location

Items Comment

	Item	Descr.	Serial No.	In	Out	Rel.	I-cost	W-cost	Coeff
1	10112	Stereo System		1			100		
2	10102	Stereo cassette radio			1	14	14		
3	10103	Receiver			1	21	21		
4	10104	Loudspeakers			1	8	8		
5	10106	CD player			1	42	42	15	
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									

A B C

The new Production record is opened in a window entitled 'Production: Inspect'. This means that it has already been saved, and is being opened for checking. You may need to attach a W-Cost to the Input Item to record the cost of disassembly.

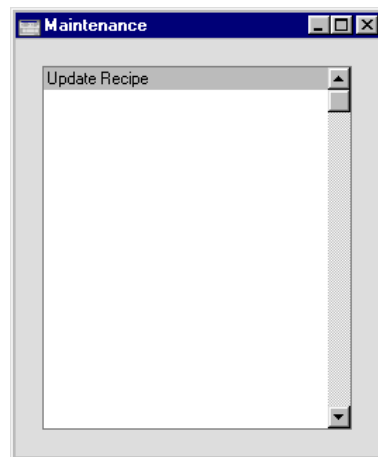
When you mark the record as Finished and save it, a Nominal Ledger Transaction will be generated, reversing the one created by the original Production record, and the stock levels of the assembled Items and the components will be updated. The assembled Item will be removed from stock, and the components will be returned to stock.

The two Production records will be connected to each other through the Attachments facility. This allows you to open the original Production quickly and easily from the disassembly record, or to open the disassembly from the original Production.

Maintenance

Introduction

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



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

Update Recipe

This function updates the Input Costs of components in Recipes with new prices from the Item register.

The screenshot shows a window titled "Update Recipes". It has a "Run" button in the top right. Below the title bar are three input fields labeled "Recipe", "Item", and "Item Group". Under these fields is a section "Update to" with two radio buttons: "Cost Price" (which is selected) and "FIFO Price". Below that is a checkbox labeled "Update Item Names". At the bottom, there is a section "If the Recipe has one Out Item" with three radio buttons: "Don't update Out Item" (selected), "Update Out Item Cost", and "Update Out Item Cost and Item's Cost Price".

Recipe	Paste Special	Recipe register, Production module
	Range Reporting	Alpha
Item	To update the costs in particular Recipes, enter a Recipe Code or a range of Recipe Codes here.	
	Paste Special	Item register
Item Group	Range Reporting	Alpha
	To update the costs of particular Items when used as components in Recipes, enter an Item Code or range of Item Codes here.	
Update to	Paste Special	Item Group register, Sales Ledger
	To update the costs of Items belonging to a single Item Group when used as components in Recipes, enter an Item Group Code here.	
Cost Price	Determine here how the new Input Costs of the components are to be calculated.	
	The new Input Costs are taken from the Cost Prices of the components as shown on the 'Costs' cards of their records in the Item register.	

FIFO Price The new costs are calculated using the average FIFO value of the component Items currently in stock. If this option is used, any Plain Items used as components in Recipes will have their Input Cost set to zero. This will also be the case for any Stocked Items of which there is no stock.

If the Recipe has one Out Item

Use these options to specify whether you would like the cost of the output Item (as shown in the Recipe) to be updated to reflect the changes made to the costs of the input Items. These options will only affect Recipes with a single output row: if there are several output Items, you should update them manually so that the costs can be apportioned correctly.

Do not update The cost of the output Item will not be updated.

Update Out Item Cost

The cost of the output Item will be updated.

Update Out Item Cost and Item's Cost Price

The cost of the output Item will be updated, and the Cost Price in its record in the Item register will also be updated.

Update Item Names

Check this box if you would like the names of the Items in the selected Recipes to be updated from the Item register.

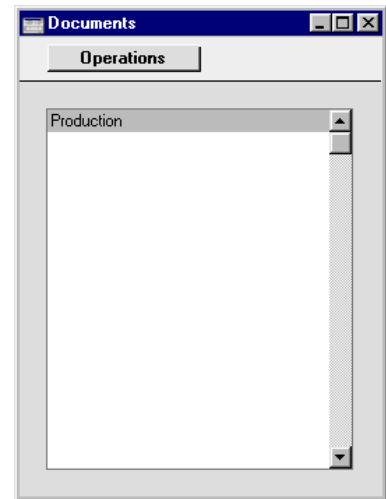
Press the [Run] button to start the updating process.

Documents

Introduction

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

On selecting the function, the window illustrated below appears, listing the single document which can be printed from the Production module.



To print a document, follow this procedure—

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

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

To determine which Form is printed, follow this procedure (when Hansa is supplied, a sample Form will be printed)—

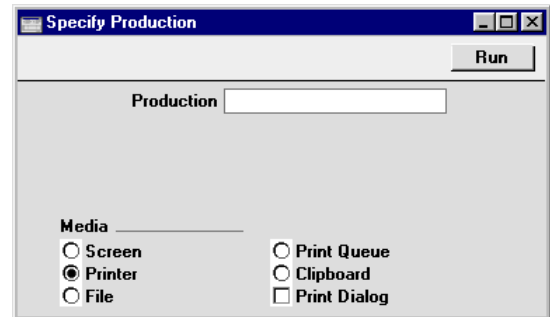
1. Design a Form (or change the sample Form supplied to reflect your own requirements) using the Form register in the System module. This process is fully described in the chapter in Volume 1 covering the System module.
2. Change to the Production module and open the 'Documents' list window using the '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. 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 'Hansa's Work Area' chapter in Volume 1 of this manual. For example, different Forms can be used determined perhaps by the Number Series of the Production record.
4. The 'Define Document' function only needs to be used once. After this has been done, Form selection will be automatic.

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

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

Production

This document is used when it is necessary to print a Production record or a range of Production records, perhaps to provide instructions to the assembly department. The document can also be printed by clicking on the Printer icon when viewing a Production record, or printed to screen by clicking the Preview icon.



Production

Range Reporting

Numeric

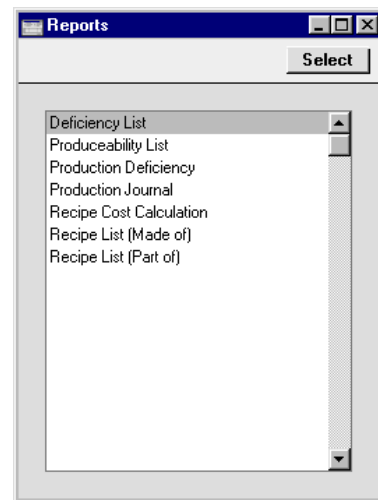
Enter a Production Number (or range of Production Numbers) for which documents are to be printed.

Reports

Introduction

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

The following reports are available in the Production module—



A specification window will then appear, where you can decide what is to be included in the report. Leave all the fields in this window blank if the report is to cover all the records in the appropriate register. 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 Production records, or a range of Recipes. 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.

Using the options at the bottom of the specification window, determine the print destination of the report (the default is to print to screen). You can

initially print to screen and subsequently send the report to a printer using the Printer icon.

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

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

Deficiency List

This report shows for each Item the stock balance, the quantity ordered, the quantity on Purchase Orders, and a proposed purchase quantity, based on the minimum stock level for each Item. It can therefore be used prior to entering Production records to show how many of a particular Stocked Item should be assembled. The report does not show Structured Items.

For full details of this report, please refer to the 'Purchase Orders' chapter in Volume 3 of these manuals.

Produceability List

This report shows the quantity of assembled Items (Stocked and Structured Items with Recipes) that can be produced from the components available in stock. For each Item, this figure is compared with the quantity of unfulfilled Sales Orders. Unfulfilled Orders for individual components are taken into account.

For full details of this report, please refer to the 'Sales Orders' chapter in Volume 3 of these manuals.

Production Deficiency

This report is similar to the Produceability List described above, but it also contains suggestions of what should be ordered to build a specified number of assembled Items. The minimum stock level (from the ‘Stock’ card of the Item record) is taken into account in making this calculation. The number of components already on approved unfulfilled Purchase Orders is shown for comparison purposes.

Specify Production Deficiency

Run

Item No.

Group

Location

Quantity

Function

☒ One Level of Production

☐ Multiple Levels of Production

Media

☒ Screen

☐ Printer

☐ File

☐ Print Queue

☐ Clipboard

☒ Print Dialog

Item No.	Paste Special	Item register
	Range Reporting	Alpha
Enter the Item Number of an assembled Item to view its production requirements. If a range of Item Numbers is entered, only those Items in the range with Recipes will be shown.		
Group	Paste Special	Item Group register, Sales Ledger
		Enter an Item Group to report on all Items in the Group which have Recipes.
Location	Paste Special	Locations setting, Stock module
		The report takes the number of components in stock into consideration when offering purchasing suggestions. If you wish to restrict this process to stock from a particular Location, specify that here.

Quantity	In calculating purchasing suggestions, the report compares the stock of each component with the quantity required to satisfy unfulfilled Sales Orders. If you would like an additional quantity of assembled Items to be taken into account (perhaps to anticipate future demand), enter that additional quantity here. The number of components required to satisfy this quantity will be shown in a separate column in the report.
Function	For assembled Items which use components which themselves are assemblies (i.e. sub-assemblies), you can either show the stock levels of the sub-assemblies or show those of the most basic level components. To use the latter alternative, use the Multiple Levels of Production option.

Production Journal

This report lists registered Production records.

Specify Production Journal

Run

Number

Period1/1/2003:31/12/2003

Recipe

Function

☒ Overview

☐ Detailed

☐ Cost from Item Record

Include

☐ Created

☐ Cancelled

☐ Started

☐ Finished

Media

☒ Screen

☐ Printer

☐ File

☐ Print Queue

☐ Clipboard

☒ Print Dialog

Number	Range Reporting	Numeric
	Enter a Production Number (or range of Production Numbers) of the records to be shown in the report.	

Period	Paste Special	Reporting Periods setting, System module
		Enter the start and end dates of the reporting period.
Function		These options control the level of detail shown in the report.
Overview		On a single line per Production record, this option shows Number, Date, Recipe, Quantity produced, Comment and whether it has been marked as Finished.
Detailed		This option shows the details of each Production record, listing the components individually with Serial Numbers and costs.
	Cost from Item Record	
		Usually, the Detailed version of this reports takes the costs of the components from the Production records. If you would like the costs to be taken from the relevant Item records, check this box.
Include		Check the boxes to include Production records of different types in the report. At least one option must be checked, otherwise a blank report will result.

Recipe Cost Calculation

This report is a list of Recipes that compares the total cost of assembly with the sales price of the output Item. The cost of assembly is the I-Cost plus the W-Cost. The I-Cost can be taken from the Recipe or from the Item records of the components ('Costs' card). The sales price of the output Item is taken from the 'Pricing' card of the relevant Item record.

Recipe	Paste Special	Recipe register, Production module
	Range Reporting	Alpha
	Specify the Recipes to be listed by entering a Recipe Number, or range of Recipe Numbers.	
Function	Use these options to control the level of detail shown in the report.	
Overview	This option is a simple list showing Recipe Number and Name, total cost and sales price.	
Detailed	This option lists the components of each Recipe together with individual costs and quantities. Components that are assemblies themselves are not listed, but are broken down so that the bottom-level components are shown.	
Detailed, show Level	This option is very similar to the Detailed option, with the exception that the component level is also shown. Since components that are assemblies themselves are not listed, but are broken down so that the bottom-level components are shown, this will be a useful indication of the number of levels of sub-assembly that go towards producing the final Item. The final Item is on level 0, the components of that Item are on level 1, the components of those Items are on level 2 etc.	

Take Cost From Use these options to choose whether the cost prices of the components are to be taken from the Recipes or from the ‘Costs’ cards of the relevant Item records.

Recipe List (Made of)

This list shows for each assembled Item its Recipe and the components used.

The screenshot shows a Windows-style dialog box titled "Specify Recipe List (Made of)". It has a "Run" button in the top right corner. The main area contains three input fields: "Item No.", "Item Group", and "Function". Below the "Function" field, there are two radio buttons: "Overview" (which is selected) and "Detailed". Below these, there is a "Media" section with three radio buttons: "Screen" (selected), "Printer", and "File". To the right of the "Media" section, there are three checkboxes: "Print Queue", "Clipboard", and "Print Dialog" (which is checked).

Item No.	Paste Special	Item register
	Range Reporting	Alpha
Enter the Item Number of an assembled Item to view how it is made up. If a range of Item Numbers is entered, only those Items in the range with Recipes will be shown.		
Item Group	Paste Special	Item Group register, Sales Ledger
	Range Reporting	Alpha
Enter an Item Group to show all Items in the Group that have Recipes.		
Function	These options control the level of detail shown in the report.	
	Overview	This option shows the Item Number and quantity used of each component.
	Detailed	In addition to the above, this option shows the Item Name and Cost of each component.

Recipe List (Part of)

This report is a list of Recipes, showing the components with quantities and costs.

Specify Recipe List (Part of)

Run

Recipe

Item No. (Component)

Item Group (Component)

Media

☒ Screen

☐ Printer

☐ File

☐ Print Queue

☐ Clipboard

☒ Print Dialog

Recipe

Paste Special

Recipe register, Production module

Range Reporting

Alpha

Use this field to limit the report to a single Recipe, or range of Recipes.

Item No. (Component)

Paste Special

Item register

Range Reporting

Alpha

Enter an Item Number to show the Recipes in which the Item is used as a component.

Item Group (Component)

Paste Special

Item Group register, Sales Ledger

Range Reporting

Alpha

Enter an Item Group to show the Recipes in which Items from this Group are used as components.

Hansa Financials
HansaWorld
Service Orders

Chapter 4: The Service Orders Module

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

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

Example

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

Linking Items Sold to the Service Orders module

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

Stock Settings: Inspect [Save]

Main Location

Service Location

Paste Classification

☐ Require Location

☒ Update Known Serial Number Register

☐ FIFO calculated automatically

☐ Automatic delivery for Service and Plain Items

☐ Automatic receiving for Service and Plain Items

☐ Invoices before delivery

☐ Automatically set Batch Serial Number on Delivery

☐ Allow Delivered Qty greater than Ordered

☐ No Serial No. on Goods Receipts

Decrease Available on Deliveries _____

☒ Delivery is OKed

☐ When Delivery has been Created

Unit 2 Conversion Calculation _____

☒ Multiply with Coefficient

☐ Divide with Coefficient

Chronology in Stock — Over Delivery —



☒ None ☐ Allow

☐ Per Location ☒ Do Not Allow

☐ For all Locations ☐ Always Deliver

To illustrate this link, Oslo Trading purchased some equipment from the example company in November 2002. The Invoice is illustrated below, showing the Serial Numbers—

Invoice: Inspect

Operations   New Duplicate Cancel Save

No. 1153 Name OsloTrading Co
Customer 004

Terms Items Currency Delivery Identifiers Inv. Address Del. Address

Inv. Date 13/11/2002 Our Ref. Salesman JNW
Pay. Terms 30 Attn.
Due Date 13/12/2002 Object
Trans. Date 13/11/2002 Official Ser. No.

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

Currency NOK Freight VAT 749.40 Sub-Total 4282.26
☒ OK Ext. Tax 0.00 Base 446.50 TOTAL 5031.66

Entering Service Orders

In May 2003, the client returns the Amplifier because it has developed a fault. In the Service Orders module, the service operator creates a new Service Order—

Service Order: New

Operations

New Duplicate Cancel Save

No. 7008 Name

Customer

1 2 3 4 5 6 7

Pay Terms Order Date 6/5/2003

Our Ref Planned Del.

Attn. Cust. Ord. No.

	Item	Qty	Serial No	Description	Item Type	No.
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						

☐ Completed Customer Purchase Price Our Sales Price

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



Known Serial Numbers

New Duplicate Search

Serial No.	In Stock	Customer	Name	Item	Description	Sold	Warranty Until
9087VHG156 0	001	Against All Odds Trac	10110	Amplifier	18/12/2003	18/12/2003	
9087VHG157 1	002	New World Import/E:	10110	Amplifier	17/8/2003	17/8/2003	
9087VHG158 1	003	Schmidt GmbH	10110	Amplifier	25/10/2003	25/10/2003	
9087VHG159 1	004	OsloTrading Co	10110	Amplifier	6/11/2003	6/11/2003	
9087VHG160 1	005	Moscow Trading Co	10110	Amplifier	6/12/2003	6/12/2003	
9087VHG161 1	006	Estonian Export	10110	Amplifier	20/8/2003	20/8/2003	
9087VHG162 1	007	Du Pont et cie	10110	Amplifier	17/9/2003	17/9/2003	
9087VHG163 0	004	OsloTrading Co	10110	Amplifier	13/6/2003	13/6/2003	
9087VHG164 1	004	OsloTrading Co	10110	Amplifier	13/11/2003	13/11/2003	

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

Service Order: New

Operations   New Duplicate Cancel Save

No. 7008 Name OsloTrading Co

Customer 004

1 2 3 4 5 6 7

Pay Terms 30 Order Date 6/5/2003

Our Ref Planned Del.

Attn. Cust. Ord. No.

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

☐ Completed Customer Purchase Price Our Sales Price

The operator specifies a return date in the Planned Del. field, classifies the problem using the Std. Problem field on flip B and adds any relevant further information to the Comment field on card 4. The Comment and Std. Problem fields allow information about the fault to be conveyed to the technicians.

Taking Responsibility for Repair Items

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

Service Stock Transaction: Inspect

Operations New Duplicate Cancel Save

No. Name

Employee Service Order No.

1 2 3

Date Attn.

Customer Name

	Item	In Qty	Out Qty	Description	Unit Cost	Unit Price
1	10110	1		Amplifier	105	1690.37
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						

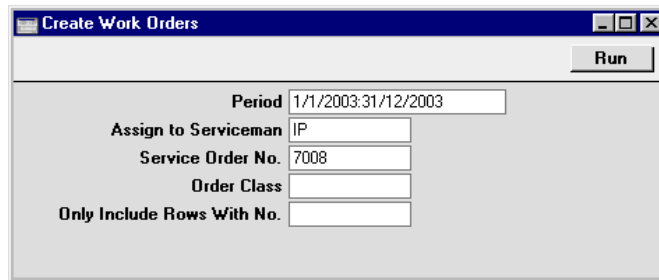
☐ OK Cost Value Sales Value

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

Instructing Technicians - Raising Work Orders

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

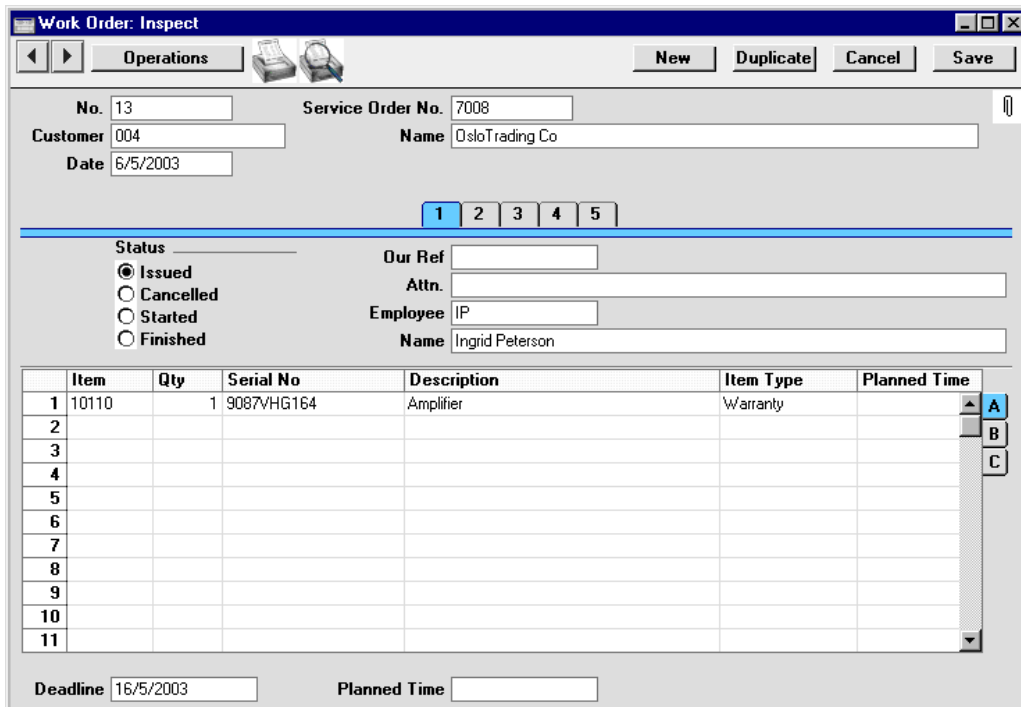
The operator chooses 'Create Work Orders' from the Operations menu of the Service Order. The following window appears, by which the job can be assigned to a particular technician (in this case, Ingrid Peterson)—



The 'Create Work Orders' dialog box contains the following fields and controls:

- Period:** 1/1/2003:31/12/2003
- Assign to Serviceman:** IP
- Service Order No.:** 7008
- Order Class:**
- Only Include Rows With No.:**
- Run** button

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



The 'Work Order: Inspect' window displays the following information:

- Operations** tab selected. Buttons: **New**, **Duplicate**, **Cancel**, **Save**.
- No.:** 13, **Service Order No.:** 7008
- Customer:** 004, **Name:** OsloTrading Co
- Date:** 6/5/2003
- Status:**
 - ☒ Issued
 - ☐ Cancelled
 - ☐ Started
 - ☐ Finished
- Our Ref:**
- Attn.:**
- Employee:** IP
- Name:** Ingrid Peterson
- Table:**

	Item	Qty	Serial No	Description	Item Type	Planned Time
1	10110	1	9087VHG164	Amplifier	Warranty	
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
- Footer:** **Deadline:** 16/5/2003, **Planned Time:**

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

Comment field on card 5 (transferred from the Comment field on card 4 of the Service Order)—

	1	2	3	4	5
Comment	Left-hand channel is silent				

Labour and Spare Parts - Work Sheets



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

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

Work Sheet: Inspect						
Operations		New		Duplicate		Cancel
No.	17	Work Order No.	13	Location		
Employee	IP	Name	Ingrid Peterson			
<input type="checkbox"/> Reserved						
<div>1 2 3 4 5</div>						
Date	6/5/2003	Attn.				
Customer	004	Name	OsloTrading Co			
Item	Qty	Description	Unit Price	%	Sum	
1						A
2						B
3						C
4						D
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
<input type="checkbox"/> OK		VAT		Sum	0.00	TOTAL

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

Work Sheet: Update

Operations   **New Duplicate Cancel Save**

No. 17 Work Order No. 13 Location
 Employee IP Name Ingrid Peterson
☐ Reserved

1 2 3 4 5

Date 6/5/2003 Attn.
 Customer 004 Name OsloTrading Co

Item	Qty	Description	Unit Price	%	Sum
1 SPA001	1	Capacitor (1000 micro Farad)	112.69		112.69
2 10111	1	Labour	450.76		450.76
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					

☐ OK VAT 98.60 Sum 563.45 TOTAL 662.05

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

Work Sheet: Inspect

Operations

No. 17 Work Order No. 13 Location

Employee IP Name Ingrid Peterson

☐ Reserved

1 2 3 4 5

Date 6/5/2003 Attn.

Customer 004 Name OsloTrading Co

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

☐ OK VAT 98.60 Sum 563.45 TOTAL 662.05

Creating Purchase Orders for Spare Parts

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

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

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

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

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

Purchase Order: Inspect

Operations

No. 3013 Name
 Supplier Signers
☐ Closed ☐ Price Incl VAT

Date

Trans. Date 6/5/2003 Plan. Del. Pur. Ref.
 Pay. Terms Attn.
 Our Ref. Objects

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

☐ OK Currency GBP VAT 0.88 Sum 5.00 TOTAL 5.88

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

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

Work Sheet Transactions

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

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

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

Work Sheet Transaction: Inspect

Customer: 004 Item: SPA001 Type:
Employee: IP Date: 6/5/2003 ☐ Invoiceable
Invoice: Work Sheet No: 17 ☒ Warranty
Comment: Capacitor (1000 micro Farad) ☐ Contract
Serv. Ord. No: 7008 Work Order No: 13 Item Type:
Contract No: ☐ Plain
☒ Stocked Item
☐ Structured Item
☐ Service

Reg. Qty	Inv. Qty	Price	Disc. %	Markup	Sum	Cost	GP
1.00	1.00	112.69			112.69	5.00	5.00



Invoicing

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

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

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

Invoice: Inspect

Operations   New Duplicate Cancel Save

No. 2030 Name Schmidt GmbH
Customer 003

Terms Items Currency Delivery Identifiers Inv. Address Del. Address

Inv. Date 6/5/2003 Our Ref. Salesman JNW
Pay. Terms 30 Attn.
Due Date 5/6/2003 Object
Trans. Date 6/5/2003 Official Ser. No.

Item	Qty	Description	Unit Price	%	Sum
1	1	Labour	63.49		63.49
2	1	Capacitor (1000 micro Farad)	15.87		15.87
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					

Currency EUR Freight VAT 0.00 Sub-Total 79.36
☐ OK Ext. Tax 0.00 Base 50.00 TOTAL 79.36

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

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

Returning Repair Items to Customers

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

Service Stock Transaction: Inspect

Operations

No. 13 Name

Employee Service Order No. 7008

1 2 3

Date 6/5/2003 Attn.

Customer 004 Name OsloTrading Co

Item	In Qty	Out Qty	Description	Unit Cost	Unit Price
1 10110			Amplifier	105	1690.37
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

☐ OK Cost Value Sales Value

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

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

Note on Terminology

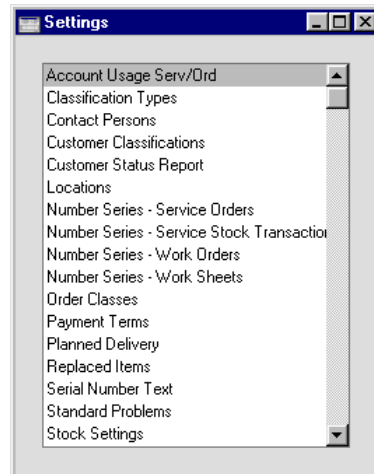
In this chapter and in the index, the term “Main Item” is sometimes used in this chapter and in the Service Orders module when referring an item on a Service Order, a Work Order or a Service Stock Transaction. In all three circumstances, this is the Item being repaired: at other times in this chapter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

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

Settings

Introduction

The Service Orders module has the following settings—



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

Classification Types

Please refer to the 'CRM' chapter in Volume 6 of these manuals for full details of this setting.

Contact Persons

Please refer to the section in the 'CRM' chapter in Volume 6 of these manuals describing the Contact Person register for full details of this setting.

Customer Classifications

Please refer to the 'CRM' chapter in Volume 6 of these manuals for full details of this setting.

Customer Status Report

Please refer to the 'CRM' chapter in Volume 6 of these manuals for full details of this setting.

Locations

Please refer to the 'Stock' chapter in Volume 3 of these manuals for full details of this setting.

Number Series - Service Orders

Each Service Order record has its own unique identifying number, based on a sequential series. When entering a new record, the next number in the series is used. If no Number Series are entered, Service Order Numbers will start at 1 and continue consecutively.

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

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

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

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

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

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

Number Series - Service Stock Transactions

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

Number Series - Work Orders

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

Number Series - Work Sheets

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

Order Classes

Please refer to the 'Sales Orders' chapter in Volume 3 of these manuals for full details of this setting.

Payment Terms

Please refer to the 'Sales Ledger' chapter in Volume 2a of these manuals for full details of this setting.

Planned Delivery

Please refer to the 'Sales Orders' chapter in Volume 3 of these manuals for full details of this setting.

Replaced Items

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

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

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

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

2. As soon as this record is approved and saved, the Item is signed out of your service stock and a record is created in the Replaced Items setting, as shown below—

The screenshot shows a software window titled "Replaced Item: Inspect". At the top right are standard window controls. Below the title bar are four buttons: "New", "Duplicate", "Cancel", and "Save". The main area contains several input fields. A "Supplier" field is at the top left with the value "512". Below it are two rows of fields. The first row has "Old Item" (10110), "Serial No." (9087VHG163), "Qty" (1.00), and "Desc." (Amplifier). The second row has "New Item", "Serial No.", "Qty", and "Desc.", all of which are empty. At the bottom is a "Comment" field with the text "Left-hand channel is silent" and two empty lines below it.

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

3. When the Item has been sent back to the Supplier for repair, on its return to your company a new record should be created in the Service Stock Transaction register signing it back into service stock. The appropriate record in the Replaced Items setting should then be opened and the Item Number and Serial Number copied from the fields on the first row to those on the second. An appropriate comment could be entered if necessary. Finally, a second record should be entered to the Service Stock Transaction register signing the Item out of your workshop when it is returned to the Customer.
4. When the Item has been sent back to the Supplier for exchange, on the arrival in your workshop of its replacement, a new record should be created in the Service Stock Transaction register signing it into service stock and carrying a record of its Serial Number. This Serial Number should be copied to the new Serial No. field (on the second row) of the appropriate record in the Replaced Items setting. An appropriate comment could be entered if necessary. Finally, a second record should be entered to the Service Stock Transaction register signing the Item out of your workshop when it is handed over to the Customer.
5. If the Item has in reality been discarded and is being replaced with a new Item from your stock, review the appropriate Replaced Item record and

enter the Item Number of the new Item in the New-Item field, using 'Paste Special' if necessary. Move to the new Serial No. field: 'Paste Special' here will give a list of Serial Numbers for that Item currently in stock (i.e. in stock for resale, not in service stock). Select one, enter a Quantity of one in the next field and save the record. Note that the Replaced Items setting is purely archival: it has no effect on stock levels. You will therefore need to raise a Delivery from a Sales Order (or raise an Invoice, according to your normal practice) for the Item/Serial Number that your company is supplying so that stock levels are amended accordingly.

Serial Number Text

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

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

	Text
1	Originally sold by us in June 2002
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	
16	
17	
18	
19	
20	
21	

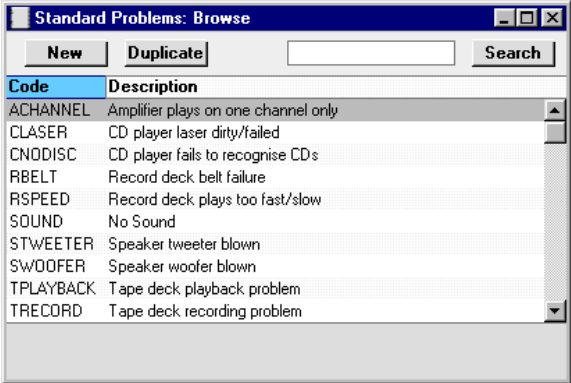
Serial No	Paste Special	Serial Numbers of sold Items and of Repair Items
		Specify the Serial Number of the Item about which comments are being recorded.
		If the Item is one originally sold by your business, the Item Number will be brought in to the field below as soon as the Serial Number is specified.
		Hansa will not allow more than one record in the Serial Number Text setting for a particular Serial Number/Item combination.
		The 'Paste Special' list is updated from two sources. Serial Numbers previously used in the Service Stock Transaction register (described later in this chapter) are included: the 'Paste Special' list shows whether a particular Serial Number is currently held in your service stock. You can also choose to have included in the list Serial Numbers of Items originally sold by your company. If you wish to do this, switch on the Update Known Serial Number Register option in Stock Settings. Only Serial Numbers for Items invoiced after this option has been switched on will be shown.
Item	Paste Special	Item register
		The Item Number of the Item. If the Item is one originally sold by your business, the Item Number will be brought in as soon as the Serial Number is specified.
Text		Up to thirteen lines of notes can be recorded for an individual Item.

Click [Save] to save changes.

Standard Problems

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

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



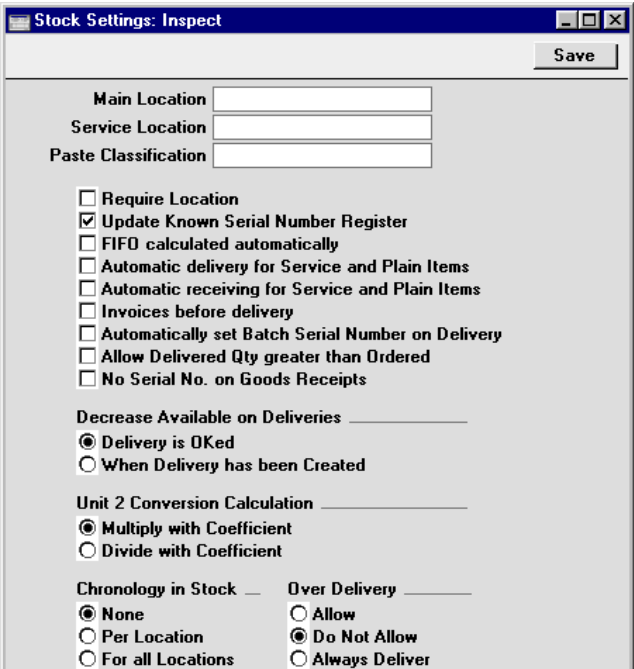
Standard Problems: Browse

New Duplicate Search

Code	Description
ACHANNEL	Amplifier plays on one channel only
CLASER	CD player laser dirty/failed
CNODISC	CD player fails to recognise CDs
RBELT	Record deck belt failure
RSPEED	Record deck plays too fast/slow
SOUND	No Sound
STWEETER	Speaker tweeter blown
SWOOFER	Speaker woofer blown
TPLAYBACK	Tape deck playback problem
TRECORD	Tape deck recording problem

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

Stock Settings



Stock Settings: Inspect

Save

Main Location

Service Location

Paste Classification

☐ Require Location
☒ Update Known Serial Number Register
☐ FIFO calculated automatically
☐ Automatic delivery for Service and Plain Items
☐ Automatic receiving for Service and Plain Items
☐ Invoices before delivery
☐ Automatically set Batch Serial Number on Delivery
☐ Allow Delivered Qty greater than Ordered
☐ No Serial No. on Goods Receipts

Decrease Available on Deliveries _____

☒ Delivery is OKed
☐ When Delivery has been Created

Unit 2 Conversion Calculation _____

☒ Multiply with Coefficient
☐ Divide with Coefficient

Chronology in Stock — Over Delivery _____

☒ None ☐ Allow
☐ Per Location ☒ Do Not Allow
☐ For all Locations ☐ Always Deliver

As far as the Service Orders module is concerned, two options on this screen should be considered. Please refer to the 'Stock Module' chapter in Volume 3 of these manuals for full details of the other options in this setting.

Update Known Serial Number Register

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

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

The Known Serial Number register is updated when an Invoice is raised, not when a Delivery is issued. It is not updated if the Update Stock option on the 'Delivery' card of the Invoice is off. The warranty period begins with the Invoice Date, not the Delivery Date.

If you want to use this option and you will also be creating Invoices from Orders, you must also switch on the Invoice Based On Delivery option in the Order Settings setting in the Sales Orders module. This will ensure that Serial Numbers are transferred from Deliveries to Invoices. If the Invoice Based On Delivery option is off, Serial Numbers may not be copied from Deliveries to Invoices and therefore cannot be transferred from there to the Known Serial Number register.

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

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

The Service Order Register

All work carried out in the Service Orders module has its roots in the Service Order register. As soon as a repair job is accepted, a record should be entered to this register showing the Items to be repaired and the work required. The job can be in-house or on the Customer's premises. From this Service Order record, the repair items can be signed in to service stock (in the case of an in-house repair), the technician can be informed of the work required, an Invoice for the work can be raised and finally the repair items are signed out of service stock and handed back to the Customer.

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

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

No.	WOrd	WS	Invd	Class	Cust.	Name	Cust.Ord No.	Order Date	Plan Del
7000	✓				001	Against All Odds Trading		15/6/2002	
7001	✓				001	Against All Odds Trading		6/8/2002	
7002					002	New World Import/Export		17/9/2002	
7003	✓				006	Estonian Export		20/9/2002	
7004	✓				007	Du Pont et cie		7/10/2002	
7005	✓		✓		003	Schmidt GmbH		15/11/2002	
7006					004	OsloTrading Co		30/11/2002	
7007	✓				004	OsloTrading Co		13/12/2002	20/12/2002
7008	✓	✓	✓		004	OsloTrading Co		6/5/2003	16/5/2003
7009								6/5/2003	

The WOrd column contains a "✓" if at least one Work Order has been created from a Service Order. The WS column is blank where no Work Sheets have been created from a Service Order, or shows "✓" where there is at least one approved Work Sheet and "-" when all Work Sheets are unapproved. The Invd column contains a "✓" if at least one Invoice has been created from a Service Order or if a Service Order is not invoiceable (all Items are under Warranty or Contract).

As in all browse windows you may sort the transactions by each column by clicking on the headings. To reverse any sort, simply click once again on the column heading. You can also scroll the list with the scroll bars. Finally, you

can search for a record by entering a keyword in the field in the top right-hand corner. Hansa will search for the first record matching the keyword in the same column as the selected sorting order.



Entering a Service Order

Hansa provides several shortcuts to simplify your work when entering Service Orders. You may for example enter the current date into a date field with the 'Paste Special' function. This can also be used to simplify the entering of Item Numbers, Customer Numbers, Order Classes etc.

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

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

Service Order: Inspect

Operations   **New Duplicate Cancel Save**

No. 7008 Name OsloTrading Co

Customer 004

1 2 3 4 5 6 7

Pay Terms 30 Order Date 6/5/2003

Our Ref Planned Del. 16/5/2003

Attn. Cust. Ord. No.

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

☐ Completed Customer Purchase Price Our Sales Price

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



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

Header

No.	Paste Special	Select from another Number Series
		When creating a new Service Order, Hansa will enter the next unused number from the first number sequence entered in the Number Series - Service Orders setting. You may change this number, but not to one that has already been used. If you are working in a multi-user environment, the Service Order Number is assigned when the Service Order is saved.
Customer	Paste Special	Customer register
		Enter the Customer Number or use the 'Paste Special' function. When you press Return, the Customer's name, address and other information will be entered into the appropriate fields.
		If the Item being repaired is one originally sold by your business, there is no need to enter a Customer Number. When the Item's Serial Number is entered to the Serial No. field on the first row of the grid, the Customer Number and Name (and Item Number and Name) are brought in automatically. They can be changed if the Item has been sold on.
Name		The Customer Name is entered after you have entered the Customer Number.

Card 1

Pay Terms	Paste Special	Payment Terms setting, Sales/Purchase Ledger
	Default taken from	Customer
	<p>Payment Terms entered here will be transferred to any Invoices raised from the Service Order. In addition simply to ensuring that the correct Payment Terms appear on Invoices (in the Language of the Customer if necessary), entering basic Payment Terms records using the Sales Ledger setting can enable a system of early settlement discounts to be established.</p>	
Our Ref.	<p>Use this field if you need to identify the Service Order by means other than the Order Number. It will be transferred to any Work Orders generated from this Service Order. A default will be taken from the Our Ref field on the 'Ser Nos' card of the Person record of the current user.</p>	
Attn.	Paste Special	Contact Persons setting, Sales Ledger
	Default taken from	Customer
	<p>Record here the name of your contact in the Customer company, for whose attention any paperwork is to be marked. It will be transferred to any Work Orders and Work Sheets generated from this Service Order.</p>	
Order Date	Paste Special	Current Date
	<p>The current date according to the computer's clock is entered as a default.</p>	
Planned Del.	Paste Special	Current Date
	<p>The date on which the Items on the Service Order are scheduled to be returned to the Customer. The format of this field is determined by the Planned Delivery setting. Available options are free text, date, week number or year-week (4 characters). The Planned Delivery is passed to the Deadline field of any Work Orders raised from the Service Orders, so that the technicians are aware of the date by which the Customer is expecting the return of his equipment.</p>	

Cust. Ord. No. Record the Customer's Purchase Order Number here. It will be printed on all documentation associated with the Service Order.

Card 2

Service Order: Inspect

Operations New Duplicate Cancel Save

No. 7008 Name OsloTrading Co

Customer 004

1 2 3 4 5 6 7

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

☐ Completed Customer Purchase Price Our Sales Price

Use the grid on card 2 to list the Items that are to be repaired. This grid which is divided into four horizontal flips. When you click on a flip tab (marked A-D), the two or three right-hand columns are replaced.



To add rows to a Service Order, click in any field in the first blank row and enter appropriate text. To remove a row, click on the row number on the left of the row and press the Backspace key. To insert a row, click on the row number where the insertion is to be made and press Return. Rows cannot be removed once they have Work Order Numbers (flip B).

Flip A

Item	Paste Special	Item register
	<p>With the cursor in this field, enter the Item Number or Bar Code for each Item on the Service Order (i.e. each Item brought in for repair). Pricing, descriptive and other information will be brought in from the Item record. If you leave this field blank, you can enter any text in the Description field, perhaps using the row for additional comments to be printed on documentation.</p> <p>Every Item being repaired should have its own record in the Item register. They can be Plain Items or Stocked Items and should be marked as carrying Serial Numbers at Unit or Batch level. Stocked Items are recommended if your company repairs the same Items as it sells, while Plain Items are recommended if your business only offers a repair service.</p> <p>If the Item being repaired is one originally sold by your company, there is no need to enter a Item Number. When the Item's Serial Number is entered to the Serial No. field (below), the Item Number and Name (and Customer Number and Name) are brought in automatically.</p>	
Qty	<p>Enter the number of units. Since all repair items are serial numbered, this will usually be one.</p>	
Serial No	Paste Special	Serial Numbers of sold Items and of Repair Items (Known Serial Number register)
	<p>A Serial Number must be registered for each Item on the Service Order.</p> <p>If the Item being repaired is one originally sold by your business, the Serial Number should be the first thing to be entered: this causes the Customer Number and Name and Item Number and Name to be brought in automatically. The Customer information can then be changed if the Item has been sold on. Note that the Serial No field is case-sensitive, so be sure to enter the correct combination of upper- and lower-case letters. If the Customer and Item information does not appear, this is the probable cause.</p>	

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

The Known Serial Number register shown in the 'Paste Special' list is updated from two sources. Serial Numbers previously used in the Service Stock Transaction register (described later in this chapter) are included. You can also choose to have included in the list Serial Numbers of Items originally sold by your company. If you wish to do this, switch on the Update Known Serial Number Register option in Stock Settings. Only Serial Numbers for Items invoiced after this option has been switched on will be shown.

If a Serial Number is selected from the 'Paste Special' list that belongs to an Item that is still under warranty, the Item Type field to the right will be changed accordingly. Hansa determines whether an Item is still under warranty using the Invoice Date and the Warranty Months field on the 'Recipe' card of the Item record.

Description

Default taken from Item

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

If you have specified various translations of the Description on the 'Texts' card of the Item screen, the correct translation will be shown on printed documents determined by the Language of the Service Order (specified on card 5).

Item Type

Paste Special Choices of possible entries

Each Service Order Item can be one of four different types, determining how the repair work is to be charged. This information is transferred to all Work Orders, Work Sheets and Work Sheet Transactions generated for this Service Order Item, but can be amended in any of those records individually. The options are: -, Invoiceable, Warranty and Contract. These are used as follows—

-

This option is used when it has not yet been determined whether this Item is under warranty (perhaps the proof of warranty has not been produced yet).

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

Flip B

Std. Problem	<p>Paste Special</p> <p>Standard Problems setting, Service Orders module</p> <p>Enter a Standard Problem code to identify the repair work required. Try to classify all the problems you encounter.</p> <p>Standard Problem information will be copied to flip C of any Work Orders generated from this Service Order. Work Orders are essentially instructions to technicians to carry out servicing work. The basic nature of the work required should be specified here, and further details should be entered in the Comment field on card 4. Both will be copied to all Work Orders.</p>
Work Order	<p>When this Item has been included on a Work Order using the 'Create Work Orders' function on the Operations menu or the 'Create Work Orders' Maintenance function, the Work Order Number will be shown here.</p> <p>If you wish to prevent a particular row being included on a Work Order, enter some text to this field before selecting the 'Create Work Orders' Operations menu function.</p> <p>Rows with a Work Order Number cannot be removed from a Service Order.</p>
Invoiced	<p>This field records the number of Items that have been invoiced in servicing this repair item. For example, where two spare parts and one hour's labour have been invoiced, this field will show "3". Each Service Order row can give rise to an unlimited number of Work Sheets and this figure is the sum of the Work Sheets' Invoiced fields (flip B). It therefore takes into account both approved and unapproved Invoices.</p> <p>This field is updated by Hansa and cannot be changed.</p> <p>Invoices are raised using the 'Create Invoice' function on the Operations menu (described below).</p>
Ship Date	<p>Record here the date the repair item was returned to the Customer.</p>

Flip C

Cost of Repair This field records the total cost of the repair (i.e. the amount to be charged to the Customer). It is updated by Hansa whenever a Work Sheet Transaction is created, irrespective of whether the repair is a chargeable one, and should not be changed.

Max Cost If a maximum cost is specified by the Customer, it can be recorded here. It will be copied to any Work Orders featuring this Item so that the technician is aware of the cost restriction.

Flip D

Contract **Paste Special** Contract register, Contracts module

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

Invoices will not be raised for Service Order Items where a valid Contract has been specified.

Footer

Completed When all work on a Service Order has been finished and the Items concerned have been returned to the Customer, the Service Order should be marked as Completed. Such Service Orders can be specifically included or excluded from reports.

All Work Orders must be marked as Finished before a Service Order can be marked as Completed. New Work Orders cannot be created from Completed Service Orders.

Card 3

		1 2 3 4 5 6 7						
Currency	EUR	Rate	:		Base Currency 1			
Base Currency 1	0.63		:		Base Currency 2			
Base Currency 2	1							

Currency**Paste Special**

Currency register, System module

Default taken from

Customer or Default Base Currency

The Currency of the Service Order is shown together with the exchange rate which can be modified only for this particular Service Order if necessary. This Currency and exchange rate are not used in the Service Order itself, but they will be copied to all Work Orders, Work Sheets and Invoices created from the Service Order. In the Work Sheets, prices of labour and spare parts will be converted to this Currency using the specified exchange rate. Therefore, take care to ensure that the correct Currency and Exchange Rate are shown before creating a Work Order and Work Sheet, so that prices in the Work Sheet are converted correctly. Leave the field blank to use the home Currency (unless you have set a Default Base Currency, in which case this will be offered as a default and should be treated as your home Currency).

Exchange Rates**Default taken from**

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

The current exchange rates for the specified Currency will be entered here by Hansa. Ensure that they are correct before creating Work Orders and Work Sheets to ensure the correct currency conversion takes place.

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

national Currency for comparison purposes. The second method is a simple conversion from the foreign Currency to the home Currency, applicable to the majority of worldwide Currency transactions. These are described below.

Exchange Rates (Dual-Base System)

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

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

Exchange Rates (Simple Currency Conversion System)

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

		<div> <div>1</div> <div>2</div> <div style="background-color: #007bff; color: white;">3</div> <div>4</div> <div>5</div> <div>6</div> <div>7</div> </div>						
Currency	<input type="text" value="JPY"/>	Rate	<input type="text" value="122.15"/>	:	<input type="text" value="1"/>	Base Currency 1		
Base Currency 1	<input type="text"/>		:	<input type="text"/>	Base Currency 2			
Base Currency 2	<input type="text"/>							

For further examples, please refer to the 'Currency' chapter in Volume 2b of these manuals.

Card 4

	1	2	3	4	5	6	7
Comment	Left-hand channel is silent						

Comment

Default taken from Customer

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

Together with the Standard Problem (card 2 flip B), the Comment is copied to all Work Orders and Service Stock Transactions generated from this Service Order, so it should be used to record detailed notes about the work that is to be carried out.

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

Card 5

	1	2	3	4	5	6	7
Del. Terms			Del. Mode			Order Class	
Language			Invoice To			Salesman	JNW
VAT No.			Object				
Price List							

Del. Terms

Paste Special

Delivery Terms setting, Sales Orders module

Default taken from Customer

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

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

Language	<p>Paste Special Languages setting, System module</p> <p>Default taken from Customer</p> <p>The Language Code determines the text to be transferred from various registers and settings, for example the Item Name, text for Payment Terms and Payment Mode, the selection of document forms etc. Leave the field blank to use the base Language.</p>
VAT No.	<p>Default taken from Customer</p> <p>The Customer's VAT registration number. It is important that this field contains a value if the Customer is in the "Within EU" Zone as this information is then required for EU VAT reporting purposes.</p>
Price List	<p>Paste Special Price List register, Pricing module</p> <p>Default taken from Customer or Customer Category</p> <p>The Price List specified here will be copied to all Work Sheets related to this Service Order. There it will determine the pricing of labour and spare parts to be charged to the Customer.</p>
Del. Mode	<p>Paste Special Delivery Modes setting, Sales Orders module</p> <p>Default taken from Customer</p> <p>Enter the mode of shipping used for this Order. Examples might be Post or Courier, or might specify the name of the courier that you will use to supply the goods on the Order.</p> <p>For each Delivery Mode record you can specify an appropriate description in different Languages: the Language for the Service Order (above) will therefore determine the translation to be printed on any paperwork produced from the Service Order.</p>

Invoice To	Paste Special	Customer register
	Default taken from	Customer
	<p>If any Invoices arising from this Service Order are to be sent to another company, such as a leasing company or a parent company, enter the Customer Number for that company here. That company must have their own record in the Customer register. The default is taken from the Invoice To field on the 'Terms' card of the Customer record.</p>	
Object	Paste Special	Object register, System module
	Default taken from	Customer
	<p>Up to 20 Objects, separated by commas, can be assigned to this Service Order and all transactions generated from it. You might define separate Objects to represent different departments, cost centres or product types. This provides a flexible method of analysis that can be used in Nominal Ledger reports.</p> <p>In any Nominal Ledger Transactions generated from Invoices raised from this Service Order, any Objects specified here will be assigned to the debit posting to the Debtor Account, the credit posting to the Sales Account and, if cost accounting is being used, the debit posting to the Cost Account.</p>	
Order Class	Paste Special	Order Classes setting, Service Orders/Sales Orders modules
	<p>Enter the Order Class for the Service Order (if any). Order Classes permit the analysis of Service Orders for reporting or prioritising.</p>	
Salesman	Paste Special	Person register, System module
	Default taken from	Customer or current user
	<p>Enter the initials of the Salesman responsible for the Service Order here. These initials will appear in the Person field in any Activities generated from the Service Order using the 'Create Activity' Operations menu function.</p>	

Card 6

		1	2	3	4	5	6	7
Invoice To Address								
Phone			Zone _____					
Fax			<input checked="" type="radio"/> Domestic <input type="radio"/> Inside EU <input type="radio"/> Outside EU					

Invoice to Address

Default taken from Customer

Used as default in Invoices

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

Phone, Fax

Default taken from Customer

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

Zone

Default taken from Customer

These radio buttons show the Zone for this Customer, brought in from the Customer record. The Account Usage S/L setting allows different defaults for the Sales Account and the VAT Account to be set up for each Zone.

Card 6

		1	2	3	4	5	6	7
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.

Printing Service Orders

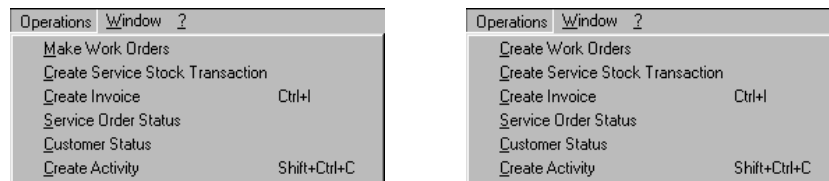
It can be necessary to print Service Orders, perhaps for the purpose of confirmation or acknowledgement, or to gain an authorisation signature. There are two ways to print a Service Order.

1. While entering or inspecting a Service Order, click the Printer icon in the Button Bar or select 'Print' from the File menu. If you want to print to screen, click the Preview icon.
2. Click the [Documents] button in the Master Control panel or select 'Documents' from the File menu. Double-click 'Service Orders' in the 'Documents' list window, or highlight it and press the Enter key. Indicate the Service Order Number (or range of Order Numbers) to be printed and press [Run].

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

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

Operations Menu



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

Create Work Orders

The Work Order register is the mechanism by which the company's technicians are informed of the work that is to be done. They are created from Service Orders using this function. For the function to have any effect, all changes to the Service Order must first have been saved.

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

On selecting the function, the following window appears. This is the same window as that used by the 'Create Work Orders' Maintenance function (used to create Work Orders from Service Orders in batches and described later in this chapter): only two of its fields are used in this context (but ensure that the chosen Period includes the Service Order Date).

Assign to Serviceman**Paste Special**

Person register, System module

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

Only Include Rows With No

If you have entered separate arbitrary values to the No. field on card 2 flip A of the Service Order, separate Work Orders will be created for each Service Order row. If you only want a Work Order to be created for rows with a particular No., enter that No. here.

Click the [Run] button to create the Work Orders. They are saved in the Work Order register, but are not opened for inspection (there may be more than one). The appropriate Work Order Number will appear in the Work Order field on the Service Order (card 2 flip B). Once a Service Order row has a Work Order Number, that row cannot be removed, and no further Work Orders will be created for that row.

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

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

The Work Order register is fully described later in this chapter.

Create Service Stock Transaction

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

back from the manufacturer and, finally, when they are returned to the Customer.

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

Service Stock Transaction: Inspect

Operations

No. 12 Name Ingrid Peterson
 Employee IP Service Order No. 7008

1 2 3

Date 6/5/2003 Attn.
 Customer 004 Name OsloTrading Co

	Item	In Qty	Out Qty	Description	Unit Cost	Unit Price
1	10110			Amplifier	105	1690.37
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						

☒ OK Cost Value 105 Sales Value 1690.37

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

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

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

Service Stock Transactions are approved by clicking the OK check box and saving. Levels of service stock (i.e. the record of repair items in your workshop) will be amended and the Transaction will no longer be modifiable. In the case of Transactions with an Out Quantity and a Supplier on flip D, a record will be created in the Replaced Items setting, allowing you to keep track of such items.

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

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



The Service Stock Transaction register is fully described later in this chapter.

Create Invoice

To raise an Invoice from a Service Order, select 'Create Invoice' from the Operations menu. For the function to have any effect, all changes to the Service Order must first have been saved (use the [Save] button), and there must be at least one invoiceable Job Sheet Transaction (described later in this chapter).

The function finds all invoiceable records in the Job Sheet Transaction register (i.e. those applying to the Service Order on screen which are of the Invoiceable Type and which are without an Invoice Number) and creates from them a new record in the Invoice register (in the Sales Ledger). This is opened in a new window, entitled 'Invoice: Inspect'. This means that it has been created and saved and is being opened for amendment and approval.

Invoice: Inspect

Operations   New Duplicate Cancel Save

No. 2030 Name Schmidt GmbH
Customer 003

Terms Items Currency Delivery Identifiers Inv. Address Del. Address

Inv. Date 6/5/2003 Our Ref. Salesman JNW
Pay. Terms 30 Attn.
Due Date 5/6/2003 Object
Trans. Date 6/5/2003 Official Ser. No.

Item	Qty	Description	Unit Price	%	Sum
1	1	Labour	63.49		63.49
2	1	Capacitor (1000 micro Farad)	15.87		15.87
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					

Currency EUR Freight VAT 0.00 Sub-Total 79.36
☐ OK Ext. Tax 0.00 Base 50.00 TOTAL 79.36

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

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

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

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

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

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

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

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

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

Service Order Status

This produces a report summarising all aspects of the current Service Order. Please refer to the description of the Service Order Status report later in this chapter for full details.

Customer Status

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

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

Create Activity

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

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

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

The screenshot shows the 'Activity: Inspect' window with the following fields and values:

- Text:** Left-hand channel is silent
- Type:** (empty)
- Buttons:** New, Duplicate, Cancel, Save
- Done:** ☐ Done
- Time:** Start Time: 00:00:00, End Time: 00:00:00, Cost (Time): 00:00:00
- Task Type:** Start Date: 16/5/2003, End Date: 16/5/2003
- Task Type:** ☐ Calendar, ☒ To Do, ☐ Timed To Do
- Calendar:** ☐ Time, ☐ Profile, ☒ Don't Show
- Symbol:** ☐ Call, ☐ Meeting, ☐ Deskwork, ☒ Other
- Customer:** 004
- Name:** OsloTrading Co
- Contact:** (empty)
- Phone:** (empty)
- Result:** (empty)

A new record is opened in a window entitled 'Activity: Inspect'. This means that it has already been saved and is being opened for checking. The Customer Number, Name and Phone Number are brought in automatically to the fields on the 'Project' card. No default Activity Type will be offered. The Task Type of the new Activity will be To Do and the Symbol will be Other. The Start Date of the Activity will be the Planned Delivery Date of the Service Order or, if that is blank, the Service Order Date. The Person will be

the Salesman from the Service Order, while the initials of the current user will appear in the Cc field. The Comment from card 4 of the Service Order is shown in the Text field in the header of the Activity.

After amendment if necessary, save the record in the Activity register by clicking the [Save] button in the Button Bar and close it using the close box. Alternatively, if you no longer require the Activity, remove it using the 'Delete' function on the Record menu. In either case, you will be returned to the Service Order window.

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

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

Please refer to Volume 6 of these manuals for full details of the 'Activity: Inspect' window.

The Work Order Register

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

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

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

Entering a Work Order

Work Orders can be created in two ways—

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

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

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



Work Orders: Browse							
New		Duplicate				<input type="text"/>	
						Search	
No.	Date	Status	S.Ord.	Empl	Cust.	Name	Deadline
1	15/6/2002		7000	JM	001	Against All Odds Trac	22/6/2002
2	6/8/2002		7001	AM	001	Against All Odds Trac	13/8/2002
3	17/9/2002		7002	NB	002	New World Import/E:	24/9/2002
4	20/9/2002		7003	IP	006	Estonian Export	27/9/2002
5	20/9/2002		7003	FF	006	Estonian Export	27/9/2002
6	7/10/2002		7004	IP	007	Du Pont et cie	14/10/2002
7	7/10/2002		7004	FF	007	Du Pont et cie	14/10/2002
8	15/11/2002		7005	IP	003	Schmidt GmbH	22/11/2002
9	15/11/2002		7005	FF	003	Schmidt GmbH	22/11/2002

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

The Status column is blank for Issued Work Orders or shows “√” for Finished Work Orders, “+” for Started Work Orders and “-” for Cancelled Work Orders. This Status can be set for each Work Order using the options on card 1 of the Work Order screen.

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

Work Order: Inspect

Operations   **New Duplicate Cancel Save**

No. 13 Service Order No. 7008
 Customer 004 Name OsloTrading Co
 Date 6/5/2003

1 2 3 4 5

Status
☐ Issued
☐ Cancelled
☒ Started
☐ Finished

Our Ref
 Attn.
 Employee IP
 Name Ingrid Peterson

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

Deadline 16/5/2003 Planned Time

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

1 2 3 4 5

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

Header

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

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

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

Date	Paste Special	Current Date
	The date when the Work Order was created.	
Card 1		
Status	At any time a Work Order can be in one of four states, to help with the work flow and for reporting purposes. These states are as follows—	
Issued	When a Work Order is created from a Service Order, it is marked as Issued.	
Cancelled	In the case where a Work Order was raised in error or the Customer cancels the job before work has started, the Status of the Work Order should be changed to Cancelled to signify that no work should be carried out. A Work Order that has been Started cannot be cancelled.	
Started	As soon as work starts, the Status of the Work Order should be changed to Started. This will happen automatically when the first Work Sheet is created.	
Finished	When work has finished and the final Work Sheet has been created, the Status of the Work Order should be changed to Finished.	
	Work Sheets and Activities cannot be created from Work Orders that have been marked as Cancelled or Finished.	
Our Ref	Use this field if you need to identify the Work Order by means other than the Order Number. The default will be taken from the Service Order.	
Attn.	Paste Special	Contact Persons setting, Sales Ledger
	Default taken from	Service Order
	Record here the name of your contact in the Customer company, for whose attention any paperwork is to be marked. It will be transferred to any Work Sheets generated from this Work Order.	

Employee

Paste Special

Person register, System module

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

Name

The name of the Person responsible for this Work Order.

Card 2

Work Order: Inspect

Operations

New Duplicate Cancel Save

No. 13

Service Order No. 7008

Customer 004

Name OsloTrading Co

Date 6/5/2003

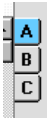
1 2 3 4 5

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

Deadline 16/5/2003

Planned Time

Card 2 shows the Items on the Work Order. These are the Items that are to be repaired, and are determined by the operator when generating the Work Order from the Service Order. They are shown in a grid which is divided into three horizontal flips. When you click on a flip tab (marked A-C), the two or three right-hand columns are replaced.



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

Flip A

Item Type	Paste Special	Choices of possible entries
		<p>The Item Type signifies whether the work to be carried out is chargeable, under warranty or under contract. It is determined by the Item Type of the parent row in the Service Order but can be changed if necessary. Work Sheets and Work Sheet Transactions arising from the Work Order will be affected by such a change, which might be appropriate if proof of warranty is produced after the Service Order and Work Order have been entered, or if a warranty claim turns out to be spurious.</p> <p>The Item Type '-' is used when it has not been established whether the repair is chargeable.</p>
Planned Time		This field can be used to record an estimate of the length of time needed to repair this Work Order Item, or it could be used to schedule the repair.
<i>Footer</i>		
Deadline		Record here the latest time by which the repair should be completed. The default is taken from the Planned Delivery field on the Service Orders screen. The Deadline is shown in the 'Work Orders: Browse' window to aid the prioritisation of jobs.
Planned Time		This field can be used to record an estimate of the length of time needed to complete the entire Work Order. A separate Planned Time field is available on flip A which can be used to divide this overall time amongst the separate Work Order Items.

Card 3

		1 2 3 4 5				
Currency	NOK	Rate	11.2691	:	1	Base Currency 1
Base Currency 1	0.63			:		Base Currency 2
Base Currency 2	1					

The Currency and exchange rates on card 3 are copied from the Service Order, and can't be changed. They will be copied to any Work Sheets generated from the Work Order, where they will be used in pricing spare parts and labour.

Card 4

		1 2 3 4 5				
Phone		Fax				
VAT No.		Invoice To				

Phone, Fax**Default taken from** Service Order

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

VAT No.**Default taken from** Service Order

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

Invoice To

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

Card 5

		1 2 3 4 5				
Comment	Left-hand channel is silent					

Comment	Default taken from Service Order
	Record here any comment about this Work Order: the comment will not be transferred to Invoices.
	Any Comment entered to card 4 of the Service Order will appear here: this field is therefore the main mechanism by which technicians will be informed about the work they are to carry out.

Printing Work Orders

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

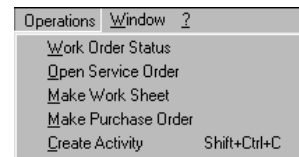
1. While entering or inspecting a Work Order, click the Printer icon in the Button Bar or select 'Print' from the File menu. If you want to print to screen, click the Preview icon.
2. Click the [Documents] button in the Master Control panel or select 'Documents' from the File menu. Double-click 'Work Orders' in the 'Documents' list window or highlight it and press the Enter key. Indicate the Work Order Number (or range of Work Order Numbers) to be printed and press [Run].

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

1. Using the Form register in the System module, design the sales order and name it "WORK_ORDER". Use the 'Properties' function on the Operations menu to assign a Document Type of "Work Order". A sample "WORK_ORDER" is supplied with Hansa; this can be modified to suit your requirements. Full instructions for using the Form register can be found in the chapter in Volume 1 covering the System module.
2. Select the Service Orders module using the Modules menu.
3. Click the [Documents] button in the Master Control panel or select 'Documents' from the File menu. The 'Documents' list window is opened: highlight 'Work Orders'.
4. Select 'Define Document' from the Operations menu.
5. In the subsequent window, enter "WORK_ORDER" in the Form field of the first line (you can use 'Paste Special' to ensure the spelling is correct).

6. Click [Save] to save the Work Order Form definition. From now on, the order form that you have designed will be used, from the 'Documents' function and from the Printer icon.

Operations Menu



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

Work Order Status

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

Open Service Order



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

Make Work Sheet

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

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

Work Sheet: Inspect

Operations   New Duplicate Cancel Save

No. 18 Work Order No. 13 Location

Employee IP Name Ingrid Peterson

☐ Reserved

1 2 3 4 5

Date 6/5/2003 Attn.

Customer 004 Name OsloTrading Co

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

☐ OK VAT Sum 0.00 TOTAL

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

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

When the Work Sheet is approved and saved, Work Sheet Transaction records will be created (one for each Work Sheet row). These will be used to create Invoices for the time spent and spare parts used. Stock levels of any Stocked Items (i.e. spare parts) will be amended. If you have determined that cost accounting transactions (i.e. you are maintaining a stock value in the Nominal Ledger) are to be created from Work Sheets (using the Sub Systems

setting in the Nominal Ledger), a stock Transaction in the Nominal Ledger will also be raised if any Stocked Items have been used in the Work Sheet.

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

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

For a full description of the Work Sheet register, please refer to the section describing that register later in this chapter.

Make Purchase Order



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

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

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

The function finds all unapproved Work Sheets related to the Work Order and compares for each Stocked Item thereon the quantity required with the quantity in stock. If there is any shortfall, a single Purchase Order is created on which all Items of which there is insufficient stock are included. This is opened in a new window, entitled 'Purchase Order: Inspect'. This means that it has been created and saved and is being opened for amendment and approval.

Purchase Order: Inspect

Operations   New Duplicate Cancel Save

No. 3013 Name
 Supplier Signers
☐ Closed ☐ Price Incl VAT

Date Items Currency Terms Ord. Address Del. Address

Trans. Date 6/5/2003 Plan. Del. Pur. Ref.
 Pay. Terms Attn.
 Our Ref Objects

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

☐ OK Currency GBP VAT 0.88 Sum 5.00 TOTAL 5.88

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

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

Because no reference is made to the Purchase Item register, the Purchase Order is generated with no Supplier details. A Supplier should therefore be specified before the Purchase Order is printed and approved. In the case of a Purchase Order with several Items, it may be that these Items should be sourced from different Suppliers. If so, it is recommended that the Purchase Order originally created by the function be copied an appropriate number of times (using the [Duplicate] button in the Button Bar) and Items removed as necessary from the copies and finally from the original. The action of copying will ensure that the links with the Work Order and Work Sheet are preserved in all such Purchase Orders.

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

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

For full descriptions of the Purchase Order screen and of printing and approving Purchase Orders, please refer to the chapter covering the Purchase Orders module in Volume 3 of these manuals.

Create Activity

This function can be used to create records in the Activity register in the System module. This can be useful for technicians who like to use the Calendar or Task Manager to schedule their work. The Activity Type given to Activities created by this function will be taken from the Activity Types, Sub Systems setting in the CRM module. The Task Type of the new Activities will be To Do, the Symbol will be Other and the Start Date will be the Work Order Date.

When the function is selected, the following screen appears, by which a new Activity record can be created. The first line of the Work Order Comment (card 5) is transferred to the Text field so that the nature of the job can be ascertained from the Activity without having to refer again to the Work Order. The Person of the Activity will be the Employee from the Work Order, while the Supervisor of the Activity will be the current user.

Activity: Inspect

Text: Left-hand channel is silent
 Type: HR

Buttons: New, Duplicate, Cancel, Save

Done

Time Task Type Symbol Customer Project Text Persons

Start Time: 00:00:00 Start Date: 6/5/2003
 End Time: 00:00:00 End Date: 6/5/2003
 Cost (Time): 00:00:00

Task Type: ☐ Calendar ☒ To Do ☐ Timed To Do
 Calendar: ☐ Time ☐ Profile ☒ Don't Show

Symbol: ☐ Call ☐ Meeting ☐ Deskwork ☒ Other

Customer: 004
 Name: OsloTrading Co
 Contact:
 Phone:
 Result:

A new record is opened in a window entitled 'Activity: Inspect'. This means that it has already been saved and is being opened for checking. After amendment if necessary, save the record in the Activity register by clicking the [Save] button in the Button Bar and close it using the close box. Alternatively, if you no longer require the Activity, click [Cancel]. In either case, you will be returned to the Work Order window.

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

The Work Order does not have to be saved before creating an Activity, but Activities cannot be created from Work Orders that have been marked as Cancelled or Finished.

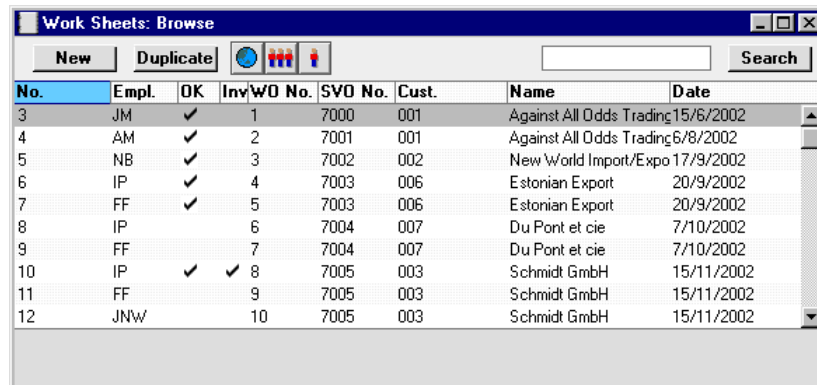
Please refer to Volume 6 of these manuals for full details of the 'Activity: Inspect' window and the Activity Types, Subsystems setting.

The Work Sheet Register

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

Work Sheet records can be entered directly in to the Work Sheet register and generated from Work Orders, using the 'Make Work Sheet' function on the Operations menu.

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



No.	Empl.	OK	InvWO No.	SVO No.	Cust.	Name	Date
3	JM	✓	1	7000	001	Against All Odds Trading	15/6/2002
4	AM	✓	2	7001	001	Against All Odds Trading	6/8/2002
5	NB	✓	3	7002	002	New World Import/Expo	17/9/2002
6	IP	✓	4	7003	006	Estonian Export	20/9/2002
7	FF	✓	5	7003	006	Estonian Export	20/9/2002
8	IP		6	7004	007	Du Pont et cie	7/10/2002
9	FF		7	7004	007	Du Pont et cie	7/10/2002
10	IP	✓	✓ 8	7005	003	Schmidt GmbH	15/11/2002
11	FF		9	7005	003	Schmidt GmbH	15/11/2002
12	JNW		10	7005	003	Schmidt GmbH	15/11/2002

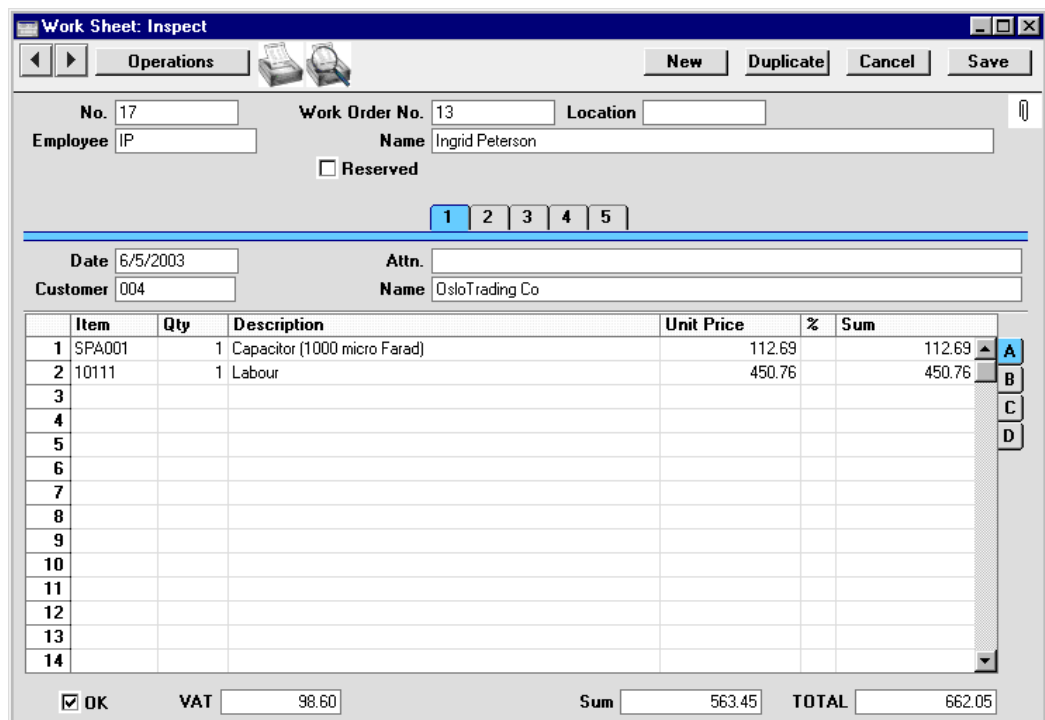
Work Sheets are normally shown in transaction number order. The OK column contains a check mark for Work Sheets that have been approved. To look at or modify a Work Sheet, double-click an item in the list.

Entering a Work Sheet

Work Sheets can be entered in two ways—

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

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



Work Sheet: Inspect

Operations

New Duplicate Cancel Save

No. 17 Employee IP Work Order No. 13 Location Name Ingrid Peterson

☐ Reserved

1 2 3 4 5

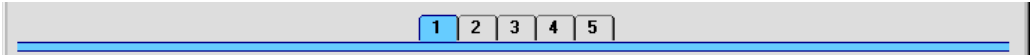
Date 6/5/2003 Customer 004 Attn. Name OsloTrading Co

Item	Qty	Description	Unit Price	%	Sum
1	1	Capacitor (1000 micro Farad)	112.69		112.69
2	1	Labour	450.76		450.76
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					

☒ OK VAT 98.60 Sum 563.45 TOTAL 662.05

Since the amount of information stored about each Work Sheet will not fit on a single screen, the Work Sheet window has been divided into five cards. At the top of each is the header. This contains the Work Sheet Number, the

Work Order Number, the Location, the Employee's Initials and Name and three check boxes. There are five numbered buttons ('tabs') in the header.



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

Header

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

When creating a new Work Sheet, Hansa will enter the next unused number from the first number sequence entered in the Number Series - Work Sheets setting. You may change this number, but not to one that has already been used. If you are working in a multi-user environment, the Work Sheet Number is assigned when the Work Sheet is saved.

Work Order No.	Each Work Sheet must be linked to a Work Order, so this field must contain an entry. There is no limit to the number of Work Sheets belonging to each Work Order.
-----------------------	---

In the case where the Work Sheet has been generated from a Work Order using the 'Make Work Sheet' Operations menu function, the appropriate Work Order Number will be entered automatically.

In the case where the Work Sheet is being entered directly to the Work Sheet register, entering a Work Order Number will cause Employee and Customer information to be brought in automatically from the Work Order. Note that there is no 'Paste Special' link from this field, so take care to ensure the correct Work Order Number is entered.

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

If the stock which is used to satisfy this Work Sheet (i.e. the spare parts used, which should be Stocked Items) is to be taken from a particular Location, specify that Location here. Otherwise, stock from all Locations will be available.

If a Main Location has been specified in the Stock Settings setting, that will be the default Location for each new Work Sheet. If, in the same setting, the Require Location option is on, this field must contain a value.

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

If the 'Item Status' window is on screen (described in the 'Operations Menu' section of the 'Items and Pricing' chapter in Volume 1 of these manuals), the quantities shown will refer to the Location specified here.

Employee**Paste Special**

Person register, System module

Default taken from

Work Order

The initials of the Person carrying out the work represented by this Work Sheet appear here and their name appears in the Name field below. This will be determined when the Work Order Number is entered, but can be changed if necessary.

Name

The name of the Person responsible for this Work Sheet.

Reserved

Check this box if you want to reserve stock of the ordered Items for this Work Sheet. When using similar Items in fulfilment of other Work Sheets, Hansa will maintain sufficient stock for this Work Sheet while it remains unapproved.

Note that the Reserved check box operates by quantity in stock only. You should not allocate Serial Numbers to any of the Items on the Work Sheet until it is approved, as Hansa will not prevent the use of those particular Serial Numbers on other Work Sheets.

Card 1**Date****Paste Special**

Current Date

The registration date for this Work Sheet. Hansa enters the current date as a default.

Attn.**Paste Special**

Contact Persons setting, Sales Ledger

Default taken from Work Order

Record here the name of your contact in the Customer company, for whose attention any paperwork is to be marked. This will be determined when the Work Order Number is entered, but can be changed if necessary.

Customer, Name**Paste Special**



Customer register

Default taken from Work Order

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

Card 2

Work Sheet: Inspect

Operations   **New** **Duplicate** **Cancel** **Save**

No. 17 Work Order No. 13 Location

Employee IP Name Ingrid Peterson

☐ Reserved

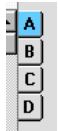
1 2 3 4 5

Item	Qty	Description	Unit Price	%	Sum
1 SPA001	1	Capacitor (1000 micro Farad)	112.69		112.69
2 10111	1	Labour	450.76		450.76
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					

☒ OK VAT 98.60 Sum 563.45 TOTAL 662.05

Use the grid on card 2 to list the Items that have been used in completion of the repair and should include labour (i.e. Service Items) and spare parts (i.e. Stocked Items). Stock levels of any Stocked Items used will be amended when the Work Sheet is approved. The Items used are shown in a grid which

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



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

All Items used should be linked to a Work Order Item (i.e. to an item of equipment being repaired) using the Main Serial No. field on flip B. In the case of spare parts which themselves are Serial Numbered, you will be prompted to enter Serial Numbers on flip C before saving.

Flip A

Item	Paste Special	Item register
		With the cursor in this field, enter the Item Number or Bar Code for each Item used in carrying out the repair. Pricing, descriptive and other information will be brought in from the Item record. If you leave this field blank, you can enter any text in the Description field, perhaps using the row for additional comments to be printed on documentation.
Qty		Enter the number of units ordered. Press Return to calculate the Sum, and the cursor will move to the Item field on the next row. You must specify a Quantity before a Sum can be calculated for the Work Sheet row.
Description	Default taken from	Item This field shows the name of the Item, brought in from the Item register. If you want to add an extra description, you can do so: there is room for up to 100 characters of text. You can also use the next line if necessary.
Unit Price		The Unit Price according to the valid Price List for this Customer is brought in. If the Customer has no Price List specified, or the Item is not on the Price List in question, the Base Price from the Item screen is brought

in. If there is a Price List applying to this Work Sheet, it will be shown on card 4.

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

%

Discount percentage. If a Discount Matrix that includes this Item has been allocated to the Customer, this figure will be determined by the Item Number and Quantity. It can be changed to an *ad hoc* rate if necessary. Discount Matrices are fully described in the 'Items and Pricing' chapter in Volume 1 of these manuals.

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 some circumstances (where there is a very small unit price and a large quantity) this choice can cause the calculated discount to vary, due to the rounding system used in Hansa. Please refer to the 'System Module' chapter in Volume 1 for details and an example.

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

Sum

The total for the row: Quantity multiplied by Unit Price less Discount. Changing this figure will cause the Discount Percentage to be recalculated.

Flip B

Item Type

Paste Special

Choices of possible entries

The Item Type signifies whether the Item is chargeable, under warranty or under contract.

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

The Item Type ‘-’ can’t be used in a Work Sheet. Therefore, a Work Sheet should not be created if it has not yet been established whether the repair is chargeable.

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

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

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

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

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

Invoiced

This field records the number of Items that have been invoiced from this Work Sheet row. The figure is updated by Hansa when an Invoice is created from the Work Sheet Transaction related to this Work Sheet row, and is thus not dependent on whether the Invoice has been approved. It cannot be changed.

Invoices are raised using the ‘Create Invoice’ function on the Operations menu of the parent Service Order (described earlier in this chapter).

Flip C

Serial No	Paste Special	Serial Numbers of Items in stock
	If the Item used in completing the repair is one that requires Serial Numbers, they should be entered here.	
	Serial Numbered Items must be recorded on separate rows each with a Quantity of one. This enables the recording of separate Serial Numbers and their correct removal from stock.	
	If no Location is specified, the 'Paste Special' list will show the Serial Numbers of Items in all Locations, with an indication of the Location in which each Item is stored. However, if you have specified a Location in the header, only those Serial Numbers stored in that Location will be shown.	
	If you would like Best Before dates to be shown in the 'Paste Special' list, switch on the Show Best Before Dates option in the Item Settings setting in the Sales Ledger. Best Before Dates are entered using the Batch Specifications setting in the Stock module.	
	The 'Paste Special' list will not be shown if you are using the No Serial No. on Goods Receipts option in the Stock Settings setting. In this case, you must still enter a Serial Number and the Quantity must still be one, but no check will be carried out that the Serial Number you have used is valid (i.e. one that is currently in stock).	
	Note that Serial Numbers must be allocated manually: there is no automatic FIFO allocation.	
Recipe	Paste Special	Recipes setting, Stock module
	Default taken from	Item
	If the Item is a Structured Item, its Recipe is recorded here, brought in from the Item record. A Structured Item is essentially an Item which is assembled by your company from purchased components: its Recipe lists those components with quantities. Recipes are set up using a register in the Stock module.	

*Flip D***FIFO**

The average FIFO unit cost of the Items on this row. This figure is brought in automatically when the Work Sheet is approved, but is only shown for Stocked Items.

Row FIFO

The total FIFO stock value of the Items on this row. This figure is brought in automatically when the Work Sheet is approved, but is only shown for Stocked Items.

*Footer***OK**

Checking this box approves the Work Sheet. When the Work Sheet is next saved, Work Sheet Transaction records will be created (one for each Work Sheet row). These will be used to create Invoices for the time spent and spare parts used. Stock levels of any Stocked Items (i.e. spare parts used) will be amended. If you have determined that cost accounting transactions (i.e. you are maintaining a stock value in the Nominal Ledger) are to be created from Work Sheets (using the Sub Systems setting in the Nominal Ledger), a stock Transaction in the Nominal Ledger will also be raised if any Stocked Items have been used in the Work Sheet. The nature of this Transaction is described in the section entitled 'Nominal Ledger Transactions from Work Sheets', below. For a more general description of cost accounting, please refer to the 'Stock Module' chapter in Volume 3 of these manuals.

Because of these consequences, once approved a Work Sheet record cannot be changed or deleted. However, the Work Sheet Transaction records can be altered before the Invoice has been created.

References in this manual to approved Work Sheets are to Work Sheets whose OK box has been checked.

VAT

The VAT total for the Work Sheet.

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 Work Sheet, excluding VAT.

TOTAL

The total for the Work Sheet, including VAT.

Card 3

		1 2 3 4 5				
Currency	NOK	Rate	11.2691	:	1	Base Currency 1
Base Currency 1	0.63	:				Base Currency 2
Base Currency 2	1					

The Currency and exchange rates on card 3 are copied from the Service Order, and can't be changed. They will be used to calculate the price of each Item entered to the grid on card 2.

Card 4

		1 2 3 4 5				
Phone			Zone			
Fax			<input checked="" type="radio"/> Domestic			
Invoice To			<input type="radio"/> Inside EU			
Objects			<input type="radio"/> Outside EU			
Language		Price List				

Phone, Fax**Default taken from** Work Order

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

Invoice To

If any Invoices arising from this Work Sheet are to be sent to a company other than the Customer (e.g. a leasing company or a parent company) the Customer Number for that company will appear here, copied from the Work Order. This is for information purposes only: if you want to change the company that is to receive the Invoice, do so on card 5 of the Service Order.

Price List**Default taken from** Service Order

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

When a row is added to the Work Sheet and an Item specified, Hansa searches either in the Price register or in the Quantity Dependent Price register for the single record representing the Item/Price List combination and brings in the Unit Price from there. If no such record is

found, the Base Price of the Item is used. If a Discount Price List is specified, the Price register will be used. Otherwise, the Quantity Dependent Price register will be used.

Card 5

					1	2	3	4	5
Comment	Left-hand channel is silent								

Comment

Default taken from

Work Order

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

Any Comment entered to card 5 of the Work Order will appear here: this field will therefore usually be used for notes about the nature of the work carried out.

Raising Purchase Orders for Spare Parts

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

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

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

Creating Work Sheet Transactions (Checking and Approving Work Sheets)

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

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

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

Nominal Ledger Transactions from Work Sheets

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

The Account credited by such Transactions is determined as follows—

1. The Stock Account for the specified Location will be credited.
2. If this is blank, or no Location has been specified, and if the Use Item Groups for Cost Accounts option in the Cost Accounting setting (Stock module) is on, the Stock Account for the Item Group to which the Item belongs will be credited.
3. In all other cases, the Stock Account on card 5 of the Account Usage S/L setting will be credited.

The Account debited by such Transactions is determined as follows—

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



Cost Account specified on card 5 of the Account Usage S/L setting will be debited.

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

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

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

Transaction: Inspect

Operations   **New** **Duplicate** **Cancel** **Save**

No. 17 Trans.Date 6/5/2003 Reference

Text OsloTrading Co

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

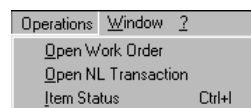
Difference Base 1 Total

Difference Base 2 Total

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

For a full discussion of cost accounting, please refer to the 'Stock Module' chapter in Volume 3 of these manuals.

Operations Menu



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

Open Work Order

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

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

Open NL Transaction

Once a Work Sheet has been approved and saved, if so defined in the Sub Systems setting in the System module, a Nominal Ledger Transaction is created. This function allows you to view that Transaction.

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

Item Status

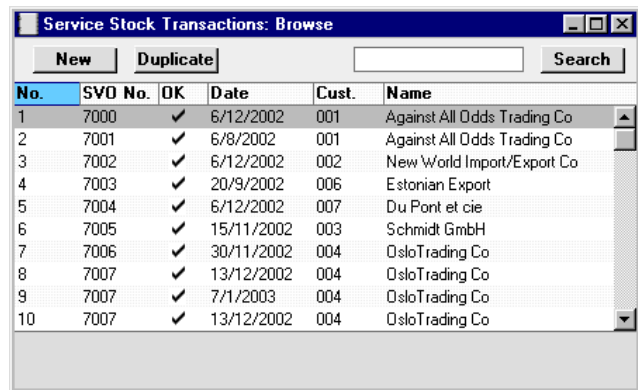
This function provides instant feedback for the Item shown in the Work Sheet row containing the cursor or highlighted in the 'Paste Special' window listing Items. Information displayed in a new window includes the quantity in stock, the quantity on order and the quantity shippable.

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

The Service Stock Transaction Register

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

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



No.	SVD No.	OK	Date	Cust.	Name
1	7000	✓	6/12/2002	001	Against All Odds Trading Co
2	7001	✓	6/8/2002	001	Against All Odds Trading Co
3	7002	✓	6/12/2002	002	New World Import/Export Co
4	7003	✓	20/9/2002	006	Estonian Export
5	7004	✓	6/12/2002	007	Du Pont et cie
6	7005	✓	15/11/2002	003	Schmidt GmbH
7	7006	✓	30/11/2002	004	OsloTrading Co
8	7007	✓	13/12/2002	004	OsloTrading Co
9	7007	✓	7/1/2003	004	OsloTrading Co
10	7007	✓	13/12/2002	004	OsloTrading Co

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

Entering a Service Stock Transaction

Service Stock Transactions can be entered in two ways—

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

method is that it transfers all Customer and Item information from the Service Order to the Service Stock Transaction, minimising typing requirements and reducing the margin for error.

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

Service Stock Transaction: Inspect

Operations New Duplicate Cancel Save

No. 12 Name Ingrid Peterson
Employee IP Service Order No. 7008

1 2 3

Date 6/5/2003 Attn.
Customer 004 Name OsloTrading Co

Item	In Qty	Out Qty	Description	Unit Cost	Unit Price
1 10110	1		Amplifier	105	1690.37
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

A B C D

☒ OK Cost Value 105 Sales Value 1690.37

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

1 2 3

☒ OK

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

Header

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

When creating a new Service Stock Transaction, Hansa will enter the next unused number from the first number sequence entered in the Number Series - Service Stock Transactions setting. You may change this number, but not to one that has already been used. If you are working in a multi-user environment, the Transaction Number is assigned when the Service Stock Transaction is saved.

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

The initials of the Person responsible for this Service Stock Transaction should be entered here and their name will then appear in the Name field below.

Name The name of the Person responsible for this Service Stock Transaction.

Service Order No. **Paste Special** Service Order register, Service Orders module

Since a Service Stock Transaction represents the movement of repair items in or out of your workshop, each one should be related to a parent Service Order using this field. This field therefore must contain an entry. There is no limit to the number of Service Stock Transactions belonging to each Service Order.

In the case where the Service Stock Transaction has been generated from a Service Order using the 'Create Service Stock Transaction' Operations menu function, the appropriate Service Order Number will be entered automatically.

Where the Service Stock Transaction is being entered directly to the Service Stock Transaction register, entering a Service Order Number will cause Item and Customer information to be brought in automatically from the Service Order.

Card 1

Date **Paste Special** Current Date

The date of the Service Stock Transaction.

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

Card 2

Service Stock Transaction: Inspect

Operations

NewDuplicateCancelSave

No.12

NameIngrid Peterson

EmployeeIP

Service Order No.7008

123

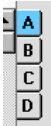
	Item	In Qty	Out Qty	Description	Unit Cost	Unit Price
1	10110	1		Amplifier	105	1690.37
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						

☒ OK

Cost Value105

Sales Value1690.37

Use the grid on card 2 to list the repair items that are to be signed in to or out of the workshop. As a default, all items are copied from the Service Order when the Service Order Number is specified in the header: these can be amended as necessary. The grid is divided into four horizontal flips. When you click on a flip tab (marked A-D), the two or three right-hand columns are replaced.



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

Flip A

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

Flip B

Serial No.	Paste Special	Serial Numbers of sold Items and of Repair Items
	The Serial Number of the Item, taken from the Service Order. Only Serial Numbered Items are allowed, so this field must contain an entry.	
	The 'Paste Special' list is updated from two sources. Serial Numbers previously used in the Service Stock Transaction register are included: the 'Paste Special' list shows whether a particular Serial Number is currently held in your service stock. You can also choose to have included in the list Serial Numbers of Items originally sold by your company. If you wish to do this, switch on the Update Known Serial Number Register option in Stock Settings. Only Serial Numbers for Items invoiced after this option has been switched on will be shown.	

Flip C

Sold Date	Paste Special	Current Date
	If the Item is one which was originally sold by your company and you are using the Update Known Serial Number Register option in Stock Settings, the date the Item was sold (i.e. the Invoice Date) will appear here. Otherwise, the appropriate date can be entered manually.	

Warranty Ends	Paste Special	Current Date
	If the Item is one which was originally sold by your company and you are using the Update Known Serial Number Register option in Stock Settings, the date the warranty on the Item expires will appear here. Otherwise, the appropriate date can be entered manually.	
<i>Flip D</i>		
Planned Ship	The date on which the Item is scheduled to be returned to the Customer.	
Location	Paste Special	Locations setting, Service Orders/Stock modules
	Register here the Location which is to be affected by this row of the Service Stock Transaction: this Location might represent your workshop, for example. The Item will be added to or removed from it depending on whether an In Quantity or Out Quantity has been used. If you have specified a Service Location in the Stock Settings setting, that will be offered as a default.	
Supplier	Paste Special	Supplier register
	If a faulty Item is one that your company needs to return to a third party for repair or replacement, specify that company here. This company might be the Supplier that originally sold the Item to you or it might be the Item's manufacturer or importer. In any case, it must be in the Supplier register.	
	If the Item is being returned by your company, specify an Out Qty. Whenever a Service Stock Transaction with a Supplier and an Out Quantity is approved and saved, a record is created in the Replaced Items setting (described earlier in this chapter). This setting is provided to help you keep track of Items that your company has sent away for repair or exchange.	
	If the Item is being returned to your company, specify an In Qty.	
<i>Footer</i>		
OK	Checking this box approves the Service Stock Transaction. When the record is next saved, service stock levels will be amended accordingly, depending on	

whether an In Qty or an Out Qty has been specified. Because of this consequence, you will no longer be able to modify the record once it has been approved and saved.

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

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

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

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

Card 3

<div>1 2 3</div>	
Comment	<div>Left-hand channel is silent</div> <div></div> <div></div> <div></div>

Comment **Default taken from** Service Order

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

The Cycle of Repair Items

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

1. The first Service Stock Transaction will usually be created using the 'Create Service Stock Transaction' function on the Operations menu of the parent Service Order. This will represent the entry of the repair item in to the workshop and will therefore feature an In Quantity. The Out Quantity will be blank.
2. The second Transaction will represent the return of the repair item to the Customer. This will be created either in the same manner as the first, or by copying it. It will feature an Out Quantity: the In Quantity will be blank.

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

Returning a Repair Item to a Supplier

There will be occasions when the repair of an Item will prove not to be possible and it will have to be exchanged for a new one, and those when it will be necessary to send an Item back to its manufacturer for repair or exchange.

On such occasions, two further Service Stock Transactions will be required, to be entered after the repair item has been received into service stock—

1. It should be sent back to its Supplier, for exchange or credit. This is done using a Service Stock Transaction with an Out Quantity of one and a Supplier specified on flip D.

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

As soon as this record is approved and saved, the Item is signed out of your service stock and a record is created in the Replaced Items setting, described earlier in this chapter.

2. When the Item has been sent back to the Supplier for repair, on its return to your company a new Service Stock Transaction should be created signing it back into service stock. The appropriate record in the Replaced

Items setting should then be opened and the Item Number and Serial Number copied from the fields on the first row to those on the second. An appropriate comment could be entered if necessary. Finally, a second Service Stock Transaction should be used to sign the Item out of your workshop when it is returned to the Customer.

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

Checking and Approving Service Stock Transactions

Once a Service Stock Transaction has been entered, it should be checked and approved, to ensure that it is accurate.

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

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

Operations Menu



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

Open Service Order

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

The Work Sheet Transaction Register

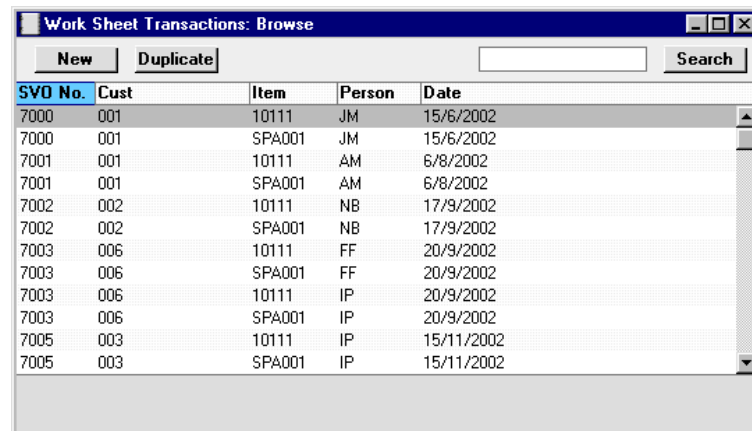
The Work Sheet Transaction register is the mechanism by which Invoices are created for labour and parts. All records in this register are created when records in the Work Sheet register are approved. One record is created for each row in the originating Work Sheet. Certain fields of a Work Sheet Transaction record can be changed, but such records cannot be deleted, or added manually.

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

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

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

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



SVO No.	Cust	Item	Person	Date
7000	001	10111	JM	15/6/2002
7000	001	SPA001	JM	15/6/2002
7001	001	10111	AM	6/8/2002
7001	001	SPA001	AM	6/8/2002
7002	002	10111	NB	17/9/2002
7002	002	SPA001	NB	17/9/2002
7003	006	10111	FF	20/9/2002
7003	006	SPA001	FF	20/9/2002
7003	006	10111	IP	20/9/2002
7003	006	SPA001	IP	20/9/2002
7005	003	10111	IP	15/11/2002
7005	003	SPA001	IP	15/11/2002

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

Work Sheet Transaction: Inspect

Customer: 004 Item: SPA001 Type: ☐ Invoiceable
Employee: IP Date: 6/5/2003 ☒ Warranty
Invoice: Work Sheet No: 17 ☐ Contract
Comment: Capacitor (1000 micro Farad)
Serv. Ord. No: 7008 Work Order No: 13
Contract No:

Item Type: ☐ Plain
☒ Stocked Item
☐ Structured Item
☐ Service

Reg. Qty	Inv. Qty	Price	Disc. %	Markup	Sum	Cost	GP
1.00	1.00	112.69			112.69	5.00	5.00

Customer	The Customer Number (from the Work Sheet record). This field cannot be changed.
Item	Item Number, taken from the Work Sheet row. This field cannot be changed. In the case of Work Sheets with more than one row, a separate Work Sheet Transaction will be created for each one.
Employee	The Employee's initials from the Work Sheet record. This field cannot be changed.
Date	The transaction date. This field cannot be changed.
Work Sheet No.	The serial number of the originating Work Sheet. This field cannot be changed.
Invoice	When an Invoice is raised from this Work Sheet Transaction, its Invoice Number will be entered here. If this number is removed, the record can be invoiced again.
Comment	Any text in the Description field of the corresponding Work Sheet row will be entered here. Usually this will be the Item Name.

Serv. Order No.	The serial number of the parent Service Order. This field cannot be changed.
Work Order No.	The serial number of the Work Order from which the originating Work Sheet was created. This field cannot be changed.
Contract No.	If the Item being repaired was under Contract, the Contract Number will appear here, taken from originating Work Order.
Type	<p>The Type is determined by the Item Type of the Work Sheet row from which the Work Sheet Transaction was created. If the Item Type of the Work Sheet row is - (i.e. it has not been established whether the service is chargeable), none of these three options will be selected.</p> <p>An Invoice will only be raised from this Work Sheet Transaction if the Type is set to Invoiceable.</p>
Item Type	The Item Type of the Item, taken from the 'Pricing' card of the Item record, is shown here for reference only.
Card 1	
Reg. Qty	The number of hours worked or the number of Items supplied is taken from the Quantity field of the Work Sheet row. This field cannot be changed.
Inv. Qty	The quantity to be invoiced: Hansa will assume that this is to be the same as the Registered Quantity. This can be changed as required, and such changes will be reflected in the Invoiced fields on flip B of the Work Sheet and flip B of the parent Service Order.
Price	<p>The unit price in Currency to be charged to the Customer of the item or time before any discount or markup. This is taken from the Work Sheet row from which the Work Sheet Transaction was generated.</p> <p>Any pricing default can be modified here for this Work Sheet Transaction only.</p>
Disc %	A discount percentage will be entered by Hansa from the appropriate Work Sheet row. A percentage can also be entered manually. A negative percentage can be entered to effect a price uplift.

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

Markup

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

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

Sum

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

Cost

This is the Cost Price of the Item, taken from the ‘Costs’ card of the Item record. This figure is in the home Currency (or in Base Currency 1 as defined in the Base Currency setting in the System module).

GP

The gross profit of this Transaction.

Card 2

1		2	
Currency	NOK	Rate	11.2691 : 1 Base Currency 1
Base Currency 1	0.63		: Base Currency 2
Base Currency 2	1		

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

Creating Work Sheet Transactions

Work Sheet Transactions are created when Time Sheets are approved and then saved. This process is described in the section entitled ‘Creating Work Sheet Transactions (Checking and Approving Work Sheets)’ above.

Creating Invoices

Invoices are raised from Work Sheet Transactions using the ‘Create Invoice’ function on the Operations menu of the Service Order screen. Please refer to the section earlier in this chapter describing the Operations menu of the Service Order for full details.

The Customer Register

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

The Item Register

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

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

The screenshot shows the 'Item: Inspect' window with the 'Stock' tab selected. The window has a title bar with 'Item: Inspect' and standard window controls. Below the title bar is a toolbar with buttons for 'Operations', 'New', 'Duplicate', 'Cancel', and 'Save'. The main area contains several input fields and a tabbed interface. The 'Stock' tab is active, showing fields for 'Min. Level', 'Max. Level', 'Department', 'Shelf Code', 'Default Source', 'Hazard Level', 'Unit 2', 'Unit Coefficient', 'Width', 'Height', 'Volume', 'Density', 'Depth', and 'Weight'. There are also radio buttons for 'Serial No. Tracking' with options 'None', 'Unit No.' (selected), and 'Batch No.'. A 'Closed' checkbox is also present. The 'Pricing' tab is also visible and selected.

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

Item: Inspect

Operations

New

Duplicate

Cancel

Save

No. SPA001

Group

DescriptionCapacitor (1000 micro Farad)

☐ Closed

Pricing

Stock

Costs

Recipe

A/C

Texts

Unit

Base Price10.00

Base Price Change

Price Factor

Item Formula

Markup %0.00

Bonus %

Objects

Classification

Item Type

☐ Plain

☒ Stocked Item

☐ Structured Item

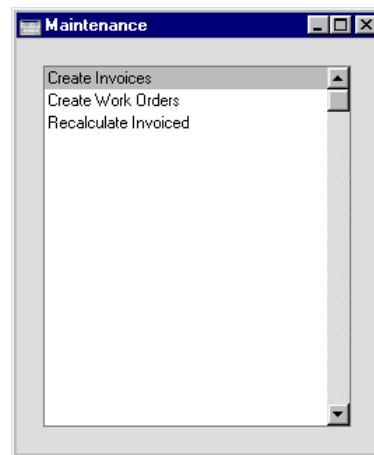
☐ Service

☐ Treat Item as Material on Project

Maintenance

Introduction

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



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

Create Work Orders

This function is used to generate Work Orders from Service Order rows in batches. It finds all Service Order rows within the selected range of Service Orders that do not have a Work Order Number and creates a separate record in the Work Order register for each Service Order. If the Service Order rows have been given separate Nos (using the field on card 2 flip A), a separate Work Order will be created for each No. You can print the resulting Work Orders in a single batch, using the 'Documents' function on the File menu or the [Documents] button in the Master Control panel (described later in this chapter).

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

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

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

Assign to Serviceman

Paste Special Person register, System module

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

Service Order No. **Paste Special** Service Order register, Service Orders module

Range Reporting Numeric

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

Order Class **Paste Special** Order Classes setting, Service Orders/Sales Orders modules

If the function is to consider Service Orders with a particular Order Class (specified on card 5 of the Service Order screen), specify that Order Class here.

Only Include Rows With No

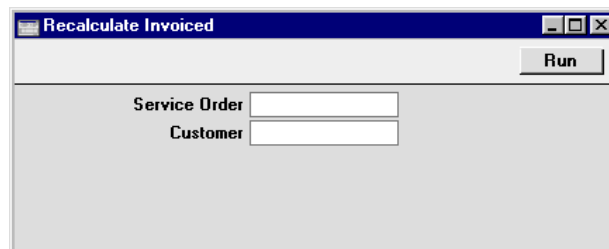
If you have entered separate arbitrary values to the No. field on card 2 flip A of the Service Orders, separate Work Orders will be created for each Service Order row. If you only want Work Orders to be created for rows with a particular No., enter that No. here.

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

For each Work Order, the appropriate Work Order Number will appear in the Work Order field on the corresponding Service Order (card 2 flip B). Once a Service Order row has a Work Order Number, that row cannot be removed, and no further Work Orders will be created for that row.

Recalculate Invoiced

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



The screenshot shows a software dialog box titled "Recalculate Invoiced". It features a "Run" button in the top right corner. Below the button, there are two input fields: "Service Order" and "Customer", each followed by a text box for data entry.

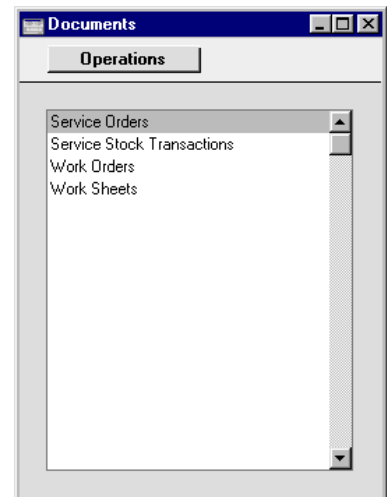
Enter the Service Order Number of the Service Order to be corrected (or a range of Order Numbers), or specify a Customers whose Service Orders are to be updated and click the [Run] button in the Button Bar. The Service Orders are updated.

Documents

Introduction

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

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



To print a document, follow this procedure—

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

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

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

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

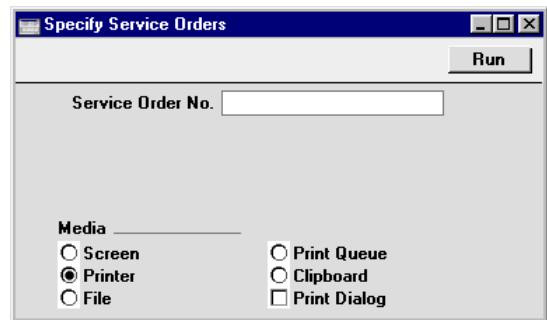
1. For each option, design a Form (or change the sample Form supplied to reflect your own requirements) using the Form register in the System module. This process is fully described in the chapter in Volume 1 covering the System module.
2. Change to the Service Orders module and open the 'Documents'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

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

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

Service Orders

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



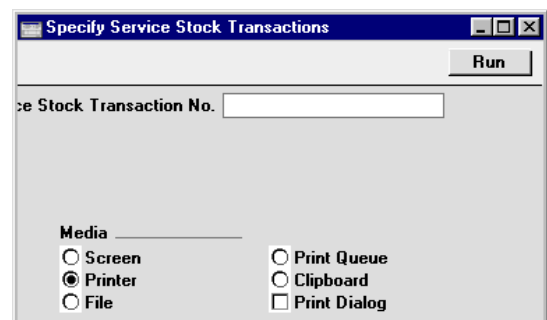
The dialog box titled "Specify Service Orders" has a "Run" button in the top right corner. Below the title bar is a text field labeled "Service Order No.". At the bottom, under the heading "Media", there are two columns of radio buttons. The first column contains "Screen", "Printer" (which is selected), and "File". The second column contains "Print Queue", "Clipboard", and "Print Dialog".

Service Order No **Range Reporting** Numeric

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

Service Stock Transactions

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



The dialog box titled "Specify Service Stock Transactions" has a "Run" button in the top right corner. Below the title bar is a text field labeled "Service Stock Transaction No.". At the bottom, under the heading "Media", there are two columns of radio buttons. The first column contains "Screen", "Printer" (which is selected), and "File". The second column contains "Print Queue", "Clipboard", and "Print Dialog".

Service Stock Transaction No

Range Reporting Numeric

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

Work Orders

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

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

Work Order No **Range Reporting** Numeric

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

Work Order Date **Paste Special** Current Date

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

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

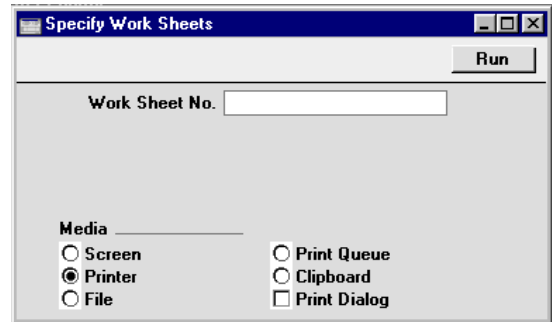
Unprinted Only This option ignores any Work Orders in the range that have already been printed.

All

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

Work Sheets

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

**Work Sheet No****Range Reporting**

Numeric

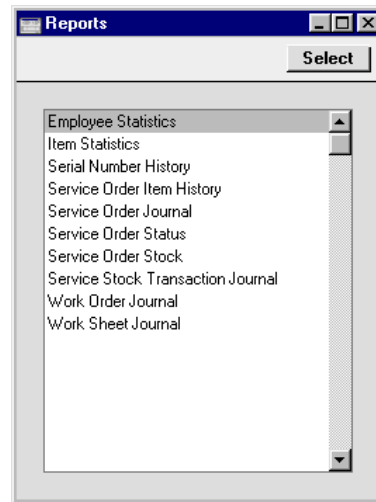
Enter a Work Sheet Number (or range of Work Sheet Numbers) for which documents are to be printed.

Reports

Introduction

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

The following reports are available in the Service Orders module—



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

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

Using the options at the bottom of the specification window, determine the print destination of the report (the default is to print to screen). You can initially print to screen and subsequently send the report to a printer using the Printer icon.

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

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

Employee Statistics

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

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

Specify Employee Statistics

Run

Employee

Item Group

Item

Period1/1/2003:31/12/2003

Function

Only WorkSheets

All

Media

Screen

Printer

File

Print Queue

Clipboard

Print Dialog

Employee	Paste Special	Person register, System module
Enter a Person's initials to produce a report showing the work of a single employee.		

433

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

Item Statistics

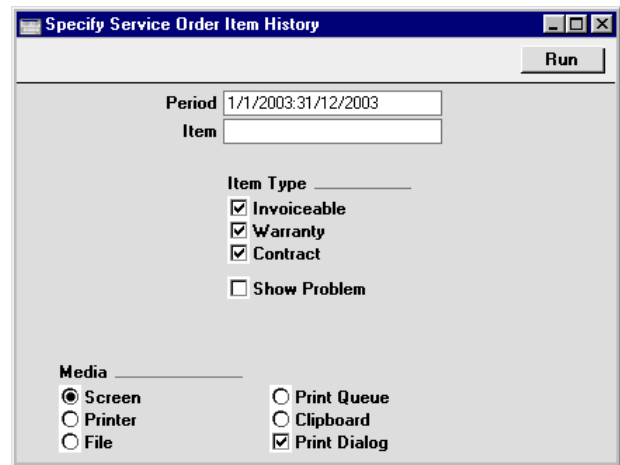
Please refer to the 'Items and Pricing' chapter in Volume 1 of these manuals for full details of this report.

Serial Number History

Please refer to the 'Stock' chapter in volume 3 of these manuals for full details of this report. Note that this report only tracks the purchase and sale of Items with particular Serial Numbers, it does not show their subsequent service history.

Service Order Item History

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



Specify Service Order Item History

Run

Period: 1/1/2003:31/12/2003

Item:

Item Type

☒ Invoiceable

☒ Warranty

☒ Contract

☐ Show Problem

Media

☒ Screen

☐ Printer

☐ File

☐ Print Queue

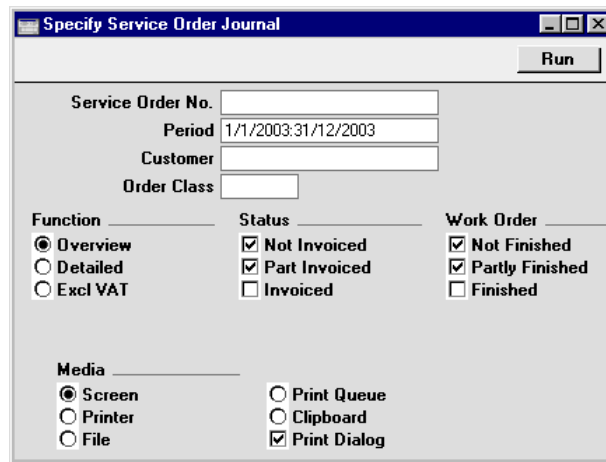
☐ Clipboard

☒ Print Dialog

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

Service Order Journal

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



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

Overview	This is a simple listing showing Service Order Number, Date and Customer.
Detailed	In addition to the information shown above, this options shows the Customer Number, Address and Contact, and, for each row of each Service Order, the Item Number and Name, Serial Number, Sales Price, Standard Problem Code and Work Order Number are shown.
Status	Use these options to specify which Service Orders are to be included in the report.
Work Order	The Service Order Journal can be used to discover which Service Orders require the generation of Work Orders. Use these options to produce such a report.

Service Order Status

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

For each Service Order, it first shows the Service Order Number, Customer Number and Name, Order and Planned Delivery Dates, Invoice Address and Comment. All Work Sheet Transactions belonging to the Service Order are then listed, with the Item Number and Name, Item Type (Warranty, Contract or Invoiceable), Registered Quantity, Invoiced or To Invoice Quantity (as appropriate), Unit Price and Sum shown.

Specify Service Order Status

Run

Period 1/1/2003:31/12/2003

Order

Function

☒ All

☐ Only Invoiceable

Media

☒ Screen

☐ Printer

☐ File

☐ Print Queue

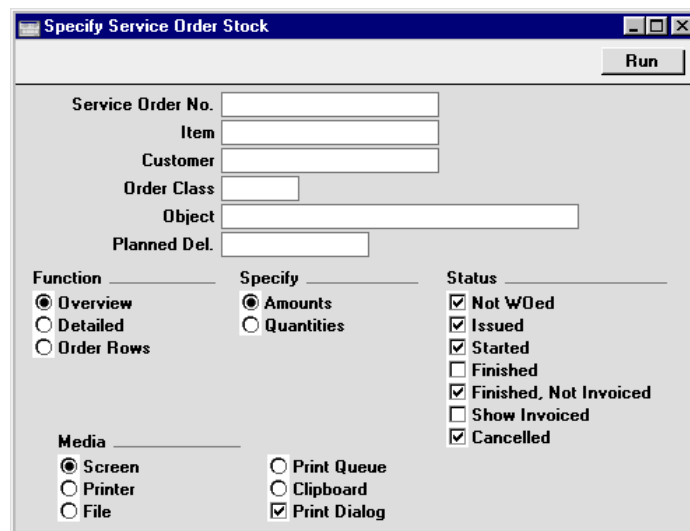
☐ Clipboard

☒ Print Dialog

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

Service Order Stock

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



Specify Service Order Stock [Run]

Service Order No.

Item

Customer

Order Class

Object

Planned Del.

Function

☒ Overview
☐ Detailed
☐ Order Rows

Specify

☒ Amounts
☐ Quantities

Status

☒ Not W/Oed
☒ Issued
☒ Started
☐ Finished
☒ Finished, Not Invoiced
☐ Show Invoiced
☒ Cancelled

Media

☒ Screen
☐ Printer
☐ File

☐ Print Queue
☐ Clipboard
☒ Print Dialog

Service Order No.	Range Reporting	Numeric
	Use this field to report on a single Service Order, or range of Service Orders.	
Item	Paste Special	Item register
	This field will be used if you need to list the Service Orders that feature a particular Item.	
Customer	Paste Special	Customer register
	Range Reporting	Alpha
	Enter a Customer Number (or range of Numbers) to show Service Orders relating to a particular Customer (or Customers).	
Order Class	Paste Special	Order Classes setting, Service Orders/Sales Orders modules
	Enter an Order Class code to limit the report to Service Orders of a single Class.	
Object	Paste Special	Object register, System module
	Enter an Object code to limit the report to Service Orders of a single Object.	
Planned Del.	Paste Special	Current Date
	If you wish to report on Service Orders which were to be completed by a specific date (based on the Planned Del. field on card 1 of the Service Order screen), enter that date here.	
Function	Use these options to determine the level of detail to be shown in the report.	
Overview	This is a simple listing showing Service Order Number, Objects, Planned Delivery Date, Customer Name and Invoice To (from the field of that name on card 5 of the Service Order), and, for each Service Order row, the status of any Work Order that may have been generated.	
Detailed	In addition to the information shown above, this options shows the Service Order Date, Customer Address and Contact and, for each row of each Service Order, the Item Number and Name, Item	

Type, Serial Number, Work Order Number and Problem Code are shown.

Status Check the boxes to include Service Orders whose Work Orders are of specific types in the report. At least one option must be checked, otherwise a blank report will result.

Service Stock Transaction Journal

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

No. **Range Reporting** Numeric

Enter a Service Stock Transaction Number or a range of Numbers to show particular Service Stock Transactions, or leave blank to include all such Transactions.

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

Enter the start and end dates of the report period. The default period is the first record entered in the Reporting Periods setting.

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

Work Order Journal

This report lists Work Orders from the Work Order register.

Work Order No.	Range Reporting	Numeric
	Use this field to report on a single Work Order, or range of Work Orders.	
Period	Paste Special	Reporting Periods setting, System module
	Enter the start and end dates of the report period. The default period is the first record entered in the Reporting Periods setting.	
Customer	Paste Special	Customer register
	Enter a Customer Number to show Work Orders relating to a particular Customer.	
Employee	Paste Special	Person register, System module
	One possible use for the Work Order Journal is to produce lists of unfinished jobs for each technician. To produce such a report, enter the technician's initials here and select the Issued and Not Finished Status options (below).	

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

Work Sheet Journal

This report lists Work Sheets from the Work Sheet register.

The screenshot shows a Windows-style dialog box titled "Specify Work Sheet Journal". It has a "Run" button in the top right corner. The main area contains several input fields and groups of radio buttons and checkboxes. The fields are: "Work Sheet No.", "Period" (with the value "1/1/2003:31/12/2003"), "Customer", "Employee", and "Work Order No.". Below these are two groups of options. The first group is labeled "Function" and includes three radio buttons: "Overview" (which is selected), "Detailed", and "Excl VAT". The second group is labeled "Status" and includes two checkboxes: "Not OKed" and "OKed" (which is checked). At the bottom, there is a "Media" section with three radio buttons: "Screen" (selected), "Printer", and "File". To the right of these are three checkboxes: "Print Queue", "Clipboard", and "Print Dialog" (which is checked).

Work Sheet No.	Range Reporting	Numeric
Use this field to report on a single Work Sheet, or range of Work Sheets.		

Period	Paste Special	Reporting Periods setting, System module
		Enter the start and end dates of the report period. The default period is the first record entered in the Reporting Periods setting.
Customer	Paste Special	Customer register
		Enter a Customer Number to show Work Sheets relating to a particular Customer.
Employee	Paste Special	Person register, System module
		One possible use for the Work Sheet Journal is to analyse the work of each technician. To produce such a report, enter the technician's initials here.
Work Order No.	Paste Special	Work Order register, Service Orders module
	Range Reporting	Numeric
		If a list of Work Sheets relating to a particular Work Order is required, specify the Work Order Number here.
Function		Use these options to determine the level of detail to be shown in the report.
Overview		This is a simple listing showing Work Sheet Number, Date, Customer and Total (including VAT).
Detailed		In addition to the information shown above, this options shows the Work Order Number, Customer Name and Contact, Objects, VAT Amount and Totals (including and excluding VAT) and, for each row of each Work Sheet, the Item Number and Name, Quantity, Unit Sales Price and VAT Code are shown.
Excl VAT		The report produced by this option is similar to the Overview, but the Total excludes VAT.
Status		Check the boxes to include approved and/or unapproved Work Sheets in the report. At least one option must be checked, otherwise a blank report will result.

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% . *See* Discount

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