

# ***Office/2***

## **Integrated Accounting System for Macintosh, Windows and Linux**

### **Volume 4: Value Packs**

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

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# Preface

Office/2 is a powerful accounting system for the Windows, Macintosh and Linux environments. The program is practically identical in the three environments, and is designed to make administration and accounting as easy and fast as possible. In the specific areas where there are significant differences, these are described and illustrated in full. In all other cases, illustrations are taken from the Windows version.

This manual covers Office/2's Value Packs. Prior to reading it, you should already be familiar with Office/2's Work Area (its modules, registers, windows, menus and buttons) and the Customer and Item registers (covered in Volume 1 of these manuals), the Sales, Purchase and Nominal Ledgers (described in Volume 2) and the Sales Support and Stock modules (described in Volume 3).

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

# How these manuals are organised

## Volume 1: Introduction

<b>Introduction</b>	Installing Office/2, the basic ideas
<b>Work Area</b>	Basic elements of Office/2: modules, registers, windows, menus, functions, buttons
<b>Accounting Principles</b>	About Office/2's place in your business, integration between ledgers
<b>Starting Work</b>	Entering opening balances
<b>Customers</b>	Customers, customer categories and reports
<b>Items</b>	Products and services, pricing
<b>System Module</b>	Settings and parameters. System-wide usage

## Volume 2: Accounting Package

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

## Volume 3: Logistics Package

<b>Sales Support</b>	Orders and deliveries. Invoices from orders
<b>Stock</b>	Deliveries, goods receipts and stocktaking

## Volume 4: Value Packs

<b>CRM and Mail</b>	Contact and time management. Activities, the task manager and the calendar: registering and reviewing appointments in daily or monthly diary or calendar format. Customer letters and mailshots. Mail, conferences, chat
<b>Currencies, Languages and Advanced Pricing</b>	International transactions in any currency and translation. Automated calculation of prices. Quantity pricing and discounts
<b>Dual Base Currencies</b>	Express all values in one of two currencies. Used in countries joining the EMU, and by companies with branches in two countries or in countries where there are two currencies in common use
<b>Group Invoicing</b>	Create invoices for orders in batches
<b>Purchase Orders</b>	Purchase orders, goods receipts and purchase pricing
<b>Quotations</b>	Sending quotations, call backs, reports
<b>Stock Locations</b>	Maintain stock in several locations. Stock movements between locations

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***Office/2***  
***Introduction to***  
***Value Packs***

## Chapter 1: Introduction to Value Packs

Value Packs allow you to add extra features to the basic Office/2 program. The following Value Packs are available—

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

This manual describes these Value Packs in turn. Separate chapters have been dedicated to each of the constituent parts of two Value Packs (Currencies, Languages and Advanced Pricing, and CRM and Mail), while Currencies and Dual-Base Currency have been joined together in a single chapter. For details about the Bar Code Value Pack and about the Internet Server and Users Value Packs, please refer to your local Office/2 representative. The Bar Code Value Pack is used in Finland, where Purchase Invoices are bar coded.

You can add a Value Pack to Office/2 at any time by following these steps—

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

If you want to work on the server and it is running, ensure no other user is logged in, select 'Quit, Remove Autoserver' from the File menu and restart Office/2.

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

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

**System Usage: Inspect** [Save]

No. of Users  No. of Companies   
 Mailboxes  Conferences   
 Control String

**Value Packs**

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

**Unsupported Extra Features**

No Test printout  
 Credit Invoices Update Stock (FIFO will not be correct)

- Check the required Value Pack option(s) and click the [Save] button in the Button Bar to save changes and close the window.
- In single-user installations, quit Office/2 and restart to allow the changes to take effect.
- In multi-user systems, if you were working on a client, quit Office/2 and restart to allow the changes to take effect. There is no need to restart the server.

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

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

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

Note that in Volumes 1-3 of these manuals, we have assumed that no Value Packs are present. When a Value Pack is present, new fields, settings and

functions will be made available and therefore the appearance of some of the lists and screens in your copy of Office/2 will differ from those illustrated in those Volumes. For example, if you are using the Currencies, Languages and Advanced Pricing Value Pack, the Order, Invoice and Goods Receipt screens will gain an extra card (card 3) showing Currencies and Exchange Rates. Other new fields will appear on the existing cards. All such additional fields, settings and functions are described in this manual.

***Office/2***  
***Advanced***  
***Pricing***

## Chapter 2: Advanced Pricing

### Introduction

The standard version of Office/2 allows you to define various Price Lists and to allocate those Price Lists to different Customers so that the correct Prices are used when entering Orders and Invoices. When a Customer is entered in an Order or Invoice, the Price List for that Customer is brought in to the field on card 3. When an Item is then added to the Order or Invoice, Office/2 finds the correct Price by searching in the Price register for the unique record for the Price List/Item combination.

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

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

These features are now described in detail. Because they represent a significant addition to Office/2's pricing system, this chapter should be read in place of the 'Price Lists' section of the 'Items and Pricing' chapter in Volume 1.

### The Base Price

Each Item has a Base Price field, shown on card 1 of the Item record. This is the Item's normal selling price. In many cases, this will be the only price used. If each Item is always sold at the same price (or with an *ad hoc* discount), whoever the Customer, you will be able to rely on the Base Price and not worry about the Price List feature.

On card 3 of the Item record, there is also a Cost Price. This indicates the cost of purchasing or making the Item. Office/2 uses the Cost Price to calculate the Gross Profit of Orders and Invoices. The Cost Price and the Base Price can both be used to calculate new prices for the Item when it is included in different Price Lists.

## Structure of Price Lists

Office/2 allows you to assign different Prices to individual Items so that each Price is associated with a particular Price List. For example, many retail outlets have different prices for their retail and trade Customers, or different retail and educational prices. You might then have separate retail, trade and educational Price Lists, each of which is available to the appropriate kind of Customer. When a Price List is specified in an Order or Invoice, the appropriate prices will be selected automatically.

In planning such a price structure, follow these steps—

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

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

your Customers. If a Price List is specified in an Order or Invoice, Office/2 searches in the Price register for the appropriate, and unique, record representing the particular Item for that Price List.

5. Each Customer and/or Customer Category can now be assigned a Price List. When Orders or Invoices are entered for each Customer, prices will be taken from the specified Price List automatically. If an Item not on the appropriate Price List is sold, the Base Price will be used.
6. Once calculated, Price Lists can be printed or exported to disk for incorporation into your company's publicity material. Price Lists are printed using the report of the same name, available in the Sales Support module and in the Sales Ledger. This is fully described in the 'Reports' section towards the end of this chapter.

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

## Price Formulae

When Items are assigned to a Price List, it is by means of a Price Formula. Price Formulae are used to calculate prices for that Price List, based on the Base or Cost Price of the Items.

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

The screenshot shows a dialog box titled "Price Formula: Inspect". It has a standard Windows-style title bar with minimize, maximize, and close buttons. Below the title bar are four buttons: "New", "Duplicate", "Cancel", and "Save". The main area of the dialog contains several labeled input fields: "Code" (value: 10), "Description" (value: Normal Price -10%), "% Adjustment" (value: 90.00), "Add 1" (empty), "Round Off" (value: -1), and "Add 2" (value: -5.00). Below these fields is a section labeled "Base Value" with a horizontal line. Underneath this line are five radio button options: "Cost Price" (which is selected), "Base Price", "Last Purchase Price", "Weighted Average Purch. Price", and "Def. Purchase Item".

<b>Code</b>	Enter a code by which the Price Formula can be identified.
<b>Name</b>	Specify a name for the Formula.
<b>% Adjustment</b>	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%.
<b>Add 1</b>	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.
<b>Round Off</b>	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.
<b>Add 2</b>	Add another fixed amount after the rounding process.
<b>Base Value</b>	Specify here the figure on which the calculation is to be based. The Cost Price, Base Price, Last Purchase Price and Weighted Average Purchase Price are all taken from the Item record, while Default Purchase Item refers to the Cost Price of the Default Purchase Item representing the Item. To use this final option, you must have the Purchase Orders Value Pack: please refer to the 'Purchase Orders' chapter elsewhere in this manual for full details of Purchase Items.

## Price Lists

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

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

**Code** Enter a unique code here, by which this Price List will be identified elsewhere in Office/2.

**Description** Name the Price List here.

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

If an 'Inclusive' Price List is used in an Invoice or an Order, the Unit Price, Sum and Total figures will all include VAT, but if an 'Exclusive' Price List is used, the Unit Price and Sum figures will exclude VAT. In both cases, VAT will be calculated using, in order of preference, the VAT Code specified for the Item, the Item Group or on card 3 of the Account Usage S/L setting.

Use the table to determine the Items that will appear in the Price List, and at what price. Use each row to include a whole Item Group in the Price List. Every Item in the Item Group will appear in the Price List.

**Item Code**                      **Paste Special**                      Item Groups setting, Sales Ledger

Specify the Item Group to which the Price Formula is to be applied. If you wish this Price List to apply to all Items in the Item register, leave the field blank.

**Price Formula**                      **Paste Special**                      Price Formula register, Sales Ledger

Specify here the code of a Price Formula, defined as described in the previous section. It is used to calculate the prices for this Price List. Note that, in a particular Price List, different Items can have their Prices calculated using different Formulae.



***A Price Formula must be specified for each row in the table. Otherwise, when the Price List is built, each member of the Item Group will be given a zero price.***

## The Price Register

It is possible to create several alternative Prices for each Item. These Prices are recorded as records in the Price register, one record for each Price for each Item.

In most cases, these records will be created automatically using the 'Calculate Price Lists' Maintenance function in the Sales Ledger. They will then be updated each time the function is run.

### The 'Calculate Price Lists' function

This function can be run once the steps described above (defining Items, Price Formulae and Price Lists) have been completed. For each Item on each Price List it will calculate a new price using the Formula specified and save it in a Price record. This will result in there being a single, unique, Price record for each Item/Price List combination, making the use of Price Lists in Orders and Invoices extremely fast. As a consequence, each time a price that is used as a base price by a Formula is changed, the function should be run again to update the Price records.

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

The image shows a dialog box titled "Calculate Price Lists". It has a standard Windows-style title bar with minimize, maximize, and close buttons. In the top right corner of the dialog area, there is a button labeled "Run". Below the title bar, there are four input fields, each with a label to its left: "Price List", "Item Group", "Item", and "Supplier". All input fields are currently empty.

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

**Price List**                      **Paste Special**                      Price Lists setting, Sales Ledger

Enter the code identifying the Price List you want to update. Leave the field blank to recalculate all Price Lists.

**Item Group**                      **Paste Special**                      Item Groups setting, Sales Ledger

Limit the calculation to a single Item Group. Prices will only be recalculated if the Item Group is explicitly included in the grid of the Price List specified in the field above. If no Price List is specified, prices will be recalculated for all Price Lists in which the Item Group is included.

<b>Item</b>	<b>Paste Special</b>	Item register
		Limit the calculation to a single Item. The Item does not have to be explicitly included in the grid of the specified Price List: its Price will also be recalculated if its Item Group is in the grid or if the first column of the grid is blank (i.e. if the Price List includes all Items).
<b>Supplier</b>	<b>Paste Special</b>	Supplier register
		Enter a Supplier Number to limit the recalculation to a single Supplier. Prices will be recalculated for Items that have a Default Purchase Item in the name of that Supplier. This requires that you have the Purchase Orders Value Pack, described elsewhere in this manual.

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

### Entering Price Records Manually

It is also possible to enter Price records manually. You might want to do this to assign a particular price to an Item, rather than one which is calculated using a formula. Office/2 will prevent you entering a Price record for an Item/Price List combination if one already exists by displaying the error message “Already Registered”.

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

The screenshot shows a dialog box titled "Price: Inspect". At the top, there are navigation arrows and four buttons: "New", "Duplicate", "Cancel", and "Save". Below these are several input fields:

- Item:** 10101
- Price List:** RRP
- Comment:** Transistor radio
- Price:** 5.00
- Sales A/C:** (empty)

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

- It will be included when the Price List is printed, using the report in the Sales Support module and in the Sales Ledger.
- When an Order or Invoice is created, a Price List can be specified which will determine the Prices and, if specified, the Sales Accounts used. The Price List can be specified on three levels: for each individual Invoice; for each Customer; or for Customer Categories. The second and third alternatives involve the Customer's Price List being offered as a default whenever the Customer places an Order or receives an Invoice.

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

## Example

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

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

The screenshot shows the 'Price Formula: Inspect' dialog box. The fields are filled as follows:

- Code: 7PC
- Description: 7% Discount
- % Adjustment: 93.00
- Add 1: (empty)
- Round Off: 2
- Add 2: (empty)
- Base Value:  Base Price
- Other options:  Cost Price,  Last Purchase Price,  Weighted Average Purch. Price,  Def. Purchase Item

Give a name to the formula. In the % Adjustment field, enter the value “93” (representing a 7% discount) to give the calculation formula. The Round Off field gives instructions for rounding off the calculated value. A zero means that the price will be rounded to the nearest monetary unit (Pound, Mark, Krona, Dollar etc.). 1 and 2 (positive) provide prices to one or two decimal

places, and -1, -2 etc. round to the nearest ten, hundred etc. unit of the Currency. For the example, “2” is entered. Finally, select the Base Price to act as the base value for the calculation. Save the Price Formula by clicking [Save].

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

The screenshot shows a dialog box titled "Price List: Inspect". At the top, there are navigation arrows and buttons for "New", "Duplicate", "Cancel", and "Save". Below these, the "Code" field is set to "SEVEN" and the "Description" field is "7% Discount". The "VAT" section has "Exclusive" selected with a radio button. Below this is a table with 17 rows. The first row has "1" in the "Item-" column and "7PC" in the "Price-Formula" column. The remaining rows are empty.

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

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

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



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

Item	Price List	Comment	Price
10111	SEVEN	Labour	37.20
10109	SEVEN	CD rack	5.69
10108	SEVEN	Microphone	18.60
10107	SEVEN	Cassette tapes	8.84
10106	SEVEN	CD player	66.03
10105	SEVEN	Cassette deck	52.08
10104	SEVEN	Loudspeakers	16.74
10103	SEVEN	Receiver	62.31
10102	SEVEN	Stereo cassette radio	26.97
10101	SEVEN	Transistor radio	9.30

You can now allocate the new Price List to the Customers that are to be allowed to take advantage of the 7% discount. Specify the Price List on card 3 of each such Customer record—

The screenshot shows a software window titled "Customer: Inspect". At the top, there are navigation buttons: "Operations", "New", "Duplicate", "Cancel", and "Save". Below this, there are input fields for "No." (013), "Short", and "Category". The "Name" field contains "Mutual of New York" and "Department" is empty. A tabbed interface below has four tabs labeled 1, 2, 3, and 4, with tab 3 selected. The main area contains the following fields and options:

- Pay. Terms:** 30
- Del. Terms:** [empty]
- Del. Mode:** [empty]
- Zone:** Radio buttons for Domestic, Within EU, and Outside EU (selected).
- Options:** Checkboxes for Closed, Reminders (checked), Interest (checked), and On Account.
- VAT Reg No:** [empty]
- Reg.No.1:** [empty]
- Reg.No.2:** [empty]
- Salesman:** [empty]
- VAT Code:** [empty]
- Price List:** SEVEN
- Discount Matrix:** [empty]

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

**Invoice: New**

Operations

No. 970121 Name Mutual of New York  
 Customer 013  OK

1 2 3 4 5 6

Inv. Date 21/11/2003 Our Ref.   
 Pay. Terms 30 Attn. Tommy James  
 Due Date 21/12/2003 Salesman FF  
 Trans. Date 21/11/2003 Object

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

Freight  VAT  Sub-Total   
 Currency  Base  TOTAL

## Quantity Discounts

It is possible to set up a complex quantity discount system in Office/2. To do so, two registers in the Sales Ledger are used: Quantity Dependent Discounts and Discount Matrices. Quantity Dependent Discounts should be defined first, as they are used by the Discount Matrices.

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

In planning such a discount structure, follow these steps—

1. Enter the Items with their Base Prices, using the Item register, as described in the 'Items and Pricing' chapter in Volume 1 of these manuals. Assign each to an Item Group.
2. Quantity Dependent Discounts should be defined, using the register in the Sales Ledger. This is where the various quantity breaks are defined.

Quantity breaks can be based on quantity, weight, volume or Order value. If you offer quantity breaks for different Items, define as many Quantity Dependent Discount records as necessary.

3. The discount levels can now be specified, using the Discount Matrix register in the Sales Ledger. Each set of discount levels (a 'Discount Matrix') will use the quantity breaks defined in step 2. A single set of discount levels can apply to all Items, or to specified Item Groups.
4. Each Customer can now be assigned a Discount Matrix. When Orders or Invoices are entered for each Customer, the specified discount structure will be used automatically.

Below, steps 2 and 3 are described in detail.

### Quantity Dependent Discounts

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

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

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

**Description** A text describing the definition.

**1-9** These fields are used to define the quantities which are to function as the threshold for each discount level (i.e. the quantity breaks). These quantities can be values,

quantities, weights or volumes, specified using the Model options to the right.

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

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

### Discount Matrices

This register in the Sales Ledger allows you to specify the discount percentages that are to be applied to the quantity breaks already defined. Each set of discount percentages (a 'Discount Matrix') can then be applied to Customers using the field on card 3 of each Customer record. Once defined, you will be able to sell a quantity of a particular Item, applying varying discounts according to the Customer.

**Code** This code identifies the matrix, and is used to call it from other parts of Office/2.

**Comment** Enter a name for this matrix.

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

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

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

below will be used to specify the discount rates for those breaks.

**Col. 0-9**

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

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

<b>Quantity Sold</b>	<b>Discount</b>	<b>Field</b>
Up to 4	0%	Column 1
4-7	5%	Column 2
Over 7	10%	Column 3

The quantity breaks have already been defined in the specified Quantity Dependent Discount record, illustrated in the previous section. Always fill in all the fields, even if not all are going to be used: the remaining column fields should contain the highest discount percentage used (“10” in the example).

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

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

**Item Type**

**Paste Special**

Choices of possible entries

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

<b>Item Group</b>	<b>Paste Special</b>	Item Groups setting Sales Ledger or Item register
		Specify here the Item or Item Group to which the discounts in this row are to apply. The contents of the 'Paste Special' list will depend on the Item Type.
<b>Qty Dep. Code</b>	<b>Paste Special</b>	Quantity Dependent Discount register, Sales Ledger
		Use 'Paste Special' to specify a code of a Quantity Dependent Discount record, as described in the previous section. This will identify the quantity breaks: the fields to the right will be used to specify the discount rates for those breaks.
<b>Column 0-9</b>		<p>These fields operate in the same manner as those with the same name on card 1.</p> <p>If you enter a percentage in Column 0, that will apply to all sales of the Items in question to Customers who use this discount matrix. Any figures entered to the Column 1-9 fields will take precedence over any value entered here.</p> <p>Use Columns 1-9 to specify the percentage discount levels for each quantity break. Usually, the percentage discount will increase with the size of the purchase. These percentages are linked to the quantity breaks defined in the Quantity Dependent Discount records. Always fill in all the fields, even if not all are going to be used: the remaining column fields should contain the highest discount percentage used.</p>



***Office/2***  
***CRM***  
***(including***  
***Activities, Task***  
***Manager and***  
***Calendar)***

## Chapter 3: The Customer Relationship Manager

The Customer Relationship Manager (part of the CRM and Mail Value Pack) is a simple and efficient tool for keeping track of contacts with Customers, organising mailshots and for planning activities of all kinds. This Value Pack can be used to record the different tasks and events in the business day, such as customer contacts for sales, service support, consultancy appointments etc. In Office/2, each task and event is saved as a separate record in the Activity register. Activities can be viewed, reviewed, changed and added to using the Calendar and the Task Manager. They can be used as a planning and monitoring tool for a sales force, or as a tool to log telephone calls to a customer service centre, and in many other ways. As with all Office/2 modules and Value Packs, there is a great deal of flexibility, and different users will adapt it to their own requirements.

This chapter begins with an example and continues with a description of the Activity register, the heart of Office/2's time and contact management systems. To keep your Activities separate from those of other users, the Activity register cannot be accessed directly. Instead, it is accessed through the Calendar, the Personal Calendar report and the Task Manager. These are described later in the chapter. The Customer Letter register is then described, and the chapter ends with descriptions of the various documents and reports in the CRM Value Pack.

### Examples

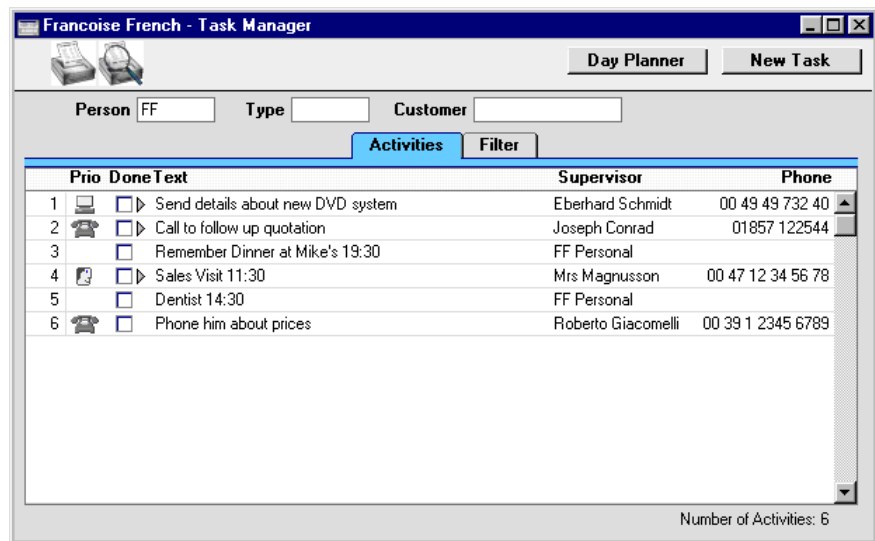
#### Contact Management

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

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



The Task Manager lists Activities whose Task Type is To Do. In practice, it is a list of the Activities that Françoise is to carry out by the end of the day (including Activities from previous days that have not been completed). Activities that have been marked as Done are not shown. The Activities are sorted by Start Date and Time, but Françoise can change this by clicking on one of the column headings.



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

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

When the task has been completed, she can record the Result in the field at the bottom of the window and mark the Activity as Done by marking the check box in the top right-hand corner—

The screenshot shows a software window titled "Activity: Update". At the top, there are navigation arrows, a printer icon, and a "Done" icon. Below these are buttons for "New", "Duplicate", "Cancel", and "Save". The main form contains the following fields and options:

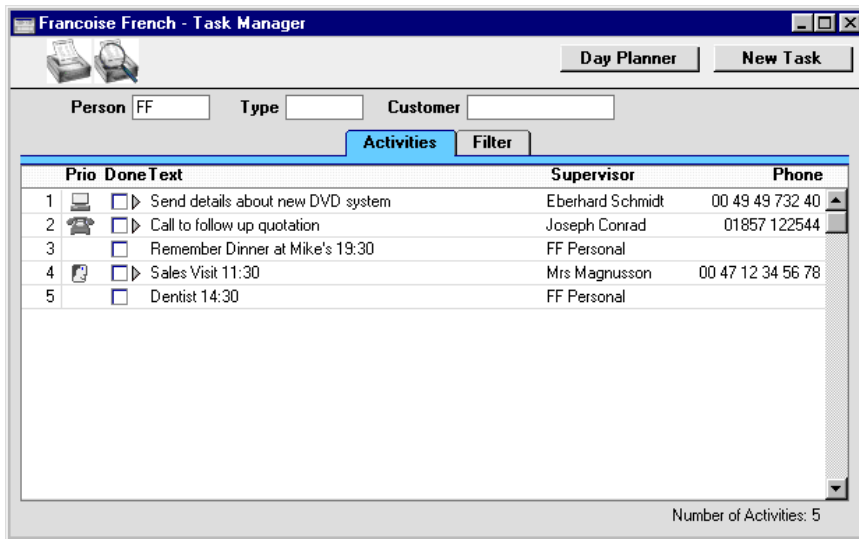
- Text:** "Phone him about prices" (with a checkmark for "Done" and an unchecked "Private" checkbox).
- Persons:** "FF"
- Cc:** (empty field)
- Priority:** (empty dropdown)
- Type:** (empty dropdown)
- Start Time:** (empty field)
- Start Date:** "31/10/2003"
- End Time:** (empty field)
- End Date:** "31/10/2003"
- Cost (Time):** (empty field)
- Ser.No:** "711"
- Task Type:** Radio buttons for "Calendar", "To Do" (selected), and "Timed To Do".
- Calendar:** Radio buttons for "Time", "Profile", and "Don't Show" (selected).
- Symbol:** Radio buttons for "Call" (selected), "Meeting", "Deskwork", and "Other".
- Customer:** "009"
- Name:** "Giacomelli SPA"
- Contact:** "Roberto Giacomelli"
- Phone:** "00 39 1 2345 6789"
- Result:** "ML"

In this case, the call was made successfully and the Customer expressed interest in the products Françoise was selling. She recorded this interest in the Activity record, using the grid on card 3—

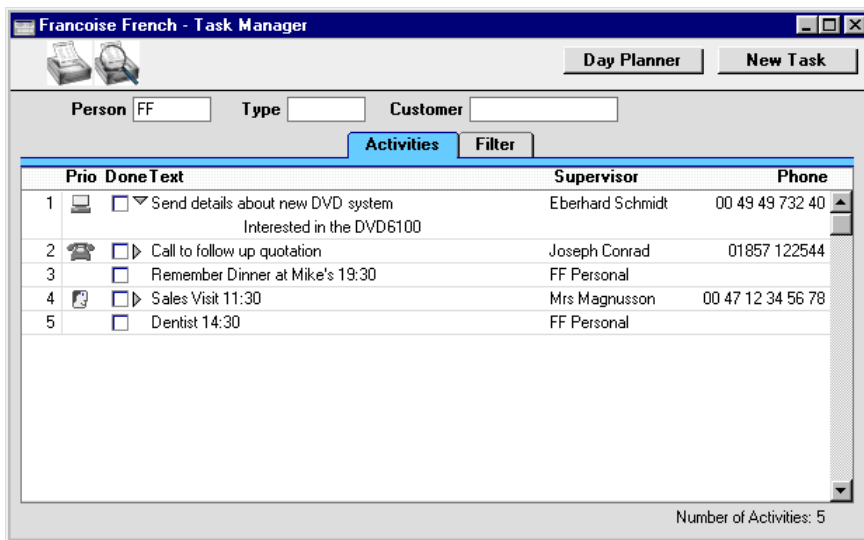
The screenshot shows a software window titled "Activity: Update". At the top, there are navigation arrows, a mobile phone icon, and a "PDA" icon. To the right are buttons for "New", "Duplicate", "Cancel", and "Save". Below these are several input fields: "Text" with the value "Phone him about prices", "Persons" with "FF", "Cc" (empty), "Priority" (empty), and "Type" (empty). On the right side of the form, there are checkboxes for "Done" (checked) and "Private" (unchecked). Below the form is a grid with three columns: "Code", "Text", and an empty column. The grid has 16 rows. The first row contains the code "BR" and the text "Seems very interested: send him a brochure". The other rows are empty. Above the grid, there are three small buttons labeled "1", "2", and "3", with "3" being highlighted in blue.

	Code	Text
1	BR	Seems very interested: send him a brochure
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		

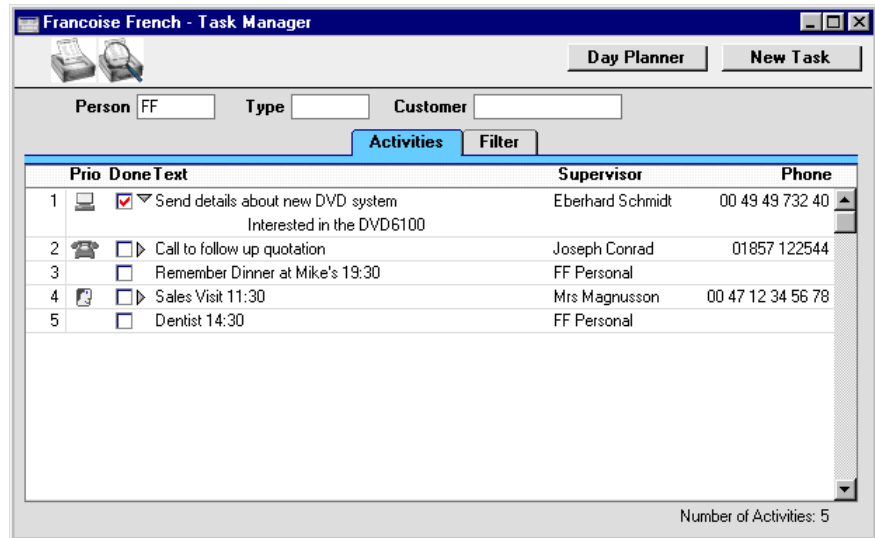
On saving and closing the Activity, the Task Manager is updated automatically. The last Activity is removed, since Activities that have been marked as Done are not usually listed—



Sometimes, it will not be necessary to open an Activity in order to complete it. The Task Manager itself displays sufficient information to carry out the work, including any notes and comments already entered on card 3. These notes can be seen by clicking the arrow icon to the left of the Activity Text. Françoise does this for the first Activity in the list—



When she has completed the task, Françoise marks the Done box by clicking—



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

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

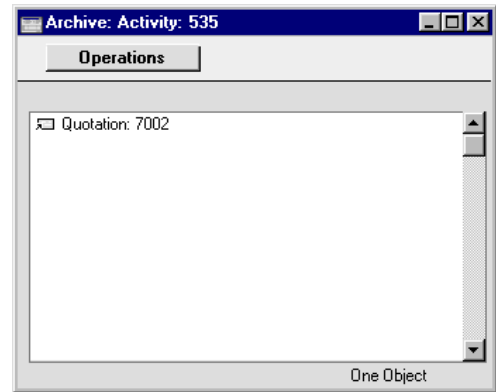
The screenshot shows a window titled "Activity: Inspect" with a toolbar containing "New", "Duplicate", "Cancel", and "Save" buttons. The main area contains the following fields and options:

- Text:** Call to follow up quotation
- Persons:** FF
- Cc:** (empty)
- Priority:** (empty)
- Type:** (empty)
- Done:**  (with a paper clip icon)
- Private:**
- Page Indicators:** 1 | 2 | 3 (tab 1 is selected)
- Start Time:** (empty)
- Start Date:** 27/10/2003
- End Time:** (empty)
- End Date:** 27/10/2003
- Cost (Time):** (empty)
- Ser.No:** 535
- Task Type:**
  - Calendar
  - To Do
  - Timed To Do
- Calendar:**
  - Time
  - Profile
  - Don't Show
- Symbol:**
  - Call
  - Meeting
  - Deskwork
  - Other
- Customer:** 001
- Name:** Against All Odds Trading Co
- Contact:** Joseph Conrad
- Phone:** 01857 122544
- Result:** (empty)

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



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



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

**Quotation: Inspect**

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

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

1 2 3 4 5

Date 15/10/2003 Valid Until 28/10/2003 Make Contact 27/10/2003  
 Pay. Terms 30 Salesman FF Probability  
 Our Ref. Attn. Joseph Conrad

Item	Qty	Description	Unit Price	%	Sum
1	10106	1 CD player	71.00		71.00
2	10105	1 Cassette deck	56.00		56.00
3	10124	1 Amplifier	90.00		90.00
4	10104	1 Loudspeakers	18.00		18.00
5					
6					
7					
8					
9					
10					
11					
12					
13					

VAT 41.13 Sub-Total 235.00  
**TOTAL 276.13**

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

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

- Operations** menu is active.
- No.** 476, **Name** Against All Odds Trading Co
- Customer** 001,  **Closed**
- Tabs: 1 (selected), 2, 3, 4, 5
- Date** 27/10/2003, **Planned Del.** [empty]
- Pay. Terms** 30, **Attn.** Joseph Conrad
- Our Ref.** [empty], **Cust. Ord. No.** [empty]
- Salesman** FF, **Object** [empty]

Item	Qty	Description	Unit Price	%	Sum
1	1	10106 CD player	71.00		71.00
2	1	10104 Loudspeakers	18.00		18.00
3	1	10124 Amplifier	90.00		90.00
4	1	10104 Loudspeakers	18.00		18.00
5					
6					
7					
8					
9					
10					
11					
12					

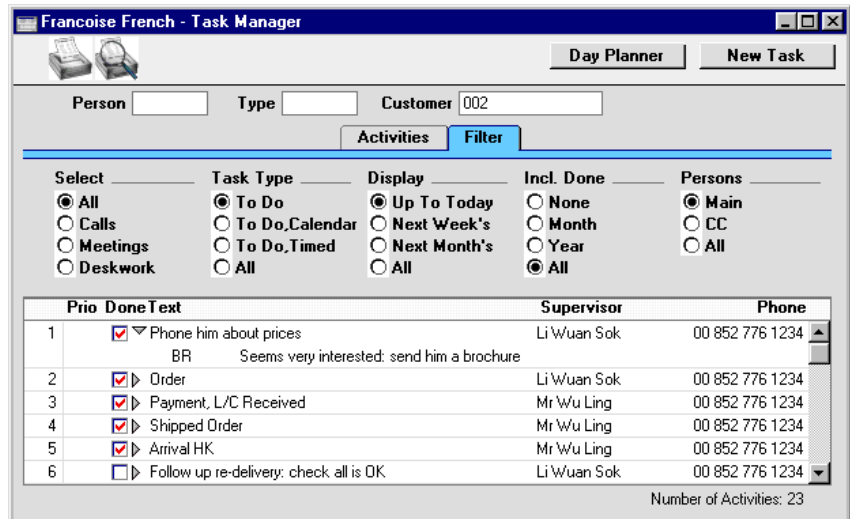
**VAT** 34.48      **Sum** 197.00  
**TOTAL** 231.48

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

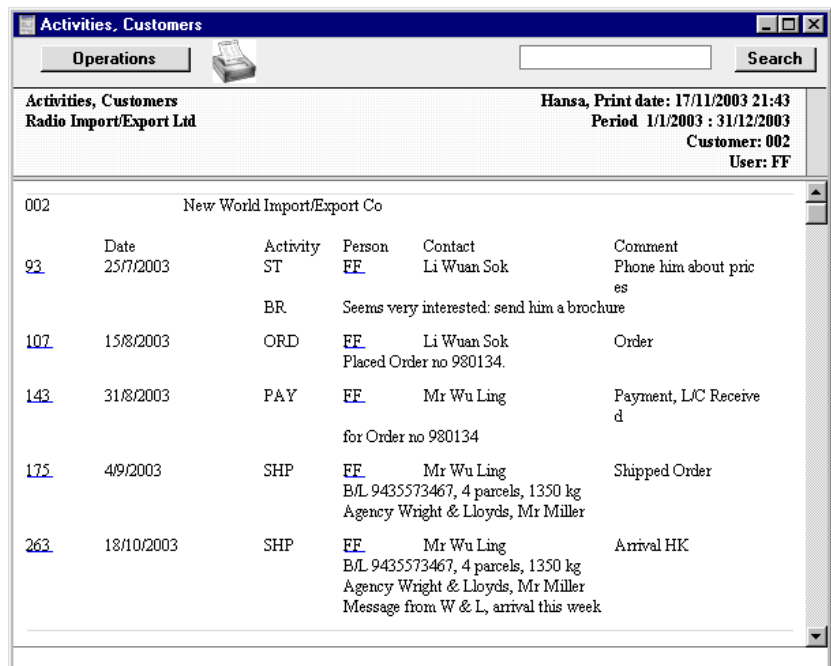
At other times during the day, Françoise will be contacted by several of her Customers. By entering an Activity for each contact or event, she will quickly build up a contact history for each Customer. This means that if, for example, Mr. Wang from Hong Kong sends a fax complaining about a missing delivery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

One way Françoise can do this is to use the ‘Filter’ card of the Task Manager. She can remove her initials from the Person field, enter “002” as the Customer (using ‘Paste Special’ to select the correct one if necessary) and choose to view Done Activities using the fourth column of options. She will

then see a complete contact history for Customer 002, and will be able to double-click the Text of any Activity to see more details if necessary—



An alternative method with the advantage of displaying Activity Dates would be to produce an 'Activities, Customers' report (Detailed version) for Customer 002—



In both cases, Françoise can see at a glance the comments recorded on card 3 of each Activity. Both show the Activities carried out and entered by different persons over the time period, and are excellent tools to be used to sort out any queries or mistakes in relation to a series of events, providing, of course, that each member of staff has conscientiously entered a record of each task they have carried out.

As with all Office/2 reports, the 'Activities, Customers' report contains a Search facility that can be used to look for occurrences of a particular word or words in the report. The production of this report can of course be followed by other reports, after searching related information. Several reports can be kept on the screen at the same time, which adds a tremendous flexibility and power to the system. Françoise can also click on an Activity Number in the left hand column to open an Activity record.

### Time Management

Françoise is also engaged in time management and analysis. She is in charge of a department in which there are two other sales people working. In planning the work for the coming month, she decides to book a particular afternoon to be spent on the telephones following up leads and making cold calls. She enters an Activity in the names of all three department members booking their time—

Activity: Inspect

New Duplicate Cancel Save

Text Telephone sales calls  Done  Private

Persons FF,IP,NB

Cc

Priority Type SC

1 2 3

Start Time 14:00:00 Start Date 21/10/2003

End Time 17:30:00 End Date 21/10/2003

Cost (Time) 03:30:00 Ser.No 3742

Task Type Calendar Symbol

Calendar  Time  Call

To Do  Profile  Meeting

Timed To Do  Don't Show  Deskwork

Other

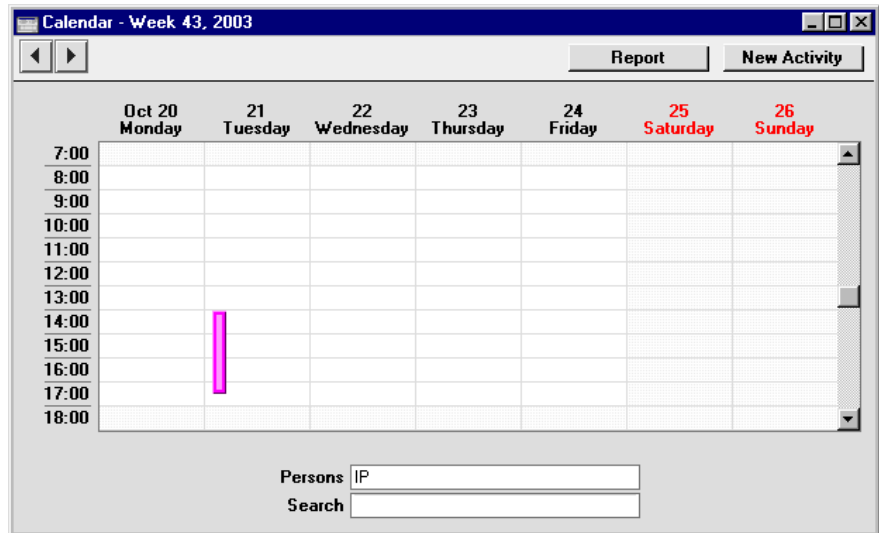
Customer Name

Contact Phone

Result

Françoise enters the initials of the three members of the department in the Persons field, separated by commas. She sets the Task Type to Calendar, signifying that the Activity is to appear in the Calendar rather than in the Task Manager. This Task Type also means that the Activity will be included in the Employee Time Statistics report, used for time analysis. Of the Calendar options, Profile is chosen to indicate that this planned time.

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



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

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

During the afternoon in question, various methods are available to Françoise by which she can record the work actually carried out. She decides to ensure that separate Activities are entered for each telephone call. These will record the details of each call (keeping the contact history for each Customer up to date) and allow the creation of follow-up Activities should these be required.

One such Activity recorded by Françoise's colleague Neil Brooker is shown below—

The screenshot shows a 'New Activity' dialog box with the following fields and values:

- Text:** Telephone sales call
- Persons:** NB
- Cc:** (empty)
- Priority:** (empty)
- Type:** SC
- Start Time:** 14:00:00
- End Time:** 14:10:00
- Cost (Time):** 00:10:00
- Start Date:** 21/10/2003
- End Date:** 21/10/2003
- Ser.No:** 3743
- Task Type:**  To Do (Other options: Calendar, Timed To Do)
- Calendar:**  Don't Show (Other options: Time, Profile)
- Symbol:**  Other (Other options: Call, Meeting, Deskwork)
- Customer:** 009
- Name:** Giacomelli SPA
- Contact:** Alfredo Giacomelli
- Phone:** 00 39 1 2345 6789
- Result:** OK

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

Details of each telephone call are recorded in the grid on card 3 of each Activity—

The screenshot shows a window titled "Activity: New" with a toolbar containing "New", "Duplicate", "Cancel", and "Save" buttons. Below the toolbar are several input fields: "Text" (containing "Telephone sales call"), "Persons" (containing "NB"), "Cc" (empty), "Priority" (empty), and "Type" (containing "SC"). There are also checkboxes for "Done" (checked) and "Private" (unchecked). Below the form is a grid with 16 rows. The grid has two columns: "Code" and "Text". The third row is selected, and its text is "Will send him details of our instalment plan." The other rows are empty.

Code	Text
1	Called him about our new DVD home cinema system.
2	He seemed interested, but would not be able to make the investment for two years.
3	Will send him details of our instalment plan.
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	
16	

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

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

Activity: New

Text Telephone sales calls  Done  Private

Persons NB

Cc

Priority Type SC

1 2 3

Start Time 14:00:00 Start Date 21/10/2003

End Time 17:00:00 End Date

Cost (Time) 03:30:00 Ser.No 3745

Task Type Calendar  Calendar  To Do  Timed To Do

Calendar  Time  Profile  Don't Show

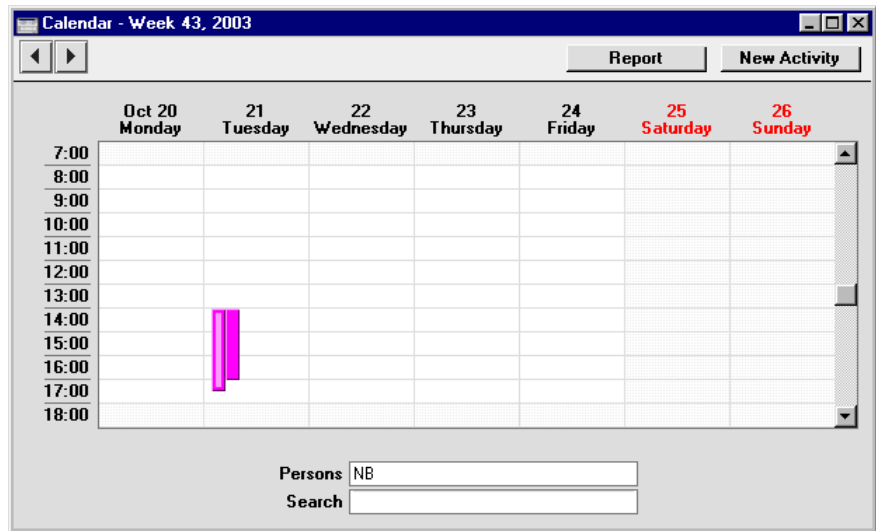
Symbol  Call  Meeting  Deskwork  Other

Customer Name

Contact Phone

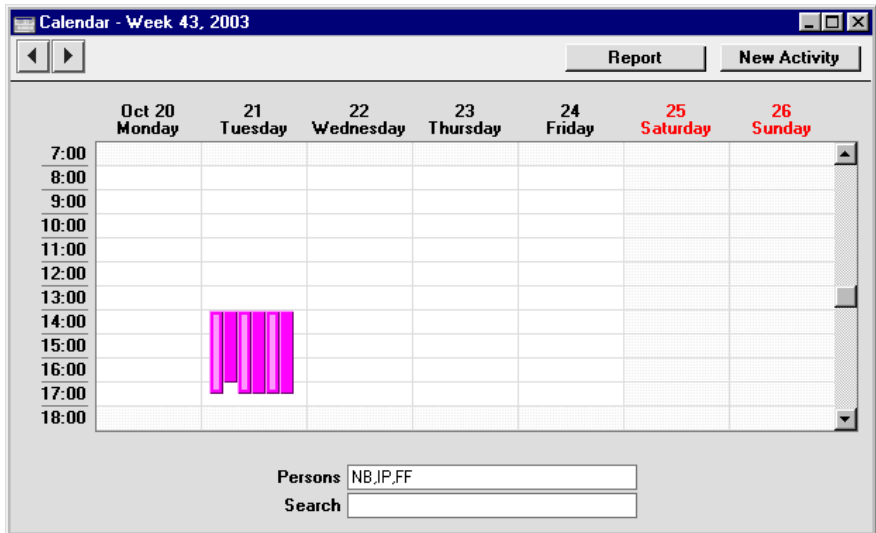
Result

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



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

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



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

## Note on Terminology

Throughout this chapter (as elsewhere in this manual), the word “Customer” is used to refer to a record in the Customer register. That record does not necessarily represent a firm that has purchased goods or services from your business.

As soon as contact is established between your business and a potential client, their details should be entered to the Customer register. Their relationship with you (e.g. “Prospect” or “Lead”) should be registered using the Customer Classification field on card 1 of the Customer record.

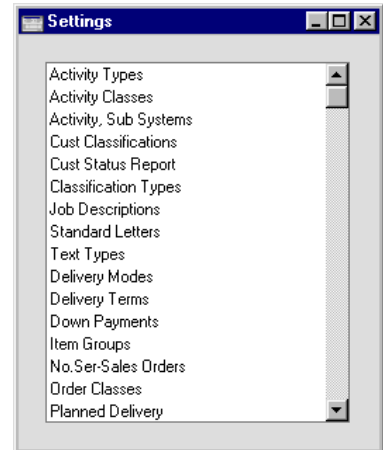
The following phrases have sometimes been used to describe Activities of various kinds—

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

# Settings

## Introduction

Settings concerned with the CRM Value Pack are located in the Sales Support module. To access them, use the [Select Module] button in the Master Control panel to enter the Sales Support module. Then, select 'Settings' from the File menu or click [Settings], also in the Master Control panel. The 'Settings' list opens, listing the settings to be found in the Sales Support module—

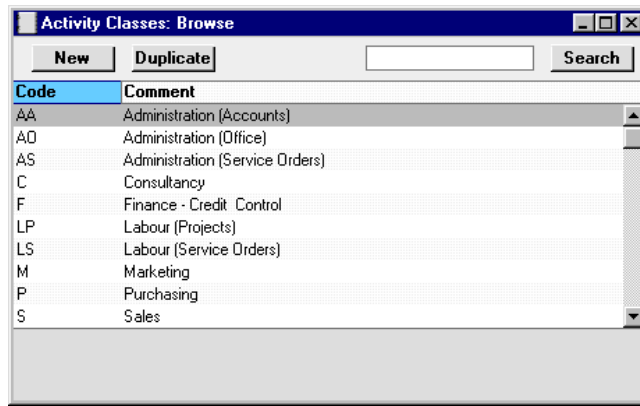


To work with a particular setting, double-click the relevant item in the list.

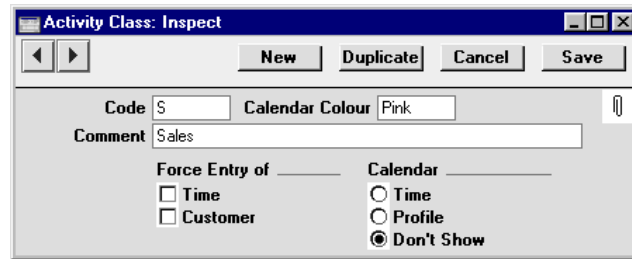
The settings belonging to the CRM Value Pack are described below. For descriptions of the other settings in the Sales Support module, please refer to Volume 3 of these manuals.

## Activity Classes

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



On double-clicking 'Activity Classes' in the 'Settings' list in the Sales Support module, the 'Activity Classes: Browse' window opens, listing the available Activity Classes. To enter a new record, click the [New] button in the Button Bar. The 'Activity Class: New' window appears: enter the details as appropriate and click [Save] to save the new record.



- Code** This is the unique code that identifies this particular Activity Class. It can consist of up to five alphanumeric characters.
- Calendar Colour** **Paste Special** Choices of possible entries  
All Activities with Activity Types belonging to the same Activity Class will appear in the same colour in the Calendar. Choose that colour using this field.
- Comment** Assign a descriptive name to the Activity Class. This is shown in the 'Activity Classes: Browse' window and the 'Paste Special' list.
- Force Entry of** Check one or both of these boxes if you would like it to be compulsory for a Customer and/or Cost (Time) to be entered to all Activities with Activity Types belonging to this Activity Class.

**Calendar**

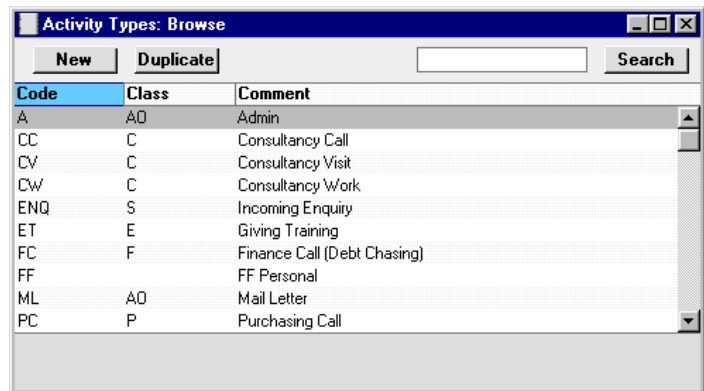
These options are used to control how the Activities with Activity Types belonging to this Activity Class are shown in the Calendar. Please refer to the section below describing card 1 of the Activity screen for details of each option.

**Activity Types**

Activity Types are used to classify Activities. Each Activity Type should represent a specific job or task (e.g. sales call, sales appointment or internal meeting). All Activities recording the same task should be given the same Activity Type. The Activity Type can be used as a search criterion in many of the reports in the CRM Value Pack.

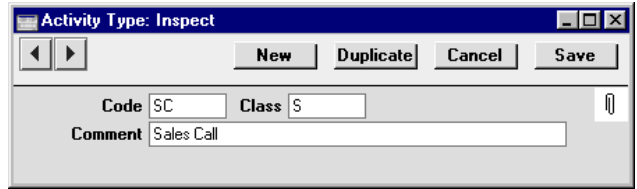
In defining your Activity Types, you should define some that can be used for Results, allowing the classification of the outcomes of Activities.

The number of Activity Types should be kept small, and great care should be taken to make them mutually exclusive. Activity Types of a broadly similar nature (e.g. all those to do with sales, or all those to do with administration) can be grouped together by assigning each one to the same Activity Class (described above).



Code	Class	Comment
A	AO	Admin
CC	C	Consultancy Call
CV	C	Consultancy Visit
CW	C	Consultancy Work
ENQ	S	Incoming Enquiry
ET	E	Giving Training
FC	F	Finance Call (Debt Chasing)
FF		FF Personal
ML	AO	Mail Letter
PC	P	Purchasing Call

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



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

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

**Class** **Paste Special** Activity Classes setting, Sales Support module

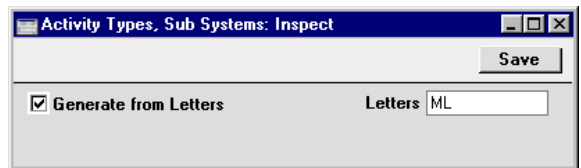
Activity Types of a broadly similar nature (e.g. all those to do with sales, or all those to do with administration) should be grouped together by assigning each one to the same Activity Class (described above).

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

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

### Activity Types, Subsystems

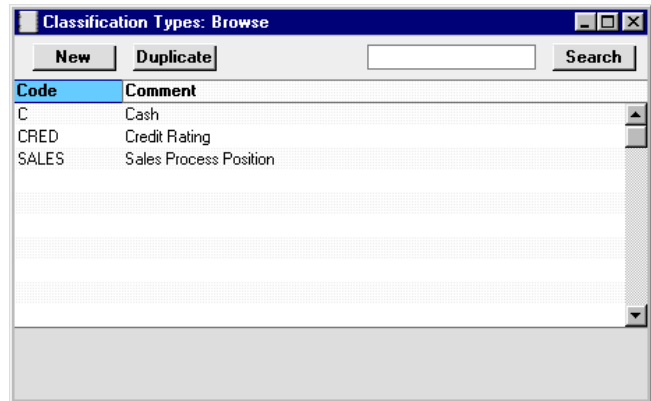
It is possible to have an Activity created automatically when Customer Letters are approved and saved. This feature is controlled using this setting.



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

## Classification Types

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



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

## Customer Classifications

This setting allows you to define any number of Classifications by which you can categorise your Customers, perhaps recording their relationship to you (e.g. lead, service customer or retail customer). This is done using the Class. field on card 1 of the Customer record and in the Contact Person record. This field, which is also part of the CRM Value Pack, can contain one or more Classification Codes, separated by commas. So, for example, a particular Customer can be both a lead and have a credit rating of 3.

The Customer Classification provides a different means of classifying Customers compared with the Customer Category setting in the Sales Ledger. This will usually be used to record the types of business in which your Customers are engaged. In addition, each Customer may be allocated more than one Customer Classification, but can only belong to a single Category.

The Customer Classification can be used as a search criterion in many reports in the Sales Support module.

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

Code	Type	Comment
1	CRED	Credit Rating 1
2	CRED	Credit Rating 2
3	CRED	Credit Rating 3
C		Chemicals
C1		Chemicals - Oil and Pharmaceuticals
D		Distribution
HOT	SALES	Hot prospect
LD	SALES	Leads
M		Manufacturing
PR	SALES	Prospect

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

## Customer Status Report

This setting is used to control the appearance of the Customer Status Report when produced using the Operations menu function of the 'Customers: Browse' and 'Customer: Inspect' windows. The setting has no effect on Customer Status reports produced using the 'Reports' function in the Sales Ledger.

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

The following window opens—

**User** **Paste Special** Person register, System module  
Enter the user's initials in the User field, using 'Paste Special' if necessary. Office/2 will prevent you from entering more than one record for a particular Person.

**Include Activities** Check this box if Done Activities are to be included whenever the user entered to the field above produces a Customer Status report.

**Include To Do and Not Done**  
If Activities that are not Done are to be included as well, check this box. This means Activities of all kinds will be listed. This box has no effect if the Include Activities box is not checked.

**Last Done Activities**  
Specify here the maximum number of Done Activities that will be shown in the report when produced by the Person in question. The most recent Done Activities will be shown. If the Include Not Done box is checked, all such Activities that are later than the earliest Done Activity will also be shown. Leave the field blank to list all Activities.

**Include Invoices** Check this box if Invoices are to be listed in Customer Status Reports produced by the User specified above. You should also specify which Invoices are to be included by checking the All Open box and/or entering a number in the Last Paid Invoices field.

**All Open** Check this box if open (unpaid) Invoices are to be listed.

**Last Paid Invoices** If you want paid Invoices to be shown in the report, specify here how many are to be included.

**Include Orders** Check this box if Orders are to be included whenever the user entered to the field above produces a Customer Status Report. The check box will have no effect if the Number of Orders field below is blank.

**Order Class**      **Paste Special**      Order Classes setting, Sales Support module

Enter an Order Class here to restrict the listing to Orders belonging to that Class.

**Number of Orders**

Specify here the maximum number of Orders that will be shown in the report, starting with the most recent.

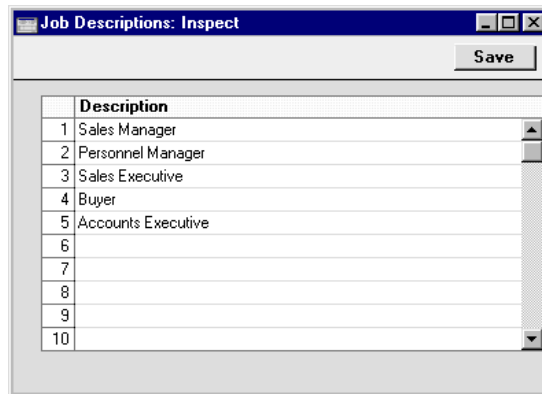
To save a user's Customer Status Report setting, click the close box and elect to save changes.

## Job Descriptions

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

It is possible to report on and mail Contacts based on their Job Description. It is therefore recommended that this setting be used not to record actual job titles (which vary from company to company) but generic job descriptions. This would enable you to report on or mail Contacts with similar roles but varying job titles.

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

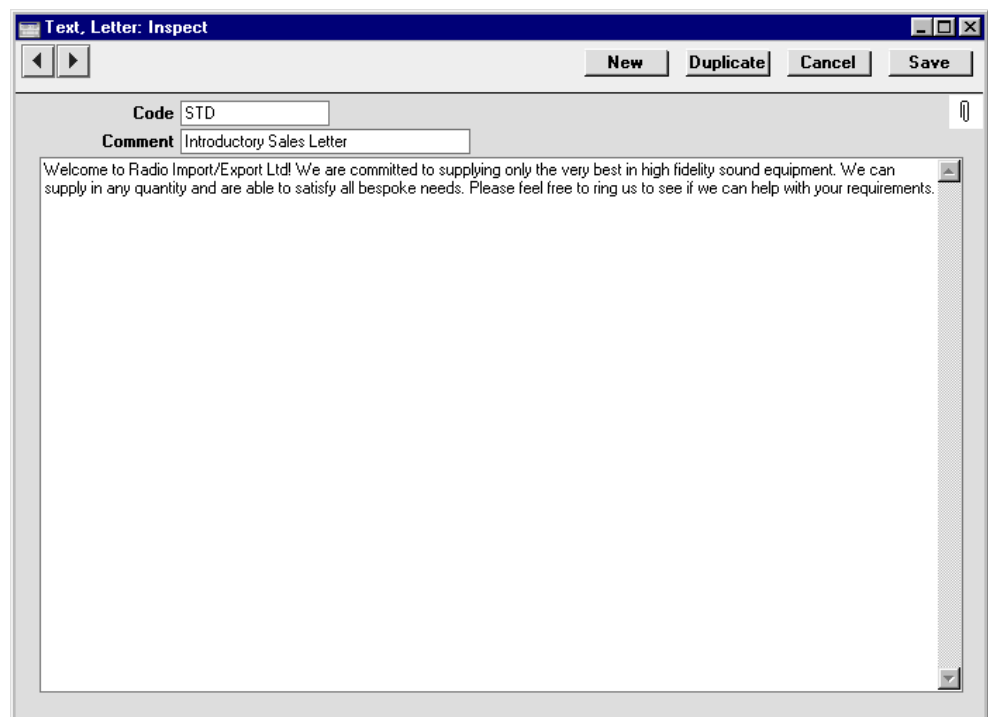


Enter each new Job Description on the first blank line and, when finished, click the [Save] button in the Button Bar to save the changes. To close the window without saving changes, click the close box.

## Standard Texts

This setting can be used to build up a library of standard letters to be used at particular stages in the development of the relationship with a Customer. These standard letters can be referred to from the Customer Letter register.

To enter a new Standard Text record, ensure you are in the Sales Support module and click the [Settings] button in the Master Control panel or select 'Settings' from the File menu. Then, double-click 'Standard Texts' in the list. The 'Standard Texts: Browse' window opens, listing the available Standard Text records: to enter a new item, click the [New] button in the Button Bar. For each new Standard Text record, enter a Code and a descriptive Comment together with the letter text itself.

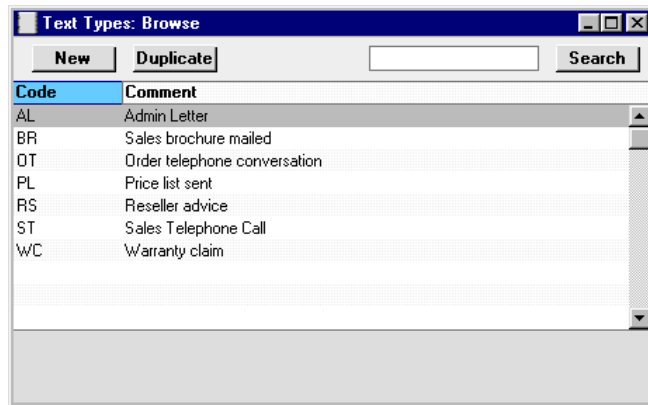


The screenshot shows a window titled "Text, Letter: Inspect" with a standard Windows-style title bar. Below the title bar is a button bar containing "New", "Duplicate", "Cancel", and "Save" buttons. The main area of the window contains a form with two input fields: "Code" with the value "STD" and "Comment"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

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

## Text Types

When recording Activities, different standard texts from this setting can be included to reduce the typing load.



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

## Weeks

Unlike other settings belonging to the CRM Value Pack, the Weeks setting can be found in the System module. It is used to define the Week Numbers that are shown in the six-monthly and monthly Calendar views. Week Numbers can vary from country to country and depending on when the year started. The six-monthly and monthly Calendar views are described in the 'Calendar' section later in this chapter.

Ensure you are in the System module and click the [Settings] button in the Master Control panel or select 'Settings' from the File menu to open the 'Settings' list. Double-click 'Weeks' in the list. The 'Weeks: Browse' window lists the records that have already been entered: double-click one to modify it or click [New] to create a new record.

The screenshot shows a window titled "Week: Inspect" with a standard Windows-style title bar. Below the title bar is a button bar containing "New", "Duplicate", "Cancel", and "Save". The main area contains a form with the following elements:

- Country: UK
- Comment: England
- Week starts on:  Monday,  Sunday

Below the form is a table with the following data:

	Year	First Day of Week 1	No. of Weeks
1	1999	4/1/1999	52
2	2000	3/1/2000	52
3	2001	1/1/2001	52
4	2002	7/1/2002	52
5	2003	6/1/2003	52
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			

Complete the grid for each year of use as shown in the illustration (there is no need to have the years in order, but you should only enter each year once). Click [Save] in the Button Bar to save, and then click the close box to save the record. The Country should be the same as that entered on card 2 of the Company Info setting.

## The Activity Register

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

### Viewing Activities

Activities can be viewed in three ways—

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

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

The Calendar, Personal Calendar report and Task Manager are all described later in this chapter.

### Entering an Activity

Activities can be entered in many ways—

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

Activity will be Calendar, and the Symbol will be Other. The Start Date and Start Time of the new record will show the current date and time.

4. From the Task Manager, click the [New Task] button in the top right-hand corner. The Task Type of the new Activity will be To Do, and the Symbol will be Other. The Start Date and Start Time of the new record will show the current date and time.
5. When working with Customer Letters, Activities can be created when records are approved and saved. This is controlled using the Activity Types, Subsystems setting. Such Activities are created and saved, but are not automatically opened for checking or modification. The Activity and the originating record will be connected to each other through the Attachments facility.

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

The screenshot shows a software window titled "Activity: New". At the top, there are navigation arrows and icons for a printer and a scanner. On the right side of the top bar are buttons for "New", "Duplicate", "Cancel", and "Save".

The main content area is divided into several sections:

- Text:** A text input field containing "Called about shipment". To its right are checkboxes for "Done" and "Private".
- Persons:** An input field containing "FF".
- Cc:** An empty input field.
- Priority:** An empty input field.
- Type:** An input field containing "SC".

Below these fields is a horizontal separator with three tabs labeled "1", "2", and "3". Tab "1" is selected.

The next section contains date and time fields:

- Start Time:** 22:51:49
- Start Date:** 18/11/2003
- End Time:** (empty)
- End Date:** 18/11/2003
- Cost (Time):** (empty)
- Ser.No:** 3746

Below this is a section for selecting activity types and symbols:

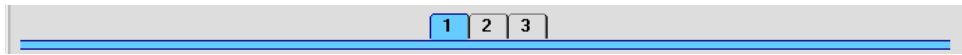
- Task Type:**
  - Calendar
  - To Do
  - Timed To Do
- Calendar:**
  - Time
  - Profile
  - Don't Show
- Symbol:**
  - Call
  - Meeting
  - Deskwork
  - Other

The bottom section contains customer information:

- Customer:** 002
- Name:** New World Import/Export Co
- Contact:** Li Wuan Sok
- Phone:** 00 852 2123 4567
- Result:** (empty)

Since the amount of information stored about each Activity will not fit on a single screen, the Activity window has been divided into three cards. At the

top of each is the header. This contains the Text, Person(s), Priority and Type and an indication of whether the Activity has been approved (completed). There are three numbered buttons ('tabs') in the header.



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

### Header

<b>Text</b>	A free text field to be used to describe the Activity. This Text will be shown in the Day Planner, Task Manager and in the Personal Calendar report.
<b>Persons</b>	<b>Paste Special</b> Person register, System module The Person doing the Activity. The initials of the current user are entered as a default.  If the Activity is to be carried out by more than one Person, enter all appropriate initials, separated by commas. It will appear in all their Calendar views, Task Managers and Personal Calendar reports.  If you need to use 'Paste Special' to enter several sets of initials, type the comma before opening the 'Paste Special' list. This will cause Office/2 to add the next set of initials to those already entered. Otherwise, the previous initials will be overwritten.  Once an Activity has been marked as Done and saved, the Person cannot be changed.
<b>Cc</b>	<b>Paste Special</b> Person register Enter the initials of anyone else that needs to know about the Activity (e.g. the person responsible for the Customer). Again, the initials of more than one Person can be entered, separated by commas. The Activity will appear in all their Calendar views and Personal Calendar reports, but it will only appear in their Task Managers if they so choose on the 'Filter' card.
<b>Priority</b>	You can grade the importance of each Activity using the Priority field. The Priority will be shown in the Task Manager.

<b>Type</b>	<b>Paste Special</b>	Activity Types setting, Sales Support module
		Enter an Activity Type by which this Activity can be classified. Each Activity Type should represent a specific job or task (e.g. sales call, sales appointment or internal meeting).
		Each Activity Type can in turn belong to an Activity Class (e.g. you might have a single Activity Class for all Types to do with sales, or all those to do with administration). The Activity Class will determine the colour of the bar representing this Activity in the Calendar, and can also force you to enter a Customer and/or a Cost (Time) (see below). It will also determine which of the Calendar options will be selected by default.
<b>Done</b>		This check box is used to mark the Activity as done or finished. Planned or scheduled Activities should be entered without checking the Done box. As you complete these Activities, check the Done box and perhaps enter some notes in the grid area on card 3. In this way, you can easily maintain a 'To Do' list: by default, Activities that have been marked as Done will not be shown in the Task Manager.
		Once an Activity has been marked as Done and saved, many fields such as the Start and End Dates and Times and the Person cannot be changed.
<b>Private</b>		Activities marked as Private will appear in your Personal Calendar and Activities, Customers reports, in the Task Manager and in any Calendar view when viewed by yourself, but not when viewed by any other user. They will also be excluded from most other reports when produced by other users.
		Once an Activity has been marked as Done and saved, the Private box can still be changed.
<b>Card 1</b>		
<b>Start Time</b>	<b>Paste Special</b>	Current Time
		The time when work on the Activity is to be or was started. The current time is filled in as a default. The 24-hour clock should be used.

	Once an Activity has been marked as Done and saved, the Start Time cannot be changed.
<b>Start Date</b>	<b>Paste Special</b> Current Date The date when work on the Activity is to be or was started. The current date is filled in as a default. Once an Activity has been marked as Done and saved, the Start Date cannot be changed.
<b>End Time</b>	<b>Paste Special</b> Current Time The time when work on the Activity was is to be or was finished. This field will gain a value automatically when a Result (below) is entered. Once an Activity has been marked as Done and saved, the End Time cannot be changed.
<b>End Date</b>	<b>Paste Special</b> Current Date The date when work on the Activity is to be or was finished. This field will gain a value automatically when a Result (below) is entered. Once an Activity has been marked as Done and saved, the End Date cannot be changed.
<b>Cost (Time)</b>	The overall time required to complete the Activity, calculated by Office/2 once the Start and End Times and Dates have been completed. If this is not a true figure (perhaps there was a break for lunch, for example), it can be overwritten with the correct figure. If the Activity Type of this Activity belongs to an Activity Class whose Force Entry Of Time option is on, an entry must be made to this field before the Activity can be saved. Once an Activity has been marked as Done and saved, the Cost (Time) cannot be changed. The Cost (Time) is sometimes referred to as the Elapsed Time in this manual.
<b>Ser. No</b>	The unique identifying code for each Activity is generated by Office/2: this cannot be changed.

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

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

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

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

The Employee Time Statistics report can be used to analyse the number of hours worked by each employee. This report is compiled from Calendar Activities only. All such Activities are included in the time calculations in this report except those whose Calendar option is Don't Show. In the example in the previous paragraph, therefore, the Activities representing the individual telephone calls will not be shown in the Employee Time Statistics report, while the Time and Profile Activities representing the afternoon's work as a whole will.

Provided the two sets of Activities are kept separated in this way (using the Task Type options), there is no risk of counting the afternoon's time twice in the report.

**Calendar**

These options are used to control how the Activity is shown in the Calendar. Usually these options apply only to Activities whose Task Type (above) is Calendar. These options can be changed once the Activity has been marked as Done and saved.

**Time**

This option should be chosen in an Activity that represents actual time spent in carrying out a task. It will then appear in the Personal Calendar report together with its Cost (Time) and in the Calendar with a solid colour bar.

**Profile**




This option can be used to book future time in the Calendar. Activities of this type appear in the Calendar as hollow coloured bars and to the left of those whose Time option has been selected. Time Activities have a solid colour bar. Profile Activities are shown on the Personal Calendar report with no Cost (Time).

**Don't Show**

Use this option if you don't want the Activity to be shown in the Calendar. It will still appear in the Personal Calendar report. Activities marked as Don't Show will not be included in the time calculations in the Employee Time Statistics report.

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

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

<b>Symbol</b>	When an Activity is shown in the Task Manager, it can be accompanied by a small image so that you can see at a glance the type of work that it entails. The available images are—
<b>Call</b>	
<b>Meeting</b>	
<b>Deskwork</b>	
<b>Other</b>	(no image)

**Card 2**

<b>Customer</b>	<b>Paste Special</b>	Customer register
	<p>Enter the Customer Number or use the 'Paste Special' function. If required, a Supplier Number can be entered instead, but Suppliers are not shown in the 'Paste Special' list. When you press Return, the Customer's or Supplier's name, Primary Contact and Telephone Number will be entered into the fields below.</p> <p>If the Activity Type of this Activity belongs to an Activity Class whose Force Entry Of Customer option is on, an entry must be made to this field before the Activity can be saved.</p>	
<b>Name</b>	<p>The Customer or Supplier Name is entered by Office/2 after you have entered the Customer or Supplier Number.</p>	
<b>Contact</b>	<b>Paste Special</b>	Contact Person register, Sales Support module
	<p>Enter the name of a Contact Person or select one from the Contact Person register. The 'Paste Special' function only lists Contact Persons for the Customer in question. If a Contact has been entered to the Attn. field on card 1 of the Customer record or in the Contact field in the header of the Supplier record, this will be brought in as a default.</p>	
<b>Phone</b>	<p>The Customer's or Supplier's Telephone Number is entered by Office/2 after you have entered the Customer or Supplier Number.</p>	

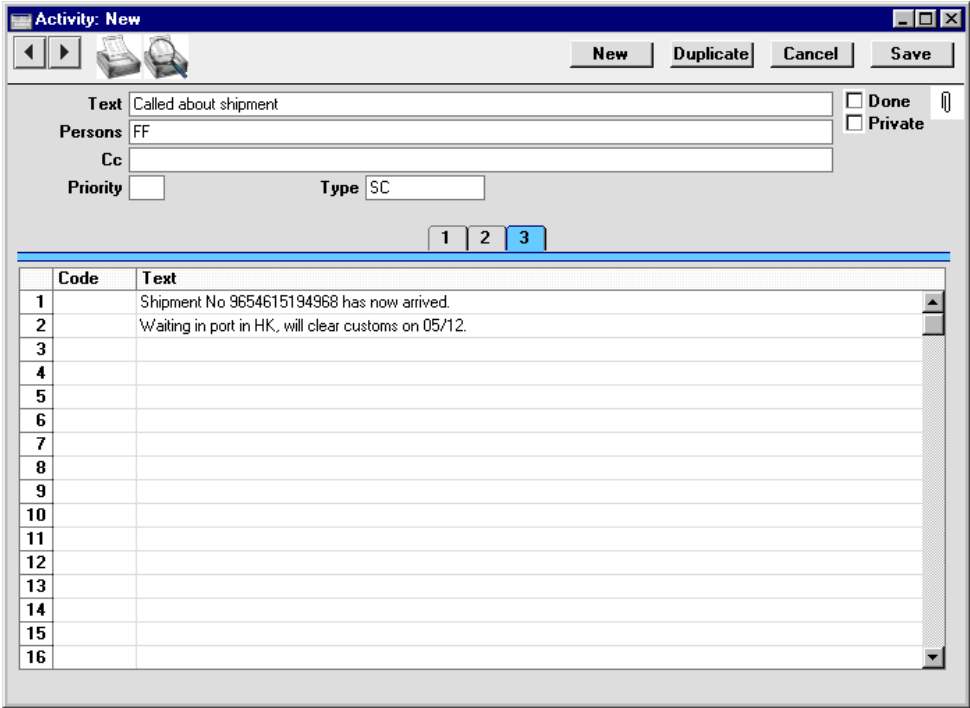
**Result**

**Paste Special**

Activity Types setting, Sales Support module

Enter an Activity Type to show the outcome of the Activity. When you press Tab or Return, the Current Date and Time will be brought into the End Date and End Time fields respectively, if they are empty.

**Card 3**



**Code**

**Paste Special**

Text Types setting, Sales Support module

The grid area is useful for making notes about the Activity. The Text Types setting can be used to bring in certain generic comments: alternatively, leave the Code field blank and simply type some *ad hoc* text in the Text field. There is space for several rows of notes.

**Text**

This field will contain the text for the Text Type. You may add any free text as appropriate.

If you need to enter more than one line of text, keep typing. The cursor will move to the next line automatically when necessary.

## Completing an Activity

As you work your way through the Activities in your Task Manager, you will want to mark off each Activity as completed. As well as removing them from your Task Manager, this will have the effect of building up an accurate contact history for the Customers concerned.

To do this, follow these steps—

1. Open your Task Manager by clicking the [Tasks] button in the Master Control panel.
2. Double-click the Activity Text of the Activity that you are about to undertake. The Activity is opened, allowing you to remind yourself of the details.
3. When you have completed the task, click the Done box. If necessary, enter a Result and press Tab or Return. The End Date and End Time will be filled in automatically. Change to card 3 to record any comments about the carrying out of the task in the grid area.
4. Click the [Save] button in the Button Bar to save the changes. Finally, close the Activity using the close box. You will be returned to the Task Manager, from where you can repeat the cycle for the remaining Activities scheduled for the day.
5. If you don't need to add any notes to the Activity record, you can also complete an Activity from the Task Manager without opening it. Simply click in the Done column for the appropriate Activity and save the Task Manager (by pressing the Shift-Enter key combination or by selecting 'OK' from the Record menu). The Activity will be marked as Done and it will be removed from the Task Manager list. You can mark several rows as Done before saving.

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

## The Task Manager

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

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

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



The Task Manager for the current user (i.e. the Person signed in to Office/2 for this work session) is opened, showing To Do Activities in Start Date and Time order. These are Activities whose Start Dates are the current date or earlier and whose Done boxes are not checked.

The screenshot shows a window titled 'Francoise French - Task Manager'. At the top, there are icons for a printer and a calendar, and buttons for 'Day Planner' and 'New Task'. Below these are input fields for 'Person' (containing 'FF'), 'Type', and 'Customer'. There are also 'Activities' and 'Filter' buttons. The main area contains a table with the following data:

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

At the bottom right of the window, it says 'Number of Activities: 5'.

## Header

### Person, Type, Customer

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

Your own Private Activities will be shown, but those of other users will not.

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

### Activities Card

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

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

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

**Prio** This column shows the Priority of each Activity, and it also shows a small image determined by the Symbol option chosen for each Activity.

**Done** This column can be used to mark an Activity as Done once it has been completed. This will not be fed through to the corresponding Activity immediately: you must save the Task Manager (by pressing the Shift-Enter key combination or by selecting 'OK' from the Record menu) in order to mark Activity as Done and to remove it from the Task Manager list. You can mark several rows as Done before saving.



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

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

#### **Text**

This column contains the Text from the header of each Activity. Double-click this Text to open the Activity record.

There will be a small arrow to the left of this Text if any notes and comments have been entered on card 3 of an Activity. Click this arrow to read the comments. This has been done in the fourth row in the illustration above.

#### **Supervisor**

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

#### **Phone**

This column shows the Customer or Supplier Telephone Number from card 2 of each Activity.

#### **Filter Card**

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

Number of Activities: 5

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

<b>Select</b>	Use one of these options to list Activities with different Symbols.
<b>Task Type</b>	Use one of these options to list Activities with different Task Types.
<b>Display</b>	Use one of these options to list Activities with different Start Dates. The Next Week and Next Month options do not include the current date.
<b>Incl. Done</b>	Choose one of these options if you would like Done Activities to be listed (in addition to those that are not Done). The Done Activities will be marked with a tick in the Done column. You can choose to include all Done Activities, or those whose Start Dates are in the past month or year.
<b>Persons</b>	By default, the Task Manager lists the Activities entered for the Person whose initials appear in the header. This means those Activities with these initials in their Persons fields. Use these options to change this to the Activities with these initials in their Cc fields, or in both their Persons and Cc fields.

### **Button Bar**

The Button Bar contains two buttons, as follows—

<b>Day Planner</b>	Click this button to open the Day Planner. The Day Planner is described in the 'Calendar' section of this chapter below.
<b>New Task</b>	Click this button to create a new Activity. Its Task Type will be To Do, and its Symbol will be Other. You can also use the Ctrl-N or ⌘-N keyboard shortcut. When you save the new Activity, it will immediately and automatically be added to the Task Manager, providing it meets your chosen filter criteria.

## **Printing the Task Manager**

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

# The Calendar

## Opening the Calendar

The Calendar is useful for booking employees' time and for analysing employee time statistics. Every member of the company can see a particular individual's Calendar, so its graphical format makes it easy to check employees' availability and to schedule major tasks. Numerous reports (e.g. the Personal Calendar report, the Employee Time Statistics report and the Activities, Period report) are compiled using Calendar Activities and these again are useful scheduling and time analysis tools.

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



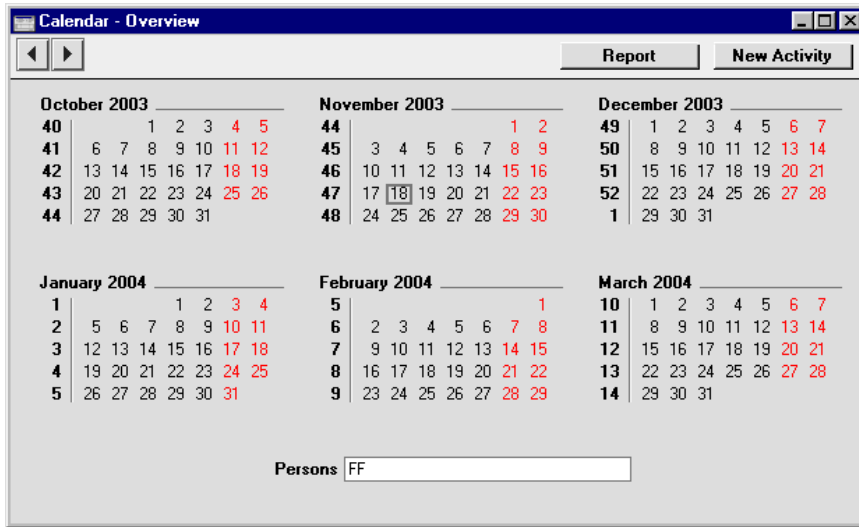
When it opens, the Calendar shows the current month in the centre of the top row, the previous month and the next four months. This six-monthly format is one of the four ways of viewing the Calendar in Office/2. These four views are—

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

## The Four Calendar Views

### The Six-monthly View (the “Overview”)

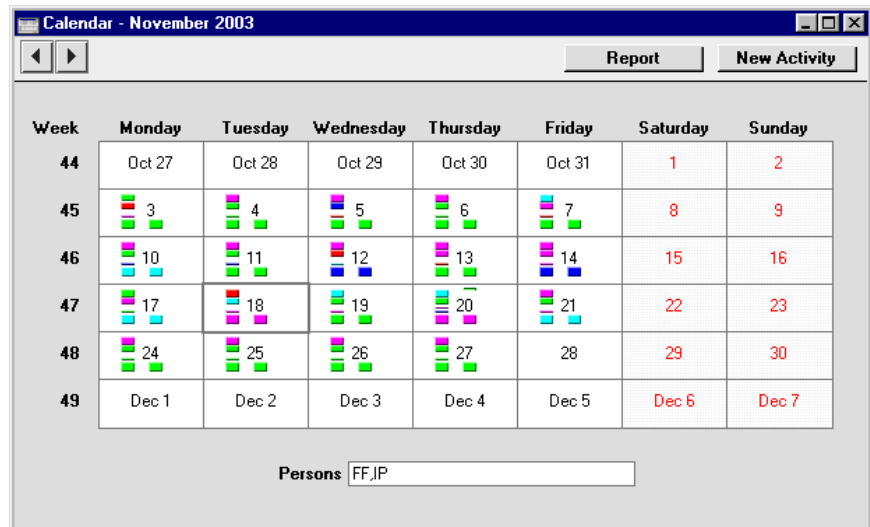
In the Overview, the current date (November 18th in the illustration) is marked with a square and weekends are red.



- To open the Overview, click the [Calendar] button in the Master Control panel.
- To change the months shown, use the 'Next' and 'Previous' functions on the Record menu or the equivalent buttons on the left of the Button Bar.
- To open a monthly view, double-click on the name of any month.
- To open a weekly view, double-click on the number of any week.
- To open the Day Planner, double-click on any date.
- To close the Overview, use the close box.

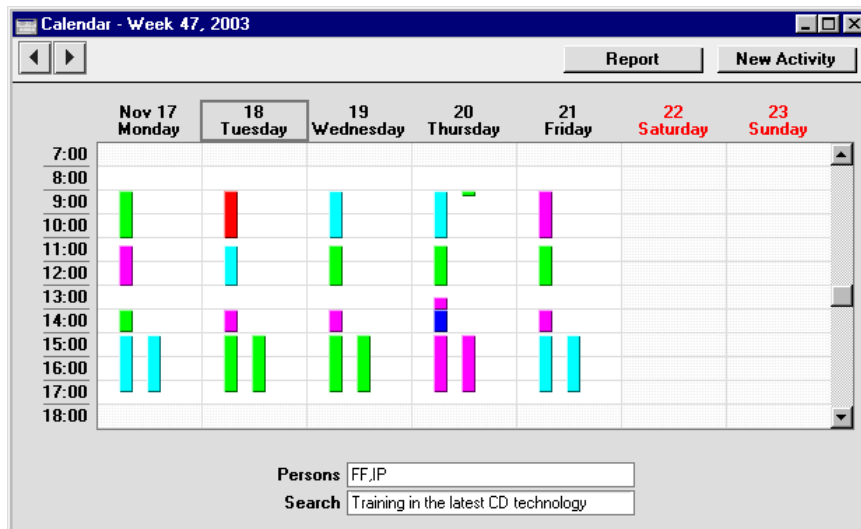
## The Monthly View

In the monthly view, the current date (November 18th in the illustration) is marked with a thick border. Weekends shaded, with dates in red.



- To open the monthly view, double-click any month name in the Overview.
- To change the month shown, use the 'Next' and 'Previous' functions on the Record menu or the equivalent buttons on the left of the Button Bar.
- To open a weekly view, double-click on the number of any week.
- To open the Day Planner, double-click on any date.
- The Activities for each day are represented by coloured bars. These are solid for Time Activities and hollow for Profile Activities. Double-click any coloured bar to open the Activity. The colours are determined by the Activity Class of each Activity. Only Calendar Activities are shown.
- Activities for more than one Person can be shown. Enter each Person's initials (use 'Paste Special' if necessary) separated by commas in the Persons field and press the Return key. A separate column of coloured bars is shown for each Person. The left-hand column belongs to the first Person named in the Persons field and the right-hand column to the last Person. Your Private Activities are shown, but those of other Persons are not.
- To close the monthly view, use the close box.

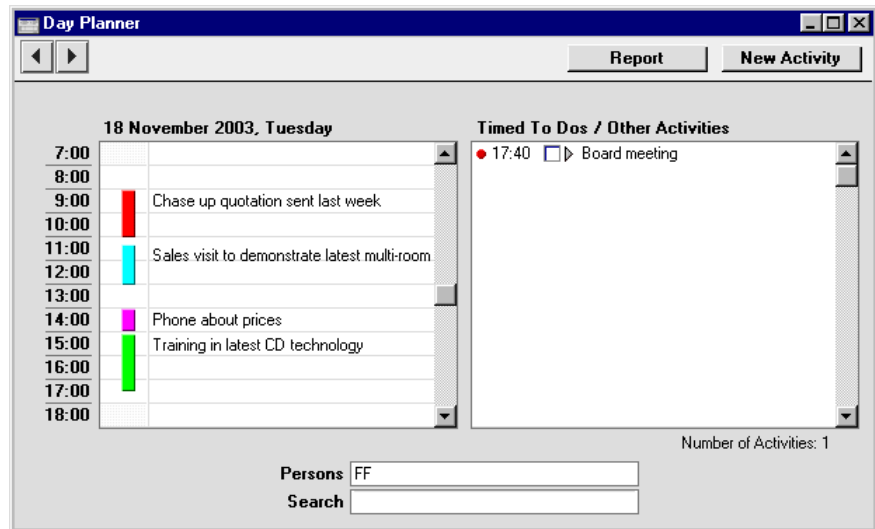
## The Weekly View



- To open the weekly view, double-click any week number in the Overview or monthly view.
- To change the week shown, use the 'Next' and 'Previous' functions on the Record menu or the equivalent buttons on the left of the Button Bar.
- To move to an earlier or later part of the day, use the scroll bar on the right-hand side of the window. Activities beginning at a time too early to be shown have an arrow at the top of their coloured bar, while those ending too late to be shown have an arrow at the bottom of their bar.
- To open the Day Planner, double-click on any date.
- The Activities for each day are represented by coloured bars. These are solid for Time Activities and hollow for Profile Activities. Double-click any coloured bar to open the Activity, or click once for its Text to appear in the Search field. The colours are determined by the Activity Class of each Activity. Only Calendar Activities are shown.
- Activities for more than one Person can be shown. Enter each Person's initials (use 'Paste Special' if necessary) separated by commas in the Persons field and press the Return key. A separate column of coloured bars is shown for each Person. The left-hand column belongs to the first Person named in the Persons field and the right-hand column to the last Person. Your Private Activities are shown, but those of other Persons are not.

- You can move an Activity to another time and/or date by dragging and dropping.
- To close the weekly view, use the close box.

### The Daily View (the “Day Planner”)



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

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

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



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

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

#### **The [New Activity] button**

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

#### **The [Report] button**

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

### **If there are no Week Numbers**

If dashes appear instead of Week Numbers in any of your Calendar views, the probable cause is that there is no record in the Weeks setting in the System module, or the record that is there is incomplete. In the latter case, if the current year has already been entered and the dashes remain, it is recommended that you delete the existing record and enter a new one, ensuring that the Country Code entered in the Weeks record is the same as that on card 2 of the Company Info setting. The Weeks setting is described earlier in this chapter.

## The Personal Calendar Report

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

When printed to screen, the Personal Calendar has Office/2's Drill-down feature. Click on the Start Time or Activity Text of any Activity in the report to open that Activity.

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

Personal Calendar				
Operations			Search	
Personal Calendar Radio Import/Export Ltd			Hansa, Print date: 18/11/2003 13:09 Period 18/11/2003 : 18/11/2003 FF	
<u>New Activity</u>		Comment	Contact	
18/11/2003				
<u>09:00:08</u>	11:00:00	<u>Chase up quotation sent last week</u>		2.00
<u>11:20:31</u>	13:00:00	<u>Sales visit to demonstrate latest multi-room stereo system</u>		
	008	The American Dream Inc Company: The American Dream Inc Tel: 01768 868766 Contact: Mrs Williamson	Mrs Williamson 01768 868766	2.12
<u>14:00:02</u>	14:59:00	<u>Phone about prices</u>		
	002	New World Import/Export Co Company: New World Import/Export Co Tel: 00 852 776 1234 Contact: Li Wuan Sok	Li Wuan Sok 00 852 776 1234	1.63
<u>15:05:27</u>	17:30:00	<u>Training in latest CD technology</u>		2.70
		In training room		
Number of Activities		4	Total Time	8.45

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

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

#### Start Time, Activity Text

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

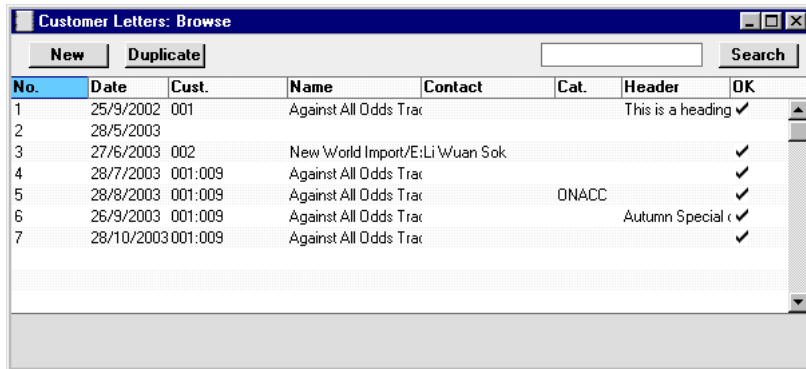
To print the Personal Calendar to a printer, first print it to screen and then click the Printer icon or select 'Print' from the File menu.

## The Customer Letter Register

This register is used to send letters to Customers: it provides a mechanism whereby standard or *ad hoc* letter texts can be matched with one or more addresses. Letters can thus be sent to individual Customers or mailshots produced to a range of Customers.

### Entering a Customer Letter

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



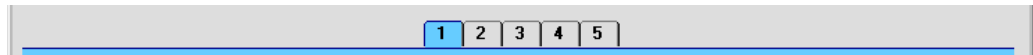
No.	Date	Cust.	Name	Contact	Cat.	Header	OK
1	25/9/2002	001	Against All Odds Trac			This is a heading	✓
2	28/5/2003						
3	27/6/2003	002	New World Import/E:Li Wuan Sok				✓
4	28/7/2003	001:009	Against All Odds Trac				✓
5	28/8/2003	001:009	Against All Odds Trac		DNACC		✓
6	26/9/2003	001:009	Against All Odds Trac			Autumn Special	✓
7	28/10/2003	001:009	Against All Odds Trac				✓

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

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

The screenshot shows a software window titled "Customer Letter: New". At the top, there are navigation arrows, an "Operations" button, and printer icons. To the right are buttons for "New", "Duplicate", "Cancel", and "Save". Below this is a header section with fields for "No." (8), "Date" (19/11/2003), and "Time" (14:02), along with an "OK" checkbox and a vertical scroll bar. A horizontal bar contains five numbered tabs (1-5), with tab 1 selected. The main area is divided into sections: "Customer" (001:009) and "Name" (Against All Odds Trading Co); "Contact" (empty) with a checked "One per Contact" option; "Header" (Introductory Letter); "Greetings" (empty); "Document" (LETTER) and "Standard Text" (STD); "Sign" (FF) and "Signature" (Francoise French); and "Text" (a scrollable area containing a welcome message).

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



By clicking the tabs you can navigate between cards.

### Header

This screenshot shows the same "Customer Letter: New" window, but with the "Header" card selected. The "Text" area is hidden. The visible fields are "No." (8), "Date" (19/11/2003), "Time" (14:02), and an "OK" checkbox. The numbered tabs (1-5) are still visible at the top, with tab 1 selected.

**No.** This Number is the unique identifier for this Customer Letter record. This number is generated automatically by Office/2: you can change it, but not to one that has

already been used. If you are working in a multi-user environment, the Customer Letter Number is assigned when the record is saved for the first time.

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

The date as it is to appear on the letter.

**Time**                      This field records the time the record was originally created. It can be changed and can be made to appear on the printed letter if necessary.

**OK**                      The OK check box should be switched on once the Customer Letter record has been checked and approved. Until it has been switched on, any letters printed from the record will be marked as a "Test Printout". Once it has been switched on, you will no longer be able to modify the record, although if modifications subsequently become necessary the OK check box can be switched off again.

Two reasons for checking and approving a Customer Letter prior to approving it and preventing further modification are to ensure the list of recipients is correct and to check the letter text contains no errors. These tasks can both be accomplished quickly and easily using the 'Letter List' function on the Operations menu.

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

You can choose to have an Activity created automatically when each Customer Letter is approved and saved. If you want this to happen, switch on the check box in the Activity Types, Subsystems setting, and specify the Activity Type to be used in the new Activities. An Activity will not be created if a range of Customers has been entered in the Customer field on card 1.

**Card 1**

		1	2	3	4	5
<b>Customer</b>	001:009	<b>Name</b> Against All Odds Trading Co				
<b>Contact</b>		<input checked="" type="checkbox"/> One per Contact				

This card is used in combination with card 5 to select the Customers and Contacts to whom the letter is to be sent.

<b>Customer</b>	<b>Paste Special</b>	Customer register
	<p>Enter the Customer Number of the Customer to whom the letter is to be addressed. If the field is left blank, all Customers will be mailed, subject to their satisfying any requirements entered to other fields.</p> <p>It is possible to mail a range of Customers. To do this, enter the lowest and highest Customer Numbers of the range, separated by a colon. For example, to report on Customers 001 to 010, enter "001:010". Note that an alpha sort is used, not a numeric one. Thus a range of 1:2 would also include 100, 10109, etc.</p>	
<b>Customer Name</b>	<p>If a single Customer Number has been entered to the field above, the appropriate Customer Name is shown here.</p> <p>If a range of Customer Numbers has been entered to the field above, the name of the first Customer in the range is shown.</p>	
<b>Contact</b>	<b>Paste Special</b>	Contact Person register, Sales Support module
	<p>If a single Customer Number has been specified, it is possible to mail a particular Contact at that firm by entering their name here. The 'Paste Special' function only lists Contact Persons for the Customer in question.</p> <p>If no Contact is specified here and the One per Contact check box below is not checked, a single letter will be produced for each selected Customer, addressed to the main Contact entered on card 1 of each Customer record.</p>	
<b>One per Contact</b>	<p>Check this box if you would like to print a separate letter for each Contact for each selected Customer (i.e. those in the Contact Person register and those entered on card 1 of each Customer record). Letters will not be printed for Contact Persons whose Closed boxes have been checked.</p> <p>If this box is not checked and no Contact is specified in the field above, a single letter will be produced for each selected Customer, addressed to the main Contact entered on card 1 of each Customer record.</p>	

If the check box is on, it will override any entries that have been made to the Contact Classification and Job Description fields on card 5.

## Card 2

		1	2	3	4	5
<b>Header</b>	Introductory Letter					
<b>Greetings</b>						
<b>Document</b>	LETTER	<b>Standard Text</b>		STD		
<b>Sign</b>	FF	<b>Signature</b>		Francoise French		

This card is used in combination with card 3 to determine the text of the letter. The Header, Greetings, Sign and Signature fields can all be printed separately on the letter, perhaps with different font styling, and will contain appropriate information. 'Paste Special' can be used from the Sign field to obtain a list of personnel.

### Document

### Paste Special

Form register, System module

As is usual in Office/2, the printing of letters from a Customer Letter record is carried out either using the 'Documents' function or by clicking the Printer icon. However, the selection of the Form used (i.e. the letter template) is determined in a slightly different manner to that used by other documents in Office/2.

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

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

1. Design a standard letter using the Form register in the System module. This process is fully described in the chapter in Volume 1 covering the System module and, with an example specific to letter design, in the 'Printing Customer Letters' section below. Use the 'Properties' function on the Operations menu of the Form editor to assign the letter a suitable Form Code such as "LETTER". The Document Type should be "Customer Letters".

2. Change to the Sales Support module and open the 'Documents' list window using the 'Documents' item on the File menu or by clicking the [Documents] button in the Master Control panel.
3. Highlight 'Customer Letter' in the list and select 'Define Document' from the Operations menu. In the subsequent window, enter the Form Code ("LETTER", in our example) in the Form field on the first row.
4. Once this has been done, the "LETTER" Form will be used if the Document field on card 2 of the Customer Letter record is blank. If you wish to use a different Form for a particular Customer Letter, specify that using the Document field. The Form specified in this field will be used instead of that specified in the 'Define Document' window.

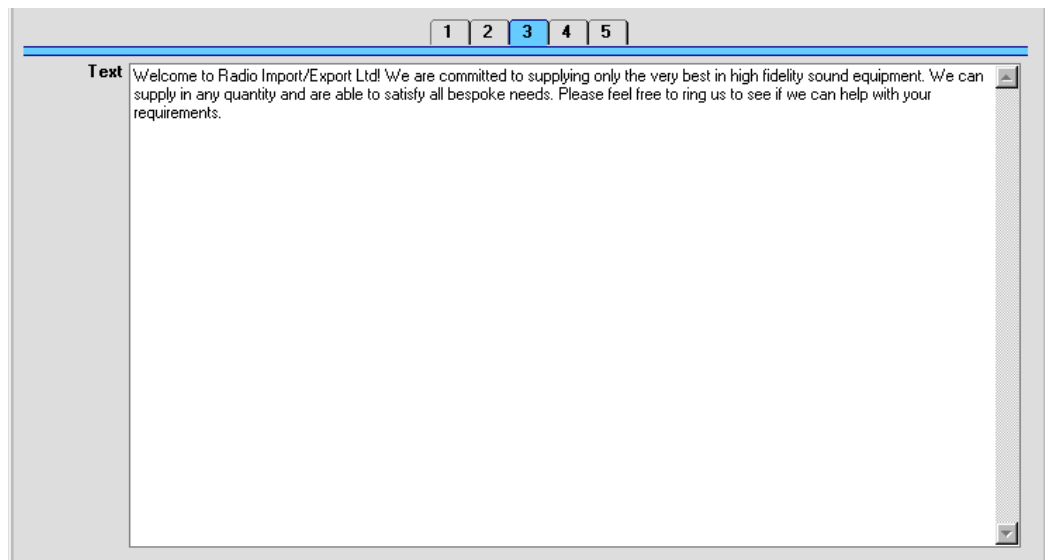
**Std. Text**

**Paste Special**

Standard Texts setting, Sales Support module

If appropriate, use this field to select a Standard Text record. The text itself will appear in the field on card 3.

### Card 3



1 2 3 4 5

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

This shows the text of the letter. This can be brought in from the Standard Texts setting (in which case it can be modified here for this mailing only) or it can be written here as a one-off letter.

**Card 4**

1 2 3 4 5	
<b>Address</b>	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
<b>Fax</b>	<input type="text"/>
<b>Email</b>	<input type="text"/>

If a single Customer has been specified on card 1, its main address and fax will appear here. If the Contact Person has a different Address and Fax, these will be shown instead of those from the Customer. A default Email address will also be brought in from the Customer or Contact Person record.

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

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

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

**Card 5**

1 2 3 4 5	
<b>Category</b>	<input type="text"/>
<b>Cust. Class</b>	<input type="text"/>
<b>Contact Class</b>	<input type="text"/>
<b>Job Desc.</b>	<input type="text"/>

This card is used in combination with card 1 to select the Customers and Contacts to whom the letter is to be sent.

**Category**                      **Paste Special**                      Customer Categories setting, Sales Ledger

If you wish to mail all Customers of a particular Category (or range of Categories), specify that here.

This field assumes that the Customer field on card 1 is blank: it will be ignored if the Customer field contains a value.

**Cust. Class**                      **Paste Special**                      Customer Classifications setting, Sales Support module

If you wish to mail all Customers of a particular Classification, specify that here.

If a range of Customers has been entered to the Customer field on card 1, all Customers in that range that are of the particular Classification will be mailed.

**Contact Class**                      **Paste Special**                      Customer Classifications setting, Sales Support module

If you wish to mail all Contacts of a particular Contact Classification, specify that here.

This field assumes that the Customer field on card 1 contains a value and that the One per Contact box is not checked. It will have no effect if one or both these conditions are not met.

**Job Desc**                      **Paste Special**                      Job Descriptions setting, Sales Support module

If you wish to mail all Contacts of a particular Job Description, specify that here.

This field assumes that the Customer field on card 1 contains a value and that the One per Contact box is not checked. It will have no effect if one or both these conditions are not met.

## Inspecting and Approving Customer Letters

Before printing the letters as determined by a Customer Letter record, it is worth checking that the letter text contains no errors and that everyone that

should receive a letter will do so, especially if the Customer Letter record represents a large mailshot. To do this, use the 'Letter List' function on the Operations menu. This produces a report showing the full letter text and a list of recipients.

When everything is satisfactory, the Customer Letter record can be approved by checking the OK box. Once this has been done, you will no longer be able to change any details in the record. If it subsequently becomes necessary to make a change, remove the check from the OK box and save by clicking the [Save] button in the Button Bar.

## Printing Customer Letters

Two methods are available by which the letters determined by a Customer Letter record can be printed. In both cases, if the Customer Letter record has not been approved, all printed letters will be marked "Test Printout". The two methods are—

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

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

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

To design the letter template follow these steps—

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

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

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

These four fields are used as follows—

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

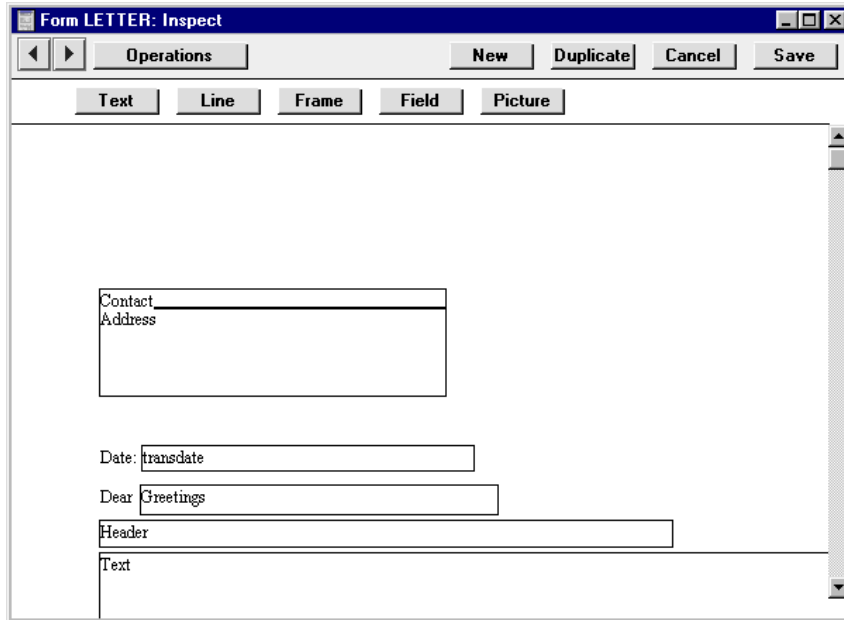
Usually, the First and Single page designs will be the same.

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

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

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

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



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

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

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

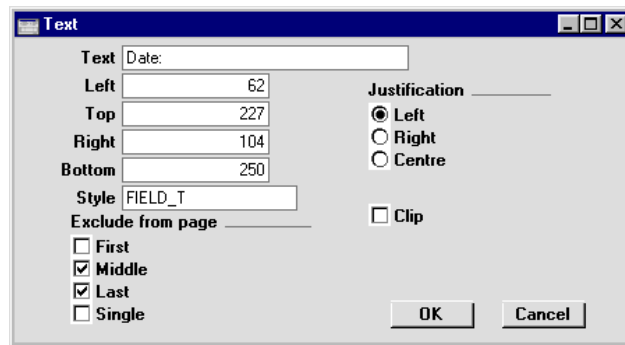
In the case of the field representing the letter text itself, enter "Text" as the Field Name, and complete the other details as follows—

- |                       |                                                                                                                                                                                                                                                                                                               |
|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Spacing</b>        | Since the letter text is likely to extend over more than one line, it is necessary to make an entry to the Spacing field. If this is left at 0 (the default), all the lines of the letter will be superimposed on one another. In the case of 10 point Times, a Spacing of at least 10 points is recommended. |
| <b>Top, Bottom</b>    | Don't forget to ensure that the Text field is deep enough to accommodate the required number of lines of text in the specified font (34 lines in the example).                                                                                                                                                |
| <b>Field Argument</b> | Entering a number here such as 90 (as in the illustration) will indicate that the maximum line width will be 90 characters (fewer if the 90th character occurs in the middle of a word).                                                                                                                      |

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

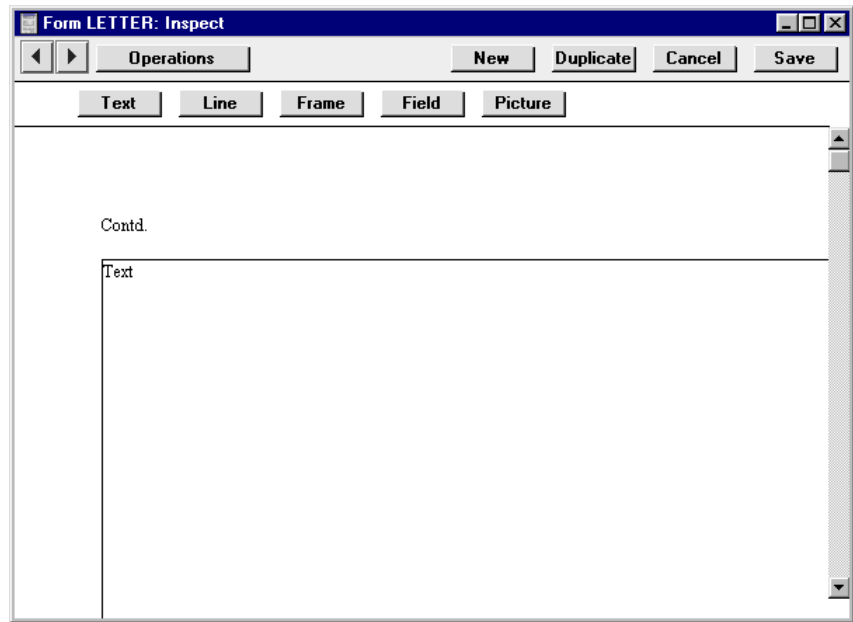
Text objects can be added to the design in a similar manner, by clicking the [Text] button at the top of the window and then drawing a box on the Form where the object is to appear. When the 'Text' window opens, type the text that is to be printed on the Form in the Text field. This can be up to 80 characters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

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

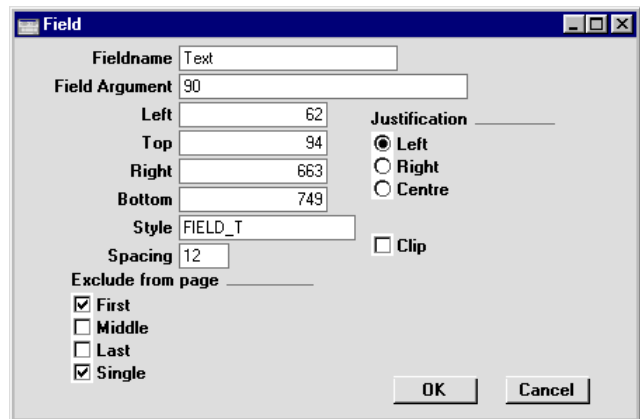


Click the [OK] button in the dialogue box to save the text object specifications, and repeat as necessary until all text objects for the First and Single pages have been added.

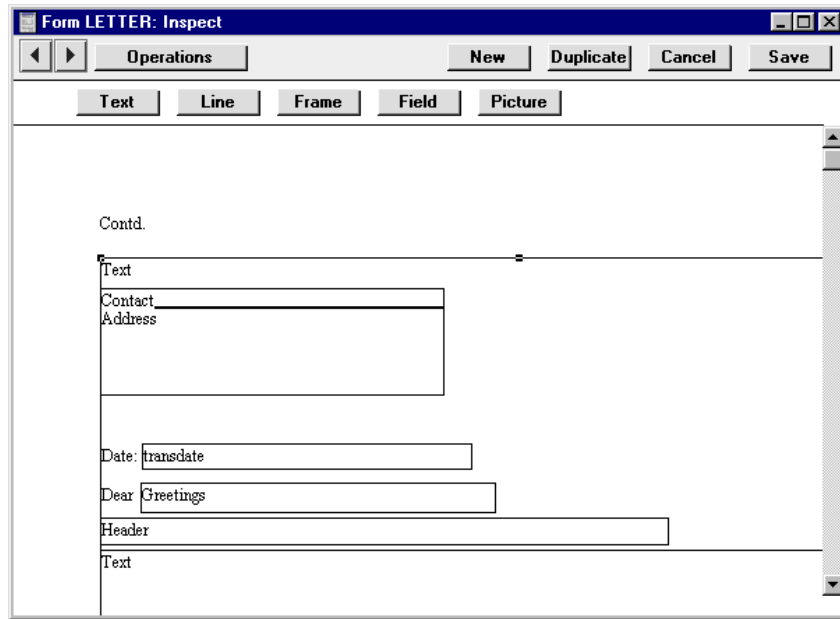
5. Now design the Middle and Last pages. In our example, they will be the same. To help with this, you can hide the objects added in step 4 above. To do this, select 'Middle Only' from the Operations menu. This displays only those objects that are to be printed on the Middle page. At this stage, there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



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



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

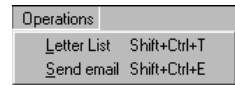


Note how the Text field from the Middle and Last pages starts higher up the page than the Text field from the First and Single pages.

7. If any object is not aligned correctly, dragged it into position using the mouse, or double-click it to open its specification window and type in the correct co-ordinates.
8. When the design is complete, click the [Save] button in the Button Bar to save the Form.
9. Now you should inform Office/2 that the template you have just designed is to be used when printing letters. For details about how to do this, please refer to the section earlier in this chapter describing card 2 of the Customer Letter record.

## Operations Menu

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



### Letter List

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

### Send Email

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

To use this function, the Customer Letter must be approved and saved, the External Gateway module must be in use, and the E-Mail SMTP Server setting must be configured. Please refer to the 'Mail' chapter for full details.

## The Customer Register

Office/2's normal Customer register: please refer to the 'Customers' chapter in Volume 1 of these manuals for a full description. The CRM Value Pack adds a Classification field to card 1 of the Customer record: this is related to the Customer Classifications setting described above. It provides a means of grouping Customers of a similar type together. It can be used as a reporting and mailing criterion in the Sales Support module and in the Sales Ledger (a list of these reports can be found later in this chapter). Each Customer may have more than one Classification, separated by commas.

# The Contact Person Register

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

**Title** The Job Title of the Contact, as it appears on their business card. This can be included when addressing letters to Contacts.

**Job Description Paste Special** Job Descriptions setting, Sales Support module

This field is used to describe the role of the Contact within their company. It should be used to side-step any slight differences in Job Title terminology that may exist in different companies. For example, the generic role of Finance Director might have “Director (Finance)” as its Job Title in one company but “Director of Finance” in another. The generic title (“Finance Director”) would be placed in the Job Description field of such Contacts, to enable you to mail all Finance Directors together, irrespective of differences in inter-company terminology.

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

This field can be used to mark each Contact with comments relevant to their role in the sales process, such as “Decision Maker” or “User”.

As with the Classification field on card 1 of the Customer screen, more than one entry can be made to this field, separated by commas.

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

# Documents

## Introduction

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

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

To determine which Form is printed by each option in the 'Documents' 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 Sales Support module and open the 'Documents' list window using the 'Documents' item on the File menu or by clicking the [Documents] button in the Master Control panel.
3. Highlight each item in the list and select 'Define Document' from the Operations menu. 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 'Office/2's Work Area' chapter in Volume 1 of this manual.
4. For each document, the 'Define Document' function only needs be used once. After this has been done, Form selection will be automatic.

## Activities

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

Note that an entry must be made to at least one of the fields below the Period, otherwise no Activities will be printed.

<b>Period</b>	<b>Paste Special</b>	Reporting Periods setting, System module
		Enter the period for which you wish Activities to be printed. To print Activities for a particular day, simply enter the date once. Office/2 will then convert it to period format by inserting a colon and repeating the date.
<b>Customer No</b>	<b>Paste Special</b>	Customer register
	<b>Range Reporting</b>	Alpha
		Enter a Customer Number (or range of Customer Numbers) to print Activities for a particular Customer.

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

## Customer Labels

This document prints name and address labels to Customers. It uses the Invoice Address on card 1 of each Customer record.

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

The screenshot shows a dialog box titled "Specify Customer Labels" with a "Run" button in the top right corner. The dialog contains the following fields and options:

- Customer: [Text Input]
- Category: [Text Input]
- Classification: [Text Input]
- Sort Key: [Text Input]
- Start with Label No.: [Text Input]
- Labels For Contact Persons
- Job Description: [Text Input]
- Class. of Cont. Pers.: [Text Input]
- Sorting:
  - No.
  - Name
  - Sort Key
- Function:
  - 1\*1
  - 2\*8
  - 3\*8
- Media:
  - Screen
  - Printer
  - File
  - Print Queue
  - Clipboard
  - Print Dialog

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

Select a Customer Classification. Labels will be printed for all Customers in that Classification. If you enter a number of Classifications separated by commas, labels will only be printed for those Customers featuring all the Classifications listed.

**Labels for Contact Persons**

If you wish to print individual labels for every Contact Person belonging to the Customers in the selection (or for Contact Persons selected using the two options below), switch on this check box.

**Job Description**      **Paste Special**      Job Descriptions setting, Sales Support module

If you wish to print labels for Contact Persons with a particular Job Description, enter that Job Description here.

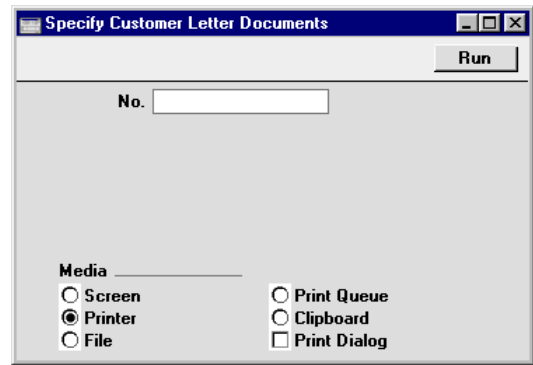
**Class. of Cont. Pers.**

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

Select a Customer Classification. Labels will be printed for all Contact Persons with that Classification.

**Customer Letter**

This document prints letters to Customers. It first searches for records in the Customer Letter register matching the search criteria entered in the 'Specify Customer Letter Documents' window as described below. For each Customer Letter found, it then prints the letter text entered on card 3 to the recipients as determined on cards 2 and 5. Before printing, you can obtain a list of the recipients using the Letter List report.



**No.**

**Range Reporting**

Numeric

To print letters from a specific Customer Letter record, enter its Number here. Alternatively, enter a range of Numbers separated by a colon (:). Remember that letters printed from any unapproved Customer Letter records in the range will be marked with the text “Test Printout”.

When designing the Form to be used when printing Customer Letters, two fields are available to print the Date. The Date field prints a short date (e.g. 1/1/2003). The Date with Month in Words field prints a longer date (e.g. 1 January 2003).

# Reports

## Introduction

The CRM Value Pack adds some new reports to the Office/2 program: these can be found in the Sales Support module. It also adds new options to some existing reports in the Sales Ledger and Sales Support module. Use the [Select Module] button in the Master Control panel to ensure you are in the appropriate module for the report you need and then select 'Reports' from the File menu or click the [Reports] button, also in the Master Control panel. Then, double-click the appropriate item in the list. A specification window will then appear, where you can decide what is to be included in the report. Leave all the fields in this window blank if the report is to include all the records in the database. If 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. 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.

## Activities, Customers

This report lists Activities of all Task Types, sorted by Customer. The Private Activities of the Person producing the report are marked with an asterisk (\*). The Private Activities of other users are not shown in the report.

When printed to screen, the Activities, Customers report has Office/2's Drill-down feature. Click on a Person's initials to produce an Activities, Persons report for that Person, or on an Activity Number to open the Activity record.

### Period

#### Paste Special

Reporting Periods setting, System module

Enter a reporting period: Activities whose Start Dates fall in this period will be shown in the report. To produce a report for a particular day, simply enter the date once. Office/2 will then convert it to period format by inserting a colon and repeating the date.

### Customers

#### Paste Special

Customer register

#### Range Reporting

Alpha

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

<b>Person</b>	<b>Paste Special</b>	Person register, System module Enter a Person's initials to list the Activities recorded, scheduled or carried out by this Person. If you list the Activities of another Person, their Private Activities will not be included.
<b>Classification</b>	<b>Paste Special</b>	Customer Classifications setting, Sales Support module Enter a Classification Code to list Activities featuring Customers with a particular Classification. If you enter a number of Classifications separated by commas, Activities will only be listed for those Customers featuring all the Classifications that you have entered.
<b>Activity Type</b>	<b>Paste Special</b>	Activity Types setting, Sales Support module Enter an Activity Type to list Activities of that Type.
<b>Customer Cat.</b>	<b>Paste Special</b>	Customer Categories setting, Sales Ledger Enter a Category Code to list Activities featuring Customers in a particular Category.
<b>Function</b>		Use these options to control the level of detail featured in the report. In both cases, the report is sorted by Customer.
	<b>Overview</b>	This report contains a single row per Activity, showing Date, Activity Type, Person, Contact and Text (from the Activity header).
	<b>Detailed</b>	In addition to the information shown in the Overview, this option shows all details entered in the grid area on card 3 of the Activity screen.
<b>Specify</b>		Use these options to determine whether the report is to contain only Done Activities, not Done Activities or both.
	<b>Show Activities without Type only</b>	Activities that do not have an Activity Type will be included in the report. If you want to list these Activities only, use this option.

## Contact List

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

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

When printed to screen, this report has Office/2's Drill-down feature. Click on any Contact Name to open an individual Contact Person record.

### Customer Category

**Paste Special** Customer Categories setting, Sales Ledger

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

### Classification

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

Enter a Classification to list Contact Persons with that Classification. If you enter a number of Classifications separated by commas, only those Contact Persons featuring all the Classifications listed will be listed.

### Function

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

#### Overview

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

**Detailed**

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

**Customer/Item Statistics**

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

**Classification**

**Paste Special**

Customer Classifications setting, Sales Support module

Select a Customer Classification. Sales to all Customers with that Classification will be included in the report. If you enter a number of Classifications separated by commas, only sales to Customers featuring all the Classifications listed will be shown.

## Customer List

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

### Classification

### Paste Special

Customer Classifications setting, Sales Support module

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

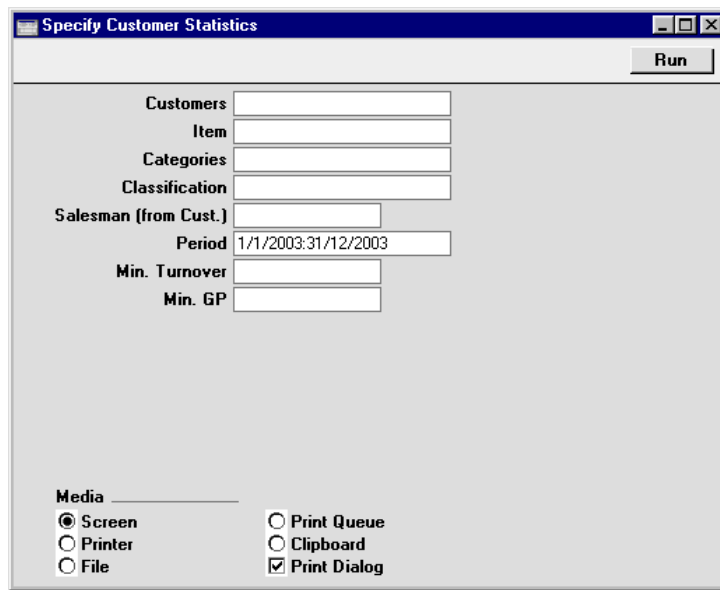
For example—

- |     |                                                                                                     |
|-----|-----------------------------------------------------------------------------------------------------|
| 1,2 | Lists Customers with Classifications 1 and 2 (including Customers with Classifications 1, 2 and 3). |
| 1+2 | Lists Customers with Classifications 1 or 2.                                                        |

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

### Customer Statistics

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



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

Enter a Classification Code in this field if you want to list Customers with a certain Classification. If the field is empty, all Customers, with and without Classification, are included. If you enter a number of Classifications

separated by commas, only those Customers featuring all the Classifications listed will be shown.

## Employee Time Statistics

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

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

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

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

## Invoice Journal

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

### Customer Classification

#### Paste Special

Customer Classifications setting, Sales Support module

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

## Letter List

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

**Letter No.** Enter the Serial Number of a Customer Letter record (or a range of Serial Numbers) to show the letter text and recipients of that Letter or Letters.

## Open Invoice Customer Statement

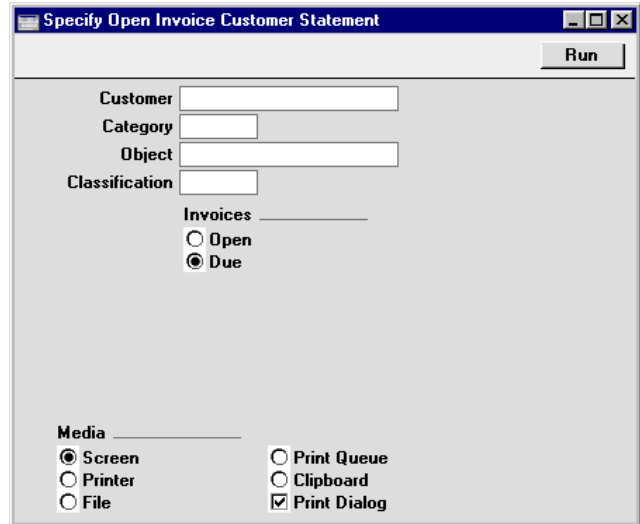
Please refer to the 'Sales Ledger' chapter in Volume 2 for full details of this report. The CRM Value Pack adds the following selection option—

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

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

### Periodic Customer Statement

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



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

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

## Sales Ledger

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

The screenshot shows a dialog box titled "Specify Sales Ledger" with a "Run" button in the top right corner. The dialog contains several input fields and radio button options:

- Customer: [Text Field]
- Category: [Text Field]
- Classification: [Text Field]
- Salesman: [Text Field]
- Object: [Text Field]
- Date: [Text Field]
- Function:  History,  Overview,  Aged,  Detailed Aged,  Balance
- Status:  Open,  Due
- Sorting:  No.,  Name
- Media:  Screen,  Printer,  File,  Print Queue,  Clipboard,  Print Dialog

### Classification

### Paste Special

Customer Classifications setting, Sales Support module

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

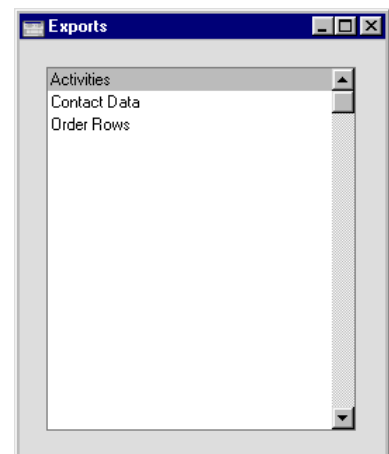
# Exports

## 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 Office/2 databases or Companies using the 'Automatic' and 'Automatic, manual file search' import functions in the System module.

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

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



## Activities

This command exports data from one or more Activities.

The screenshot shows a dialog box titled "Specify Activity export". It contains four input fields: "Period" (with the value "1/1/2003:31/12/2003"), "Customer", "Person", and "Activity Type". A "Run" button is located in the top right corner of the dialog.

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

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

## Contact Data

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

### Category

#### Paste Special

Customer Categories setting,  
Sales Ledger

Enter a Category Code to export Customers in a particular Category.

### Customer

#### Paste Special

Customer register

#### Range Reporting

Alpha

Choose the records to be exported by entering a Customer Number or a range of Numbers.



***Office/2***  
***Currencies***

# Chapter 4: Currencies

## Introduction

Office/2 offers two Currency conversion methods in two separate Value Packs. Each of these methods can be used exclusively, or they can be used in combination, depending on your requirements.

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

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

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

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

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

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

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

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

## Simple Currency Conversion System

If you have the Currencies, Languages and Advanced Pricing Value Pack, Office/2 will allow you to record any accounting transaction in foreign currency. A register of Currencies and their respective Exchange Rates for different dates is maintained. Each Supplier and/or Customer can be assigned a default Currency: the one in which they are usually to be invoiced or in which their Invoices are issued. When a Sales or Purchase Invoice is issued or received, Office/2 will automatically convert the amount from the foreign to the home Currency, and will create all necessary accounting transactions.

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

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

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

4. Repeat step 3 for Purchase Ledger transactions using card 2 of the Account Usage P/L setting.

Each of these steps is described in detail below.

## Dual-Base System

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

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

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

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

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

3. Define conversion rates between the two Base Currencies using the Base Currency Rates setting in the System module.
4. Using card 2 of the Account Usage S/L setting in the Sales Ledger, define Accounts to be used for gains and losses resulting from Currency

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

5. Repeat step 5 for Purchase Ledger transactions using card 2 of the Account Usage P/L setting.

Each of these steps is described in detail below.

## Both Systems in Combination

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

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

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

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

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

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

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

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

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

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

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

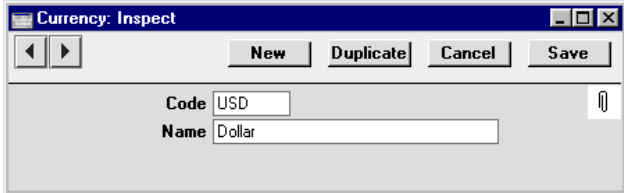
5. Using card 2 of the Account Usage S/L setting in the Sales Ledger, define Accounts to be used for gains and losses resulting from Currency conversions of Sales Ledger transactions. The Round Off and Bank Fee Accounts on this screen should also be considered.
6. Repeat step 5 for Purchase Ledger transactions using card 2 of the Account Usage P/L setting.

# Currencies and Exchange Rates

## Currencies

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

### Simple Conversion System



- Code** The unique Code by which the Currency will be identified from everywhere in Office/2.
- Name** The name of the Currency.

## Dual-Base System

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

The screenshot shows a dialog box titled "Currency: Inspect". At the top, there are four buttons: "New", "Duplicate", "Cancel", and "Save". Below the buttons, there are several input fields and checkboxes. The "Code" field contains "GBP". The "Name" field contains "Pounds Sterling". There are three empty input fields for "Auto Roundoff Limit", "Auto Writeoff Limit", and "Date". At the bottom, there are two checkboxes: "Prevent Base Rate Changes" and "Member of the EMU", both of which are unchecked.

**Code** The unique Code by which the Currency will be identified from everywhere in Office/2.

**Name** The name of the Currency.

### Automatic Round Off Limit, Automatic Write Off Limit

When entering a Receipt or Payment, the Invoice being paid can be treated as fully paid if the amount received or issued is slightly different to that outstanding, providing that difference is within an allowable margin. These fields are used to determine that margin.

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

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

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

In both cases, the figure entered should be in the Currency of the Currency record.

Depending on whether the Currency is a Member of the EMU (see below), any Round Off will be posted to the Rate Round Off or EMU Rate Round Off Accounts, while any Write Off will be posted to the Write Offs or EMU Rate Write Offs Accounts, all as defined on card 2 of the Account Usage S/L and Account Usage P/L settings.

**Date**

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

**Prevent Base Rate Changes**

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

**Member of the EMU**

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

Round Off Accounts are used when the Receipt or Payment is in a different Currency to the original Invoice. If that Currency is a member of the EMU, the EMU Rate Round Off Account is used, otherwise the Rate Round Off Account is used. These are specified on card 2 of the Account Usage S/L and Account Usage P/L settings.

Write Off Accounts are used when the Received or Sent Currency is the same as that in the original Invoice. If the Received or Sent Currency is a member of the EMU, the EMU Rate Write Off Account is used, otherwise the

Write Offs Account is used. These are also specified on card 2 of the Account Usage S/L and Account Usage P/L settings.

**Date** The date the Currency was incorporated into the Euro scheme (i.e. the date the transitional process began).

### Both Systems in Combination

If you are using both the simple conversion and the Dual-Base systems, the Currency screen is the same as for the Dual-Base system described above. In this case, however, you should enter all the Currencies used by your company, not just the two Base Currencies.

## Base Currency

### Simple Conversion System

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

### Dual-Base System

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

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

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

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

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

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

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

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

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

### **Both Systems in Combination**

If you are using both the simple conversion and the Dual-Base systems, the Base Currency screen is the same as for the Dual-Base system described above. In this case, you can use the Security Controls to prevent Exchange Rates being entered relating a foreign Currency to either Base Currency. It is recommended that users in transitional countries should disallow rates in whichever Base Currency represents their home Currency, to prevent the accidental entry of Exchange Rates between their home Currency and other Currencies (all conversions should be *via* the Euro). Voluntary users of the Dual-Base system can set these options depending on their individual requirements (i.e. depending on whether they wish to allow the entering of Exchange Rates between one or both Base Currencies). For example, voluntary users of the Dual-Base system in Britain with the Euro as Base Currency 2 will probably wish to prevent the accidental entry of Exchange Rates between the Euro and other Currencies. Remember that a particular foreign Currency should be related to Base Currency 1 or 2 but not both.

## **Base Currency Rates**

### **Simple Conversion System**

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

## Dual-Base System

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

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

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

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

Base Currency Rate: Inspect	
<input type="button" value="New"/> <input type="button" value="Duplicate"/> <input type="button" value="Cancel"/> <input type="button" value="Save"/>	
Date	5/12/2003
Base Currency 1	0.696088
Base Currency 2	1

### Date

### Paste Special

### Current Date

The earliest date for which the exchange rate is valid.

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

### Base Currency 1, Base Currency 2

Use these two fields to specify the exchange rate, which should be entered as a ratio. In the example illustration, 0.696088 units of Base Currency 1 (Pounds Sterling)

will buy one of Base Currency 2 (the Euro). Note that if either Base Currency is the Euro, EMU regulations state that the ratio must always show how many units of the other Currency can be bought with one Euro. You can use up to six decimal places.



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

### **Both Systems in Combination**

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

## **Exchange Rates**

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

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

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

## Simple Conversion System

Exchange Rate: Update

Currency

Date

Rate  :

**Currency**      **Paste Special**      Currency register, System module

Enter the Currency Code of the foreign Currency.

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

The earliest date for which the Exchange Rate is valid.

The current Exchange Rate for a particular Currency is that with the most recent date: this will be used as a default when entering new transactions that are in Currency.

When producing reports, a choice is usually offered whereby all transactions can be converted using the current Exchange Rate or using the Exchange Rate current at the time of the transaction.



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

**Rate**      Enter the Exchange Rate here: the figure in the right-hand field should represent the quantity of the home Currency that can be purchased with 100 units of the foreign Currency. The left-hand field is not used by the simple conversion system.

In the example illustration, 100 units of the foreign Currency (USD) will buy 55.55 units of the home Currency (GBP). Up to six decimal places can be used.

### Dual-Base System

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

### Both Systems in Combination

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

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

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

The screenshot shows a dialog box titled "Exchange Rate: Inspect". It contains the following fields and controls:

- Buttons: New, Duplicate, Cancel, Save
- Currency: USD
- Date: 10/12/2003
- Rate: 1.7457
- Base Currency 1: 1
- Base Currency 2: (empty)

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

The screenshot shows a dialog box titled "Exchange Rate: Inspect". It contains the following fields and controls:

- Buttons: New, Duplicate, Cancel, Save
- Currency: USD
- Date: 11/12/2003
- Rate: 0.81776
- Base Currency 1: (empty)
- Base Currency 2: 1

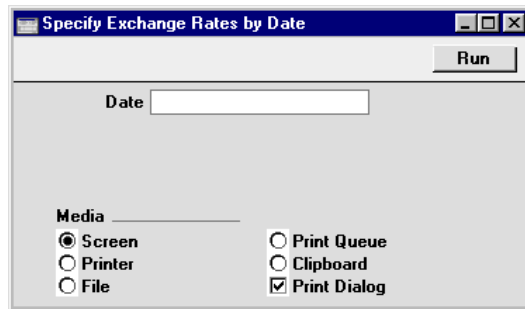
In transitional countries, when a transaction is entered in a foreign Currency such as USD, EMU rules state that the home Currency is first converted to the Euro, and that there should then be a second conversion to the foreign Currency. This is achieved in Office/2 by using the Base Currency Rates setting described above for the first conversion, and the Exchange Rate relating the foreign Currency to Base Currency 2 for the second part. So, in transitional countries, all foreign Currencies must be related to Base Currency 2 as illustrated immediately above. This includes the Currencies of any other countries undergoing the transitional process of joining the Euro system at

the same time. To prevent the accidental recording of Exchange Rates relating a foreign Currency to Base Currency 1, use the Security Controls in the Base Currency setting described earlier in this chapter.

Note that when you are using both conversion systems, there is no longer the requirement to enter an Exchange Rate that represents the quantity of the home Currency that can be purchased with 100 units of the foreign Currency.

### Reporting on Exchange Rates

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



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

## Upgrading to the Dual-Base system

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

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

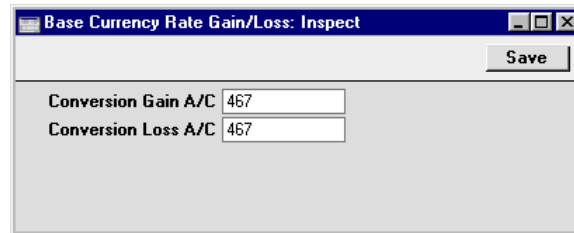
If you wish to use the Dual-Base system, the following process will upgrade all the registers in your database to the new system—

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



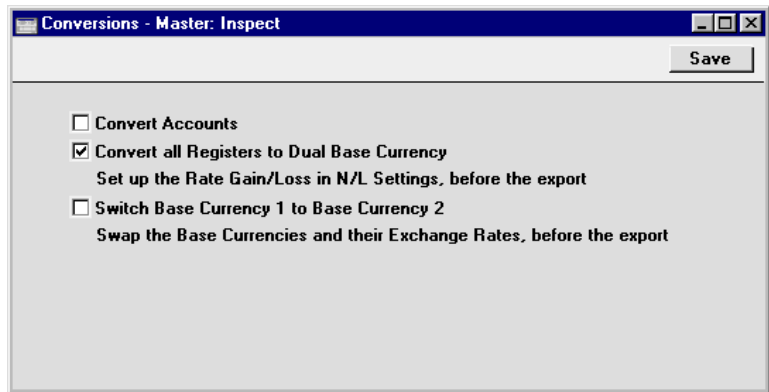
***For the purposes of the upgrade, the Default Base Currency must be blank or the same as Base Currency 1. Failure to follow this rule will result in all transactions previously without a Currency being given the wrong Currency.***

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



Base Currency Rate Gain/Loss: Inspect	
Conversion Gain A/C	467
Conversion Loss A/C	467

5. Follow steps 2 and 4 for all Companies in the database. Step 3 only needs to be done once.
6. Create a database back-up in usual way.
7. Quit Office/2. Move the "Office2.hdb" file to another folder/directory and rename it so that you know what it contains (e.g. to "Office2beforeconv.hdb").
8. Using the "Office2beforeconv.hdb" file as a guide, make sure that you have enough hard disk space to create a new database.
9. Make sure that there is no "Office2.hdb" file in the same folder/directory as your Office/2 application. Launch Office/2: it will create a new database with a single Company.
10. When the 'Import files available' window appears, close it by clicking the close box. Do not import anything yet.
11. Switch on the Dual Base Currency Value Pack using the System Usage setting in the System module. Then, quit Office/2 and restart.
12. In the Conversions - Master setting in the System module, select the option to Convert all Registers to Dual Base Currency.



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

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

Transaction: Inspect

Operations

No. 970098 Trans.Date 15/9/2003 Reference

Text 001 Against All Odds Trading Co

	Account	Object	Base 1 Debit	Base 1 Credit	Base 2 Debit	Base 2 Credit
1	750		197.40		89.58	
2	199			168.00		76.23
3	830			29.40		13.34
4	467			0.00		0.01
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

Difference 0.00 Total 197.40 197.40

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

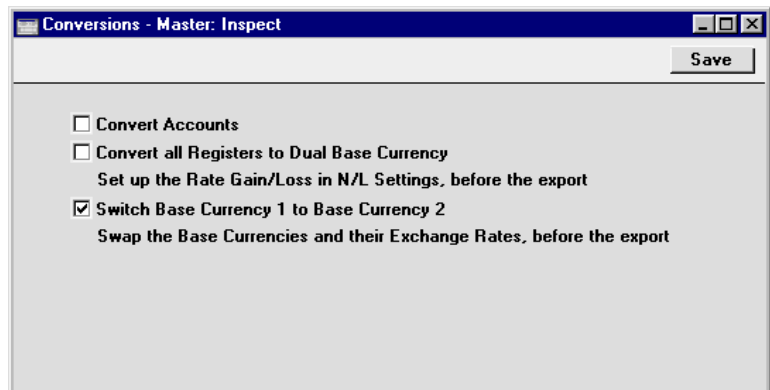
14. Return to the Conversions - Master setting in the System module and turn off the option to Convert all Registers to Dual Base Currency.
15. Print out the Trial Balance, Balance Sheet, Profit & Loss, Sales Ledger and Purchase Ledger reports for each Company and compare them with those printed in step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

## Switching Base Currencies

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

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

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



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

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

Exchange Rate: Inspect

Navigation: < >

Buttons: New Duplicate Cancel Save

Currency: USD

Date: 31/12/2002

Rate: 1.1616

Base Currency 1: [ ]

Base Currency 2: 1

Since the Euro is now Base Currency 1, the Exchange Rate should be updated to this—

Exchange Rate: Inspect

Navigation: < >

Buttons: New Duplicate Cancel Save

Currency: USD

Date: 31/12/2002

Rate: 1.1616

Base Currency 1: 1

Base Currency 2: [ ]

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

Repeat this step in all Companies in the database.

14. Print out the Trial Balance, Balance Sheet, Profit & Loss, Sales Ledger and Purchase Ledger reports for each Company and compare them with those printed in step 2 above.

# Account Usage

## Simple Conversion System

If necessary, losses and gains on Exchange Rate conversions can be posted to separate loss and gain Accounts. Different loss and gain Accounts can also be maintained for Sales and Purchase Ledger transactions. Alternatively, if your requirement is for a simplified Accounts structure, the same Account can be used in each case.

First, ensure that the Account(s) to be used have been added to the Chart of Accounts (please refer to the section of the 'System Module' chapter in Volume 1 describing the Account register for full details of this process). Then, Office/2 needs to be informed which Account is to be used in each circumstance. This is done using card 2 of the Account Usage S/L and P/L settings in the Sales and Purchase Ledgers respectively.

The screenshot shows a window titled "Account Usage S/L: Inspect" with a "Save" button in the top right corner. Below the title bar, there are four tabs labeled 1, 2, 3, and 4, with tab 2 selected. The main area contains several input fields for account numbers:

Write Offs	520	Bank Fee	500
Rate Round Off	465		
Rate Gain	515		
Rate Loss	515		
On Account A/C	806		

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

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

### **Rate Gain, Rate Loss**

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

If you are unsure, consult with your auditor/accounting adviser or Office/2 representative for advice concerning correct Account usage.



***Check that the Account numbers used exist in the Chart of Accounts.***

### **Dual-Base System**

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

First, ensure that the Account(s) to be used have been added to the Chart of Accounts (please refer to the section of the 'System Module' chapter in Volume 1 describing the Account register for full details of this process). Then, Office/2 needs to be informed which Account is to be used in each circumstance. This is done using card 2 of the Account Usage S/L and P/L settings in the Sales and Purchase Ledgers respectively.

Account Type	Value
Write Offs	520
Rate Round Off	465
EMU Rate Round Off	466
EMU Rate Write Off	521
Base Currency Round Off	467
On Account A/C	806
Bank Fee	500

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

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

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

**Write Offs** if the Received or Sent Currency is the same as the Invoice Currency, and it is not a member of the EMU;

**Rate Round Off** if the Received or Sent Currency is different to the Invoice Currency, and the Received or Sent Currency is not a member of the EMU;

**EMU Rate Round Off**  
if the Received or Sent Currency is different to the Invoice Currency, and the Received or Sent Currency is a member of the EMU;

### **EMU Rate Write Off**

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

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

Note that in the special case where the difference is caused by a change in Exchange Rate, it will not be posted to one of these Accounts, but to the Rate Gain or Loss Account (described below).

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

### **Base Currency Round Off**

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

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

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

If you are unsure, consult with your auditor/accounting adviser or Office/2 representative for advice concerning correct Account usage.



***Check that the Account numbers used exist in the Chart of Accounts.***

## Both Systems in Combination

If you are using both the simple conversion and the Dual-Base systems, card 2 of the Account Usage S/L and P/L settings contains all the Accounts described in the previous two sections above.

The screenshot shows a window titled "Account Usage S/L: Inspect" with a "Save" button in the top right corner. Below the title bar, there are four tabs labeled 1, 2, 3, and 4, with tab 2 selected. The main area contains a list of accounts with their corresponding values in input fields:

Write Offs	520	Bank Fee	500
Rate Round Off	465		
EMU Rate Round Off	466		
EMU Rate Write Off	521		
Base Currency Round Off	467		
Rate Gain	515		
Rate Loss	515		
On Account A/C	806		

# Customers, Suppliers and Items

## Simple Conversion System

### Customers and Suppliers

If you are using the currency option, you can assign a Currency to each foreign Customer and Supplier. This is done on card 4 of the Customer and Supplier screens. The Currency can be entered using 'Paste Special'.

Once you have done this, as soon as you enter a Customer or Supplier to a transaction of any type (e.g. Invoice, Receipt, Order, Purchase Invoice, etc), the appropriate Currency and current conversion rates will be brought in by Office/2. You will not be able to change to a different Currency in an individual transaction. However, you will be able to change the conversion rate on an *ad hoc* basis if necessary, although this is usually not recommended.

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

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

### Items, Prices and Purchase Items

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

<b>Items</b>	The Base Price, Cost Price and Extra Cost in all Item records should be in your home Currency.
<b>Prices</b>	All figures in the Price register (in the Sales Ledger and the Sales Support module) should be in your home Currency.
<b>Purchase Items</b>	All Prices in the Purchase Items setting (available in the Stock module if you also have the Purchase Orders Value Pack) should be in the Currency of the Supplier (or the home Currency if a Currency has not been

specified for a Supplier). However, the Purchase Cost should always be in your home Currency.

## Dual-Base System

### Customers and Suppliers

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

### Items, Prices and Purchase Items

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

## Both Systems in Combination

### Customers and Suppliers

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

### Items, Prices and Purchase Items

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

<b>Items</b>	The Base Price, Cost Price and Extra Cost in all Item records should be in Base Currency 1.
<b>Prices</b>	All figures in the Price register (in the Sales Ledger and the Sales Support module) should be in Base Currency 1.
<b>Purchase Items</b>	All Prices in the Purchase Items setting (available in the Stock module if you also have the Purchase Orders Value Pack) should be in the Currency of the Supplier (or Base Currency 1 if a Currency has not been specified for a Supplier). However, the Purchase Cost should always be in Base Currency 1.

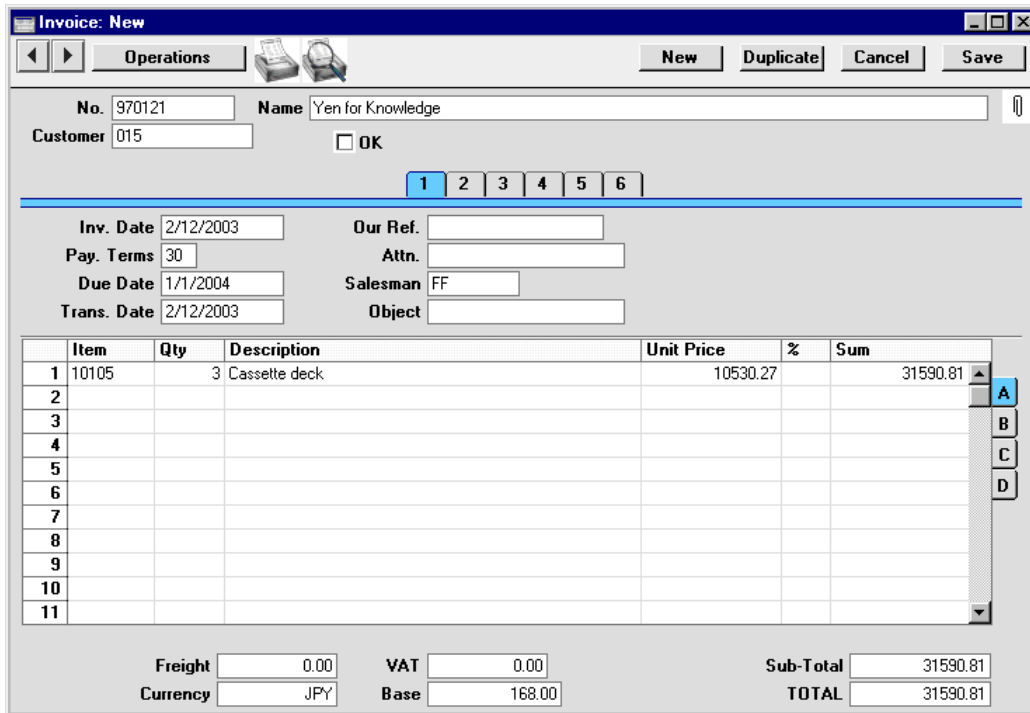
# Entering Transactions

## Invoices

Both conversion systems add a new card 3 to the Invoice screen.

### Simple Conversion System

When you create a new Invoice for a Customer with a foreign Currency, the Currency and conversion rate field will be filled by Office/2 as soon as you specify the Customer. The Currency is shown in the footer, taken from card 4 of the Customer record, and cannot be changed. However, if the Currency field in the Customer record is blank, you can use any Currency in an Invoice as necessary.



**Invoice: New**

Operations

No. 970121 Name Yen for Knowledge  
 Customer 015  OK

1 2 3 4 5 6

Inv. Date 2/12/2003 Our Ref.   
 Pay. Terms 30 Attn.   
 Due Date 1/1/2004 Salesman FF   
 Trans. Date 2/12/2003 Object

Item	Qty	Description	Unit Price	%	Sum
1	10105	3 Cassette deck	10530.27		31590.81
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					

Freight 0.00 VAT 0.00 Sub-Total 31590.81  
 Currency JPY Base 168.00 TOTAL 31590.81

The current conversion rate is shown on the new card 3 of the Invoice—

1 2 3 4 5 6					
Currency JPY		Rate 0.531781			

As in the Exchange Rate register described above, the figure in the Rate field should represent the quantity of the home Currency that can be purchased with 100 units of the foreign Currency. Here, the home Currency is Pounds Sterling (GBP) and the foreign Currency is Japanese Yen (JPY). JPY 188.05 buys GBP 1.00, so JPY 100.00 buys GBP 0.531781 as shown in the illustration.

### Dual-Base System

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

Invoice: New
New Duplicate Cancel Save

No. 970135      Name Helsinki Trading Co

Customer 012       OK

---

1 2 3 4 5 6

Inv. Date	8/12/2003	Our Ref.	
Pay. Terms	30	Attn.	
Due Date	7/1/2004	Salesman	
Trans. Date	8/12/2003	Object	

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

Freight	<input type="text"/>	VAT	<input type="text" value="0.00"/>	Sub-Total	<input type="text" value="241.35"/>
Currency	EUR	Base	<input type="text" value="168.00"/>	TOTAL	<input type="text" value="241.35"/>

The current conversion rate between the two Base Currencies is shown on card 3 of the Invoice—

1   2   3   4   5   6					
Currency	EUR	Base 1	0.696088	Base 2	1

In this example, Base Currency 1 is Pounds Sterling (GBP) and Base Currency 2 is the Euro. GBP 0.696088 buys one Euro: this conversion rate is taken from the latest record in the Base Currency Rates setting. If you wish to change the conversion rate, you can do so (if so allowed by the Prevent Base Rate Changes option for the Currency in question), but note that this should be done before you enter any Items and that the change will apply to this Invoice only. In general, if the Base Rate has changed, you should first go to the System module and enter the relevant Rate before you start the day's invoicing.

### Both Systems in Combination

When you create a new Invoice for a Customer with a foreign Currency, the Currency and all conversion rate fields will be filled by Office/2 as soon as you specify the Customer. The Currency is shown in the footer, taken from card 4 of the Customer record or from the Default Base Currency (defined in the Base Currency setting in the System module). If the Currency came from the Customer record, it cannot be changed. Otherwise, any other Currency can be substituted if necessary.

**Invoice: New** [New] [Duplicate] [Cancel] [Save]

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

No. 970145 Name Helsinki Trading Co  
 Customer 012  OK

1 2 3 4 5 6

Inv. Date 11/12/2003 Our Ref.   
 Pay. Terms 30 Attn.   
 Due Date 10/1/2004 Salesman   
 Trans. Date 11/12/2003 Object

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

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

The current conversion rate is shown on card 3 of the Invoice—

1 2 3 4 5 6

Currency FIM Rate 5.94573 :  Base Currency 1  
 Base Currency 1 2.20371 :  1 Base Currency 2  
 Base Currency 2  1

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

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

		1	2	3	4	5	6
Currency	USD	Rate	1.7457	:	1	Base Currency 1	
Base Currency 1	0.696088			:		Base Currency 2	
Base Currency 2	1						

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

In both examples, you can change the Exchange and/or Base Rates if necessary, but note that this should be done before you enter any Items and that the change will apply to this Invoice only. In general, if the Base Rate has changed, you should first go to the System module and enter the relevant Rate before you start the day's invoicing. You can disallow changing the Base Rate using the Prevent Base Rate Changes option for the Currency in question.

**All Methods**

When you enter the Items in an Invoice, the prices will be converted from the home to the foreign Currency using the conversion rates shown on card 3.

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

**Duplicating Invoices**

If it is necessary to duplicate an Invoice and the Exchange Rate has changed since it was raised, the up-to-date rate will be shown on card 3 of the new Invoice. However, the prices of the Items will not be revised. This is correct if the purpose of duplicating the Invoice is to raise a Credit Note, but otherwise you will need to enter the Items again in order to get prices converted using the latest rates.

**Sales Orders**

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

## Quotations

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

## Purchase Invoices

The procedure for entering Purchase Invoices in Currency is the same as that for Sales Invoices as described above, with the default Currency coming from the Supplier record in the case of the simple conversion system.

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

## Receipts

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

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

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

Receipt: New

Operations

Ser. No. 970069 Trans. Date 3/12/2003 Reference

Pay. Mode Q Comment Cheque

	Inv.No.	Cust.No.	Pay.Date	B.Cur	Bank Amount	R.Cur	Received Val
1	970117	008	3/12/2003	GBP	48.02	USD	77.80
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							

OK Currency GBP Deposited 48.02

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

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

In normal circumstances, you should not change the Bank Amount. In the case of partial payments or overpayments, change the Received Value. The Bank Amount will be recalculated automatically by Office/2, using the current Base and/or Exchange Rates. If you change the Bank Amount, the Received Value will not be updated automatically, so such an alteration should only be made in exceptional circumstances. Examples might be when you know that the exchange rate that will be levied by the bank is different to the latest rate in Office/2, or when you know the exact amount of the Receipt as added to your bank account. Changing the Bank Amount is therefore effectively the same as changing the exchange rate for a single Receipt row. There is an example later in this section.

You can enter bank charges to the Bank Fee field on flip E. The bank charge figure should be entered in the Bank Currency. Such charges will be posted to the Bank Fee Account specified on card 2 of the Account Usage S/L setting, as shown below—

Transaction: Inspect

Operations

No. 970069 Trans.Date 3/12/2003 Reference



Text Cheque Edit Field

	Account	Object	Description	Debit	Credit	V-Cd
1	700		Bank Charges			5.00
2	700		Cheque		48.32	
3	750		970117 The American Dream Inc		48.32	
4	500		Bank Charges	5.00		
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

Difference  Total

The following illustration shows the flexibility of the Receipt system. Payment against an Invoice raised in Norwegian Kroner for NOK 2224.50 (GBP 197.40) was received in the form of two cheques, one for NOK 224.50 and one for 281.71 Euros. Both were paid into the GBP bank account—

Receipt: New

Operations  

Ser. No. 970070 Trans. Date 3/12/2003 Reference

Pay. Mode Q Comment Cheque

	Inv. No.	Cust. No.	Pay. Date	B. Cur	Bank Amount	R. Cur	Received Val
1	970116	004	3/12/2003	GBP	19.92	NOK	224.50
2	970116	004	3/12/2003	GBP	177.48	EUR	281.71
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							

OK Currency GBP Deposited 197.40

### Exchange Rate Fluctuations



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

The screenshot shows a software window titled "Receipt: New". At the top, there are navigation buttons: "Operations", "New", "Duplicate", "Cancel", and "Save". Below these are input fields for "Ser. No." (970071), "Trans. Date" (3/12/2003), "Reference", "Pay. Mode" (Q), and "Comment" (Cheque). The main part of the window is a table with the following columns: "Inv.No.", "Cust.No.", "Pay.Date", "B.Cur", "Bank Amount", "R.Cur", and "Received Val". The first row contains the data: "1", "970115", "008", "3/12/2003", "GBP", "54.67", "USD", "88.56". Rows 2 through 20 are empty. To the right of the table is a vertical scroll bar with labels A through E. At the bottom of the window, there are checkboxes for "OK" and "Currency" (set to GBP), and a "Deposited" field with the value 54.67.

Inv.No.	Cust.No.	Pay.Date	B.Cur	Bank Amount	R.Cur	Received Val
1	970115	008	3/12/2003	GBP	54.67	USD 88.56
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

The loss of 0.34 will be recorded as a Rate Loss and posted to the Rate Loss Account specified on card 2 of the Account Usage S/L setting (in some copies of Office/2, if you are using the Dual-Base system you may need to switch on the Currencies, Languages and Advanced Pricing Value Pack temporarily to set or change this Account). This is shown in the Nominal Ledger Transaction generated from the Receipt—

**Transaction: Inspect**

Operations   **New Duplicate Cancel Save**

No. 970071 Trans. Date 3/12/2003 Reference

Text Cheque


	Account	Object	Description	Debit	Credit	V-Cd
1	700		Cheque		54.67	
2	750		970115 The American Dream Inc		55.01	
3	515		Profit/Loss on Exchange	0.34		
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

Difference  Total

### Exchange Rates at the Bank

There will be occasions where the exchange rate used by the bank is not the same as the one you are using in Office/2. For example, if you invoice USD 110.00 when USD 1.61 buys one GBP (Base Currency 1), you expect to receive 68.32 in the home Currency when the Invoice is paid. However, when you receive the cheque, you discover that the bank will only add 65.00 to your account. When you enter the Invoice Number in a Receipt, the Received Value will default to USD 110.00, and the Bank Amount will default to GBP 68.32—

Receipt: New

Operations  New Duplicate Cancel Save

Ser. No. 970068 Trans. Date 30/11/2003 Reference



Pay. Mode Q Comment Cheque

	Inv.No.	Cust.No.	Pay.Date	B.Cur	Bank Amount	R.Cur	Received Val
1	970114	008	30/11/2003	GBP	68.32	USD	110.00
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							

OK Currency GBP Deposited 68.32

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

Receipt: New

Operations   New Duplicate Cancel Save

Ser. No. 970068 Trans. Date 30/11/2003 Reference



Pay. Mode Q Comment Cheque

	Inv. No.	Cust. No.	Pay. Date	B. Cur	Bank Amount	R. Cur	Received Val	
1	970114	008	30/11/2003	GBP	65.00	USD	110.00	A
2								B
3								C
4								D
5								E
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								

OK Currency GBP Deposited 65.00

When you approve and save the Receipt, the loss of 3.32 will be posted to the Rate Round Off Account specified on card 2 of the Account Usage S/L setting—

Transaction: Inspect

Operations   New Duplicate Cancel Save

No. 970068 Trans.Date 30/11/2003 Reference

Text Cheque

	Account	Object	Description	Debit	Credit	V-Cd
1	700		Cheque		65.00	
2	750		970114 The American Dream Inc			68.32
3	515		Profit/Loss on Exchange		3.32	
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

Difference  Total

**Writing Off Small Amounts**



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

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

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

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

Receipt: Inspect

Operations   New Duplicate Cancel Save

Ser. No. 970079 Trans. Date 8/12/2003 Reference

Pay. Mode Q Comment Cheque

	Inv. No.	Cust. No.	Roundoff Acc	Roundoff	Bank Fee	R. Cur	Received Val	
1	970139	012	521	0.35		EUR	10.00	A
2								B
3								C
4								D
5								E
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								

OK Currency GBP Deposited 6.96

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

	Account	Object	Base 1 Debit	Base 1 Credit	Base 2 Debit	Base 2 Credit
1	700		6.96		10.00	
2	750			7.20		10.35
3	521		0.24		0.35	
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
<b>Total</b>				7.20		7.20

Difference: 0.00

The Write Off Account is the EMU Rate Write Off Account, one of four Accounts set on card 2 of the Account Usage S/L setting. The Write Off Account is chosen from these four Accounts depending on the circumstance as follows—

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

**Rate Round Off Account**

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

**EMU Rate Round Off Account**

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

### **EMU Rate Write Off Account**

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

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

## **Payments**

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

When you enter a Payment, you can apply a separate Currency to each row in the Payment record. So, all cheques dispatched in a single day can be entered using a single Payment record, irrespective of Currency (and of Payment Mode and therefore of Bank Account).

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

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



***Enter a Payment Date before specifying a Purchase Invoice Number.***

The screenshot shows a 'Payment: New' window with the following fields and data:

- No.: 960066
- Pay. Date: 1/12/2003
- Trans. Date: 1/12/2003
- Pay. Mode: Q
- Own Bank A/C: 454
- Reference: (empty)

No.	Supplier	Text	B. Cur	Bank Amount	S. Cur	Sent Val
1	970094 508	Tyrell, Inc	GBP	141.38	USD	227.62
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						

At the bottom of the window, there are checkboxes for 'Ordered' and 'OK', and fields for 'Currency' and 'Withdrawn' (141.38).

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



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

In normal circumstances, you should not change the Bank Amount. In the case of partial payments or overpayments, change the Sent Value. The Bank

Amount will be recalculated automatically by Office/2, using the current Base and/or Exchange Rates. If you change the Bank Amount, the Sent Value will not be updated automatically, so such an alteration should only be made in exceptional circumstances. Examples might be when you know that the exchange rate that will be levied by the bank is different to the latest rate in Office/2, or when you know the exact amount of the Payment as withdrawn from your bank account. Changing the Bank Amount is therefore effectively the same as changing the exchange rate for a single Payment row. There is an example later in this section.

You can enter bank charges to the Bank Fee field on flip F, so separate bank charges for each cheque can be registered. The bank charge figure should be entered in the Bank Currency. Such charges will be posted to the Bank Fee Account specified on card 1 of the Account Usage P/L setting, as shown below—

Transaction: Inspect

Operations   New Duplicate Cancel Save

No. 960066 Trans.Date 1/12/2003 Reference

Text

	Account	Object	Description	Debit	Credit	V-Cd
1	800		970094 508 Tyrell, Inc	141.38		
2	700		Cheque		148.88	
3	500		Bank Charges	7.50		
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

Difference  Total

The following illustration shows the flexibility of the Payment system. Payment against a Purchase Invoice made out in Norwegian Kroner for NOK 2526.65 (GBP 224.21) was issued in the form of two cheques, one for NOK 526.65 and one for 281.71 Euros. Both were paid out of the GBP bank account—

**Payment: New**

Operations

No. 960067 Pay. Date 1/12/2003 Trans. Date 1/12/2003  
 Pay. Mode Q Own Bank A/C 454 Reference

No.	Supplier	Text	B. Cur	Bank Amount	S. Cur	Sent Val
1	970095 510	Oslo Trading Co	GBP	46.73	NOK	526.65
2	970095 510	Oslo Trading Co	GBP	177.48	EUR	281.71
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						

Ordered  OK Currency GBP Withdrawn 224.21

### Exchange Rate Fluctuations

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

The screenshot shows the 'Payment: New' window with the following data:

No.	Supplier	Text	B. Cur	Bank Amount	S. Cur	Sent Val
1	970096 512	Tampopo Noodle Co	GBP	517.13	JPY	100000.00
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						

Additional form fields:   
 Ordered   
 OK   
 Currency: GBP   
 Withdrawn: 517.13

The gain of 1.36 will be recorded as a Rate Gain and posted to the Rate Gain Account specified on card 2 of the Account Usage P/L setting (in some copies of Office/2, if you are using the Dual-Base system you may need to switch on the Currencies, Languages and Advanced Pricing Value Pack

temporarily to set or change this Account). This is shown in the Nominal Ledger Transaction generated from the Payment—

Transaction: Inspect

Operations

No. 960068 Trans.Date 3/12/2003 Reference

Text

	Account	Object	Description	Debit	Credit	V-Cd
1	800		970096 512 Tampopo Noodle Co	518.49		
2	515		Profit/Loss on Exchange		1.36	
3	700		Cheque		517.13	
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

Difference 0.00 Total 518.49 518.49

### Exchange Rates at the Bank

There will be occasions where the exchange rate used by the bank is not the same as the one you are using in Office/2. For example, if you receive a Purchase Invoice for USD 110.00 when USD 1.61 buys one GBP (Base Currency 1), you expect at the time of Invoice to pay out 68.32 in the home Currency. However, when you issue the cheque, you discover that the bank will only take 65.00 from your account. When you enter the Invoice Number in a Payment, the Sent Value will default to USD 110.00, and the Bank Amount will default to GBP 68.32—

Payment: New

Operations

No. 960064 Pay. Date 30/11/2003 Trans. Date 30/11/2003  
 Pay. Mode Q Own Bank A/C 454 Reference

No.	Supplier	Text	B. Cur	Bank Amount	S. Cur	Sent Val
1	970097 508	Tyrell, Inc	GBP	68.32	USD	110.00
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						

Ordered  OK Currency GBP Withdrawn 68.32

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

Payment: New

Operations New Duplicate Cancel Save



No. 960064 Pay. Date 30/11/2003 Trans. Date 30/11/2003  
Pay. Mode Q Own Bank A/C 454 Reference

No.	Supplier	Text	B. Cur	Bank Amount	S. Cur	Sent Val
1	970097 508	Tyrell, Inc	GBP	65.00	USD	110.00
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						

Ordered  OK Currency GBP Withdrawn 65.00

When you approve and save the Payment, the gain of 3.32 will be posted to the Rate Round Off Account specified on card 2 of the Account Usage P/L setting—

Transaction: Inspect

Operations   New Duplicate Cancel Save

No. 960064 Trans.Date 30/11/2003 Reference

Text

	Account	Object	Description	Debit	Credit	V-Cd
1	800		970097 508 Tyrell, Inc		68.32	
2	700		Cheque		65.00	
3	515		Profit/Loss on Exchange		3.32	
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

Difference 0.00 Total 68.32 68.32

### Writing Off Small Amounts

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

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

In the example illustrated below, the Write Off Limit for Euros is 0.50, specified in the Automatic Write Off field in the Currency record for the Euro. A cheque is issued, underpaying an Purchase Invoice by 0.35. Specify the Invoice Number in the Payment as normal, and change the value in the

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

**Payment: Inspect**



Operations Icons New Duplicate Cancel Save

No. 960080 Pay. Date 11/12/2003 Trans. Date 11/12/2003  
 Pay. Mode Q Own Bank A/C Reference

No.	Supplier	Roundoff Acc	Roundo	Bank Fee	S. Cur	Sent Val	
1	970106 501	521		0.35	EUR	100.00	A
2							B
3							C
4							D
5							E
6							F
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							

Ordered  OK Currency GBP Withdrawn 69.61

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

Transaction: Inspect						
Operations  						
New Duplicate Cancel Save						
No.	Trans.Date		Reference			
960080	11/12/2003					
Text						
	Account	Object	Base 1 Debit	Base 1 Credit	Base 2 Debit	Base 2 Credit
1	800		69.85		100.35	
2	700			69.61		100.00
3	521			0.24		0.35
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
Difference			0.00	Total		
				69.85	69.85	

The Write Off Account is the EMU Rate Write Off Account, one of four Accounts set on card 2 of the Account Usage P/L setting. The Write Off Account is chosen from these four Accounts depending on the circumstance as follows—

**Write Off Account** used when the Sent Currency is the same as the Invoice Currency, and it is not a member of the EMU;

**Rate Round Off Account**

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

**EMU Rate Round Off Account**

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

### **EMU Rate Write Off Account**

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

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

## **Nominal Ledger Transactions**

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

This section describes the entering of Nominal Ledger Transactions directly to the Transaction register. Both conversion methods add new flips to the grid on the Transaction screen. In the case of Transactions solely in the home Currency, you can ignore these new flips and simply enter the amounts to the Debit and Credit fields on flip A.

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

### **Simple Conversion System**

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

In the Transaction, enter the Yen Account number on flip A and the Currency on flip B. The current Exchange Rate is then brought in by Office/2 and is



visible in the To Rate field on flip C. The From Rate field is not used by the simple conversion method. If you wish to change the Exchange Rate, you can do so, but note that this should be done before you enter any amounts and that the change will apply to this Transaction row only. As in the Exchange Rate register described above, the figure in the To Rate field should represent the quantity of the home Currency that can be purchased with 100 units of the foreign Currency. The From Rate field is not used in the simple conversion system.

The screenshot shows a software window titled "Transaction: New". At the top, there are navigation arrows, an "Operations" button, and a printer icon. Below these are buttons for "New", "Duplicate", "Cancel", and "Save". The main area contains input fields for "No." (2047), "Trans.Date" (30/11/2003), and "Reference". A "Text" field is also present. Below the input fields is a table with the following columns: "Account", "Object", "Currency", "From Rate", and "To Rate". The table has 20 rows. The first row (row 1) contains the value "704" in the "Account" column, "JPY" in the "Currency" column, and "0.518492" in the "To Rate" column. The remaining rows (2-20) are empty. To the right of the table, there are three tabs labeled "A", "B", and "C", with "C" being the active tab. At the bottom of the window, there are input fields for "Difference" and "Total".

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

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

Transaction: New

Operations   New Duplicate Cancel Save

No. 2047 Trans.Date 30/11/2003 Reference



Text

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

Difference  Total

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

Transaction: New

Operations   New Duplicate Cancel Save

No. 2047 Trans.Date 30/11/2003 Reference

Text

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

Difference  Total

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

### Dual-Base System

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

In the Transaction, enter the Euro Account number on flip A and go to flip C to check the conversion rates, which will be brought in by Office/2. In the example, the Base Rate 1 and 2 fields show that one Euro buys GBP 0.696088. If you wish to change the rates, you can do so, but note that this should be done before you enter any amounts and that the change will apply to this Transaction row only.



The screenshot shows a software window titled "Transaction: New". At the top, there are navigation buttons: "Operations", "New", "Duplicate", "Cancel", and "Save". Below these are input fields for "No." (2047), "Trans.Date" (11/12/2003), and "Reference". A "Text" field is also present. The main area is a table with the following columns: "Account", "Object", "Description", "Base Rate 1", and "Base Rate 2". The first row is populated with "703", "Bank Current Account - Euro", and "0.696088". The "Base Rate 2" column has a "1" in the first row. To the right of the table are three tabs labeled "A", "B", and "C", with "C" being the active tab. At the bottom of the window, there are "Difference" and "Total" fields.

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

Difference  Total

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

Transaction: New

Operations   New Duplicate Cancel Save

No. 2047 Trans.Date 11/12/2003 Reference

Text

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

Difference  Total

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

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

Difference: 0.00      Total: 69.61      69.61

### Balancing

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

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

## Stock

### Goods Receipts

Both conversion systems add a new card 3 to the Goods Receipt screen. This is the same as the new card 3 added to the Invoice screen: please refer to the 'Invoices' section earlier in this chapter for details about adding and changing Base and Exchange Rates.

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

**Goods Receipt: New**

Operations [Printer Icon] [Scanner Icon] [New] [Duplicate] [Cancel] [Save]

No. 397 Trans.Date 5/12/2003  
 Sup.No. 508 Name Tyrell, Inc  
 Pur. Order No.   Price Incl VAT  OK

1 2 3

Comment

Item	Qty	Description	Unit Price	Cost	Cost Price
1	10105	3 Cassette Deck	51.84		32
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					

Qty  Freight  Customs  Cost Price

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

#### Simple Conversion System

If you have the Purchase Orders Value Pack and there is a record in the Purchase Items setting for the Supplier/Item combination, the price in that Purchase Item is treated as being in the Currency of the Supplier (or in the home Currency if a Currency has not been specified for a Supplier). So, if the Currency of the

Goods Receipt is the same as that of the Supplier, the price will be brought in without conversion. If the two Currencies are different, the price will be converted to the Currency of the Goods Receipt.

Otherwise, the Cost Price from the Item register will be used. This will be converted from the home to the foreign Currency using the conversion rates shown on card 3. Cost Prices in the Item register are treated as being in your home Currency.

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

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

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

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

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

The screenshot shows a window titled "Stock List" with a menu bar containing "Operations" and a search field. The window displays the following information:

**Stock List** Hansa, Print date: 5/12/2003 01:48  
**Radio Import/Export Ltd** Items 10105  
All Groups  
Exchange Rates at Goods Receipt  
Method: FIFO

Item No	Name	Balance	P-Price	Value
10105	Cassette Deck	3	32	96
		3		96

### Purchase Orders

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

# Reports and Exports

## Simple Conversion System

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

### Amounts in Currency

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

## Dual-Base System

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

Specify Trial Balance

Run

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

Accounts

Object

VAT Code

Values in

Used Accounts only

List Transaction Nos

Base Currency 1

Base Currency 2

Media

Screen

Printer

File

Print Queue

Clipboard

Print Dialog

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

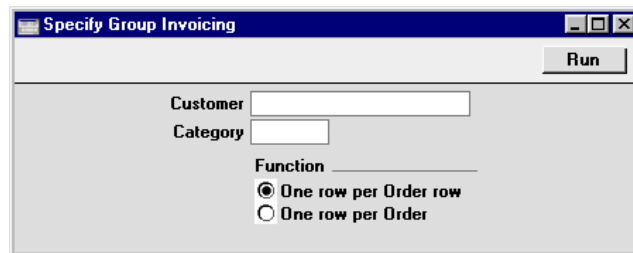
- Analytical Balance
- Balance Sheet
- Daily Balances
- Nominal Ledger Report
- Profit & Loss
- Trial Balance
- Monthly Balances Export
- Trial Balance Export

***Office/2***  
***Group***  
***Invoicing***

## Chapter 5: Group Invoicing

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

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



This enables you to limit the Invoice creation to a single Customer or Customer Category or a range of Customers (specify two Customer Numbers, separated by a colon). You can use 'Paste Special' if necessary. Leave the fields blank if you do not need to restrict the Invoice creation to particular Customers. The function options allow you to control the appearance of the Invoice and are self-explanatory.

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

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

Invoice: Inspect

Operations

No. 970122 Name Against All Odds Trading Co

Customer 001  OK

1 2 3 4 5

Item	Qty	Description	Unit Price	%	Sum
1					
2		Order 414 / Customer 001, Against All Odds Trading Co			
3	10102	1 Stereo cassette radio	29.00		29.00
4		.....			
5		Total: 29.00			
6					
7		Order 434 / Customer 001, Against All Odds Trading Co			
8	10101	1 Transistor radio	10.00		10.00
9		.....			
10		Total: 10.00			
11					
12		Order 435 / Customer 001, Against All Odds Trading Co			
13	10101	1 Transistor radio	10.00		10.00
14		.....			
15		Total: 10.00			
16					
17		Order 436 / Customer 001, Against All Odds Trading Co			

Freight  VAT  Sub-Total  TOTAL

Note that the Order Number field on card 3 of a Group Invoice will be empty. This is because more than one Order can contribute to a single Group Invoice. Instead, Order Numbers will appear in the grid, as shown in the illustration above. One implication of this is that the 'Recalculate Orders' Maintenance function in the Sales Support module should not be applied to Orders that have been included in a Group Invoice. Group Invoices cannot be found by this function when it recalculates the Invoiced Quantity. On the other hand, if you remove an Order from a Group Invoice before approving that Invoice, you should run the 'Recalculate Orders' function for that Order to set the Invoiced Quantity back to zero.



***Office/2***  
***Languages***

# Chapter 6: Languages

## Introduction

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

To set up such a system, follow these steps—

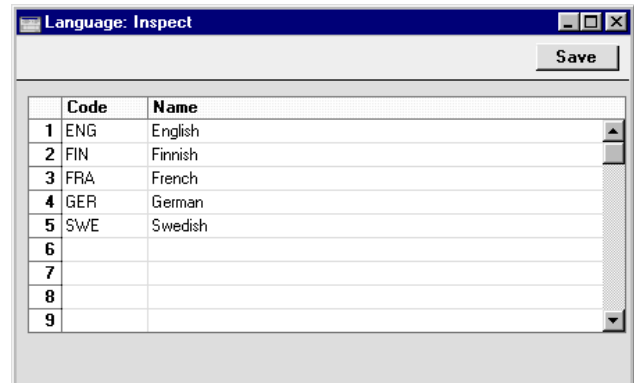
1. Enter the Languages used in your business using the Languages setting in the System module.
2. For each Customer and Supplier, enter the appropriate Language to the field on card 4 of the Customer or Supplier screen, using 'Paste Special' if necessary.
3. Enter translations as necessary in the following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

These steps are now described in full.

## The Languages Setting

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

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



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

## Customers and Suppliers

Once you have defined your Languages as described above, you should assign the appropriate Language to your Customers and Suppliers. Look at each Customer and Supplier in turn and specify a Language in the field on card 4—

The screenshot shows a software window titled "Customer: Inspect". At the top, there are navigation buttons: a left arrow, a right arrow, and a tab labeled "Operations". To the right of the "Operations" tab are buttons for "New", "Duplicate", "Cancel", and "Save". Below these buttons, there are several input fields: "No." with the value "007", "Short" (empty), and "Category" (empty). The "Name" field contains "Du Pont et cie" and the "Department" field is empty. Below these fields is a set of four numbered tabs (1, 2, 3, 4), with tab "4" selected. The main area of the window contains several more fields: "Comment" (empty), "Order Com." (empty), "Warning" (empty), "Credit Limit" (empty), and "Freight No." (empty). Below these are "Language" (set to "FRA") and "Currency" (set to "EUR"). The "Inv. address" section contains three lines of text: "25 Rue de Dahomey", "75011 Paris", and "France". Below the address is a "Sort Key" field (empty) and a "Changed Date" field (set to "1/12/2003"). At the bottom, there are fields for "Attn." (empty), "Telephone" (set to "00 33 1 23 45 67 89"), "Fax" (empty), "Mobile" (empty), and "Email" (empty).

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

## Translations

### Settings

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

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

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

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

If a Language has been entered for an Order or Invoice, that will determine which translation will be printed. If no Language is specified, the text entered in the Comment field will be printed.

## Items

The Languages Value Pack adds a Language field to the grid on card 4 of the Item screen—

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

- Buttons: Operations, New, Duplicate, Cancel, Save
- No. 10104, Group
- Description: Loudspeakers
- Closed
- Grid tabs: 1, 2, 3, 4 (selected)
- Grid header: Language | Text
- Grid rows:
 

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

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

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

An example Invoice made out to a Swedish Customer is illustrated below. The translation of the Item Name and an extra comment have been brought in from card 4 of the Item illustrated above.

**Invoice: New**

Operations

No. 970121 Name Magic Flute Systems  
 Customer 014  OK

1 2 3 4 5 6

Inv. Date 1/12/2003 Our Ref.   
 Pay. Terms 30 Attn.   
 Due Date 31/12/2003 Salesman FF  
 Trans. Date 1/12/2003 Object

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

Freight  VAT  Sub-Total   
 Currency SEK Base  TOTAL

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

### Texts For Reminders

The Languages Value Pack also adds a Language field to the Text For Reminders setting—

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

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

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

### Printing Documents in Different Languages

Providing you have carried out the work described above, when you print a document it will contain the correct translations of Item Names, Units,

Payment Terms, Delivery Terms and Delivery Modes for the Language of the Customer or Supplier. There will be automatic, so there is no need to design a separate Form for this purpose. Nevertheless, you will need to design separate Forms for each Language. This is because the text objects (e.g. the title and column headings) on each Form need to be translated. It might also be necessary to redesign a Form to comply with local law or convention in the destination country.

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

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

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

	Se	Lang	Form
1			INVENG
2		FRA	INVFRE
3		SWE	INVSWE
4			
5			
6			
7			
8			
9			
10			

In the first row, enter the name of the default Invoice for your local Customers (“INVENG”). Use the ‘Paste Special’ feature to see the available forms in your Forms register and to ensure the spelling is correct. On the

second line, specify French as the Language and the French Invoice (“INVFRE”) as the Form. This Form will be used for all French Customers (i.e. those Customers who have been assigned the French Language on card 4). In the example, we have also specified that the “INVSWE” Form will be used for Swedish Customers. The “INVENG” Form will be used for Customers with any other Language.

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

This process can be repeated for almost all documents as required

### **‘Define Document’ and Delivery Mode**

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

## **Transactions**

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

## **Values in Text**

Many documents can be printed showing amounts in words, rather than figures. This will most commonly be required when printing cheques. Office/2 needs to be informed of the words and rules to be used, because this can be done in different Languages. This work is done in the Values in Text setting, which is part of the Languages Value Pack and which can store a separate record for each Language.

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

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

**Card 1**

The screenshot shows a window titled "Values in Text: Inspect". At the top right are buttons for "New", "Duplicate", "Cancel", and "Save". Below these are two navigation arrows. The main form has a "Language" field with "ENG" and a "Comment" field with "English". Below the form are two tabs, "1" and "2", with "1" selected. The main area contains a grid of input fields for numerical values:

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

Enter a Language Code: Office/2 will prevent you from entering more than one record for a particular Language. Use 'Paste Special' if necessary. Complete the remaining fields as shown in the illustration. Note how Hundreds are treated differently in that there is a separate field for each one and in each case you should type in the word for the number of Hundreds as well as the word "Hundred" itself. The Hund .1 (Single) field is used for one hundred when it's not followed by any tens or units (e.g. 100.00, 2100.00, 100.10), while the Hundreds 1 field is used at other times (e.g. 110.00, 101.00 and 2110.00).

## Card 2

Values in Text: Inspect

Language ENG Comment English

1 2

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

Hundreds and Tens Conjunction and

Decimals Conjunction

Trailing Text only

Zero zero

Print Currency \_\_\_\_\_

After the Value

Before the Value

The Minor Currency In .

Numbers

Text

Cut Decimals

**Text up to a Hundred**

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

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

**Hundreds and Tens Conjunction**

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

**Decimals Conjunction**

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

**Trailing Text**

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

**Zero**

Enter here the word to be used for zero.

**Print Currency**

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

**The Minor Currency In**

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

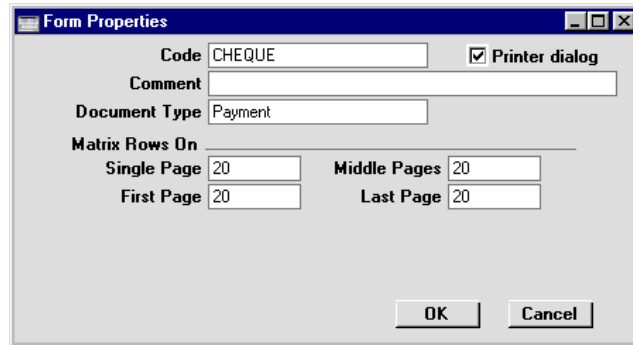
**Cut Decimals**

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

### Including Amounts in Words in Documents

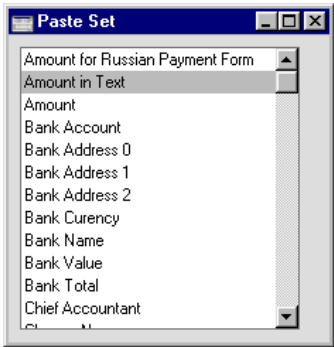
When it is necessary to include amounts in words as defined in this setting in a document, follow these steps—

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

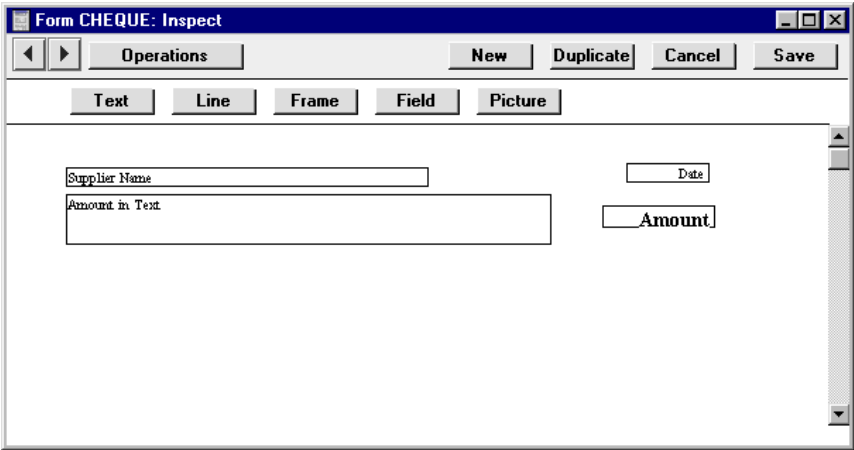


With the cursor in the Document Type field, use 'Paste Special' to bring up a list of Document Types. It is a good idea to give each Form a Document Type because when the time comes to include fields in the Form, the 'Paste Special' list of fields will only show those fields that can be used in Forms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

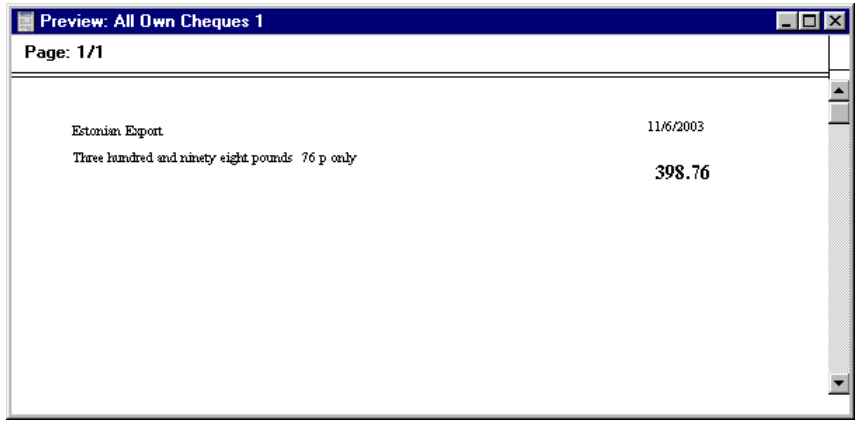
- 4. To include a field in your Form that will show an amount in words, click the [Field] button and then draw a box where the amount in words is to appear. In the dialogue box which opens when you release the mouse button, place the cursor in the Fieldname field and use 'Paste Special' to bring up a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



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



When printed, it will look like this—



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

## Reports

### Customer List

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

The screenshot shows a dialog box titled "Specify Customer List" with a "Run" button in the top right corner. The dialog is divided into several sections:

- Input Fields:**
  - Customer: [Text Box]
  - Category: [Text Box]
  - Salesman: [Text Box]
  - Language: [Text Box]
  - Payment Terms: [Text Box]
  - New or updated since: [Text Box]
- Include all Contact Persons:**
- Sorting:**
  - No.
  - Name
  - Category
  - Sort Key
  - Department
  - Telephone
- Function:**
  - Detailed
  - Phone
  - Fax
  - E-mail
- Media:**
  - Screen
  - Printer
  - File
  - Print Queue
  - Clipboard
  - Print Dialog

**Language**

**Paste Special**

Languages setting, System module

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



***Office/2***

***Mail***

## Chapter 7: Mail

Office/2's Mail facilities (part of the CRM and Mail Value Pack) allow users in multi-user systems to—

- send Mail to other users, with or without attached files or Office/2 records;
- send Mail to Conferences, where it can be read by all users (subject to access restrictions);
- update Mail that has been sent by other users;
- send and receive email (referred to as “External Mail” in this manual); and
- chat with other users.

# Setting up the Office/2 Mail System

## The Server

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

Open the System Usage setting in the System module. Ensure the numbers of Users, Mailboxes and Conferences are correct and that the Server box is checked. If you will be using external mail, check the External E-Mail box on card 4.

If you have been using Office/2 for some time before implementing its mail facilities, any changes in this setting will result in you having to apply for a new Enabler key.

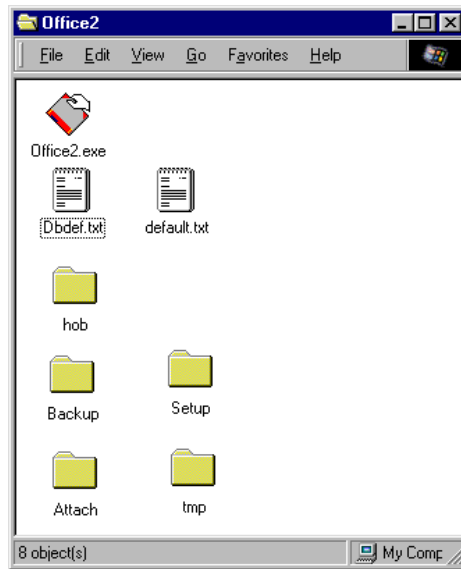
System Usage: Inspect	
<b>Save</b>	
No. of Users	25
No. of Companies	4
Mailboxes	25
Conferences	25
Control String	DEDE-DEA-SAAS
<b>Value Packs</b>	
<input checked="" type="checkbox"/> CRM & Mail	<input type="checkbox"/> Group Invoicing
<input type="checkbox"/> Quotations	<input type="checkbox"/> Purchase Orders
<input type="checkbox"/> Stock Locations	<input type="checkbox"/> Dual Base Currency
<input type="checkbox"/> Bar Code	<input checked="" type="checkbox"/> Server
<input type="checkbox"/> Currencies, Languages and Advanced Pricing	
<input type="checkbox"/> Internet Server One Internet User	
<input type="checkbox"/> 3 Additional Internet Users	
<b>Unsupported Extra Features</b>	
<input type="checkbox"/> No Test printout	
<input type="checkbox"/> Credit Invoices Update Stock (FIFO will not be correct)	

If you want users to be able to log on to the server to send and receive mail over the internet using a browser, check the Internet Server and Internet Users boxes. Please refer to your local Office/2 representative for more details about this feature.

Ensure that a folder or directory named “Attach” is in the Office/2 server folder. This is used to store any files that have been attached to internal Mails.

If the server will be acting as a Gateway, a folder named “Tmp” should also be present in the Office/2 server folder. This is used to store mail attachments

downloaded from the POP3 server before they are transferred to the “Attach” folder and attachments that are to be uploaded to the SMTP server. Please refer to the ‘External Mail’ section below for details about setting up the Gateway.



The remaining set-up work should be carried out on the server, so do not put it in to server mode yet.

## The Technics Module

Apart from the entering of records representing members of personnel to the Person register, all configuration work for the Office/2 Mail system is carried out in the Technics module. You can get in to the Technics module in one of two ways—

1. Usually, the Technics module is only available on the server, when no other user is logged in. If the server is running, you must first select ‘Quit, Remove Autoserver’ from the File menu and restart Office/2 before you can use the [Select Module] button in the Master Control panel.

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

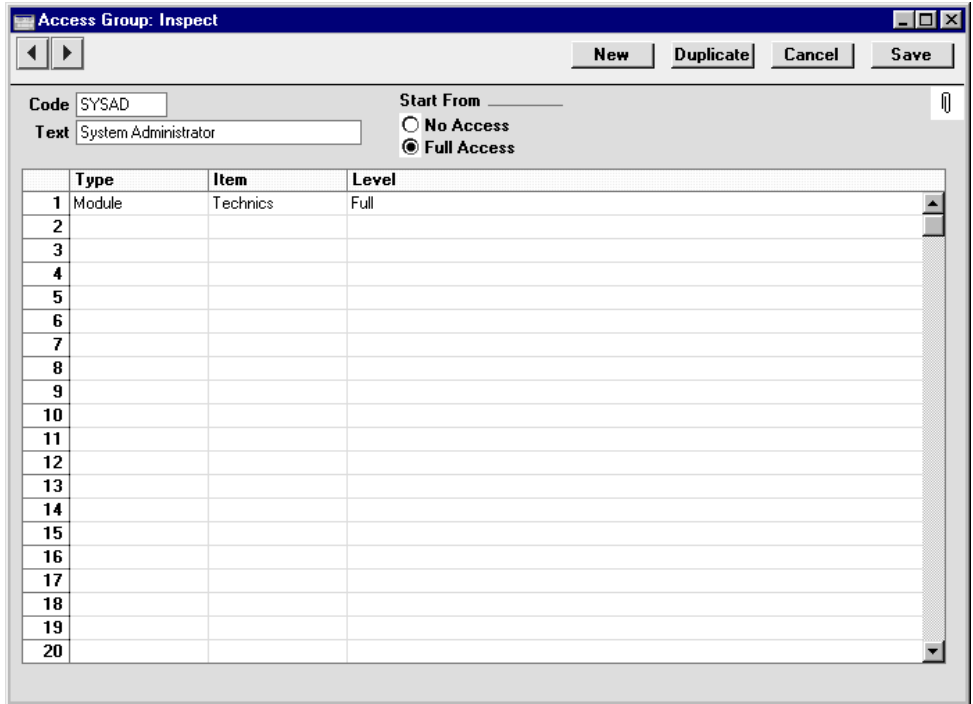
from Full Access and does not exclude access to the server or Technics modules.

**Access Group: Inspect**

**Code** SYSAD **Start From** \_\_\_\_\_  
**Text** System Administrator  No Access  
 Full Access

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

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



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

For some settings (E-Mail Aliases, E-Mail POP3 Servers and Gateways), once you have logged on as the system administrator, you should change to “Admin Client” mode. To do this, choose ‘Company’ from the File menu, ‘Open Company Register’ from the Operations menu and then ‘Admin Client’, again from the Operations menu. If you are not in “Admin Client” mode, any work you do in these three settings will be saved on your machine and not on the server. Once you have completed the setup work, leave “Admin Client” mode by following the same sequence and choosing ‘Normal Client’ from the Operations menu as the final step.

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

## Persons

All members of personnel likely to use the mail system should be entered to the Person register, found in the System module. Full details about this register (including the assigning of passwords) can be found in the 'System Module' chapter in Volume 1 of these manuals.

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

The screenshot shows a window titled "Person: Inspect" with a standard Windows-style title bar. Below the title bar are navigation arrows and four buttons: "New", "Duplicate", "Cancel", and "Save". The main area contains several labeled input fields:

Signature	FF	Access Group	
Name	Francoise French		
Job Descr			
Our Ref			
Email Address	FrancoiseFrench@RadiolImportExport.com		
Bonus	0.00		

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

## Mailboxes

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

To create a Mailbox, select 'Technics' using the [Select Module] button in the Master Control panel. Then, click the [Settings] button, also in the Master Control panel, or select 'Settings' from the File menu. In the resulting list, double-click 'Mailboxes'. This will open the 'Conferences' window which shows the Mailboxes that already exist. Click the [New] button in the Button Bar. The 'Mailbox: New' window is opened—

Complete the fields as follows—

**Name** Enter the unique name by which the Mailbox is to be identified from elsewhere in Office/2. Usually this will be the name of the Person owning the Mailbox. When Mail is sent to this Mailbox, this Name will be used as the address of the Mail. It will also be shown in the 'Paste Special' list of possible addresses. Make sure you type the name correctly because it can't be changed once the Mailbox has received Mail for the first time.

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

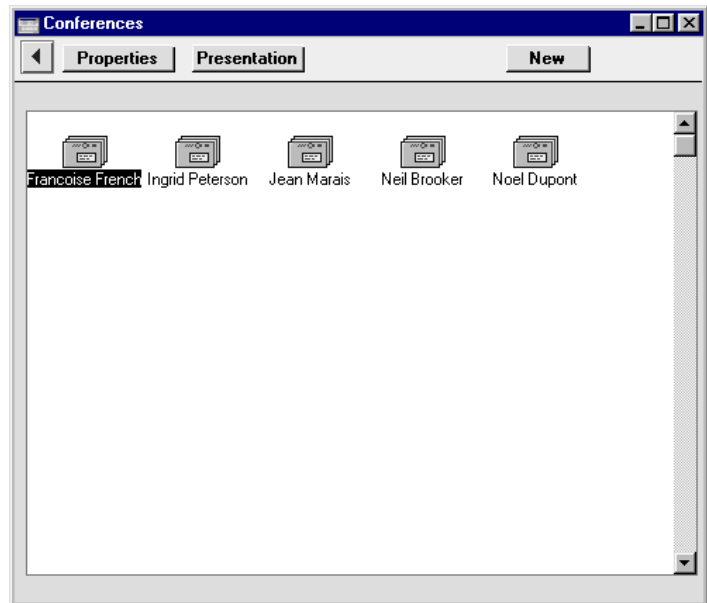
**User** **Paste Special** Person register, System module  
Enter the Signature (initials) of the Person owning this Mailbox. Access to the Mailbox is only granted to this Person (and to system administrators with access to the Technics module).

**Class** Ensure this is set to "Mailbox" (the default).

**Ser Nr** This unique identifying number is generated automatically when the Mailbox is saved for the first time. It cannot be changed.

**Mother** This field is not used for Mailboxes.

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



Once a Mailbox has been created, its specifications can only be modified in the Technics module. Open the 'Conferences' window as described earlier in this section and click on the Mailbox to be changed. Then, click [Properties] in the top left-hand corner of the window. Make the changes as necessary and save in the usual way, or, to delete the Mailbox, select 'Delete' from the Record menu. Mailboxes can only be deleted if they don't contain any Mail. The contents of a Mailbox can be seen by double-clicking a Mailbox in the 'Conferences' window. A Mailbox can be emptied using the 'Clean Up Mail Registers' Maintenance function in the System module.

## Conferences

Conferences are effectively public Mailboxes: their contents can be viewed by everybody. Unlike Mailboxes, they can only receive Mail. It is possible to

set up a hierarchical system of Conferences within Conferences similar to the nested structure of folders and directories on your hard disk.

Before attempting to create Conferences, you must create at least one Mailbox as defined above and then quit Office/2 and restart. Then, click the [Conferences] button in the Master Control panel, and then click [New] in the Button Bar. You do not have to be in the Technics module to do this, but you must have been granted access to the Technics module otherwise the [New] button will be disabled.

The 'Conferences' window opens, displaying the Conferences that already exist. To create a new Conference, click the [New] button in the Button Bar. The 'Conference/Mailbox: New' window opens. This is the same window that was used to create Mailboxes in the previous section. Except as described below the illustration, the fields are used in the same way as for Mailboxes.

**Name** Enter the unique name by which the Conference is to be identified from elsewhere in Office/2. When Mail is sent to this Conference, this Name will be used as the address of the Mail. It will also be shown in the 'Paste Special' list of possible addresses. Make sure you type the name correctly because it can't be changed once the Conference has received Mail for the first time.

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

**Class** **Paste Special** Choices of possible entries

This field should contain one of the following entries—

**Conference, News, Billboard, Archive, Library**

Use one of these options if you want the Conference to be able to receive Mail. The only differences between the options are that they have different icons (shown in the illustration below).

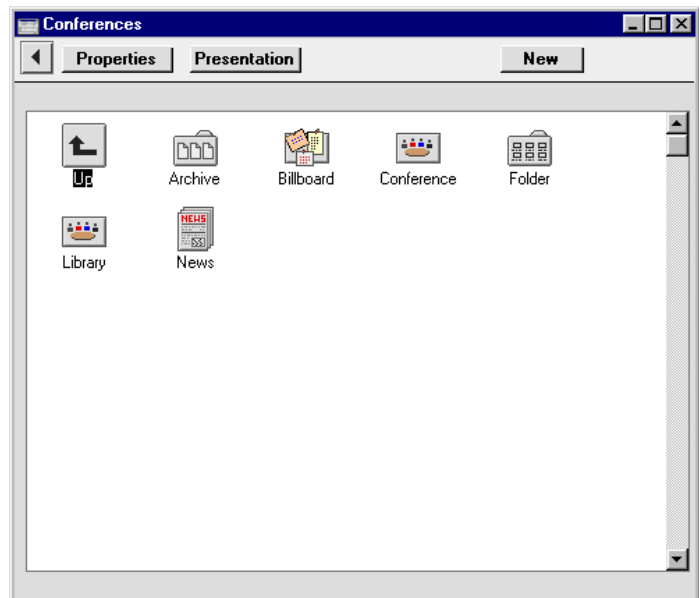
**Folder** Use this option if you want to establish a nested or hierarchical structure. A Folder can contain Conferences or more Folders. You cannot send Mail to a Folder.

**Mailbox** This option should not be used here.

**Mother** If the Conference is to be contained inside a Folder (known as the “Mother” Folder), the Serial Number of the Mother Folder should be entered here. This is used to ensure the Conference appears in the correct place in the nested or hierarchical structure.

Before creating the Conference, double-click the Mother Folder in the ‘Conferences’ window to open it. When you then create the Conference, the Serial Number of the Mother Folder will appear here automatically.

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



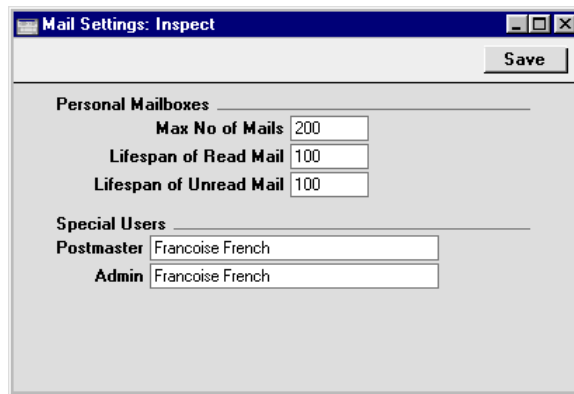
If the Conference has a Mother Number, you will have to open the Mother folder by double-clicking to see it. To get back to the top level, double-click the [Up] button that appears in the top left-hand corner.



Once a Conference has been created, its specifications can only be modified by Persons with access to the Technics module. Open the 'Conferences' window as described earlier in this section and click on the Conference to be changed. Then, click [Properties] in the top left-hand corner of the window. Make the changes as necessary and save in the usual way, or, to delete the Conference, select 'Delete' from the Record menu. Conferences can only be deleted if they don't contain any Mail. Folders can only be deleted if they are empty. The contents of a Conference can be seen by double-clicking it in the 'Conferences' window. A Conference can be emptied using the 'Clean Up Mail Registers' Maintenance function in the System module.

### Miscellaneous Settings

Finally on the main server, a few miscellaneous settings should be considered. These are to be found in the Mail Settings setting in the Technics module.



#### Max Number of Mails

These fields are used if you want to place limits on the maximum number of Mails that can be stored in Mailboxes. Leave the fields set to zero if you don't want to impose limits.

If a Mailbox contains more than the specified maximum number of Mails, the older Mails are not removed automatically. Instead, the 'Clean Up Mail Registers' Maintenance function in the System module should be used by the system administrator to carry out this task. This function deletes Mails (starting with the oldest) until the maximum is reached. In this case, Mails can be deleted even if their Lifespan (below) has not expired.

#### **Lifespan of Read Mail, Lifespan of Unread Mail**

These fields are used if you want to place limits on the maximum number of days that Mails will remain in Mailboxes. The Lifespan of a Mail is calculated using the date it was last modified, not the date it was created. Leave the fields set to zero if you don't want to impose limits.

The 'Clean Up Mail Registers' Maintenance function can be used by the system administrator to remove Mails whose Lifespan has expired.

#### **Postmaster**

#### **Paste Special** Mailboxes and Conferences

Specify here the Mailbox or Conference that is to receive incoming external mail (email) that has been incorrectly addressed. This may be because of a typing error (including the use of special characters, which should not appear in email addresses), or because the recipient no longer works for your company. Such mail should be sent to a Postmaster for redirecting. Specify here the Mailbox or Conference that is to act as the Postmaster.

Usually, incoming mail with an incorrect address will only be received if the POP3 account is a multiple recipient account. If so, the Gateway will receive all mail with the correct domain name (i.e. the part of the address after @ must be correct) and will try to find the correct Mailbox or Conference for it. If it fails, it will be sent to the Postmaster. If the POP3 account is a single recipient account, the service provider will return incorrectly addressed mail to the sender as not delivered. Therefore it will not be received by the Gateway and so there will be no need to specify a Postmaster.

**Admin****Paste Special**

## Mailboxes and Conferences

If the name of a Mailbox is specified here, its owner will be treated as the system administrator, the only Person that will be able to delete Mails from Conferences. This Person must be given access to the Technics module, as described in point 2 of the section entitled 'The Technics Module' towards the beginning of this chapter.

**External Mail**

The sending and receiving of external mail (email) is handled by Office/2's Gateway. This sends external mail to your SMTP server when necessary and periodically checks your POP3 accounts for incoming mail. It also distributes this incoming mail to the appropriate Mailboxes and/or Conferences.

Providing your server is not a Windows machine, a single copy of Office/2 can act as the server and as the Gateway (an "Internal" Gateway). If your server is a Windows machine, you will need to have the Gateway on a separate computer (an "External" Gateway). External Gateways are not covered by this manual: please refer to your Office/2 representative for more details.

To use the Internal Gateway, the server/Gateway machine should be connected to the internet (e.g. by modem or by permanent connection). Follow the sections below to configure the Internal Gateway, to allow Office/2 to send and receive external mail. Make sure that a folder named "Tmp" is present in the folder containing the Office/2 application on the server.

You can carry out the work described below on the server/gateway machine itself, or you can log on from a client machine as a system administrator, ensuring you are in "Admin Client" mode. Please refer to the section earlier in this chapter entitled 'The Technics Module' for details of these two options. You should also ensure you are in the Technics module by selecting 'Technics' using the [Select Module] button in the Master Control panel.

**Incoming External Mail (POP3)**

Email is received by logging in to a POP3 (Post Office Protocol, version 3) account and downloading unread mail to your computer. If you use Office/2 to read your incoming email, it will periodically and automatically log in to your POP3 account(s), download any unread mail and divert it to the appropriate Mailbox or Conference.

This behaviour is controlled through the E-Mail POP3 Server and the E-Mail Alias registers in the Technics module. If you have logged on to the

server/gateway from a client, ensure you are in “Admin Client” mode before working in these registers. If you are not in “Admin Client” mode, the work will be saved on your client machine and not on the server.

#### *Receiving Incoming External Mail (the E-Mail POP3 Server register)*

The E-Mail POP3 Server register should contain details (including address and password) of each of your POP3 accounts. Periodically, Office/2 will go through the records in this register one by one and log in to each account represented by those records. It will then receive any unread mail and distribute it to the appropriate Mailbox(es) or Conference(s) as specified in the E-Mail Alias register.

- If you are using single recipient POP3 accounts, you will have a separate POP3 account (i.e. a separate email address) for each member of staff or department. So, the E-Mail POP3 Server register will contain many records (one for each member of staff or department that has its own email address). As a further guide, make a note of all the email addresses that you entered as return addresses in the Person register (see the ‘Persons’ section above). Each one of these should have an equivalent record in the E-mail POP3 Server register.
- If you are using multiple recipient POP3 accounts, you may only have one POP3 account. In this case, the E-Mail POP3 Server register will only contain one record. Logging in to this one account will allow you to receive all mail sent to everybody in your company.

To create a POP3 Server record, open the E-Mail POP3 Server register in the Technics module. The ‘POP3 Servers: Browse’ window will be opened, listing any records that have already been entered. Click the [New] button in the Button Bar to create a new record, or click on an existing one that is similar and click the [Duplicate] button. The ‘POP3 Server: New’ window opens—

Code	RIEFF	<input type="checkbox"/> A-Pop	<input type="checkbox"/> Closed
IP Address	123.123.123.123	Port	110
User	FrancoiseFrench	Password	*****

Complete the window as follows—

<b>Code</b>	Enter a unique identifying code for each POP3 Server record. Up to twenty characters can be used, and you may freely mix letters and numbers.
<b>A-Pop</b>	Check this box if you usually log in to this account using A-Pop encryption.
<b>Closed</b>	Check this box if the POP3 Server record is no longer used. This will stop the Gateway checking the account for incoming mail.
<b>IP Address</b>	If it is not already known, the IP Address of the POP3 account can be obtained by pinging the domain name (i.e. the part of the address after the @). Alternatively, enter the domain name itself.
<b>Port</b>	Usually this will be 110. You may need to confirm this with your service provider.
<b>User</b>	Enter the user ID, as supplied by your ISP. This will usually not be the same as your email address.
<b>Password</b>	Enter the password for this email address.

All this information can be obtained from your service provider or from the preferences in your standard mail software (e.g. Netscape, Internet Explorer, Eudora, etc).

Complete the POP3 Server record as appropriate, then save it using the [Save] button and close the window by clicking the close box. Repeat the process as many times as necessary by creating new records or copying existing ones. When the process is complete, close the browse window using the close box again.

#### *Connecting Incoming External Mail to Mailboxes (the E-Mail Alias register)*

The E-Mail Alias register connects incoming email with Office/2's Mailboxes and Conferences. Office/2 receives email by going through the records in the E-Mail POP3 Server register one by one and logging in to each account represented by those records. When mail is received from a particular account, Office/2 will then search for the Alias records that belong to that account. The mail is then distributed to the Mailbox(es) or Conference(s) specified in those Alias records. The recipient will then be able to read that email in the same way as they would internal mail that they have received from another member of staff.

- In the case of single recipient POP3 accounts, incoming email is addressed to a particular Person, so only a single E-Mail Alias is required to route that mail to the appropriate Mailbox. So, for each POP3 Server record, you should enter a single record in the E-Mail Alias register.
- In the case of multiple recipient POP3 accounts, incoming email can be addressed to any Person in the company, so it can be difficult to route that mail to the correct Mailbox. You may need four or five Alias records for each Mailbox and Conference. You should also name a Mailbox that is to act as Postmaster. This will receive any mail for which a home cannot be found. Do this in the Mail Settings setting in the Technics module.

To create an E-Mail Alias record, open the E-Mail Alias register in the Technics module. When the 'E-Mail Aliases: Browse' window opens, click the [New] button to create a new record.

#### POP3 Server

#### Paste Special

E-Mail POP3 Server register, Technics module

Enter the Code of a POP3 Server record here.

When email is received from this POP3 account, Office/2 will search for all Aliases with this Code and forward the email to the Mailbox specified in the field below.

If the POP3 account is a single recipient account, only one Alias record should be entered, allowing email to be forwarded to the correct Mailbox.

If the POP3 account is a multiple recipient account, there should be at least one Alias record for each possible recipient. The Field and Match will be used to establish which is the correct Mailbox for a particular email.

**Mailbox Paste Special Mailboxes and Conferences**

Email received from the POP3 account specified above will be forwarded to the Mailbox or Conference entered here.

**Field, Match, Priority**

The use of these fields will vary depending on whether the POP3 account specified above is a single- or multiple-recipient account

**Multiple-Recipient POP3 Account**

If the POP3 account specified above is a multiple recipient account, it can be difficult to establish who is the intended recipient, so there will be many Alias records relating to a particular POP3 account. These fields will be used to establish which Mailbox(es) should receive a particular email.

In this situation, it is perhaps easiest to describe these fields using an example. You have two Mailboxes in the name of “Francoise French” and “Neil Brooker”. First, you should anticipate receiving email addressed to various spellings of these names (“FFrench”, “Francoise”, “Francoise French”, “FrancoiseFrench”, etc). Such email is clearly intended for the “Francoise French” Mailbox. For this email, enter separate Alias records as follows—

<b>Field</b>	<b>Match</b>	<b>Mailbox</b>
Recip or Recvd or To	Francoise French	Francoise French
Recip or Recvd or To	FFrench	Francoise French
Recip or Recvd or To	Francoise	Francoise French

The address used by the sender (the part of the address before @) is entered in the Match field, and “Recip or Recvd or To” should be entered as the Field by using ‘Paste Special’ and selecting the final option. For example, email addressed to “FFrench@RadioImportExport.com” will be forwarded to the “Francoise French” Mailbox by the Alias record with “FFrench” as the Match.

Similar Aliases should then be created for the “Neil Brooker” Mailbox. Because email addressed to Françoise French and Neil Brooker is clearly intended for their Mailboxes, these Aliases can be given a high Priority, so enter a low number such as 1 in the Priority field in all these Aliases.

Second, you might want to anticipate receiving email addressed to a department such as “Sales” or “Support”. If so, you can create further Alias records with “Sales” and “Support” as the matches. This email can be forwarded to a particular Mailbox, a particular Conference, or any number of Mailboxes and Conferences. For example, email addressed to “Sales@RadioImportExport.com” is to be forwarded to both Mailboxes and to a Conference named “Prospects”, so create Aliases as follows—

<b>Field</b>	<b>Match</b>	<b>Mailbox</b>
Recip or Recvd or To	Sales	Françoise French
Recip or Recvd or To	Sales	Neil Brooker
Recip or Recvd or To	Sales	Prospects

Providing all these Aliases have the same Priority, email addressed to “Sales” will be forwarded to both Mailboxes and the Conference.

Finally, you might want to anticipate receiving email where the recipient is not so clear. A ‘Paste Special’ list is available from the Field field, offering the following options: All Mails; Recipient; Sender; Subject; Body; and Recip or Recvd or To. For example, if you know that all email from a particular sender is intended for Neil Brooker, you can enter an Alias record to this effect, with “Sender” as the Field, the sender’s address as the Match and “Neil Brooker” as the Mailbox. “All mails” should not be entered as the Field: this option should only be used with single recipient POP3 accounts.

You might also enter some Aliases as follows—

<b>Field</b>	<b>Match</b>	<b>Mailbox</b>
Body	Francoise French	Francoise French
Body	Neil Brooker	Neil Brooker

Such Aliases should be given a lower Priority (i.e. a higher number should be entered in the Priority field) than those above. They are intended to catch email with unknown addresses by finding names in the email text. So, email with an unknown address whose text contains the phrase “Neil Brooker” will be sent to his Mailbox. But, if the address is “FFrench@RadioImportExport.com”, it will be sent to her Mailbox because the Alias with “FFrench” as the Match has a higher Priority. It is not absolutely necessary to enter such Aliases, as you may prefer to deal with the issue by having such email sent to the Postmaster. The Postmaster receives all email for which no Alias exists. He or she should read the email and forward it to the correct Mailbox or Conference manually. A Mailbox should be named as the Postmaster in the Mail Settings setting in the Technics module.

Note: the “Recip or Recvd or To” option is so named because the name of the field in an email containing the address can vary depending on the email program used by the sender. “Recip or Recvd or To” provides a means of checking for fields with each of these three names from a single Alias record. This option is therefore easy to maintain: an alternative method requiring three Aliases is more difficult to maintain—

<b>Field</b>	<b>Match</b>	<b>Mailbox</b>
Recipient	Francoise French	Francoise French
Recipient	FFrench	Francoise French
Recipient	Francoise	Francoise French
Received	Francoise French	Francoise French
Received	FFrench	Francoise French
Received	Francoise	Francoise French
To	Francoise French	Francoise French
To	FFrench	Francoise French
To	Francoise	Francoise French

**Single-Recipient POP3 Account**

If the POP3 account specified above is a single recipient account, incoming email is addressed to a particular Person, so only a single E-Mail Alias record is required to route that mail to the appropriate Mailbox. This should be configured as follows—

<b>Field</b>	<b>Match</b>	<b>Mailbox</b>
All mails	(blank)	name of Mailbox or Conference

**Set Priority on Mail**

Check this box if you would like email that has been forwarded by a particular Alias to have its Priority box checked when it appears in the recipient's Mailbox.

**Full Header**

Emails usually contain information such as the email address of the sender, the time it was sent and the servers it has passed through. This is known as header information and is usually visible at the end of the email text. Office/2 distributes email by creating new Mail records and copying in the email text. If you would like this header information to be copied in as part of the email text, check this box.

Complete the E-Mail Alias record as appropriate, then save it using the [Save] button and close the window by clicking the close box. Repeat the process as many times as necessary by creating new records or copying existing ones. When the process is complete, close the browse window using the close box again.

**Outgoing External Mail (SMTP)**

The SMTP (Simple Mail Transfer Protocol) server is used for outgoing mail. The E-Mail SMTP Server setting in the Technics module allows you to define a single SMTP Server, to which the Gateway will send all your external mail.

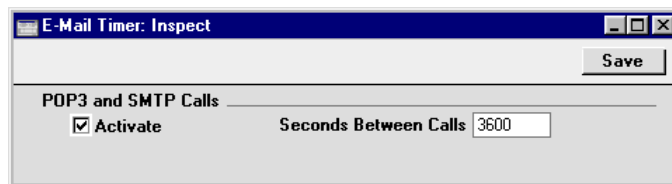
- SMTP Address** If it is not already known, the IP Address of the SMTP server can be obtained by pinging the domain name (i.e. the part of the address after the @). Usually it will be the same as that for the POP3 server. Alternatively, enter the domain name itself.
- Port** Usually this will be 25. You may need to confirm this with your service provider.
- User Address** An email address can be specified for each member of staff, using the field on the 'Bonus' card of their Person record. This address will be shown as the sender (and therefore as the return address) of any email sent by that Person. If a Person does not have a separate email address (i.e. the field on the 'Bonus' card is blank), the address entered here will be used instead.

All three pieces of information can be obtained from your service provider or from the preferences in your standard mail software (e.g. Netscape, Internet Explorer, Eudora, etc).

When the setting is complete, click the [Save] button in the Button Bar to save and close the window.

### Activating the Gateway

To activate the Gateway, open the E-Mail Timer setting in the Technics module. The 'Gateways: Inspect' window opens—



Specify in seconds how often the Gateway is to check for incoming and outgoing mail. A typical setting will be 3600 seconds (one hour). It is not recommended to check for mail much more frequently than this. Checking for mail (especially incoming mail) makes heavy demands on the server and so other tasks may be completed more slowly than usual.

Finally, check the Activate box. Then, save and close the window by clicking [Save] in the Button Bar.

### External Mail in a Single-User Installation

If you have a single-user installation of Office/2, it is unlikely that you will want to use the internal mail facility. However, you may still wish to send

and receive external mail (email). If so, follow these steps to configure Office/2—

1. In the System Usage setting in the System module, ensure you have access to the Server module and that the number of Mailboxes is set to one—

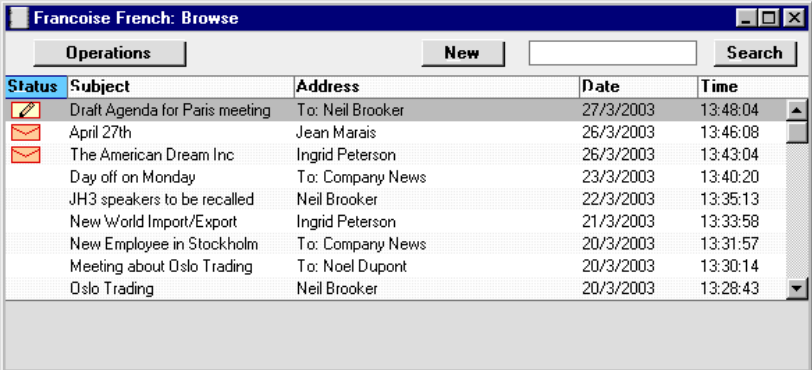
Checking the Server box gives you access to the Technics module, which you will use to configure Office/2 to send and receive external mail.




2. Make sure the Person register in the System module contains a single record for yourself.
3. Use the [Select Module] button in the Master Control panel to enter the Technics module. Following the instructions in the 'Mailboxes' section earlier in this chapter, create a single Mailbox for yourself.
4. Following the instructions in the section above entitled 'Receiving Incoming External Mail (the E-Mail POP3 Server register)', enter an E-Mail POP3 Sever record to represent your POP3 account. E-Mail POP3 Sever records can be entered using the register in the Technics module.
5. Refer now to the section above entitled 'Connecting Incoming External Mail to Mailboxes (the E-Mail Alias register)' and follow the instructions to enter E-Mail Alias records to link your POP3 account to your Mailbox. Again, this should be done using the register in the Technics module.

6. Move on to the section above entitled 'Outgoing External Mail (SMTP)' and follow the instructions to configure the E-Mail SMTP Server record with the address of the server to which your outgoing mail should be sent. Again, this should be done in the Technics module.
7. You will now be able to send and receive email. The E-Mail Timer setting is not required in single-user installations.

## Sending and Receiving Mail



To open your Mailbox, click the [Mailbox] button in the Master Control panel. If the Master Control panel is the active (front) window, you can also press Ctrl-Shift-M (Windows and Linux) or ⌘-Shift-M (Macintosh). The following window is opened, listing all Mail that you have sent and received—



Status	Subject	Address	Date	Time
	Draft Agenda for Paris meeting	To: Neil Brooker	27/3/2003	13:48:04
	April 27th	Jean Marais	26/3/2003	13:46:08
	The American Dream Inc	Ingrid Peterson	26/3/2003	13:43:04
	Day off on Monday	To: Company News	23/3/2003	13:40:20
	JH3 speakers to be recalled	Neil Brooker	22/3/2003	13:35:13
	New World Import/Export	Ingrid Peterson	21/3/2003	13:33:58
	New Employee in Stockholm	To: Company News	20/3/2003	13:31:57
	Meeting about Oslo Trading	To: Noel Dupont	20/3/2003	13:30:14
	Oslo Trading	Neil Brooker	20/3/2003	13:28:43

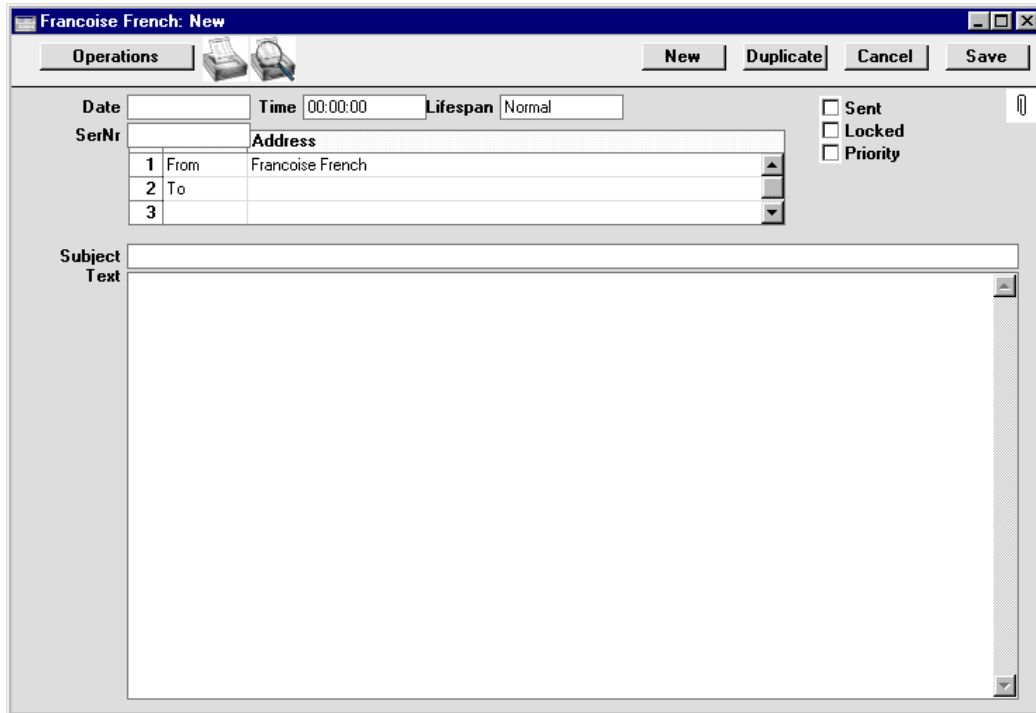
Mail is sorted in Serial Number order (i.e. in the order in which it was originally created). If a Mail is modified, it will remain in the same position in the list: to see the Mails that have been recently changed, sort the list by date (click the heading of the Date column twice to do this, so that the most recently modified Mails come to the top of the list). It is recommended that once you have sorted by date, you select 'Save Position' from the Window menu. This will mean that each time you open your Mailbox, it will remember this sort order so the most recently modified Mails will always be at the top of the list.

The Status column can contain the following symbols—

- (blank)                      The Mail has been sent or read.
-                       The Mail has one that you have not yet read, or it has been changed by somebody else since you last read it.
-                       The Mail is one that you have written but not yet sent.

Double-click a Mail in the list to read or edit it, or create a new Mail by clicking the [New] button in the Button Bar. You can also use the Ctrl-N (Windows and Linux) or ⌘-N (Macintosh) keyboard shortcut. If you want to create a Mail by copying a similar one, you must open the old Mail first before you can click [Duplicate] on the Button Bar. If you want to send a

Mail to a Customer, you can drag the appropriate record from the 'Customers: Browse' window in to your Mailbox browse window. A new Mail will be created, with the Customer's Email Address as the recipient. You can also use this feature from the 'Contact Persons: Browse' window.



**Date** The date the Mail was last modified. This is updated automatically by Office/2 and cannot be changed. The date is taken from the server.

**Time** The time the Mail was last modified. This is updated automatically by Office/2 and cannot be changed. The time is taken from the server.

**Lifespan** **Paste Special** Choices of possible entries

This field is used to determine how long the Mail is to remain in the system. The 'Clean Up Mail Registers' Maintenance function in the System module can be used regularly by the system administrator to remove old Mail. The possible entries are—

**Normal** The Mail will be deleted by the 'Clean Up Mail Registers' function once its Lifetime has expired.

The Lifetime of a Mail is calculated from the date it was last modified and can be specified using the Mail Settings setting.

**Never Remove** The Mail will not be deleted by the 'Clean Up Mail Registers' function.

If a Maximum Number of Mails has been set for a Mailbox and it contains more than this number of Mails marked as Never Remove, the 'Clean Up Mail Registers' function will remove all other Mails (i.e. those marked as Normal and Remove Next Day) each time it is run.

**Remove Next Day** The Mail will be deleted by the 'Clean Up Mail Registers' function the next time it is run.

The Lifespan of a Mail can be changed at any time, unless the Mail has been Locked.

**Sent** Click this box to send the Mail. When the Mail is next saved, it will appear immediately in the Mailboxes of the specified recipients, with the 'envelope' icon signifying that the recipient has not read it.

If you delete a sent Mail from your Mailbox, it will remain in its recipients' Mailboxes even if it has not yet been read.

If at least one recipient is an email address (i.e. an address containing the @ character), you should send the Mail to the email address by selecting 'Send E-mail' from the Operations menu once the Mail has been marked as Sent and saved.

**Locked** Once a Mail has been marked as Locked and saved, it can no longer be changed, even by its author. However, it can still be deleted by both author and recipient, and will be deleted by the 'Clean Up Mail Registers' function when its Lifetime expires.

**Priority** Check this box if you want to indicate to the recipient that the Mail is to be treated as high priority.

**SerNo** The unique identifying code for each Mail is generated by Office/2: this cannot be changed.

<b>Address</b>	<b>Paste Special</b>	Mailboxes and Conferences, Contacts and Customers
		<p>The name of the Mailbox or Conference to which the Mail is to be sent. A single Mail can be sent to up to 99 Mailboxes, Conferences and email addresses. Once a Mail has been read, it can be forwarded to other Addresses by its author or recipient, simply by adding the new Address to the end of the list.</p> <p>If you know the first few characters of the recipient, enter these and press Return. Their full name will appear.</p> <p>If you are sending external mail, type in the full email address(es) of the recipient(s) in this list.</p> <p>The name of your Mailbox is brought in automatically to the first line of this list, and is shown as the sender.</p> <p>The column to the left of the Address can be changed to show “To:”, “From:”, “Cc:” or “Bcc:” as appropriate. ‘Paste Special’ can be used to choose one of these options. “Bcc” (blind carbon copy) is only relevant when sending external mail: each recipient of internal mail can see the full list of recipients.</p>
<b>Subject</b>		The title of the Mail, or a summary of its contents, which will appear in the Mailbox browse window.
<b>Text</b>		<p>The text of the Mail. There is space for about 7,500 characters. Once a Mail has been read, its Text can be changed by its author or any recipient.</p> <p>If the Mail is an incoming email containing more than 7,500 characters, the message text will be appended to the Mail as an Attachment.</p>

## Sending Mail

As you write a Mail, particularly if it is a long one, you might want to save it periodically for safety, but you might not want its recipients to see it while it is unfinished. To do this, write the mail and list the recipients, but do not check the Sent box. You can close the Mail and return to it another day, and print it out for checking. It will retain the ‘pencil’ icon in your Mailbox, signifying that it has not yet been sent.



When you are satisfied that the Mail is finished, check the Sent box and save it. It will immediately appear in the Mailboxes of its recipients. It will no longer be marked with the 'pencil' icon in your Mailbox, but it will be marked with the 'envelope' icon in all the recipients' Mailboxes, signifying that they have not yet read it.



### **Sending External Mail**

If at least one recipient is an email address, select 'Send E-mail' from the Operations menu after the Mail has been saved. If changes to the Mail are not saved before this function is used, the most recently saved version of the Mail will be sent. The Mail will be sent even if the Sent box is not checked, but it is recommended that this box is checked, to remove the 'pencil' icon from the Mail in your Mailbox.

Once a Mail with an email address has been sent, it will be placed in an Email Queue. This Queue is processed as follows—

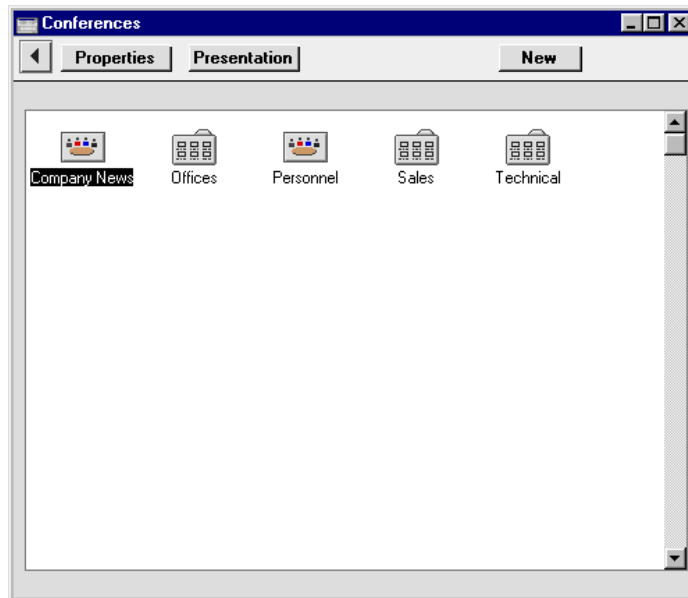
**Multi-user** Once you have activated the Gateway as described earlier in this chapter, it will check the Email Queue periodically. Any Mail in the Queue will be sent automatically.

**Single-user** In a single-user system, email should be sent manually. To do this, bring the Master Control panel to the front and select 'Send and Receive E-Mail' from the Operations menu. Depending on how your computer has been configured, you may have to establish a connection to the internet first. All Mail in the Queue will then be sent, and any incoming mail will be downloaded from your POP3 account as well. Note: do not use this function from a client machine in a multi-user system.

If you need to check the contents of the Email Queue, you can do so on the main server using the Email Queue register in the Technics module. Note that Mail is not removed from the Queue once it has been sent.

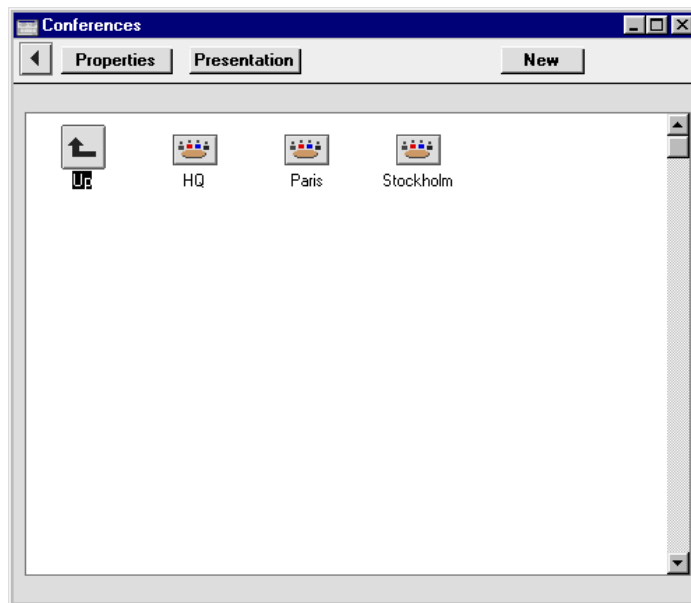
## **Mail and Conferences**

Mail in Conferences can be read in much the same way as that in your Mailbox, as described above. To gain access to your Conferences, click the [Conferences] button in the Master Control panel. The 'Conferences' window opens, showing the Conferences and folders in alphabetical order.



To open a Conference or folder, double-click its icon.

If a folder is opened, its contents are then shown. In this example, the "Office" folder has been opened to reveal three Conferences—



To return to the previous level, double-click the arrow in the top left-hand corner.



If a Conference is opened, a browse window opens, listing its Mails in Serial Number order. The title of the browse window shows the name of the Conference. As with your Mailbox, if you choose 'Save Position' from the Window menu after sorting by date, this will mean that the most recently modified Mails will always be at the top of the list. 'Save Position' applies to each Conference separately, so that you can save different sort orders or different window sizes for each Conference.

 A screenshot of a software window titled "Customer Information: Browse". The window has a blue title bar and standard window controls (minimize, maximize, close). Below the title bar is a menu bar with "Operations" and "New" buttons, and a search field with a "Search" button. The main area contains a table with five columns: "Status", "Subject", "Address", "Date", and "Time". The table lists five email entries. The first and last entries have an envelope icon in the "Status" column, indicating they are unread. The second and fourth entries have a grey square icon. The third entry has a white square icon. The table is scrollable, with a vertical scrollbar on the right side.
 

Status	Subject	Address	Date	Time
✉	The American Dream Inc	Ingrid Peterson	26/3/2003	13:43:04
■	New World Import/Export	Ingrid Peterson	21/3/2003	13:33:58
■	Oslo Trading	Neil Brooker	20/3/2003	13:28:43
■	Do not sell to Du Pont	Ingrid Peterson	19/3/2003	13:26:20
✉	Gdansk Shipyards	Ingrid Peterson	19/3/2003	13:25:26

Mail that you have not yet read will be shown with the 'envelope' icon. To read a Mail, double-click it in the list. Once you have read it, you can add your comments, as described in the 'Replying to and Amending Mail' section below.

You can send a new Mail to the Conference while its browse window is open. Click the [New] button in the Button Bar: a new Mail window opens—

**Customer Information: New**

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

Date  Time 00:00:00 Lifespan Normal  Sent  
 Locked  
 Priority

SerNr  Address

1	From	Francoise French
2	To	Customer Information
3		

Subject

Text

Note that the name of your Mailbox is shown as the sender, and the name of the Conference is the first recipient. Complete the Mail in the same manner as described earlier in this section, add more recipients if necessary, check the Sent box and save. The Mail immediately appears in the Conference's browse window, without the 'envelope' icon for you (the author) but with one for all other users.

## Replying to and Amending Mail

To reply to a Mail, open it and select 'Reply' from the Operations menu. A new Mail is created, in which the From and To Addresses are reversed and the Subject is prefixed with the text "Re"—

The screenshot shows a window titled "Mail: New" with a menu bar containing "Operations", "New", "Duplicate", "Cancel", and "Save". Below the menu bar, there are fields for "Date" (24/11/2003), "Time" (15:45:50), and "Lifespan" (Normal). To the right of these fields are three checkboxes: "Sent", "Locked", and "Priority". Below the "Date" field is a "SerNr" field. The "Address" section contains a table with three rows:

	Address
1 From	Francoise French
2 To	Neil Brooker
3	

Below the address table is a "Subject" field containing the text "Re: Please call Herbert at AAOTC". At the bottom is a large "Text" area for composing the reply.

The reply is shown in a window entitled 'New', meaning that it has not yet been saved. Complete and send the Mail in the manner described above, or, if you no longer require the Mail, click [Cancel].

The 'Reply' function is likely to be used for replying to external mail only, because there is no need to reply to internal mail by creating new Mails. Instead, mail can be amended by any of the recipients, so there is no need to read several Mails to keep track of a discussion. This is the case for all Mails, but is especially useful if the Mail has been sent to a Conference where it can be read and discussed by many people.

**Operations** [Printer Icon] [Scanner Icon] **New** **Duplicate** **Cancel** **Save**

**Date** 21/3/2003 **Time** 13:22:22 **Lifespan** Normal  **Sent**  
 **Locked**  
 **Priority**

**SerNr** 7

	Address
1	From Jean Marais
2	To Francoise French
3	To Ingrid Peterson

**Subject** Paris meeting April 2001

**Text**  
 This will take place over the weekend of 27-30 April.  
 Please let me know of your travel plans.  
 Jean  
 ...  
 I will be arriving by EuroStar on April 27th 09.30 and will leave on the 30th at 17.30. Can you arrange for someone to be at the station to pick me up?  
 Francoise  
 ...  
 I will arrive by plane from Stockholm on the 27th at 09.45. Please can you collect me from the airport. Thanks  
 Ingrid  
 ...  
 I will already be in Paris, to try to see what is happening at Du Pont.  
 Neil

Whenever an amendment is made and the Mail saved, it will appear as unread (with the 'envelope' icon) in the Mailboxes of all other recipients. If the Mail is in a Conference, it will appear as unread to all other users, so that they are aware that a change has been made since they last read it. If at least one recipient is an email address, you should select 'Send E-mail' from the Operations menu after the Mail has been saved, if you want that recipient to see the amendment.

When changing Mails in this manner, it is recommended that all changes be accompanied by the date of the change and the person's initials, otherwise the sense of the Mail and the order of the changes can be lost. If this happens, it can be helpful to look at the History of the Mail. Highlight it in the Mailbox browse window or open it and select 'History' from the Operations menu. This report will show who has read and amended the Mail and when.

Mailbox	Name	Status	Date	Time
3	Jean Marais	Created	16/3/2003	13:19:10
1	Francoise French	Read	20/3/2003	13:20:10
1	Francoise French	Updated	20/3/2003	13:20:22
2	Ingrid Peterson	Read	21/3/2003	13:21:07
2	Ingrid Peterson	Updated	21/3/2003	13:21:27
5	Neil Brooker	Read	21/3/2003	13:22:03
5	Neil Brooker	Updated	21/3/2003	13:22:22
3	Jean Marais	Read	22/3/2003	13:23:15
1	Francoise French	Read	23/3/2003	13:41:15

## Marking Mail as Not Read

You can mark any Mail in your Mailbox or in a Conference as unread. You might want to do this so that it retains the ‘envelope’ icon as a reminder to read it again or to act on it at a later date. To do this, highlight the Mail in your Mailbox or Conference browse window and select ‘Mark as not read’ from the Operations menu. You can also select ‘Mark as not read’ from the Operations menu when the Mail is open.

## Attachments

Files, notes and other Office/2 records (including other Mails) can be attached to a Mail using the [Attachments] button with the paper clip icon. This can take one of two forms—



These connected objects are known as “Attachments” and this feature is universal in Office/2. Please refer to the ‘Working with Records’ section in the ‘Work Area’ chapter in Volume 1 of these manuals for full details. Remember that a folder or directory named “Attach” must be present in the Office/2 server folder if you want to use Attachments, and that a folder named “Tmp” should also be present on the Gateway machine if you will be sending or receiving external mail with Attachments. A Mail must have been saved at least once before any Attachments can be added to it.

Mails with Attachments have an extra icon in the Mailbox and Conference browse windows—

Status	Subject	Address	Date	Time
	Mail with Attachment	To: Ingrid Peterson	24/11/2003	16:01:52
	Draft Agenda for Paris meeting	To: Neil Brooker	27/3/2003	13:48:04
	April 27th	Jean Marais	26/3/2003	13:46:08
	The American Dream Inc	Ingrid Peterson	26/3/2003	13:43:04
	Day off on Monday	To: Company News	23/3/2003	13:40:20
	JH3 speakers to be recalled	Neil Brooker	22/3/2003	13:35:13
	New World Import/Export	Ingrid Peterson	21/3/2003	13:33:58
	New Employee in Stockholm	To: Company News	20/3/2003	13:31:57
	Meeting about Oslo Trading	To: Noel Dupont	20/3/2003	13:30:14

## Printing Mail

To print a Mail, open it and click the Printer icon in the Button Bar or select 'Print' from the File menu.

The Form used is determined as follows—

- Using the Form register in the System module, design the mail document and name it "MAIL". Use the 'Properties' function on the Operations menu to assign a Document Type of "Mail Form". A sample Form is supplied with Office/2: this can be modified to suit your requirements.

To include fields, click the [Fields] button and then draw a box on the Form where the field is to appear. It can be moved or resized later if necessary. The 'Field' window opens. In the case of the field representing the Mail text itself and that representing the addressees, since they are likely to extend over more than one line, it is necessary to make an entry in the Spacing field. If this is left at 0 (the default), all the lines of text will be superimposed on one another. If the Style is 10 point Times, a Spacing of at least 10 points is recommended.

Full instructions for using the Form register can be found in the ‘System Module’ chapter in Volume 1 of these manuals.

2. Remaining in the System module, select ‘Documents’ from the File menu. The ‘Documents’ list window is opened: highlight ‘Mail’.
3. Select ‘Define Document’ from the Operations menu.
4. In the subsequent window, enter “MAIL” in the Form field of the first line (you can use ‘Paste Special’ to ensure the spelling is correct).
5. Click [Save] to save the Mail Form definition. From now on, the mail form that you have designed will be used whenever a Mail is printed.

## Saving Mail

You can save the text of a Mail as a text file. To do this, open the Mail and select ‘Save Text as File’ from the Operations menu. The usual ‘Save File’ dialogue appears, allowing you to name the file and place it on your hard disk. The Mail’s Subject is used as the default file name (although any characters that might be illegal in some operating systems will be removed). If the Subject is too long, it will be truncated, and Office/2 will beep. The Subject will also appear as the first line in the resulting text file.

Saving a Mail as a text file can be useful because—

1. You want to keep a record of the Mail before it is removed by the ‘Clean Up Mail Registers’ Maintenance function.
2. You want to read and update the Mail at leisure off-line. In this case, open the text file in a word processor and make the necessary amendments. Then, copy the text (omitting the first line which is the

Subject of the Mail), return to the Mail in Office/2. Place the cursor in the Text field, choose 'Select All' from the Edit menu (Ctrl-A or ⌘-A) and then paste in the copied text.

## Deleting Mail

To delete a Mail, highlight it in your Mailbox browse window and select 'Delete' from the Record menu. You can also select several Mails (hold down the Shift key to select a range of Mails in the list) and delete them all at once. You cannot delete Mails from Conferences in this way.

If you delete a Mail that has been sent, it will be deleted from your Mailbox only. It will remain in its recipient Mailboxes and Conferences even if it has not yet been read. If you want to delete a Mail from all Mailboxes and Conferences, remove the check from the Sent box before deleting.



***You cannot undo the deletion of a Mail.***

# Chat

The Chat facility allows any user to have a conversation with any other user, providing they both have Mailboxes. These conversations are not saved in the database. There is no limit to the number of users that can take part in a Chat, and a single user can participate in more than one chat simultaneously. Chats are not visible to those not taking part or to the system administrator.

To start a Chat, proceed as follows—

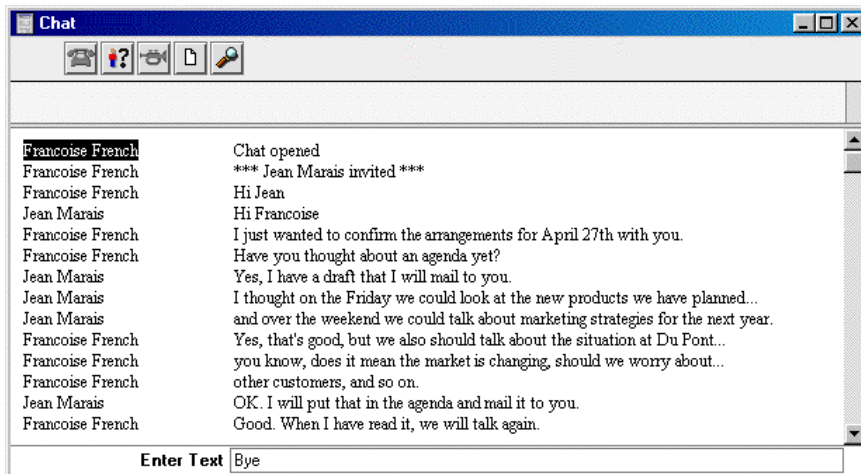
1. Bring the Master Control panel to the front by pressing the Ctrl-M (Windows and Linux) or ⌘-M (Macintosh) keyboard shortcut. Alternatively, use the 'Master Control' function on the File menu.
2. To find out who is currently logged in to Office/2, click the [Chat] button in the Master Control panel—



The 'Who Is Online' report appears, showing who is currently logged in together with the time of their last action and their IP address.

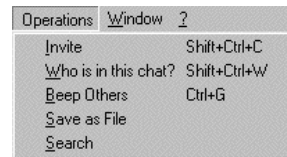
Who Is Online			
Operations		Search	
Who Is Online Radio Import/Export Ltd		Hansa, Print date: 28/11/2002 17:47 Server Started at 15:40:57 28/11/2002 Running for 2 hours and 7 minutes	
<a href="#">Detailed</a>			
<a href="#">Francoise French</a>	HQ	19:20:45	FF+ @ 123.123.123.005(2)1
<a href="#">Ingrid Peterson</a>	Stockholm	19:20:18	IP @ 123.123.123.004(5)4
<a href="#">Jean Marais</a>	Paris	19:20:34	JM @ 123.123.123.003(4)3
<a href="#">Neil Brooker</a>	HQ	19:21:15	NB @ 123.123.123.002(3)2
<a href="#">Noel Dupont</a>	Paris	19:21:05	ND @ 123.123.123.001(6)5

3. To start a Chat with someone, click on their name in the report. The Chat window opens.



4. To participate in a Chat, simply type your message in the Enter Text field at the bottom of the screen and press Return or Enter. Your message appears in the main area of the 'Chat' window, visible to all participants.
5. To print a Chat, select 'Print' from the File menu.
6. To leave the Chat, close the 'Chat' window by clicking the close box. The other participants will be told that you have left.

## Operations Menu



The buttons at the top of the 'Chat' window are shortcuts to the functions on the Operations menu.

### Invite



This function opens a list showing everyone currently logged in to Office/2. Double-click on a name to invite a person into the Chat.

### **Who is in this chat?**



This function produces a report showing everyone currently participating in the Chat. The report can be printed by clicking the Printer icon.

### **Beep Others**



This function causes the computers of everyone currently participating in the Chat to beep.

### **Save as File**



Use this function if you want to save the Chat as a text file.

## Presentations

Each Office/2 user with a Mailbox can enter a Presentation containing a brief profile about themselves and a picture. This profile will be visible to other users. Each Conference can also have a Presentation, which can contain details about the purpose of the Conference.

Presentations can be viewed and modified by the system administrator using the 'Presentations' setting in the Technics module.

### Entering a Presentation

To enter your Presentation, bring the Master Control panel to the front and select 'Presentation' from the Operations menu. The following window opens—



Type your profile in to the right-hand field and paste a picture in the left-hand field. Click the [Save] button to save the Presentation and close the window.

You can follow the same route to change your Presentation at any time.

### Reading Presentations

To read the Presentation of another user, first open a Mail with that user listed as the sender or one of the recipients, or create a new Mail and enter the user's name in the list of recipients. Ensure the cursor is in the user's name and select 'Presentation' from the Operations menu. The user's Presentation is opened. Once you have read it, close it by clicking the close box.

This method should also be used to create Presentations for Conferences.

# 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. Maintenance functions connected with Office/2's Mail facilities are located in the System module. Use the [Select Module] button in the Master Control panel to ensure you are in the System module and then select 'Maintenance' from the File menu. When the 'Maintenance' list appears, double-click an item in the list. A specification window will then appear, where you can decide how the function is to operate. Click [Run] to operate the function.

## Clean Up Mail Registers

This function can be used to remove old Mails, to free up disk space.

### Mailbox

### Paste Special

### Mailboxes and Conferences

If you would like to remove Mails from a particular Mailbox or Conference, enter its name here. Otherwise, all Mailboxes and Conferences will be affected.

### Max Number of Mails

Specify here the maximum number of Mails that you would like Mailboxes and Conferences to contain. If any Mailboxes or Conferences contain more than this number of Mails, the oldest Mails will be removed until this number is reached. Mails whose Lifespan is Never

Remove will not be removed, while those whose Lifespan is Remove Next Day will be removed first.

You should only enter a number here if you want to override the maximum number specified in the Mail Settings setting in the Technics module or if you have not specified a number in that setting.

**Max Age of Mails** Specify here the maximum age in days of Mails that you would like Mailboxes and Conferences to contain. All Mails that are older will be removed, unless their Lifetime has been set to Never Remove. The calculation is made from the date a Mail was last modified, not the date it was created. Mails that have not reached this age may be removed as well if the Maximum Number (above) has been exceeded.

You should only enter a number here if you want to override the maximum number specified in the Mail Settings setting in the Technics module, or if you have not specified a number in that setting.

The maximum age for read Mail applies to both Mailboxes and Conferences, while that for unread Mail applies to Mailboxes only.

Press the [Run] button to start the updating process. This may take a few minutes, depending on the number of Mailboxes and Conferences, and on the number of Mails to be deleted. When the process has finished, you will be returned to the 'Maintenance' list window. This can be closed by clicking the close box.

### **Emptying the "Tmp" Folder**

The Gateway uses a folder named "Tmp" to store mail attachments downloaded from the POP3 server before they are transferred to the "Attach" folder and attachments that are to be uploaded to the SMTP server.

Once an attachment has been transferred to the "Attach" folder or uploaded to the SMTP server, it is not removed from the "Tmp" folder. If space is at a premium, therefore, you should periodically empty the "Tmp" folder on the server manually.

***Office/2***  
***Purchase Orders***

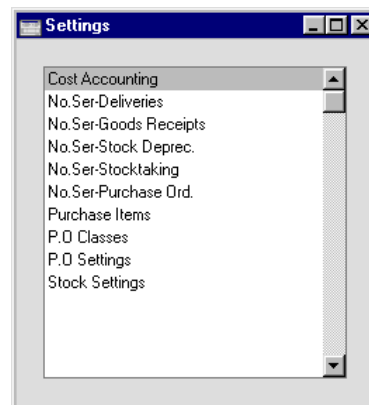
## Chapter 8: Purchase Orders

The Purchase Orders Value Pack adds the necessary settings and registers to the Stock module to allow you to enter and print your Purchase Orders, for sending to Suppliers. There is also a separate item register for Purchase Items. This register can be made to cooperate with the normal Item register in the Sales Support and Sales Ledger modules.

### Settings

#### Introduction

Settings concerned with the Purchase Orders Value Pack are located in the Stock module. To access them, use the [Select Module] button in the Master Control panel to enter the Stock module. Then, select 'Settings' from the File menu or click [Settings], also in the Master Control panel. The 'Settings' list opens, listing the settings to be found in the Stock module—



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

The settings belonging to the Purchase Orders Value Pack are described below. For descriptions of the other settings in the Stock module, please refer to Volume 3 of these manuals.

## Number Series - Purchase Orders

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

Use this setting to define these sequences, or Number Series. The different series should not overlap. If no Number Series have been defined, Purchase Order Numbers will start at 1 and continue consecutively.

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

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

No.	Date				Comment
	From	To	From	To	
1	2000	2999	1/1/2002	31/12/2002	London Office
2	20000	20999	1/1/2002	31/12/2002	Manchester Office
3	3000	3999	1/1/2003	31/12/2003	London Office
4	30000	30999	1/1/2003	31/12/2003	Manchester Office
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.

## Purchase Items

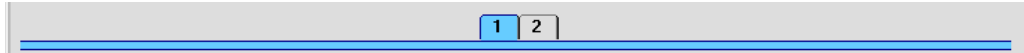
This is a separate Item setting, containing information about all those Items that are normally purchased by your business. Each Item can have several different corresponding Purchase Items. For example, if the same Item is available from different Suppliers, there should be a separate Purchase Item for each Supplier, allowing you to record the price that each Supplier

charges. If you then enter a Purchase Order or Goods Receipt, the correct price for each Item for the Supplier in question will be brought in automatically.

Typically, the Purchase Items setting will be used by companies that purchase products for resale as it is a means of recording Supplier and Cost information for each Item. If your business tends to sell services, or manufactures Items for sale, you may not need to use the Purchase Items setting.

To create a new Purchase Item record, first ensure you are in the Stock module using the [Select Module] button in the Master Control panel. Then click the [Settings] button, also in the Master Control panel, or choose 'Settings' from the File menu. Double-click 'Purchase Items' in the resulting list. The 'Purchase Items: Browse' window is opened, showing all Purchase Items already entered. Click [New] in the Button Bar or, alternatively, select a Purchase Item similar to the one you want to enter and click [Duplicate] on the Button Bar.

The 'Purchase Item: New' screen appears. This is divided into two cards. There are two 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 Item you are working with.

**Purchase Item: Inspect**

Item: 10124    Desc.: Amplifier  
 Supplier: 504    Name: Estonian Export

Default

1 | 2

Price: 65    Purchase Cost:   
 Unit Conv.:   
 Supplier Item: HST99    Supplier Unit: PCS  
 Norm Ord Qty:    Min Ord Qty:   
 Salesman: FF  
 Delivery Days:

	Text
1	
2	
3	
4	
5	
6	
7	
8	

**Header**

- Item**                      **Paste Special**                      Item register  
 Enter an Item Number. You can have several Purchase Item records relating to a single Item.
  
- Desc.**                      The name of the Purchase Item is copied from the Item register. Change the name if necessary.
  
- Supplier**                      **Paste Special**                      Supplier register  
 Enter the Number of the Supplier here.
  
- Name**                      Office/2 enters the name of the Supplier.
  
- Default**                      If you have several Purchase Item records relating to a single Item, check this box in the one with the Supplier that you usually use. This is usually referred to as the "Default Purchase Item".  
  
 You cannot have more than one Default Purchase Item for a particular Item.

**Card 1**

<b>Price</b>	<p><b>Default taken from</b>    Item (Cost Price)</p> <p>Enter the purchase price for the Item offered by this Supplier. This figure is per Supplier Unit (see below).</p> <p>When purchasing Items, it is possible to have the Cost Prices in the Item records updated automatically (the new Cost Prices come from the relevant Goods Receipts). This automatic updating is not extended to Purchase Items. To update the Price of Purchase Items in a single step, use the 'Update Purchase Items' Maintenance function in the Stock module. This is described later in this chapter.</p>
<b>Purchase Cost</b>	<p>The extra cost associated with a purchase transaction for this Item from this Supplier. Any value entered here will be transferred on a per unit basis to the Customs fields on flip B of each Goods Receipt row. The whole figure will be copied to the Customs field in the Goods Receipt footer.</p>

**Unit Conv., Supplier Unit**

<b>Paste Special</b>	<p>Units setting, Sales Ledger</p> <p>These fields are used when the Item is purchased in a different Unit to which that in which it is sold.</p> <p>Enter the purchasing Unit in the Supplier Unit field, using 'Paste Special' if necessary. Then, use the Unit Conversion field to show the relationship between the Supplier Unit and the sales Unit (shown on card 1 of the Item record). The Price (above) will refer to the Supplier Unit.</p> <p>For example, your firm sells the Item in single units, but the Supplier sells in boxes of 12. In this case, the Unit on card 1 of the Item record will be "Item", the Supplier Unit will be "Dozen", and the Unit Conversion will be "12". The Price (above) will be for one dozen.</p> <p>If you subsequently need to order 240 of the Item, enter "240" as the Quantity on the Purchase Order. The Purchase Order's Sup. Qty field (on flip B of card 2) will be calculated to show "20", i.e. the order quantity from the Supplier's point of view (Quantity divided by Unit</p>
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Conversion). This figure is shown as the Quantity on the Purchase Order document.

Leave these fields empty if the purchasing and sales Units are the same. In this case, the Price will be per sales Unit.

**Supplier Item**      **Used as default in**      Purchase Orders

The code allocated to the Item by this Supplier. This will be shown as the main Item Code on the Purchase Order document.

**Norm Ord. Qty, Min Order Qty**

The normal and minimum order quantities for the item, when purchased from the Supplier specified above.

**Salesman**      **Paste Special**      Person register, System module

**Default taken from**      Current User

Enter the initials of the Person responsible for this Purchase Item.

**Delivery Days**      Record here the typical lead time it takes to receive this Item from the Supplier.

### Card 2

The screenshot shows a software window titled "Purchase Item: 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 the following fields:

- Item:** 10124
- Supplier:** 504
- Desc.:** Amplifier
- Name:** Estonian Export
- Default

Below these fields are two small buttons labeled "1" and "2".

The bottom section is a table with 17 rows, each with a number in the first column and a "Text" column. The table is currently empty.

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

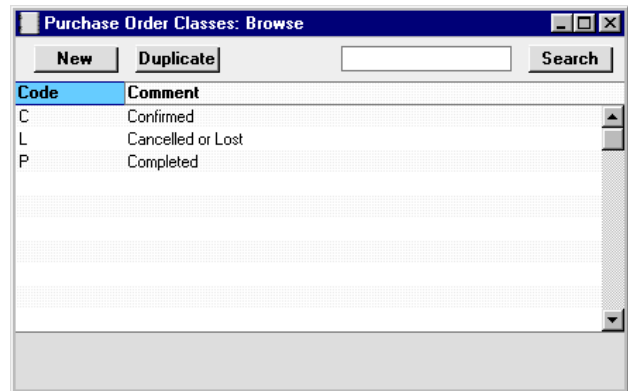
**Text**

Room for additional text about the Item. This will be shown on Purchase Orders for this Item.

## Purchase Order Classes

The Purchase Order Class is a means of analysing Purchase Orders for reporting or prioritising.

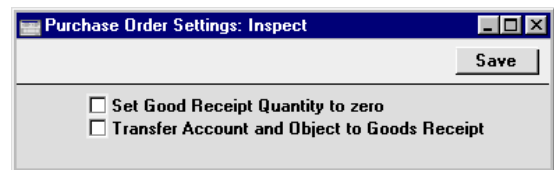
The 'Purchase Order Classes: Browse' window lists the available Order Classes: double-click to modify or click [New] to create a new item.



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

## Purchase Order Settings

This setting contains some miscellaneous options controlling the behaviour of various aspects of the Purchase Orders Value Pack.



### Set Goods Receipt Quantity to Zero

The 'Goods Receipt' function on the Operations menu of the Purchase Order window usually creates a Goods Receipt containing all Items that have been ordered but not yet received. Use this option if you would like the default Quantity for all Items on the Goods Receipt to be zero.

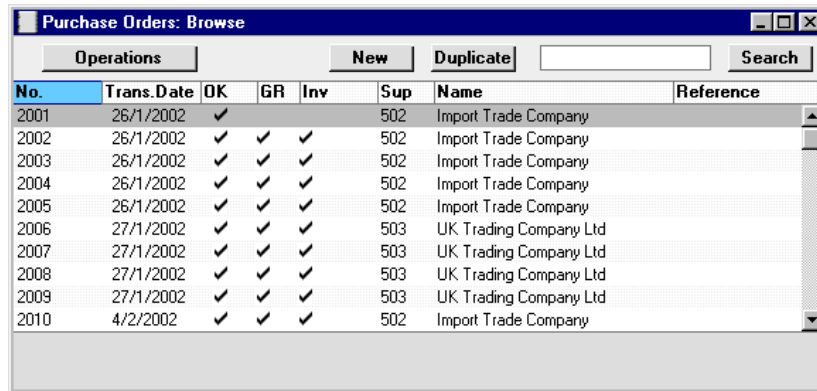
## The Purchase Order Register

The Purchase Order register contains records for each Purchase Order issued.

Before you start entering Purchase Orders, make sure you have defined your sequence of Purchase Order Numbers using the Number Series - Purchase Orders setting.

### Entering a Purchase Order

In the Stock module, click the [Pur Orders] button in the Master Control panel. The 'Purchase Orders: Browse' window is opened, showing Purchase Orders already entered.



No.	Trans.Date	OK	GR	Inv	Sup	Name	Reference
2001	26/1/2002	✓			502	Import Trade Company	
2002	26/1/2002	✓	✓	✓	502	Import Trade Company	
2003	26/1/2002	✓	✓	✓	502	Import Trade Company	
2004	26/1/2002	✓	✓	✓	502	Import Trade Company	
2005	26/1/2002	✓	✓	✓	502	Import Trade Company	
2006	27/1/2002	✓	✓	✓	503	UK Trading Company Ltd	
2007	27/1/2002	✓	✓	✓	503	UK Trading Company Ltd	
2008	27/1/2002	✓	✓	✓	503	UK Trading Company Ltd	
2009	27/1/2002	✓	✓	✓	503	UK Trading Company Ltd	
2010	4/2/2002	✓	✓	✓	502	Import Trade Company	

Purchase Orders are shown sorted by Purchase Order Number: this can be changed by clicking on one of the other column headings.

Also shown are indications that the Purchase Order has been approved, that the ordered goods have been received and approved in their entirety (in the 'GR' or 'Goods Received' column) and that a Purchase Invoice has been received and approved (in the 'Inv' column), and the Supplier number and name.

The functions on the Operations menu are described below.

Office/2 provides several shortcuts to simplify your work with entering Purchase 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, Payment Codes etc.

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

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

**Purchase Order: Inspect**

Operations Printer Icon Scanner Icon New Duplicate Cancel Save

No. 3165 Name UK Trading Company Ltd  
 Supplier 503  
 OK  Closed

1 2 3 4 5

Trans. Date 25/11/2003 Plan. Del.   
 Payment Terms 30 Attn.   
 Our Ref

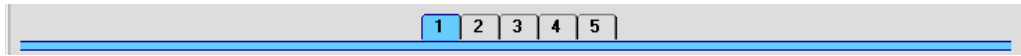
Item	Qty	Description	U Price	%	Sum	V-Cd
1	10101	20 Transistor radio		5	100	1
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						

VAT 17.50 Sum 100.00  
**TOTAL 117.50**



*You are not bound by the values suggested by Office/2 as defaults. For most fields you can change the pre-set values into something that suits you better. Changes made here are valid only for this particular Purchase Order.*

Since the amount of information stored about each Purchase Order will not fit on a single screen, the Purchase Order window has been divided into five cards. At the top of each is the header. This contains the Purchase Order Number, the Supplier Number and Name. There are five 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 Supplier whose Purchase Order you are working with. If you have the Dual Base Currency or the Currencies, Languages and Advanced Pricing Value Packs, there will be six cards. A new card 3 will be inserted, showing Currencies and Exchange Rates.

**Header**



<b>No.</b>	<b>Paste Special</b>	Select from another Number Series  When creating a new Purchase Order, Office/2 will enter the next unused number from the first number sequence entered in the Number Series - Purchase Orders setting. You may change this number, but not to one that has already been used.
<b>Supplier</b>	<b>Paste Special</b>	Supplier register  Enter the Supplier Number or use the 'Paste Special' function. When you press Return, the Supplier's name, address and other information will be entered into the appropriate fields.
<b>Name</b>		The Supplier Name is entered after you have entered the Supplier Number.
<b>OK</b>		The Purchase Order can be approved by clicking this check box. Once this has been done, the Purchase Order will no longer be modifiable.

A Purchase Order does not have to be approved for goods to be received against it or for its Items to be included in the Purchase Order total displayed by the 'Item Status' function. Nevertheless, once a Purchase Order has been finalised and printed, it should be approved because the functions that create Purchase Orders automatically will sometimes add Items to existing unapproved Purchase Orders instead of creating new ones.

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



***Note that an approved Purchase Order cannot be altered.***

**Closed**

Check this box when all deliveries and Purchase Invoices for this Purchase Order have been received. Any remaining quantities that have not been received will be cancelled and will no longer appear in reports as being outstanding.

If a Purchase Order is marked as Closed, you will not be able to create Goods Receipts from it. However, you will still be able to create Purchase Invoices for earlier Goods Receipts.

**Card 1**

<div style="border: 1px solid black; padding: 2px; display: inline-block;"> <span style="border: 1px solid black; padding: 0 5px;">1</span> <span style="border: 1px solid black; padding: 0 5px;">2</span> <span style="border: 1px solid black; padding: 0 5px;">3</span> <span style="border: 1px solid black; padding: 0 5px;">4</span> <span style="border: 1px solid black; padding: 0 5px;">5</span> </div>				
<b>Trans. Date</b>	<input type="text" value="25/11/2003"/>	<b>Plan. Del.</b>	<input type="text"/>	
<b>Payment Terms</b>	<input type="text" value="30"/>	<b>Attn.</b>	<input type="text"/>	
<b>Our Ref</b>	<input type="text"/>			

**Trans. Date**

**Paste Special**

Current Date

The date the Purchase Order is to be issued. Office/2 enters the current date as a default.

**Plan. Del.**

**Paste Special**

Current Date

Specify here the date on which you need to receive the goods into stock. The format of this field is determined by the Planned Delivery setting in the Sales Support module. Available options are free text, date, week number or year-week (4 characters). You can use the

Purchase Order Stock report to list Purchase Orders with a particular Planned Delivery Date.

**Payment Terms Paste Special** Payment Terms setting, Sales/Purchase Ledger

**Default taken from** Supplier

Payment Terms entered here will be transferred to any Purchase Invoices raised from the Order. In addition to simply ensuring the correct Payment Terms appear on Purchase Orders (in the Language of the Supplier if necessary), using the correct Payment Terms will result in Office/2 looking after the implications of an early settlement discount, if appropriate.

**Attn. Default taken from** Supplier

Record here your contact at the Supplier company.

**Our Ref** Use this field if you need to identify the Purchase Order by means other than the Purchase Order Number.

**Card 2**

**Purchase Order: Inspect**

Operations [Printer Icon] [Scanner Icon] [New] [Duplicate] [Cancel] [Save]

No. 3165 Name UK Trading Company Ltd

Supplier 503

OK  Closed

1 2 3 4 5

Item	Qty	Description	U Price	%	Sum	V-Cd
1	10101	20 Transistor radio		5	100	1
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						

Sum 100.00

VAT 17.50 TOTAL 117.50

Use the grid on card 2 to list the Items that you want to order. This grid is divided into two horizontal flips. When you click on a flip tab (marked A-B), the two or three right-hand columns of the grid are replaced.



To add rows to a Purchase Order, click in any field in the first blank row and enter appropriate text. To remove a row, click on the row number on the left of the row and press the Backspace key. To insert a row, click on the row number where the insertion is to be made and press Return. Rows cannot be removed or inserted after Goods Receipts have been created from the Purchase Order.

#### *Flip A*

<b>Item</b>	<b>Paste Special</b>	Item register
		With the cursor in this field, enter the Item Number or Bar Code for each Item ordered. Pricing, descriptive and other information will be brought in from the Item record. If you leave this field blank, you can enter any text in the Description field, perhaps using the row for additional comments to be printed on Purchase Order documentation.
<b>Qty</b>		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.  This figure refers to the main Unit of the Item (the Unit you use to sell the Item, shown on card 1 of the Item record). This may not be the Unit used by the Supplier. For example, your firm might sell an Item in single units, but the Supplier might sell in boxes of 12. If so, "12" should be entered to the Unit Conversion field of the Purchase Item. Then, if you need to order 240 of the Item, enter "240" here as the Quantity. The Sup. Qty field on flip B will be calculated to show "20", i.e. the order quantity from the Supplier's point of view (Quantity divided by Unit Conversion).
<b>Description</b>		If the Item has a related Purchase Item in the name of the Supplier of the Purchase Order, the Description will be taken from that Purchase Item record. Any text entered on card 2 of the Purchase Item will also be brought in, taking up as many Purchase Order rows as necessary.

	In other circumstances, the Description will be taken from the Item record.
<b>Unit Price</b>	<p>If the Item has a related Purchase Item in the name of the Supplier of the Purchase Order, the Unit Price will be taken from that Purchase Item record.</p> <p>If the Purchase Item has a Unit Conversion and a Supplier Unit, then this figure will be the Unit Price per Supplier Unit. For example, your firm might sell an Item in single units, but the Supplier might sell in boxes of 12. If so, "12" should be entered to the Unit Conversion field of the Purchase Item and "Dozen" to the Supplier Unit field. The figure here will be the price per dozen.</p> <p>If there is no suitable Purchase Item, the Unit Price will be taken from card 3 of the Item record.</p>
<b>%</b>	A discount percentage.
<b>Sum</b>	<p>The total for the row: Supplier Quantity (from flip B) multiplied by Unit Price less Discount. Changing this figure will cause the Discount Percentage to be recalculated.</p> <p>Note that even if the Unit Price has been taken from the Purchase Item record, any Price Factor entered for the Item will be taken into account.</p>
<b>V-Cd</b>	<p><b>Paste Special</b>                      VAT Codes setting, Nominal Ledger</p> <p>When a Purchase Invoice is raised from this Order, the VAT Code entered here will determine the rate at which VAT will be charged on this Item and the VAT Account to be debited. A default is offered, taken from the Supplier record. If none is specified, the default is taken from the Item, the Item Group or from card 3 of the Account Usage P/L setting. In the last three cases, the appropriate VAT Code for the Zone of the Supplier will be used. This default can be changed for a particular Order row if necessary.</p>
<i>Flip B</i>	
<b>Objects</b>	<p><b>Paste Special</b>                      Object register, Nominal Ledger</p> <p>Up to 20 Objects, separated by commas, can be assigned to this row and all transactions generated from it. You</p>

might define separate Objects to represent different departments, cost centres or product types. This provides a flexible method of profit centre analysis that can be used in Nominal Ledger reports.

When a Goods Receipt is created from this Purchase Order, the Object specified here will be assigned to both the debit and credit postings in the Nominal Ledger Transaction resulting from the corresponding Goods Receipt row.

**Received** In this field, Office/2 will enter the number of units received against this Purchase Order. The field will be updated automatically by the 'Goods Receipt' function on the Operations menu. Only quantities on approved Goods Receipts are included in the figure. This feature makes it easy to follow up on part shipments.

**Invoiced** The quantity invoiced for each Order row is amended automatically when Invoices are raised using the 'Invoice' function on the Operations menu. The quantity shown is taken from approved Invoices only. Invoices cannot be raised until Goods Receipts have been made and approved. In the case of partial Goods Receipts, Invoices can only be raised for the quantity delivered.

**Sup. Qty** This shows the number of Items the Supplier needs to despatch to fulfil your Purchase Order and is dependent on the Unit Conversion field in the Purchase Item record. For example, your firm might sell an Item in single units, but the Supplier might sell in boxes of 12. If so, "12" should be entered to the Unit Conversion field of the Purchase Item. Then, if you need to order 240 of the Item, enter "240" as the Quantity on flip A. The Sup. Qty field will be calculated to show "20", i.e. the order quantity from the Supplier's point of view (Quantity divided by Unit Conversion). This figure is shown as the Quantity on the Purchase Order document.

Altering this figure will cause the Quantity field to be amended appropriately (i.e. Sup. Qty multiplied by Unit Conversion).

If the Purchase Item does not have a Unit Conversion, or there is no Purchase Item, then this figure will be the same as the Quantity on flip A.

## Footer

	<b>Sum</b>	100.00
<b>VAT</b>		17.50
<b>TOTAL</b>		117.50

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

<b>VAT</b>	The VAT total for the Purchase Order.  This figure is rounded up or down according to rounding rules set in the Round Off setting in the System module.
<b>Sum</b>	The total for the Purchase Order, excluding VAT.
<b>TOTAL</b>	The total for the Purchase Order, including VAT.  This figure is rounded up or down according to rounding rules set in the Round Off setting in the System module.

**Card 3**

Note: if you have the Dual Base Currency or the Currencies, Languages and Advanced Pricing Value Packs, there will be six cards. A new card 3 will be inserted, showing Currencies and Exchange Rates, so the fields illustrated and described below will appear on card 4. In this chapter, all references to “card 3 of the Purchase Order screen” assume that you do not have these Value Packs. The Dual Base Currency and the Currencies, Languages and Advanced Pricing Value Packs are described elsewhere in this Volume.

1   2   <b>3</b>   4   5	
<b>Del. Terms</b>	CIF
<b>Del. Mode</b>	COUR
<b>Object</b>	
<b>Comment</b>	
<b>Zone</b>	
	<input checked="" type="radio"/> Domestic <input type="radio"/> Inside EU <input type="radio"/> Outside EU

<b>Del. Terms</b>	<b>Paste Special</b>	Delivery Terms setting, Sales Support module
	<b>Default taken from</b>	Supplier
		Specify the Delivery Terms that you wish to be used for this Order here. You will tend to use this field for international Suppliers: examples might be Cost, Insurance, Freight or Free On Board.

<b>Del. Mode</b>	<b>Paste Special</b>	Delivery Modes setting, Sales Support module
	<b>Default taken from</b>	Supplier
		Enter the mode of shipping for this order.
<b>Object</b>	<b>Paste Special</b>	Object register, Nominal Ledger
		Up to 20 Objects, separated by commas, can be assigned to this Order and all transactions generated from it. You might define separate Objects to represent different departments, cost centres or product types. This provides a flexible method of analysis that can be used in Nominal Ledger reports.
		In any Nominal Ledger Transactions generated from Purchase Invoices raised from this Order, any Objects specified here will be assigned to the debit posting to the Purchase Account(s) and, if the Objects on Creditor Account option in the Account Usage P/L setting is being used, to the credit posting to the Creditor Account.
<b>Comment</b>		Record here any comment about the Purchase Order.
<b>Zone</b>	<b>Default taken from</b>	Supplier
		This information is fetched from the Supplier record, and indicates the origin of the Supplier. The selection of a VAT Code for each row depends on the Zone of the Supplier. The Zone should not be changed for an individual Purchase Order.

**Card 4**

Note: if you have the Dual Base Currency or the Currencies, Languages and Advanced Pricing Value Packs, there will be six cards. A new card 3 will be inserted, showing Currencies and Exchange Rates, so the fields illustrated and described below will appear on card 5. In this chapter, all references to “card 4 of the Purchase Order screen” assume that you do not have these Value Packs. The Dual Base Currency and the Currencies, Languages and Advanced Pricing Value Packs are described elsewhere in this Volume.

1	2	3	4	5
<b>Ordering-</b>	<input type="text" value="Merryseal House"/>			
<b>address</b>	<input type="text" value="Norbury Road"/>			
	<input type="text" value="London SE3 4ER"/>			
	<input type="text"/>			
	<input type="text"/>			

**Ordering Address Default taken from Supplier**

The Supplier's address to which the Purchase Order is to be sent.

**Card 5**

Note: if you have the Dual Base Currency or the Currencies, Languages and Advanced Pricing Value Packs, there will be six cards. A new card 3 will be inserted, showing Currencies and Exchange Rates, so the fields illustrated and described below will appear on card 6. In this chapter, all references to "card 5 of the Purchase Order screen" assume that you do not have these Value Packs. The Dual Base Currency and the Currencies, Languages and Advanced Pricing Value Packs are described elsewhere in this Volume.

The screenshot shows a software interface with a navigation bar at the top containing five tabs labeled 1, 2, 3, 4, and 5. Tab 5 is selected. Below the navigation bar is a form titled "Delivery address" with five input fields stacked vertically.

**Delivery Address** The address to which delivery is to be made, where this differs from your main address.

**Inspecting and Changing Purchase Orders**

You can change a Purchase Order at any time, as long as it has not been approved (i.e. as long as the OK check box has not been switched on). To do so, click the [Pur Orders] button in the Master Control panel in the Stock module. The 'Purchase Orders: Browse' window is opened, listing all Purchase Orders. Double-click on the Purchase Order you want to inspect or change. The window 'Purchase Order: Inspect' will appear. This is identical to the 'Purchase Order: New' window described above.

If Goods Receipts or Purchase Invoices have been created from the Purchase Order, some changes may not be permitted. For example, a Quantity cannot be changed to a number lower than has already been received into stock. New rows can be added at any time, but no rows can be inserted or removed after Goods Receipts have begun, even if no Goods Receipt has been made from the row in question.

## Printing Purchase Orders

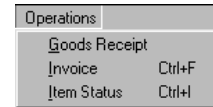
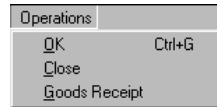
There are two ways to print a Purchase Order.

1. While entering or inspecting a Purchase Order, click the Printer icon in the Button Bar or select 'Print' from the File menu. If you want to print to screen, click the Preview icon.
2. Click the [Documents] button in the Master Control panel or select 'Documents' from the File menu. Double-click 'Purchase Orders' in the 'Documents' list window or highlight it and press the Enter key. Indicate the Purchase Order Number (or range of Purchase Order Numbers) to be printed and press [Run].

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

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

## Operations Menu



The Operations menus for Purchase Orders are shown above. On the left is that for the 'Purchase Orders: Browse' window: highlight one or more Purchase Orders (hold down the Shift key while clicking) in the list before selecting the function. On the right is that for the 'Purchase Order: New' and 'Purchase Order: Inspect' windows.

### OK

This command is available on the Operations menu only from the 'Purchase Orders: Browse' window. It permits the approving of a Purchase Order and is therefore the equivalent of checking the OK box in a Purchase Order record. You can also select several records in the 'Purchase Orders: Browse' window (hold down the Shift key to select a range of Purchase Orders in the list) and approve them all at once. Remember that once this action has been carried out you will no longer be able to modify those Purchase Orders.

### Close

This command is available on the Operations menu only from the 'Purchase Orders: Browse' window. It is the equivalent of checking both the Close and the OK boxes in a Purchase Order record. You can also select several records in the 'Purchase Orders: Browse' window (hold down the Shift key to select a range of Purchase Orders in the list) and close them all at once. Remember that once this action has been carried out you will no longer be able to modify those Purchase Orders.

A Purchase Order is closed when all deliveries have been received, and the Purchase Invoice has been processed. Any remaining quantities that have not been received will be cancelled.

### Goods Receipt

This command is used to receive goods into stock against a Purchase Order. It is available on the Operations menu both in the browse window and in the record window for an individual Purchase Order. When used from the browse window, highlight a single Purchase Order before selecting the function. When used from the record window, all changes to the Purchase Order must first have been saved (use the [Save] button).

On selecting the function, a new record is created in the Goods Receipt register (in the Stock module). It is opened in a new window, entitled 'Goods

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

**Goods Receipt: Inspect**

Operations [Printer Icon] [New] [Duplicate] [Cancel] [Save]

No. 154 Trans.Date 25/11/2003  
 Sup.No. 503 Name UK Trading Company Ltd  
 Pur. Order No. 3165  Price Incl VAT  OK

Comment

Item	Qty	Description	Unit Price	Cost	Cost Price
1	20	Transistor radio	5		5
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					

Qty 20.00 Freight 0 Customs 0 Cost Price 100

The Goods Receipt record takes its information from the Purchase Order, and usually assumes that all Items not yet received are on the current shipment. The exception is if the Set Goods Receipt Quantity to Zero option in the Purchase Order Settings setting is being used, in which case the default Quantity for all Items will be zero.

The Quantity of one or more rows on the Goods Receipt screen can be amended as appropriate. You can also remove entire rows, by clicking on the row number to the left and pressing the Backspace key. You can receive into stock a greater Quantity than was ordered.

To print Stock Labels, use the 'Print Labels' function on the Operations menu. To print a Goods Receipt Note, click the Printer icon.

When the Goods Receipt has been checked, click the OK check box. This signifies that the Goods Receipt has been approved. If you have determined that Nominal Ledger Transactions are to be created at the point of delivery (using the Sub Systems setting in the Nominal Ledger), these Transactions will now be created. You will no longer be able to modify the Goods Receipt.

You will not be able to create a Purchase Invoice for the Items on the Goods Receipt until it has been approved.

For a full description of the screen, including detailed information about shipments and stock, please refer to the chapter covering the Stock module in Volume 3 of these manuals.

To close the screen and return to the Purchase Order, click the close box. You will be asked if you want to save any changes. The Received field of the Purchase Order (visible on flip B) will be updated automatically if the Goods Receipt was approved. For any Items on the Goods Receipt that are Stocked Items, the stock balance will be updated.

If you are making use of the cost accounting facility in Office/2, you will want such transactions to be created on the receipt of goods as well as on their delivery. To ensure that this occurs, switch on the Goods Receipts check box in the Sub Systems setting in the Nominal Ledger. You will also need to specify Accounts for each of the fields on card 4 of the Account Usage S/L setting in the Sales Ledger. Please refer to the 'Cost Accounting' section of the 'Stock Module' chapter for full details.

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

1. The Purchase Order has been marked as Closed.
2. All Items on the Purchase Order have already been received.
3. There is no valid record in the Number Series - Goods Receipts setting (in the Stock module). This might be a fault in the setting itself, or it might be because the default Goods Rec Number in the Number Series Default setting (in the System module) is not in a valid Number Series. This problem will usually occur at the beginning of a new year.

### **Invoice**

To raise a Purchase Invoice from a Purchase Order, select 'Invoice' from the Operations menu. For the function to have any effect, all changes to the Purchase Order must first have been saved (use the [Save] button), and the Supplier record must have a Cost Account specified on card 2. An approved Goods Receipt must first have been created from the Purchase Order.

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

**Purchase Invoice: Inspect** [New] [Duplicate] [Cancel] [Save]

No. 970087    Inv.Date 25/11/2003    Trans.Date 25/11/2003  
 Supplier 503    Name UK Trading Company Ltd  
 TOTAL 117.50     OK  
 VAT    Sup.Inv.No.

1 2 3

---

Pay Term 30     Hold    Due Date 25/12/2003  
 Cash Discount 5.88     Prel. Book.    Discount Date 5/12/2003  
 Reference    Cred.

	Account	Object	Desc.	Amount	V-Cd
1	742		Stock Purchased	100.00	1
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					

Currency    Calc VAT 17.50

The Purchase Invoice takes its information from the Purchase Order, and, as a default, assumes that all previously uninvoiced Items on approved Goods Receipts related to the Purchase Order are to be invoiced. These Items will be grouped together on a single row on the Invoice indicating that they are to be posted to the same Cost Account (the Cost Account specified on card 2 of the Supplier record). If the Items on the Purchase Order have different VAT Codes, there will be a separate row on the Invoice for each VAT Code. You can change the Amount of one or more rows on the Invoice screen as appropriate. You can also add more rows.

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

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

To close the screen and return to the Purchase Order, click the close box. You will be asked if you want to save any changes. The Invoiced field of the

Order (visible on flip B) will be updated automatically if the Purchase Invoice was approved.

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

1. The Supplier has been marked as Closed or does not have a Cost Account specified.
2. There are no Items on the Purchase Order awaiting invoicing.
3. There is no valid record in the Number Series - Purchase Invoices setting (in the Purchase Ledger). This might be a fault in the setting itself, or it might be because the default Purch Inv Number in the Number Series Default setting (in the System module) is not in a valid Number Series. This problem will usually occur at the beginning of a new year.

### **Item Status**

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

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

## The Goods Receipt Register

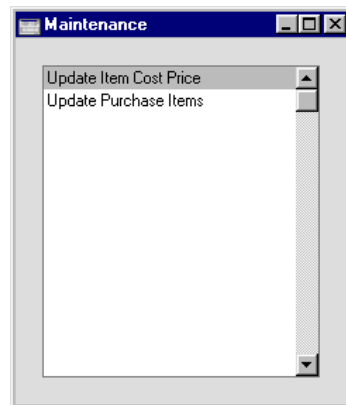
The Purchase Orders Value Pack includes some minor changes to the Goods Receipt register in the Stock module, as follows—

- Pur. Ord. No.** This extra field appears in the header of the Goods Receipt record if you have the Purchase Orders Value Pack. If you create a Goods Receipt from a Purchase Order (using the 'Goods Receipt' Operations menu function), the Purchase Order Number will be placed in this field by Office/2. It is not modifiable.
- Unit Price** In a standard version of Office/2, the Unit Price of each Item in a Goods Receipt record is taken from the Cost Price in the Item register. If you have the Purchase Orders Value Pack, the Unit Price of each Item is taken from the originating Purchase Order (if the Goods Receipt was created from a Purchase Order), from the Purchase Item for the Item/Supplier combination or from the Cost Price in the Item register. It is therefore recommended that you specify the Supplier in a Goods Receipt record before listing the Items, so that each Unit Price is correct for the Supplier in question.
- Customs** This field on flip B will default to the Purchase Cost from the relevant Purchase Item (multiplied by the quantity).
- Objects** The Goods Receipt screen does not have an Object field. However, if you specify an Object in a Purchase Order row (flip B) and then create and approve a Purchase Order from that Purchase Order, the Object will be assigned to both the debit and credit postings resulting from the corresponding Goods Receipt row.

# Maintenance

## Introduction

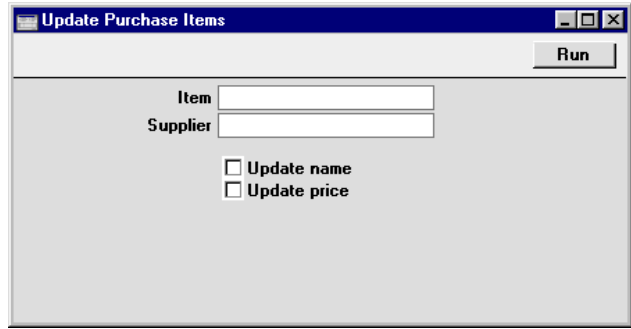
Maintenance functions tend to be used to carry out certain updating tasks, usually involving batch processing and encompassing all or many of the records in the affected register. The Purchase Orders Value Pack adds one new Maintenance function to the Office/2 program: it can be found in the Stock module. To use it, change to the Stock module using the [Select Module] button in the Master Control panel and then select 'Maintenance' from the File menu. The following window appears—



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

## Update Purchase Items

When purchasing Items, it is possible to have the Cost Prices in the Item records updated automatically (the new Cost Prices come from the relevant Goods Receipts). This automatic updating is not extended to Purchase Items. To update the Price of Purchase Items in a single step, use this function. It can also be used to update the Description of the Purchase Item: useful if you have several Purchase Items for a single Item.



<b>Item</b>	<p><b>Paste Special</b>      Item register</p> <p><b>Range Reporting</b>      Alpha</p> <p>Leave this field blank to update all Purchase Items. Enter an Item Number to update the Purchase Items relating to a specific Item.</p>
<b>Supplier</b>	<p><b>Paste Special</b>      Supplier register</p> <p>Enter a Supplier Number to update the Purchase Items with a specific Supplier.</p>
<b>Update Name</b>	<p>Check this box to update the Purchase Item Description. The new Description will be taken from the Item and will be applied to all related Purchase Items.</p>
<b>Update Price</b>	<p>Check this box to cause Office/2 to update the Purchase Item Price with new Cost Prices from the Item register. Cost Prices of Items can be updated automatically from the most recent Purchase Orders. Note that the new Cost Price will be applied to all the Purchase Items relating to the Item, regardless of whether the Default check box is switched on and irrespective of the Supplier from the Items were last purchased.</p>

Press [Run] to start the updating process.

# Documents

## Introduction

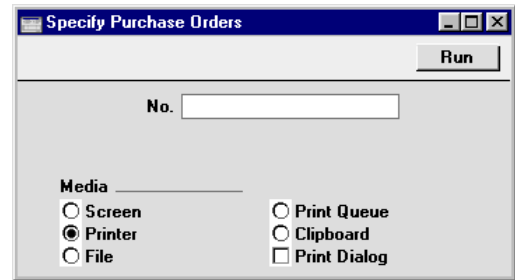
The Purchase Orders Value Pack adds one document to the Stock module. Use the [Select Module] button in the Master Control panel to ensure you are in this module and then select 'Documents' from the File menu or click the [Documents] button, also in the Master Control panel. Then, double-click the appropriate item in the list. A specification window will then appear, where you can decide the Purchase Orders that you want to be printed. Click [Run] to print the documents.

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

To determine which Form is printed, follow this procedure (when Office/2 is supplied, a sample Form will be printed)—

1. Design a Form (or change the sample Form supplied to reflect your own requirements) using the Form register in the System module. This process is fully described in the chapter in Volume 1 covering the System module.
2. Change to the Stock module and open the 'Documents' list window using the 'Documents' item on the File menu or by clicking the [Documents] button in the Master Control panel.
3. Highlight the item in the list and select 'Define Document' from the Operations menu. 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 'Office/2's Work Area' chapter in Volume 1 of this manual.
4. The 'Define Document' function only needs to be used once. After this has been done, Form selection will be automatic.

## Purchase Orders



Enter a Purchase Order Number or a range of Purchase Order Numbers separated by a colon to select the records for printing. Then, click [Run] in the Button Bar or press the Return key.

A single Purchase Order can also be printed from a record window by clicking the Printer icon, or printed to screen by clicking the Preview icon.

# Reports

## Introduction

The Purchase Orders Value Pack adds some new reports to the Office/2 program: these can be found in the Stock module. Use the [Select Module] button in the Master Control panel to change to this module and then select 'Reports' from the File menu or click the [Reports] button, also in the Master Control panel. Then, double-click the appropriate item in the list. A specification window will then appear, where you can decide what is to be included in the report. Leave all the fields in this window blank if the report is to include all the Customers in the database. If it is necessary to restrict the coverage of the report, use the fields as described individually for each report.

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

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.

## Purch. Item Price List

This report lists selected Purchase Items, showing Purchase Prices, Suppliers and Default status.

The screenshot shows a dialog box titled "Specify Purch. Item Price List". It features a "Run" button in the top right corner. Below the title bar, there are two text input fields labeled "Item" and "Supplier". Underneath these are two groups of radio buttons. The first group, labeled "Sorting", has "Number" selected. The second group, labeled "Price From", has "Purchase Item" selected. At the bottom, there is a "Media" section with three radio buttons: "Screen" (selected), "Printer", and "File". To the right of these are three more radio buttons: "Print Queue", "Clipboard", and "Print Dialog" (checked).

- |                   |                                                                                                                                                                                                                         |                   |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| <b>Item</b>       | <b>Paste Special</b>                                                                                                                                                                                                    | Item register     |
|                   | <b>Range Reporting</b>                                                                                                                                                                                                  | Alpha             |
|                   | Use this field to restrict the report to a particular Item or range of Items.                                                                                                                                           |                   |
| <b>Supplier</b>   | <b>Paste Special</b>                                                                                                                                                                                                    | Supplier register |
|                   | Use this field to restrict the report to Items from a particular Supplier.                                                                                                                                              |                   |
| <b>Sorting</b>    | The report can be sorted by Item Number or Supplier.                                                                                                                                                                    |                   |
| <b>Price From</b> | Use these options to specify whether the Purchase Price shown in the report is to be taken from the Purchase Item or the Item register. In the latter instance, the Cost Price from card 3 of the Item screen is shown. |                   |

## Purchase Order Journal

This report shows registered Purchase Orders. You can make selections for an range of Purchase Orders, for a period, or for a specific Supplier.

When printed to screen, the Purchase Order Journal has Office/2's Drill-down feature. Click on any Purchase Order Number to open an individual Purchase Order record.

<b>Purchase Order</b>	<b>Range Reporting</b>	Numeric
		Use this field to limit the report to a single Purchase Order, or range of Purchase Orders.
<b>Period</b>	<b>Paste Special</b>	Reporting Periods setting, System module
		Enter the start and end dates of the reporting period.
<b>Supplier</b>	<b>Paste Special</b>	Supplier register
		To limit the report to Purchase Orders to a single Supplier, enter a Supplier Number here.
<b>Class</b>	<b>Paste Special</b>	Purchase Order Classes setting, Stock module
		Enter a Purchase Order Class code to limit the report to Purchase Orders of a single Class.

<b>Function</b>	Use these options to specify the level of detail in the report.
<b>Overview</b>	The default setting for this report is Overview, which results in a report with the most important order journal data in a table format.
<b>Detailed</b>	Clicking this button will result in a report with all available data.

## Purchase Order Stock

This report gives you information about unfulfilled Purchase Orders in the system, showing Purchase Order Number, Order Date, Supplier, and unfulfilled order value. Further information is available, depending on the level of detail chosen.

When printed to screen, the Purchase Order Stock report has Office/2's Drill-down feature. Click on any Purchase Order Number to open an individual Purchase Order record.

### Purchase Order Range Reporting Numeric

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

<b>Item</b>	<b>Paste Special</b>	Item register
		Use this field to limit the report to Purchase Orders containing a particular Item. In the Overview, the figures shown in the report will be for the whole Order, not just for the specified Item.
<b>Supplier</b>	<b>Paste Special</b>	Supplier register
		To limit the report to Purchase Orders to a single Supplier, enter a Supplier Number here.
<b>Item Group</b>	<b>Paste Special</b>	Item Groups setting, Sales Ledger
		Use this field to limit the report to Purchase Orders containing Items belonging to a single Item Group. In the Overview, the figures shown in the report will be for the whole Order, not just for the Items belonging to the specified Group.
<b>Planned Delivery</b>	<b>Paste Special</b>	Current date
		If you wish to report on Purchase Orders whose Deliveries are to be received on a specific date, enter that date here.
	<b>Location</b>	This field is not used unless you have the Locations Value Pack. This is described elsewhere in this manual.
<b>Class</b>	<b>Paste Special</b>	Purchase Order Classes setting, Stock module
		Enter a Purchase Order Class code to limit the report to Purchase Orders of a single Class.

#### **Show only not fully received items**

If you are reporting on Part-Delivered Purchase Orders and are using the Detailed and Quantity options, switching this option on will only list unfulfilled (undelivered or part-delivered) Purchase Order rows. Otherwise, all Purchase Order rows will be shown.

#### **Planned Delivery Date on Overview**

Usually, the Overview option shows the Order Date of each Purchase Order. Check this box if you would like the Planned Delivery Date to be shown instead.

<b>Function</b>	Use these options to control the level of detail shown in the report.
<b>Overview</b>	This option displays the most important Purchase Order journal data (Order Number, Date, Supplier Name and Order Value yet to be received) in a table format.
<b>Detailed</b>	At the Purchase Order level, this option provides the additional information of Payment Terms and Planned Delivery Date. It also shows the Purchase Order rows with Item Code and Name, unfulfilled Quantity and unfulfilled Value.
<b>Order Rows</b>	This option shows minimal Purchase Order level information (Order No, Date and Planned Delivery Date). For all unfulfilled Purchase Order rows, it shows the Item Code, unfulfilled Quantity and unfulfilled Value.
<b>Function</b>	Use these options to determine whether values or quantities are to appear in the report.
<b>Amount</b>	The report will show the unfilled value of each Purchase Order.
<b>Quantity</b>	This option is only useful if you are using the Detailed or Order Rows options. If so, it will show for each Order row the quantity received and remaining to be delivered.
<b>Selection</b>	Check one or more of the boxes to include Purchase Orders of different status.



***Office/2***  
***Quotations***

## Chapter 9: Quotations

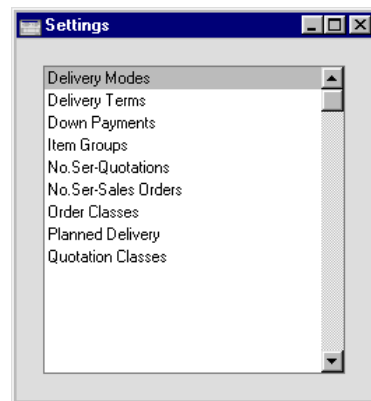
The Quotations Value Pack is used for creating Quotations for sending to Customers and subsequently for converting the Quotations to Orders or Invoices. It can be used for call management: Contact Dates can be specified for each Quotation, making it easy to produce lists of calls to be made on a particular date.

The Quotations Value Pack is part of the Sales Support module and is fully integrated with the Sales Ledger.

## Settings

### Introduction

Settings concerned with the Quotations Value Pack are located in the Sales Support module. To access Sales Support, use the [Select Module] button in the Master Control panel to enter the Stock module. Then, select 'Settings' from the File menu or click [Settings], also in the Master Control panel. The 'Settings' list opens, listing the settings to be found in the Sales Support module—



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

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

## Customer Status Report

This setting is only present if you also have the CRM and Mail Value Pack. It allows you to control the appearance of the Customer Status Report when produced using the Operations menu function of the 'Customers: Browse' and 'Customer: Inspect' windows. A separate record can be saved in this setting for each Person, so each user can customise the report to their particular requirements. The Quotations Value Pack adds the following options—

### Include Quotations

Check this box if Quotations are to be included whenever the user entered to the field above produces a Customer Status Report. The check box will have no effect if the Number of Quotations field is blank.

**Quotation Class**    **Paste Special**            Quotation Classes setting, Sales Support module

Enter a Quotation Class here to restrict the listing to Quotations belonging to that Class.

### Number of Quotations

Specify here the maximum number of Quotations that will be shown in the report, starting with the most recent. No Quotations will be shown if you do not enter a number.

## Number Series - Quotations

Each record in the Quotation register has its own unique identifying number, based on a sequential series. When entering a new Quotation, the next number in the series is used. If required, you can have a number of such sequences running concurrently, perhaps representing different years, different departments or different quotation types

Use this setting to define these sequences, or Number Series. The different series should not overlap. If no Number Series have been defined, Quotation Numbers will start at 1 and continue consecutively.

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

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

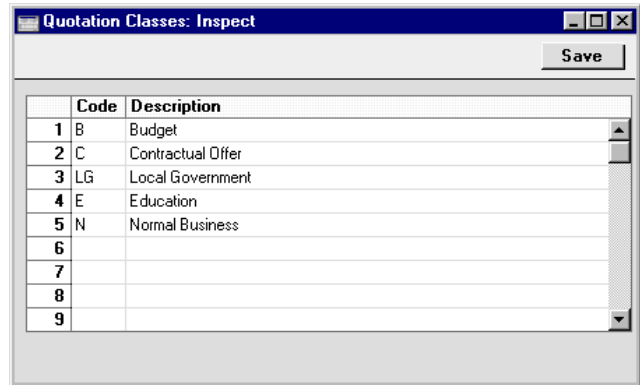
No.	Date				Comment
	From	To	From	To	
1	6000	6999	1/1/2002	31/12/2002	London Office
2	60000	60999	1/1/2002	31/12/2002	Manchester Office
3	7000	7999	1/1/2003	31/12/2003	London Office
4	70000	70999	1/1/2003	31/12/2003	Manchester Office
5					
6					
7					
8					
9					
10					
11					

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.

## Quotation Classes

The Quotation Class is a means of analysing Quotations for reporting or prioritising. When entering a Quotation, it can be assigned a Quotation Class which is visible in the 'Quotations: Browse' window. The Quotation Class can be used as a search criterion in the Quotation Journal report.

The 'Quotation Classes: Inspect' window lists the available Quotation Classes: to enter a new item, click in the first blank row.



In the Quotation Class entry window, enter the following data.

**Code** Enter the Code for the Quotation Class in this field. The code may contain up to five characters, and you may freely mix letters and numbers.

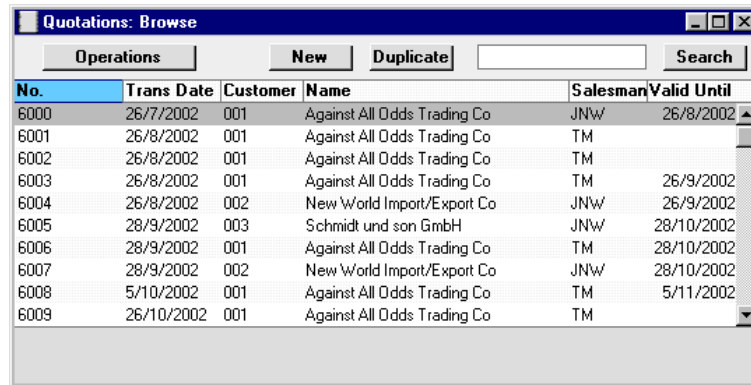
**Description** To make it easier to remember what the different codes stand for, you can enter a short descriptive text in this field.

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

## The Quotation Register

This is the basic register for recording Quotation information.

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



No.	Trans Date	Customer	Name	Salesman	Valid Until
6000	26/7/2002	001	Against All Odds Trading Co	JNw	26/8/2002
6001	26/8/2002	001	Against All Odds Trading Co	TM	
6002	26/8/2002	001	Against All Odds Trading Co	TM	
6003	26/8/2002	001	Against All Odds Trading Co	TM	26/9/2002
6004	26/8/2002	002	New World Import/Export Co	JNw	26/9/2002
6005	28/9/2002	003	Schmidt und son GmbH	JNw	28/10/2002
6006	28/9/2002	001	Against All Odds Trading Co	TM	28/10/2002
6007	28/9/2002	002	New World Import/Export Co	JNw	28/10/2002
6008	5/10/2002	001	Against All Odds Trading Co	TM	5/11/2002
6009	26/10/2002	001	Against All Odds Trading Co	TM	

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

The functions on the Operations menu are described in the 'Operations Menu' section later in this chapter.

### Entering a Quotation

Office/2 provides several shortcuts to simplify your work when entering Quotations. 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, Quotation Classes etc. The 'Paste Special' function is fully described in the 'Work Area' chapter in Volume 1 of these manuals.

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

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

Quotation: New

Operations New Duplicate Cancel Save

No. 7010 Name Against All Odds Trading Co  
 Customer 001  Closed

1 2 3 4 5

Date 28/11/2003 Valid Until 28/1/2004 Make Contact 27/1/2004  
 Pay. Terms 30 Salesman JNW Probability  
 Our Ref. Attn. Joseph Conrad

Item	Qty	Description	Unit Price	%	Sum
1	10106	1 CD player	71.00		71.00
2	10105	1 Cassette deck	56.00		56.00
3	10124	1 Amplifier	90.00		90.00
4	10104	1 Loudspeakers	18.00		18.00
5					
6					
7					
8					
9					
10					
11					
12					
13					

VAT 41.13 Sub-Total 235.00  
 TOTAL 276.13



*You are not bound by the values suggested by Office/2. For most fields you can change the pre-set values into something that suits you better. Changes made here are valid only for this particular Quotation.*

Since the amount of information stored about each Quotation will not fit on a single screen, the 'Quotation: New' window has been divided into five cards. At the top of each is the header. This contains the Quotation Number, the Customer Number and Name, and the Closed check box. There are five 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 Quotation you are working with. If you have the Dual Base Currency or the Currencies, Languages and Advanced Pricing Value Packs, there will be six cards. A new card 3 will be inserted, showing Currencies and Exchange Rates.

**Header**

**No.** **Paste Special** Select from another Number Series

The Quotation Number: when creating a new Quotation, Office/2 will enter the next unused number from the first record in the Number Series - Quotations setting. You may change this number, but not to one that has already been used. If you are working in a multi-user environment, the Quotation Number is assigned when the Quotation 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.

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

**Closed** Check this box when the Quotation is no longer required. Orders and Invoices cannot be created from Closed Quotations, which will be excluded from all reports.

**Card 1**

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

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

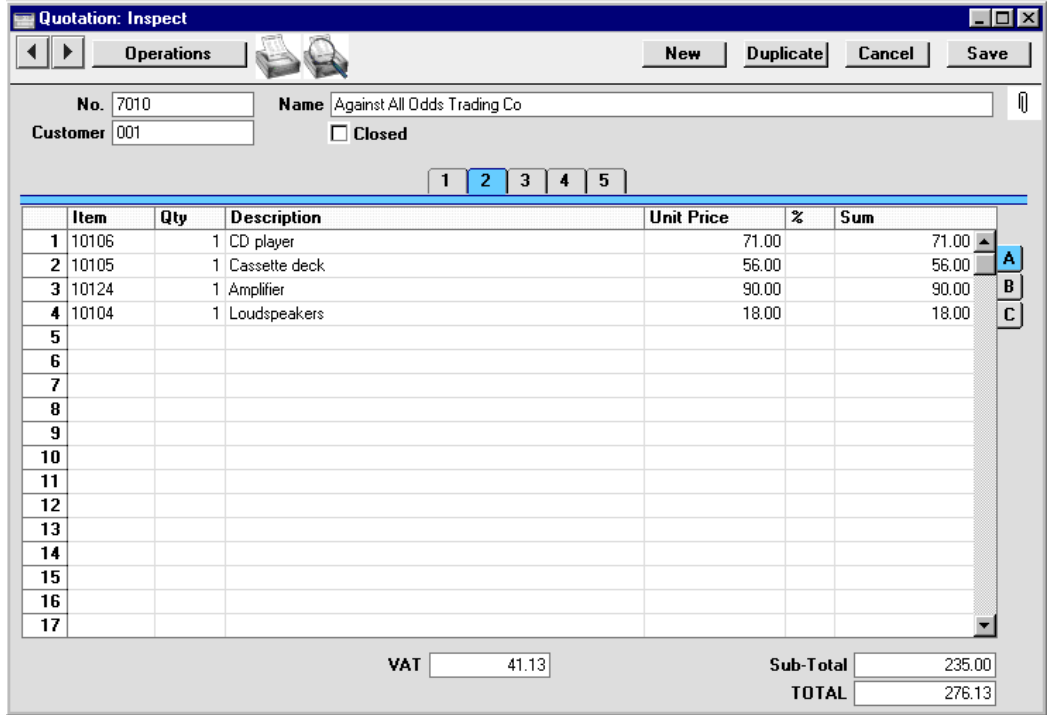
<b>Valid Until</b>	<b>Paste Special</b>	Current Date
		The last date of validity of this Quotation. This can be shown on any documentation relating to the Quotation.
<b>Make Contact</b>	<b>Paste Special</b>	Current Date
		As a reminder, enter the date on which the Customer is next to be contacted regarding this Quotation.
		The Make Contact Date can be used as a search criterion in the Quotation Journal report: this report can therefore be used to produce daily call sheets.
<b>Pay Terms</b>	<b>Paste Special</b>	Payment Terms setting, Sales/Purchase Ledger
	<b>Default taken from</b>	Customer
		The Payment Terms registered for this Customer in the Customer register are entered as a default by Office/2. These will be transferred to any Orders and Invoices raised from the Quotation. In addition simply to ensuring that the correct Payment Terms appear on Invoices, entering basic Payment Terms records using the Sales Ledger setting can enable a system of early settlement discounts to be established.
<b>Salesman</b>	<b>Paste Special</b>	Person register, System module
	<b>Default taken from</b>	Customer
		The Salesman responsible for the Quotation should be registered here: Quotation Journal reports can be produced for each Salesman and, once converted into an Order or Invoice, there are many reports in the Sales Orders and Sales Ledger modules which can be broken down by Salesman.
<b>Probability</b>		This field is used to record the percentage probability that an Order will result from the Quotation.
<b>Our Ref</b>		Use this field if you need to identify the Quotation by means other than the Quotation Number. A default will be taken from the Our Ref field in the Person record of the current user. References entered will appear on any Orders and Invoices created from the Quotation.

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

**Default taken from**      Customer

Record here the person for whose attention this Quotation is to be marked. The 'Paste Special' list will show all available Contact Persons for the current Customer.

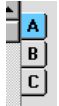
**Card 2**



Item	Qty	Description	Unit Price	%	Sum
1	1	10106 CD player	71.00		71.00
2	1	10105 Cassette deck	56.00		56.00
3	1	10124 Amplifier	90.00		90.00
4	1	10104 Loudspeakers	18.00		18.00
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					

VAT 41.13                      Sub-Total 235.00  
 TOTAL 276.13

Use the grid on card 2 to list the Items on the Quotation. This grid is divided into three horizontal flips. When you click on a flip tab (marked A-C), the two or three right-hand columns of the grid are replaced.



To add rows to a Quotation, click in any field in the first blank row and enter appropriate text. To remove a row, click on the row number on the left of the

row and press the Backspace key. To insert a row, click on the row number where the insertion is to be made and press Return.

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

*Flip A*

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

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

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

**Description** **Default taken from** Item

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

Office/2 will take any rows of text that have been entered on card 4 of the Item record and move them into the Description field, as shown below.

				1	2	3	4	5
	Item	Qty	Description					
1	10106	1	CD player					
2	10105	1	Cassette deck					
3	10124	1	Amplifier					
4	10104	1	Loudspeakers					
5			Require cabling					
6			Require stands					
7								
8								

**Unit Price** The Unit Price of the Item according to the valid Price List for this Customer. If the Customer has no Price List specified, or the Item is not on the Price List in question,

the Base Price from the Item screen is brought in. If there is a Price List applying to this Quotation, it will be shown on card 3. This figure will include VAT if the Price List specified is one that is Inclusive of VAT or if you have specified on card 1 of the Account Usage S/L setting in the Sales Ledger that Base Prices include VAT.

%

Discount percentage.

In the Round Off setting in the System module, you can determine whether the discount is to be applied to the Unit Price before it has been multiplied by the Quantity, or to the Sum. In certain circumstances (where there is a very small unit price and a large quantity) this choice can cause the calculated discount to vary, due to the rounding system used in Office/2. Please refer to the 'System Module' chapter in Volume 1 of these manuals for details and an example.

**Sum**

The total for the row: Quantity multiplied by Unit Price less Discount. Changing this figure will cause the Discount Percentage to be recalculated. This figure will include VAT if the Price List specified is one that is Inclusive of VAT or if you have specified on card 1 of the Account Usage S/L setting that Base Prices include VAT.

*Flip B***Objects****Paste Special**

Object register, Nominal Ledger

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 departments, cost centres or product types. This provides a flexible method of analysis that can be used in Nominal Ledger reports.

In any Nominal Ledger Transactions generated from Invoices eventually raised from this Quotation, any Objects specified here will be assigned to the credit posting to the Sales Account and, if cost accounting is being used, the debit posting to the Cost Account. This assignment will merge these Objects with those of the parent Quotation (shown on card 3).

The Objects specified here are also transferred to the corresponding row of any Delivery eventually resulting from this Quotation row. They will be assigned to the debit posting in any Nominal Ledger Transactions generated from those Deliveries.

A/C

**Paste Special** Account register, System module

This code determines the Nominal Ledger Sales Account for this Item. Nominal Ledger Transactions generated by Invoices eventually created from this Quotation will credit the Account specified here. A default is offered, taken from the record in the Price register for the Item/Price List combination. If there is no such record, or it has no Sales Account specified, the default will be taken from the Item record. If none is specified there, it will be taken from the Item Group or from card 3 of the Account Usage S/L Setting. This default can be changed for a particular Quotation row if necessary.

V-Cd

**Paste Special** VAT Codes setting, Nominal Ledger

The VAT Code entered here refers to a VAT Code record defined in the VAT Codes setting in the Nominal Ledger. It determines the rate at which VAT will be charged on this Item and the VAT Account to be credited, when the Invoice is raised. A default is offered, taken from the 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 Quotation row if necessary.

*Flip C***Cost**

**Default taken from** Item (Cost Price + Extra Cost)

The Cost Price is used in Gross Profit and Margin calculations. It can be altered if necessary.

**GP**

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

## Footer

<b>VAT</b>	<input type="text" value="41.13"/>	<b>Sub-Total</b>	<input type="text" value="235.00"/>
		<b>TOTAL</b>	<input type="text" value="276.13"/>

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

<b>VAT</b>	The VAT total for the Quotation. This figure is rounded up or down according to rounding rules set in the Round Off setting in the System module.
<b>Sub-Total</b>	The total for the Quotation, excluding VAT.
<b>TOTAL</b>	The total for the Quotation, including VAT. This figure is rounded up or down according to rounding rules set in the Round Off setting in the System module.

## Card 3

Note: if you have the Dual Base Currency or the Currencies, Languages and Advanced Pricing Value Packs, there will be six cards. A new card 3 will be inserted, showing Currencies and Exchange Rates, so the fields illustrated and described below will appear on card 4. In this chapter, all references to “card 3 of the Quotation screen” assume that you do not have these Value Packs. The Dual Base Currency and the Currencies, Languages and Advanced Pricing Value Packs are described elsewhere in this Volume.

<input type="button" value="1"/> <input type="button" value="2"/> <input checked="" type="button" value="3"/> <input type="button" value="4"/> <input type="button" value="5"/>			
<b>Del. Terms</b>	<input type="text"/>	<b>Del. Mode</b>	<input type="text"/>
<b>Price List</b>	<input type="text"/>	<b>Plan. Del.</b>	<input type="text"/>
<b>Order Nr.</b>	<input type="text"/>	<b>Objects</b>	<input type="text"/>
<b>Comment</b>	<input type="text" value="Order Comment"/>		

<b>Del. Terms</b>	<b>Paste Special</b>	Delivery Terms setting, Sales Support module
	<b>Default taken from</b>	Customer

Specify the Delivery Terms for this Quotation here. You will tend to use this field for international Customers: examples might be Cost, Insurance, Freight or Free On Board.

<b>Del. Mode</b>	<b>Paste Special</b>	Delivery Modes setting, Sales Support module
	<b>Default taken from</b>	Customer
		Enter the mode of shipping used for this Quotation. Examples might be Post or Courier, or might specify the name of the courier that you will eventually use to supply the goods on the Quotation.
<b>Price List</b>	<b>Paste Special</b>	Price Lists setting, Sales Ledger
	<b>Default taken from</b>	Customer or Customer Category
		Specify here the Price List which will determine the prices used on this Quotation. Ensure you have chosen the correct Price List before adding rows to the Quotation
		When a row is added to the Quotation and an Item specified, Office/2 searches in the 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 the Price List specified is one which is Inclusive of VAT, the Unit Prices and Sums of each Quotation row will include VAT.
		When creating a new Quotation, Office/2 will first look to the Customer record for an appropriate Price List. If none is specified there, the Price List for the Customer Category to which the Customer belongs will be used.
<b>Plan. Del</b>	<b>Paste Special</b>	Current Date
		The planned shipment date. The format of this field is determined by the Planned Delivery setting. Available options are free text, date, week number or year-week (4 characters).
<b>Order No.</b>		In the case of a Quotation that has been converted to an Order (using the 'Order' function on the Operations menu), the Order Number of that Order will be shown here. If more than one Order has been created, the last Order Number will be shown. Quotations with an Order Number will not be shown in the Quotation Stock report.

**Objects**                      **Paste Special**                      Object register, Nominal Ledger

Up to 20 Objects, separated by commas, can be assigned to this Quotation. You might define separate Objects to represent different departments, cost centres or product types. This provides a flexible method of analysis that can be used in Nominal Ledger reports.

In any Nominal Ledger Transactions generated from Invoices eventually raised from this Quotation, any Objects specified here will be assigned to the credit posting to the Sales Account(s), the debit posting to the Cost Account (if cost accounting is being used), and the debit posting to the Debtor Account (if the Objects on Debtor Account option in the Account Usage S/L setting is being used).

**Comment**                      **Default taken from**                      Customer

Record here any comment about this Quotation. Comments in the Order Comment field of the Customer record will be entered here as a default.

**Card 4**

Note: if you have the Dual Base Currency or the Currencies, Languages and Advanced Pricing Value Packs, there will be six cards. A new card 3 will be inserted, showing Currencies and Exchange Rates, so the fields illustrated and described below will appear on card 5. In this chapter, all references to “card 4 of the Quotation screen” assume that you do not have these Value Packs. The Dual Base Currency and the Currencies, Languages and Advanced Pricing Value Packs are described elsewhere in this Volume.

<span style="border: 1px solid black; padding: 2px;">1</span> <span style="border: 1px solid black; padding: 2px;">2</span> <span style="border: 1px solid black; padding: 2px;">3</span> <span style="border: 1px solid black; padding: 2px; background-color: #007bff; color: white;">4</span> <span style="border: 1px solid black; padding: 2px;">5</span>			
<b>Invoice To</b>	Burntwhistle Lodge		
<b>Address</b>	High Malberry		
	Staffs TF5 6TY		
<b>VAT Reg.</b>			
<b>Phone</b>	01857 122544	<b>Zone</b> _____	
<b>Fax</b>	01857 445788	<input checked="" type="radio"/> Domestic <input type="radio"/> Inside EU <input type="radio"/> Outside EU	

**Invoice to Address**

**Default taken from** Customer

The Customer's mailing address, as it has been entered on card 1 of the Customer record. If you need to change something for this Quotation only, you can do so here. Permanent changes should be made in the Customer register.

**Zone**

**Default taken from** Customer

These radio buttons show the Zone for this Customer, brought in from the Customer record. The Account Usage S/L setting allows different defaults for the Sales Account and the VAT Account to be set up for each Zone, which will be used in any Invoices produced from this Quotation. The setting can be changed for this Quotation: permanent changes should be made in the Customer register.

**VAT No.**

**Default taken from** Customer

The Customer's VAT registration number. Although not vital for the purposes of producing a Quotation, it is important that the Customer's VAT Number is known if they are in the "Within EU" Zone and an Invoice is produced from the Quotation as this information is then required for EU VAT reporting purposes.

**Phone, Fax**

**Default taken from** Customer

The Customer's telephone and fax numbers, as entered on card 1 of the Customer record.

## Card 5

Note: if you have the Dual Base Currency or the Currencies, Languages and Advanced Pricing Value Packs, there will be six cards. A new card 3 will be inserted, showing Currencies and Exchange Rates, so the fields illustrated and described below will appear on card 6. In this chapter, all references to “card 5 of the Quotation screen” assume that you do not have these Value Packs. The Dual Base Currency and the Currencies, Languages and Advanced Pricing Value Packs are described elsewhere in this Volume.

1		2		3		4		5	
<b>Delivery- Address</b>	Against All Odds Trading Co								

**Delivery Address**    **Default taken from**    Customer

Enter the Delivery Address here, if different from the Invoice Address or the usual Delivery Address shown on card 2 of the Customer record.

## Inspecting and Changing Quotations

You can change a Quotation at any time, e.g. add or decrease the offered Quantity of a certain Item, remove or add rows etc. To do so, follow these steps—

1. Click the [Quotations] button in the Master Control panel The ‘Quotations: Browse’ window is opened, listing all Quotations.
2. Double-click on the record you want to inspect or change. The window ‘Quotations: Inspect’ will appear. This is identical to the ‘Quotation: New’ window described above.
3. If you want to increase the quantity of a certain item, place the cursor in the Qty field and enter the new value. The Sum (and the figures in the footer area) will change accordingly.
4. If you want to insert a new row, select a row by clicking on the row number and press Enter. An empty new row is inserted, and the existing ones are moved down. Enter relevant data in the fields according to the description above.

5. If you want to delete a row, select it by clicking on the row number and choose 'Clear' from the Edit menu or press the Backspace key. The row is deleted, and the others are moved up.
6. To close the Quotation, click the close box. You will be asked if you would like to save the changes you have just made. You will be returned to the 'Quotations: Browse' window.

## Printing Quotations

There are two ways to print a Quotation.

1. While entering or inspecting a Quotation, click the Printer icon in the Button Bar or select 'Print' from the File menu. If you want to print to screen, click the Preview icon.
2. Click the [Documents] button in the Master Control panel or select 'Documents' from the File menu. Double-click 'Quotations' in the 'Documents' list window. Enter the Quotation Number (or a range of numbers) to be printed and press [Run].

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

1. Using the Form register in the System module, design the quotation form and name it "QUOTE". Use the 'Properties' function on the Operations menu to assign a Document Type of "Quote". A sample "QUOTE" is supplied with Office/2: this can be modified to suit your requirements. Full instructions for using the Form register can be found in the chapter covering the System module (in Volume 1 of these manuals).
2. Select the Sales Support module using the [Select Module] button in the Master Control panel.
3. Click the [Documents] button in the Master Control panel or select 'Documents' from the File menu. The 'Documents' list window is opened: highlight 'Quotations'.
4. Select 'Define Document' from the Operations menu.
5. In the subsequent window, enter "QUOTE" in the Form field of the first line (you can use 'Paste Special' to ensure the spelling is correct).
6. Click [Save] to save the Quotation Form definition. From now on, the quotation form that you have designed will be used, from the 'Documents' function and from the Printer icon.

## Operations Menu

Operations	
Order	Ctrl+G
Invoice	Shift+Ctrl+F

Operations	
Order	Ctrl+G
Item Status	Ctrl+I
Invoice	Shift+Ctrl+F

When you are working with Quotations, the Operations menu contains the commands shown above. The menu to the left shows the commands available from the 'Quotations: Browse' window: highlight a single Quotation in the list before selecting a function. On the right is that available from the 'Quotation: New' and 'Quotation: Inspect' windows.

### Order

To convert a Quotation into an Order, select 'Order' from the Operations menu. This can be done from the 'Quotations: Browse' window (highlight a single Quotation in the list before selecting the function) or from the 'Quotation: New' or 'Quotation: Inspect' windows (all changes to the Quotation 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 Support 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.

Order: Inspect

Operations

No. 477 Name Against All Odds Trading Co  
 Customer 001  Closed

1 2 3 4 5

Date 29/11/2003 Planned Del.   
 Pay. Terms 30 Attn. Joseph Conrad  
 Our Ref.  Cust. Ord. No.   
 Salesman JNW Object

Item	Qty	Description	Unit Price	%	Sum
1	10106	1 CD player	71.00		71.00
2	10105	1 Cassette deck	56.00		56.00
3	10124	1 Amplifier	90.00		90.00
4	10104	1 Loudspeakers	18.00		18.00
5		Require cabling			
6		Require stands			
7					
8					
9					
10					
11					
12					

VAT 41.13 Sum 235.00  
 TOTAL 276.13

Virtually all the information entered for the Quotation is transferred to the appropriate fields of the Order, reducing the typing load and minimising the risk of error.

There is no restriction on the number of Orders that can be created from a single Quotation record, but no Order will be created if the Quotation has been Closed. Also, no Order will be created if there is no valid record in the Number Series - Sales Orders setting (in the Sales Support module). This might be a fault in the setting itself, or it might be because the default Order Number in the Number Series Default setting (in the System module) is not in a valid Number Series. This problem will usually occur at the beginning of a new year.

For a full description of the screen, please refer to the 'Sales Support' chapter in Volume 3 of these manuals.

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

The Order Number will be copied to card 3 of the Quotation: it will be visible when the Quotation is re-opened.

### Item Status

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

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

### Invoice

Just as with creating Orders, it is possible to create an Invoice record directly from a Quotation. To do this, select 'Invoice' from the Operations menu. This can be done from the 'Quotations: Browse' window (highlight a single Quotation in the list before selecting the function) or from the 'Quotation: New' or 'Quotation: Inspect' windows (all changes to the Quotation must be saved using the [Save] button before the Invoice can be created).

A new record is created in the Invoice register (in the Sales Ledger). It 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. Virtually all the information entered for the Quotation is transferred to the appropriate fields of the Invoice, reducing the typing load and minimising the risk of error. The Invoice can be edited and approved in the usual way.

There is no restriction on the number of Invoices that can be created from a single Quotation record. It is not necessary to create an Order first. However if an Order has been created it is preferable to create the Invoice from the Order screen, to ensure stock levels remain accurate. If this sequence is not followed, stock levels will be changed on Delivery (from the Order screen) and on Invoice (from the Quotation screen). Stock levels will not be changed for a second time when the Invoice is raised from the Order screen.

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

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

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

1. The Quotation has been marked as Closed.
2. There is no valid record in the Number Series - Invoices setting (in the Sales Ledger). This might be a fault in the setting itself, or it might be because the default Invoice Number in the Number Series Default setting (in the System module) is not in a valid Number Series. This problem will usually occur at the beginning of a new year.

# Documents

## Introduction

The Quotations Value Pack adds one document to the Sales Support module. Use the [Select Module] button in the Master Control panel to ensure you are in this module and then select 'Documents' from the File menu or click the [Documents] button, also in the Master Control panel. Then, double-click the appropriate item in the list. A specification window will then appear, where you can decide the Quotations that you want to be printed. Click [Run] to print the documents.

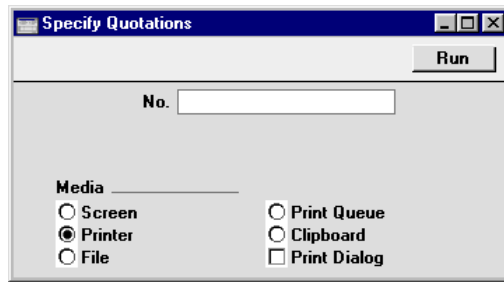
Where specified below, it is often possible to report on a selection range, such as a range of Quotations. To do this, enter the lowest and highest values of the range, separated by a colon. For example, to print Quotations 001 to 010, enter "001:010" in the Quotation Number field. Depending on the field,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

To determine which Form is printed, follow this procedure (when Office/2 is supplied, a sample Form will be printed)—

1. Design a Form (or change the sample Form supplied to reflect your own requirements) using the Form register in the System module. This process is fully described in the chapter in Volume 1 covering the System module. The sample Form supplied has the Form Code "QUOTE".
2. Change to the Sales Support module and open the 'Documents' window using the 'Documents' item on the File menu or by clicking the [Documents] button in the Master Control panel.
3. Highlight 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 'Office/2's Work Area' chapter in Volume 1 of this manual. In this instance, enter "QUOTE" in the Form field of the first line.
4. The 'Define Document' function only needs to be used once. After this has been done, Form selection will be automatic.

## Quotations

Office/2 can produce a printed Quotation document to be sent to the Customer.



Enter a Quotation Number or a range of Quotation Numbers separated by a colon to select the records for printing.

A single Quotation can also be printed from a record window by clicking the Printer icon, or printed to screen by clicking the Preview icon.

# Reports

## Introduction

The Quotations Value Pack adds some new reports to the Office/2 program: these can be found in the Sales Support module. Use the [Select Module] button in the Master Control panel to change to this module and then select 'Reports' from the File menu or click the [Reports] button, also in the Master Control panel. Then, double-click the appropriate item in the list. A specification window will then appear, where you can decide what is to be included in the report. Leave all the fields in this window blank if the report is to include all the records in the database. If it is necessary to restrict the coverage of the report, use the fields as described individually for each report.

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

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.

## Quotation Journal

This report shows the Quotations entered in the system. Closed Quotations are not listed.

When printed to screen, the Quotation Journal has Office/2's Drill-down feature. Click on the Quotation Number of any Quotation in the report to open that Quotation record.

<b>Quotation No.</b>	<b>Range Reporting</b>	Numeric
		Enter a Quotation Number or a range of Numbers.
<b>Period</b>	<b>Paste Special</b>	Reporting Periods setting, System module
		Enter the start and end dates of the period covered by the report.
<b>Make Contact</b>	<b>Paste Special</b>	Reporting Periods setting, System module
	<b>Range Reporting</b>	Date
		To list Quotations with a particular Make Contact date, enter that date here.

<b>Customer</b>	<b>Paste Special</b>	Customer register Enter a Customer Number to list the Quotations sent to a single Customer.
<b>Salesman</b>	<b>Paste Special</b>	Person register, System module To limit the report to Quotations generated by a single Salesman, enter their initials here.
<b>Quotation Class</b>	<b>Paste Special</b>	Quotation Classes setting, Sales Support module Enter a Quotation Class code to list Quotations of a single Class.
<b>Function</b>		Use these options to control how much detail is included in the report.
	<b>Overview</b>	This option produces a report with a single line per Quotation, showing the Quotation Number, Date, Make Contact Date, Customer and Quotation Total including VAT.
	<b>Detailed</b>	In addition to the information shown in the Overview, this option includes the full Customer address, telephone number and Payment Terms and lists all Items on the Quotation individually.

**Show Base Currency 2 Totals**

This check box is not used unless you have the Dual Base Currency Value Pack. This is described elsewhere in this manual.

**Show Quotation Class**

This option sorts the Quotations by Class and provides total values including and excluding VAT for each Class. Quotations that do not have a Class will not be listed.

## Quotation Stock

This report is similar to the Quotation Journal described above, but only open Quotations (i.e. those that are not Closed and from which no Order has been created) are listed. As it is possible to search by Contact Date, the report can therefore be used to produce a useful call list for each day.

When printed to screen, the Quotation Stock report has Office/2's Drill-down feature. Click on the Quotation Number of any Quotation in the report to open that Quotation record.

The screenshot shows a dialog box titled "Specify Quotation Stock". It contains several input fields and options:

- Quotation No.**: Text input field
- Make Contact**: Text input field
- Customer**: Text input field
- Salesman**: Text input field
- Sales Group**: Text input field
- Quotation Class**: Text input field
- Function**: Radio buttons for **Overview** (selected) and **Detailed**
- With Probability (Overview only)**: Unchecked checkbox
- Media**: Radio buttons for **Screen** (selected), **Printer**, **File**, **Print Queue**, **Clipboard**, and **Print Dialog** (checked)
- Run**: Button in the top right corner

<b>Quotation No.</b>	<b>Range Reporting</b>	Numeric
		Enter a Quotation Number or a range of Numbers. Only open Quotations in the range will be listed.
<b>Make Contact</b>	<b>Paste Special</b>	Reporting Periods setting, System module
	<b>Range Reporting</b>	Date
		To list Quotations with a particular Make Contact date, enter that date here.
<b>Customer</b>	<b>Paste Special</b>	Customer register
		Enter a Customer Number to list the Quotations sent to a single Customer.

<b>Salesman</b>	<b>Paste Special</b>	Person register, System module To limit the report to Quotations generated by a single Salesman, enter their initials here.
<b>Quotation Class</b>	<b>Paste Special</b>	Quotation Classes setting, Sales Support module Enter a Quotation Class code to limit the report to Quotations of a single Class.
<b>Function</b>		Use these options to control how much detail is included in the report.
	<b>Overview</b>	This option produces a report with a single line per Quotation, showing the Quotation Number, Date, Make Contact Date, Customer and Quotation Total including VAT.
	<b>Detailed</b>	In addition to the information shown in the Overview, this option includes the full Customer address, telephone number and Payment Terms and lists all Items on the Quotation individually.
	<b>With Probability (Overview only)</b>	Use this option if you want to show the Probability that a Quotation will be converted to an Order (taken from card 1 of the Quotation). This can only be shown if the Overview option is selected.



***Office/2***

***Stock***

***Locations***

## Chapter 10: Stock Locations

This Value Pack allows you to keep stock in different Locations.

To start using this Value Pack, all you need do is define your Stock Locations in the Location register in the Stock module. You can then specify a Location both when receiving goods into stock and when delivering. A new Stock Movement register allows you to move Items from one Location to another. Any costs incurred in a Stock Movement will be recorded in the Nominal Ledger. Stock quantities and values for Items are maintained both per Location and in total.

### Settings

The Stock Locations Value Pack adds one new setting to the Stock module, and also adds new options to the Stock Settings setting.

#### **Number Series - Stock Movements**

This setting allows you to define number sequences to be used by the new Stock Movement register. It operates in the same manner as the other Number Series settings: please refer to the description of the Number Series - Goods Receipts setting in the 'Stock' chapter in Volume 3 of these manuals for details.

## Stock Settings

The Stock Locations Value Pack adds the following options to the Stock Settings setting in the Stock module—

**Main Location**      **Paste Special**      Location register, Stock module

If a Location is specified here, it will be used by default wherever a Location is required and left blank. For example, Items on a Goods Receipt record without a Location will be treated as being stored in the Main Location.

If the Require Location box (below) is not checked and the Main Location is changed, you must create a back-up file and import it into a new database before entering any further stock transactions. This will have the effect of moving all stock from the old Main Location to the new one, because all stock transactions with a blank Location will then be treated as referring to the new Main Location. If in reality the stock in the old Main Location remains there, you should then move it back to that Location using Stock Movements.

A special case of this is the specifying of a Main Location for the first time. In this case, stock that has previously been entered without a Location will be treated as being in the Main Location once the updating procedure described above has been completed.

If this updating procedure is not followed when the Main Location is changed, and instead stock is moved from

the old Main Location to the new one by Stock Movement, stock levels will be rendered inaccurate the next time you create a back-up file and import it into a new database (e.g. when upgrading to a new version of Office/2). This inaccuracy can be corrected by reversing the Stock Movement. Do not put off following the updating procedure because you do not want all stock to be moved from the old Main Location to the new one, as this will happen anyway the next time you import a back-up file into a new database (e.g. when upgrading).



***If the Require Location box is not checked and the Main Location is changed, create a back-up file and import it into a new database straight away.***

**Require Location** If this option is on, you will have to specify a Location in all stock transactions (such as Deliveries and Goods Receipts) and Invoices. If it is off and you do not specify a Location in a transaction, any Location entered in the Main Location field above will be used.

If you have not specified a Main Location, it is recommended that you use this option. It removes the risk of forgetting to specify a Location in a transaction: the 'blank' Location is treated as a separate Location in Office/2. You can receive goods in and issue goods from the 'blank' Location and use it in Stock Movements, but you cannot produce reports that are restricted to the 'blank' Location only. Leaving the Location field empty in a report specification window means 'report on all Locations' (including the 'blank' one).

#### **FIFO Calculated Automatically**

This check box controls the behaviour of the Stock Movement screen. When you specify an Item in a Stock Movement, its FIFO or Weighted Average value does not appear immediately. If you are not using this option, the FIFO or Weighted Average value will only appear when the Stock Movement is approved and saved. Otherwise, it will appear when the Stock Movement is saved for the first time (irrespective of whether it has

been approved), and it will be updated on each subsequent saving.

**Over Delivery**

These options control Office/2's behaviour when creating Deliveries from Orders when there is not sufficient stock to fully satisfy those Orders. Plain Items are not affected by these options.

**Allow**

This option will allow the delivery of more units of a Stocked Item than are in stock. However, when creating Deliveries from Sales Orders, the default quantity will be the quantity in stock if the order quantity is greater.

**Do Not Allow**

Use this option to prevent the delivery of more units of a Stocked Item than are actually in stock.

**Always Deliver**

This option will allow the delivery of more units of a Stocked Item than are in stock. It differs from the Allow option in that when creating Deliveries from Sales Orders, the default quantity will always be the order quantity, even if there is insufficient stock.

## The Location Register

Office/2 allows stocks to be kept at several different Locations. Stock quantities and values for Items are maintained both per Location and total.

Click the [Locations] button in the Master Control panel in the Stock module. The 'Locations: Browse' window is opened, showing existing Locations.

To enter a new Location, click the [New] button in the Button Bar. Alternatively, if one already exists that is similar to the one you are about to enter, find it in the list, highlight it and click [Duplicate].

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

The screenshot shows a window titled "Location: Inspect" with a button bar containing "New", "Duplicate", "Cancel", and "Save". The form fields are as follows:

Code	1
Name	Location 1
Address	42 Port Run
	The Harbour
	Portsmouth
	Hampshire
Contact	Mr W W Lloyd
Telephone	
Fax	
Email	
Stock A/C	740

Enter the Code and other information for each Location.

The Stock Account specified in the final field will be debited whenever stock is received into the Location and credited when stock is delivered (providing that, in the Sub Systems setting in the Nominal Ledger, it has been determined that Nominal Ledger Transactions are to be created when Goods Receipts and Deliveries are approved). If no Stock Account is specified, the Credit Account for the Item Group to which the individual Item belongs (if you are using the Use Item Groups for Cost Accounts option in the Cost Accounting setting) or the Stock Account on card 4 of the Account Usage S/L setting will be used.

If you are using Locations, a single overall FIFO schedule is maintained, so Items will be removed from stock in the order in which they arrived, irrespective of the Location in which they are stored. It is recommended that you either switch on the Require Location option or specify a Main Location (both in the Stock Settings setting in the Stock module). This will ensure that a Location is always specified when adding or removing stock.

## The Goods Receipt Register

The Stock Locations Value Pack adds one field to card 1 of the Goods Receipt screen—

**Goods Receipt: New**

Operations [Printer Icon] [Scanner Icon] [New] [Duplicate] [Cancel] [Save]

No. 413 Trans.Date 15/12/2003  
 Sup.No. 507 Name La Plata Turntables

Price Incl VAT  OK

1 2

Comment  
 Location 3

Item	Qty	Description	Unit Price	Cost	Cost Price
1	5	Moving Magnet Cartridge	10		10
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					

Qty 5.00 Freight 0 Customs 0 Cost Price 50

### Location

### Paste Special

Location register, Stock module

Specify here the stock Location where the goods listed in the grid are to be stored.

If you also have the Purchase Orders Value Pack and the Goods Receipt was created from a Purchase Order in which a Location was specified on card 5, that Location will appear here by default.

If a Main Location has been specified in the Stock Settings setting, leave this field blank if the goods are to be stored in that Location. However, if, in the same setting, the Require Location option is on, this field must contain a value.

When a Goods Receipt is approved, the value of the Items listed in the grid will debited to the Stock Account of the Location specified here. If this Account is blank, the Credit Account for the Item Group to which the individual Items belong (if you are using the Use Item Groups for Cost Accounts option in the Cost Accounting setting) or the Stock Account on card 4 of the Account Usage S/L setting will be used. The value of any Plain Items in the Goods Receipt will not be included.

# The Sales Order Register

The Stock Locations Value Pack adds one field to card 3 of the Sales Order screen—

## Location

## Paste Special

Location register, Stock module

## Used as default in

Deliveries

If the stock which will be used to satisfy this Order is to be taken from a particular Location, specify that Location here. Otherwise, stock from all Locations will be available.

If a Main Location has been specified in the Stock Settings setting, leaving the field blank means that stock from that Location will be used. Note, however, that the Require Location option in the same setting has no power over this field. If this option is in use, you will not

have to enter a Location here, but you will have to specify one in any Deliveries resulting from this Order.

If the 'Item Status' window is on screen (described in the 'Operations Menu' section of the 'Items and Pricing' chapter in Volume 1 of these manuals), the quantities shown will refer to the Location specified here. If this shows that there is insufficient stock in the Location to fulfil the Order, use the Stock Movement register to move any stock that might exist elsewhere into the Location.

## The Delivery Register

When you have the Stock Locations Value Pack, you should still issue Deliveries using the 'Delivery' function on the Operations menu of the Sales Order screen. If you specified a Location in a Sales Order, this will be copied to the Delivery—

The screenshot shows the 'Delivery: Inspect' window with the following fields and values:

- Del. No.: 960148
- Order No.: 491
- Del. Date: 15/12/2003
- Cust No.: 001
- Del. Mode: [empty]
- Location: 3
- Tel. Message
- Customer's Address

Buttons: New, Duplicate, Cancel, Save

Grid tabs: 1 (selected), 2, 3

	Item	Description	Ordered	Avail.	Del. Qty
1	10119	Moving Magnet Cartridge	1	5	1
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

Bottom fields:  OK, Del. Qty: 1.00, Comment: [empty]

As before, the Delivery record takes its information from the Order, and tries to ship as many Items on the Order as possible. For Stocked Items, Office/2 will usually check the stock balance for the Location specified (this balance will be shown in the Avail. field in the grid), and suggest a shippable quantity for each Item (in the Del. Qty field). If no Location is specified, the stock balance across all Locations will be checked. You can change to another Location: the Avail. and Del. Qty figures will be updated immediately.

If you would like the default Del. Qty always to be the ordered quantity, even if there is insufficient stock, use the Always Deliver option in the Stock Settings setting in the Stock module. Plain Items are shipped without any checking of stock levels.

If you need to make a part shipment, change the Del. Quantity of one or more rows on the Delivery screen as appropriate. Office/2 will prevent you delivering more than you have in stock if you have checked the Do Not Allow Over Delivery option in the same setting. You will not be able to deliver more than was ordered.

When a Delivery is approved, the value of the Items listed in the grid will be credited to the Stock Account of the Location specified in the header. If this Account is blank, the Credit Account for the Item Group to which the individual Items belong (if you are using the Use Item Groups for Cost Accounts option in the Cost Accounting setting) or the Stock Account on card 4 of the Account Usage S/L setting will be used. The value of any Plain Items in the Delivery will not be included.

## Other Registers

### Invoices

The Stock Locations Value Pack adds a Location field to card 3 of the Invoice screen. This operates in a similar manner to that on the Order screen described above.

In the case of Invoices created from Orders, the Location field has no effect. In this situation, the Invoice is only a Sales Ledger transaction: the reduction of stock is done in the Delivery.

In the case of Invoices that do not have a related Order, the stock which will be used to satisfy an Invoice will be taken from the specified Location. If there is insufficient stock in the Location, you will not be able to approve the Invoice if you are using the Do Not Allow Over Delivery option in the Stock Settings setting. When these Invoices are approved, the value of the Items listed in the grid will be credited to the Stock Account of the Location specified on card 3. If this Account is blank, the Credit Account for the Item Group to which the individual Items belong (if you are using the Use Item Groups for Cost Accounts option in the Cost Accounting setting) or the Stock Account on card 4 of the Account Usage S/L setting will be used. The value of any Plain Items in the Invoice will not be included.

As in the Order, 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. Unlike the Order, however, if the Require Location option in the same setting is on, this field must contain a value.

### Quotations

If you have the Quotations Value Pack, the Stock Locations Value Pack adds a Location field to card 3 of the Quotation screen. This operates in a similar manner to that on the Order screen described above.

Specifying a Location in a Quotation can be useful if you need to see stock levels of the quoted Items. You can use the 'Item Status' window (opened using the 'Item Status' function on the Operations Menu and described in full in the 'Items and Pricing' chapter in Volume 1 of these manuals) to view the quantities available for shipping in the specified Location.

You can leave the Location field in a Quotation empty, even if you have checked the Require Location box in the Stock Settings setting.

## Purchase Orders

If you have the Purchase Orders Value Pack, the Stock Locations Value Pack adds a Location field to card 5 of the Purchase Order screen. If you specify a Location here, it will be offered as a default when you create a Goods Receipt from a Purchase Order. You can leave the Location field in a Purchase Order empty, even if you have checked the Require Location box in the Stock Settings setting.

## Stock Depreciations

The Stock Locations Value Pack adds a Location field to the Stock Depreciation screen. Specify here the stock Location that is to be affected by a Stock Depreciation transaction. When you approve and save a Stock Depreciation record, the value of the Items listed in the grid will be credited to the Stock Account of the Location. If this is blank, or if no Location is specified, the Credit Account for the Item Group to which the individual Items belong (if you are using the Use Item Groups for Cost Accounts option in the Cost Accounting setting) or the Stock Account on card 4 of the Account Usage S/L setting will be credited.

If a Main Location has been specified in the Stock Settings setting, leaving the field blank means that the default Location will be used. However, if, in the same setting, the Require Location option is on, this field must contain a value.

## Stocktaking

Again, the Stock Locations Value Pack adds a Location field to the Stocktaking screen. Whenever you carry out a stocktake, you should enter a separate Stocktaking record for each Location.

It is recommended that you leave this field blank in only two circumstances: if you are not using Locations at all; and if you are using Locations but for some reason have some stock that is not in any Location. Even if you have specified a Main Location in the Stock Settings setting, you should not leave this field blank as you would elsewhere in the Stock module when you want the default Location to be used. In this case, you should enter the Main Location here.

If, in the Stock Settings setting, the Require Location option is on, this field must contain a value.

## The Stock Movement Register

This register allows for the movement of stock between Locations. If so determined in the Sub Systems setting in the Nominal Ledger, Stock Movements, when approved, will create Nominal Ledger Transactions with full control over Accounts, Objects etc. Any cost incurred in the moving of an Item will be included in that Transaction.

In the Stock module, click the [Stock Movmts] button in the Master Control panel. The 'Stock Movements: Browse' window is opened, showing Stock Movements already entered. These are normally listed in transaction number order. The OK column contains a check mark for the Stock Movements that have been approved.

To enter a new Stock Movement, click the [New] button in the Button Bar. Alternatively, if one already exists that is similar to the one you are about to enter, find it in the list, highlight it and click [Duplicate].

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

Item	Qty	Description	Old Unit Pr.	Extra Cost	New Unit Pr.
1	10102	1 Stereo cassette radio	14.29	5	19.29
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					

<b>No.</b>	<b>Paste Special</b>	Select from another Number Series  The number of the Stock Movement: Office/2 will enter the next unused number from the first number sequence entered in the Number Series - Stock Movements setting. You may change this number, but not to one that has already been used.
<b>Trans Date</b>	<b>Paste Special</b>	Current Date  The Transaction Date: Office/2 enters the current date as a default.
<b>OK</b>		Check this box to approve the Stock Movement. After approval, it may not be changed.  If you have so determined in the Sub Systems setting in the Nominal Ledger, a Nominal Ledger Transaction will be created in the Transaction register. The nature of this Transaction is described in the section entitled 'Nominal Ledger Transactions from Stock Movements', below.  References in this manual to approved Stock Movements are to those whose OK check box is on.
<b>From Location</b>	<b>Paste Special</b>	Location register, Stock module  The stock Location from where the Items are to be moved. This field must contain a value, even if a Main Location has been set in the Stock Settings setting.
<b>To Location</b>	<b>Paste Special</b>	Location register Stock module  The stock Location to where the Items are to be moved. This field must contain a value, even if a Main Location has been set in the Stock Settings setting.
<b>Card 1</b>		
<b>Text</b>		A text message for the Stock Movement, such as the circumstances surrounding its entry.
<b>Objects</b>	<b>Paste Special</b>	Object register, Nominal Ledger  Specify one or more Objects for the transaction, separated by commas. In the Nominal Ledger Transaction generated from this Stock Movement, any Objects specified here will be assigned to the credit and debit postings to the Stock Accounts of the From and To

Locations, but not to any posting to the Stock Gain Account.

**Card 2**

Use the grid on card 2 to list the Items that are to be subject to the Stock Movement.

<b>Item</b>	<b>Paste Special</b>	Item register
		Enter the Item Number or Bar Code of the Item to be moved.  If an Item is chosen of which there is no stock in the selected From Location, it will still be included in the resulting Nominal Ledger Transaction. The stock balance of the Item in the From Location will be reduced (i.e. negative stock will be created) unless the Do Not Allow Over Delivery option in the Stock Settings setting is being used.  If an Item is chosen that is a Plain Item, no check for negative stock will be carried out, whatever the setting of the Do Not Allow Over Delivery option. The quantity of the Item in each Location will be adjusted accordingly. The resulting Nominal Ledger Transaction will only contain a value for this row if a figure is entered manually to the New Unit Price field, but this will not become the FIFO value of the Item. Stock values are not stored for Plain Items.
<b>Qty</b>		Quantity of the Item to be moved. If the Do Not Allow Over Delivery option in the Stock Settings setting is being used, you will not be able to enter a greater figure than the stock quantity for the specified Location.
<b>Description</b>		The Item Name is brought in from the Item register.
<b>Old Unit Pr.</b>		The Item's unit FIFO or Weighted Average value will be placed in this field when the Stock Movement is saved. This figure will be used in the Nominal Ledger Transaction generated. If the Quantity is greater than one, this field will show the average unit FIFO cost. If you are not using the FIFO Calculated Automatically option in the Stock Settings setting, this field will remain blank until the Stock Movement is approved.

If you change the Item Number, the Old Unit Price is not always updated immediately. The figure is always updated when the Stock Movement is saved or approved.

The Weighted Average cost of the Item (the average unit price of all previous purchases, visible on card of the Item 3 screen) is used if the Cost Model, Invoice in the Cost Model setting in the Sales Ledger has been set to Weighted Average. In all other cases, FIFO values are used.

**Extra Cost**

Sometimes the value of an Item can change when it is transferred to another Location. In this field you can enter a positive or negative figure by which the cost price is to be adjusted: the figure entered should be per unit.

This field can be used in the following ways—

Old Price	Extra Cost	New Price
50	10	60
50	-10	40
50	10%	55
50	-10%	45

In the subsequent Nominal Ledger Transaction, the adjustment will be posted to the Stock Gain Account specified on card 4 of the Account Usage S/L setting.

**New Unit Pr.**

The new unit cost price including the cost of the stock transfer to the new Location.

The figure will be recalculated when the Stock Movement is approved.

**Card 3**

If you have the Dual Base Currency or the Currencies, Languages and Advanced Pricing Value Packs, Card 3 allows you to specify a Currency and Base or Exchange Rates in a Stock Movement.

**Nominal Ledger Transactions from Stock Movements**

When a Stock Movement 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. In normal circumstances, this Transaction will credit the Stock Account of the From Location with a figure

based on the Old Unit Price and debit that of the To Location with a figure based on the New Unit Price. If either Stock Account is blank, Office/2 will use the Credit Account from the Item Group (if the Use Item Groups for Cost Accounts option in the Cost Accounting setting is on) or that on card 4 of the Account Usage S/L setting. Any difference will be sent to the Stock Gain Account, also as specified on card 4 of the Account Usage S/L setting.

Transaction: Inspect

Operations

No. 24 Trans.Date 15/12/2003 Reference

Text

	Account	Object	Description	Debit	Credit	V-Cd
1	740		Stock Valuation Location 1		14.29	
2	743		Stock Valuation Location 2		19.29	
3	800		P/L Control		5.00	
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

Difference 0.00 Total 19.29 19.29

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

## Operations Menu



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

### Open NL Transaction

Once a Stock Movement has been approved and saved, if so defined in the Sub Systems setting in the Nominal Ledger, 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.

# Reports, Exports and Maintenance Functions

## Reports

The Stock Locations Value Pack adds a Location field to the following reports, mainly in the Sales Support and Stock modules—

- Deficiency List
- Deliverable List
- Goods Receipt Journal
- Item History
- Order Stock
- Sales Order Journal
- Stock Depreciation Journal
- Stock In Journal
- Stock List
- Stock Out Journal
- Stocktaking Comparison
- Stocktaking List

In each case, use this field to produce a report for a specific Location. You can use 'Paste Special' to help ensure you choose the correct Location. Leave the field empty if the report is to include all Locations (in reports, leaving the Location field empty does not mean 'use the Main Location' as it does when entering records).

If you have specified a Main Location in the Stock Settings setting, all Goods Receipts, Deliveries and other stock transactions without a Location will be treated as affecting the Main Location. For example, if the Main Location is 1, all stock transactions without a Location will be treated as adding stock to or removing stock from Location 1. If you produce a report for Location 1, the figures in the report will be calculated from stock transactions with a blank Location and from those for Location 1.

If you specify a Location in the Stocktaking List, you must also check the Show Quantity box. The Stocktaking List is a list of Items presented in a format that can be used as a basis for stocktaking. If the Show Quantity box is checked, the list includes the quantity currently in stock. If you specify a Location, it shows the quantity currently in stock in that Location.

## Exports

The Stock Locations Value Pack adds new options to the following export functions in the System module—

**Item Registers**      A new option allows you to export information from the Location register

**Trans Registers (Period)**

A new option allows you to export information from the Stock Movement register.

## Maintenance Functions

The Stock Locations Value Pack adds new options to the following Maintenance functions in the System module—

**Create N/L Transactions**

A new option allows you to create Nominal Ledger Transactions from Stock Movements. The N/L Transfer, Subsystems report in the Nominal Ledger also gains a Stock Movement option to allow you to preview the new Transactions that will be created.

**Delete Old Transactions**

A new option allows you to delete old Stock Movements.



***Office/2***

***Index***

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