

HansaWorld Enterprise

Integrated Accounting, CRM
and ERP System for
Mac OS X, Windows, Linux,
PocketPC 2003 and AIX

Beginners' Guide

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Preface

The HansaWorld Enterprise range of products contains a number of powerful accounting, CRM and ERP systems for the Windows, Mac OS X, Linux, PocketPC 2003 and AIX environments.

The programs are designed to make administration and accounting as easy and fast as possible. They are similar in operation regardless of platform. In the specific areas where there are significant differences, these are described and illustrated in full. In all other cases illustrations are taken from the Windows XP version.

This Beginners' Guide is designed to get you started using HansaWorld Enterprise as quickly as possible. For more detailed information, please refer to the full manuals online at www.hansamanuals.com. A list of manuals can be found on the next page.

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

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

How the HansaWorld Enterprise manuals are organised

Introduction to HansaWorld Enterprise

Introduction	Installing HansaWorld Enterprise, the basic ideas
Work Area	Basic elements of HansaWorld Enterprise: modules, registers, windows, menus, functions, buttons
Accounting Principles	About the place of HansaWorld Enterprise in your business, integration between ledgers, objects
Starting Work	Entering opening balances

Manuals for each Module

Assets	Asset accounting, calculation of depreciation using user-definable depreciation models, revaluation
Cash Book	Inward and outward cash transactions, receipts and payments
Consolidation	Multi-company reporting, subsidiaries and daughter companies
Contracts	Periodic invoicing and repeat billing, contract renewals, contract quotations, contracts from invoices
CRM	Time management using daily or monthly calendar formats. Contact and customer history. Customer letters and mailshots. Target time. Employee time statistics
Currency	Multi-currency in all modules
Customers, Suppliers and Contact Persons	Customers and suppliers, customer categories and reports
Expenses	Payments to and from employees
Items and Pricing	Products and services, pricing
Job Costing	Project management. Recording time, expenses and purchases. Instalments. Pricing by consultant, project, task and time of day. Budgets and quotations
Mail	Internal mail, external mail (email), conferences, off-line local mail, chat
Nominal Ledger	Transactions, simulations, budgets and revised budgets. Error correction. Account reconciliation. Transaction templates. Flexible management and financial reports with multi-dimensional analysis and drill-down to transaction level
Production	Multi-level assemblies from components
Purchase Ledger	Purchase invoices, payments and payment suggestions, creditor reports, prepayments, accruals, acceptance
Purchase Orders	Purchase orders, goods receipts and purchase pricing
Quotations	Sending quotations, call backs, pipeline management, opportunity forecasting, and conversion ratio reports
Report Generator	User-definable reports
Sales Ledger	Invoices, receipts, debtor reports and documents, deposits and prepayments, accruals
Sales Orders	Orders and deliveries. Invoices from orders
Service Orders	Management of service stock, invoicing of repairs, warranties
Stock	Deliveries, goods receipts and stock movements, batch and serial number tracking, multi-location stock management
System Module	Settings and parameters. System-wide usage

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***HansaWorld
Enterprise***

***Beginners'
Guide***

Chapter 1: Demo Database

The HansaWorld Enterprise installation package includes a demonstration database. This is a fully functioning database with the exception that Internet Services are disabled. You can use a demo database for 30 days, after which it will go into restricted mode. From that time onwards, you will only be able to print reports and documents to screen, not to a printer, to file or to any other medium.

The demonstration database contains sample data, and allows you access to every module. If you are new to HansaWorld Enterprise, the demonstration database allows you to test and get a feel for the software, to see how well it will satisfy your requirements. If you are already a HansaWorld Enterprise user, the demonstration database allows you to test new or unfamiliar HansaWorld Enterprise features before using them in your “live” database.

This manual provides a guided tour of the core features of HansaWorld Enterprise, illustrated using the demo database.

System Requirements

Operating Systems

	Single-User/Client	Server
Mac OS X	Mac OS X 10.5 (requires Cocoa)	Mac OS X and Mac OS X Server 10.3.9 (universal 32- and 64-bit)
Windows	Windows 2000, 2003, XP, Vista	Windows 2000 and later (x86 and x64)
Linux	The KDE desktop environment includes the necessary fonts as standard	RedHat Enterprise version 3 and later (x86, x86-64, ppc and ppc64) SuSE Enterprise (x86, x86-64, ppc and ppc64)

Server Hardware

The following general hardware recommendations apply to all platforms—

	Small Server	Medium Server	Large Server
Users	1-5	3-30	20-60
RAM	1 Gb	2 Gb	4 Gb
CPU	1.8 GHz single core	2.0 GHz dual core	2.5 GHz quad core
Disk	2 x 7200 rpm mirrored	4 x 10000 rpm RAID 5 or 1+0	6 x 15000 rpm RAID 5 or 1+0
Hardware RAID controller write cache		128 Mb	256 Mb
Internal network speed (network card, switches etc)	100 Mb/s	100 Mb/s	1 Gb/s (to allow for backing up over the network)

The recommended CPUs are the current generation (2009) Intel and AMD x86 CPUs.

For larger configurations please contact your HansaWorld office for help with configuring the appropriate hardware for your situation.

Installation

To download and install HansaWorld Enterprise, follow these steps—

1. Go to the Downloads section of our website (www.hansaworld.com/downloads/hwindex.htm).
2. After registering, click the links to download the appropriate version for your operating system, then follow the instructions on screen. The versions you should download and install are as follows—

Windows Vista/XP/2003/2000

Use as Windows single-user

Mac OS X COCOA GUI

Use as Mac OS X single-user. As this is a Cocoa application, it requires OS X 10.5. A Carbon application (required OS X 10.3.9) is available on request

Linux GUI Use as Linux single-user (Intel processors only)

3. Under Windows, a HansaWorld Enterprise installer will be saved on your hard disk.

Launch the installer by double-clicking, and follow the instructions on screen.

4. Under Mac OS X, a .dmg file will be saved on your hard disk. Open the .dmg file by double-clicking, and then copy its contents to your 'Applications' folder.
5. Under Linux, the downloaded file will be a single self-expanding archive. Create a new folder on your hard disk, and move the file that you have downloaded into this folder. Then, double-click the file to expand it.

You will now have successfully installed HansaWorld Enterprise as a stand-alone application. The next stage is to launch the application for the first time.

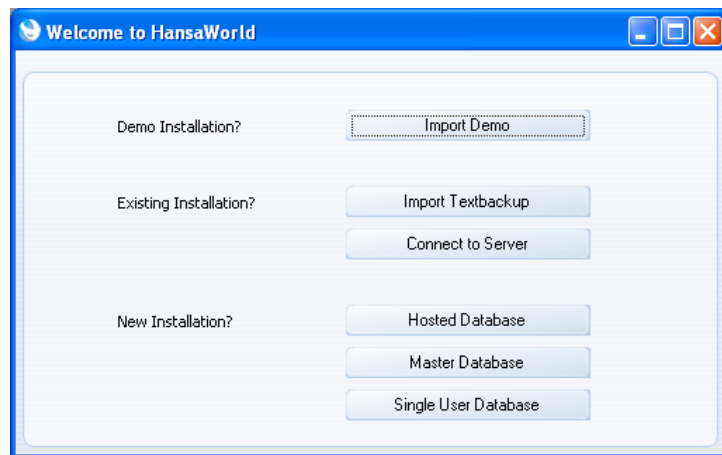
For details about installing a multi-user (server-client) version of HansaWorld Enterprise, please refer to page 128.

Starting HansaWorld Enterprise and Opening the Demonstration Database

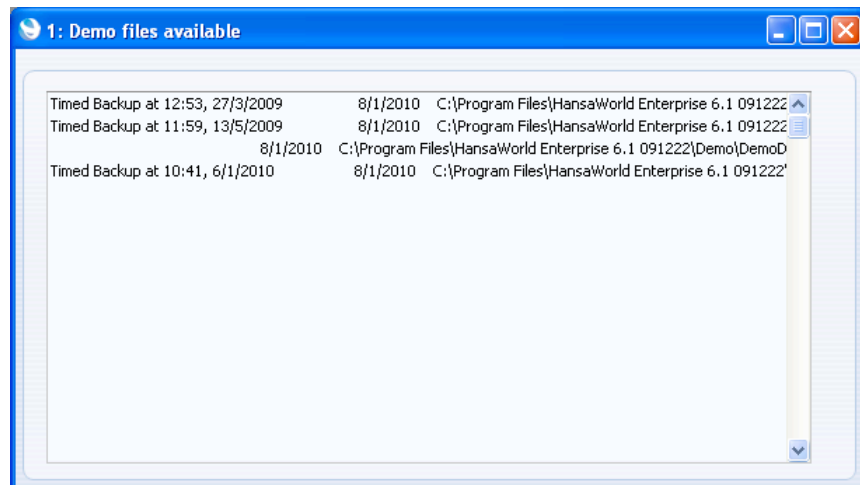
You can use the demonstration database to evaluate HansaWorld Enterprise to see how closely it will satisfy your requirements. The demo database is fully functional with the exception that Internet Services are disabled. You can use a demo database for 30 days, after which it will go into restricted mode. From that time onwards, you will only be able to print reports and documents to screen, not to a printer, to file or to any other medium.

To start using the HansaWorld Enterprise demo database, follow these steps—

1. Start HansaWorld Enterprise by double-clicking the application icon. The first window to appear will ask how you want to use the application—

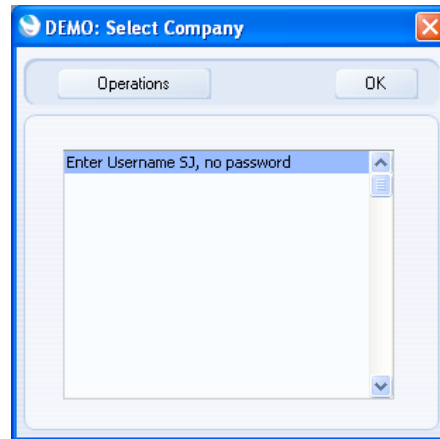


2. Click the [Import Demo] button. A list of demo files will open—



Choose the demo file marked “Timed Backup at 10:41, 6/1/2010” by double-clicking.

3. After the demo file has been imported, the 'Select Company' window will appear. Select the single option by double-clicking—



4. Log in as SJ with no password—



5. The Master Control panel will appear, as illustrated below on page 14. The window title of the Master Control panel will contain the phrase "(DEMO)". This is to remind you that you are in a demo installation and that you should use it for testing only and not for real data.

If you are using Skype, Skype will now ask you if you will allow HansaWorld Enterprise to use Skype. Please refer to the next section for details.

If testing the demo database shows that HansaWorld Enterprise will not completely satisfy your requirements, remember that it can be customised using HAL (HansaWorld Application Language). HAL can be used for anything from renaming fields on screen to creating entirely new modules. It is an extremely powerful tool that can be used to adapt HansaWorld Enterprise for use in many very specialised environments. Please refer to your local HansaWorld Enterprise representative for details.

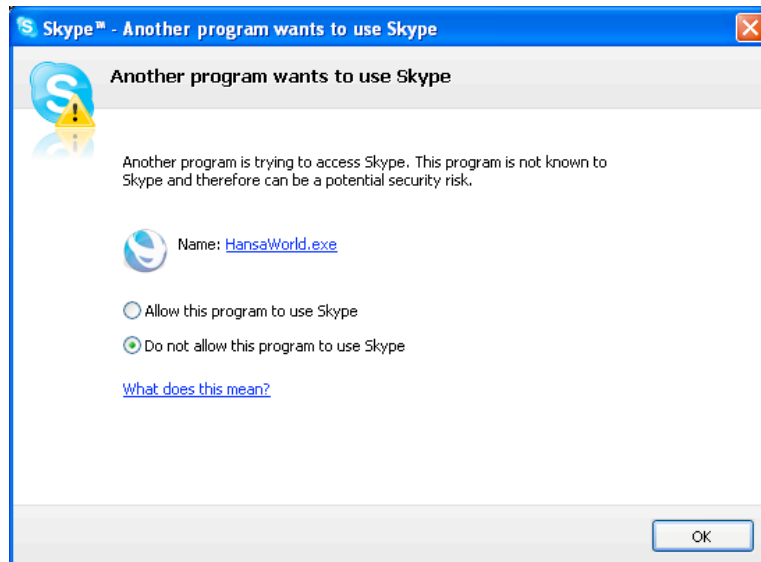
For More Information

Please click for more details about—

- Starting a new database from scratch
- Entering Opening Balances
- Registering your copy of HansaWorld Enterprise

Interaction with Skype

As soon as you start HansaWorld Enterprise, it will start communicating with Skype, if that application is running. When you log in to HansaWorld Enterprise for the first time, Skype will ask you if you will allow HansaWorld Enterprise to use Skype—



If you choose the first option, you will allow HansaWorld Enterprise to use Skype, and you will not be asked again (unless you install a new version of HansaWorld Enterprise). This means that you will be able to initiate Skype calls and chats from the 'Business Communicator' window, and that all incoming and outgoing Skype calls will be added to the contact history of the relevant Customers and Suppliers. This is described below on page 45.

If you choose the second option, you will prevent HansaWorld Enterprise from using Skype, and you will therefore not be able to make or receive Skype calls or chats from HansaWorld Enterprise. If you choose this option and then change your mind, quit HansaWorld Enterprise, and then, in Skype—

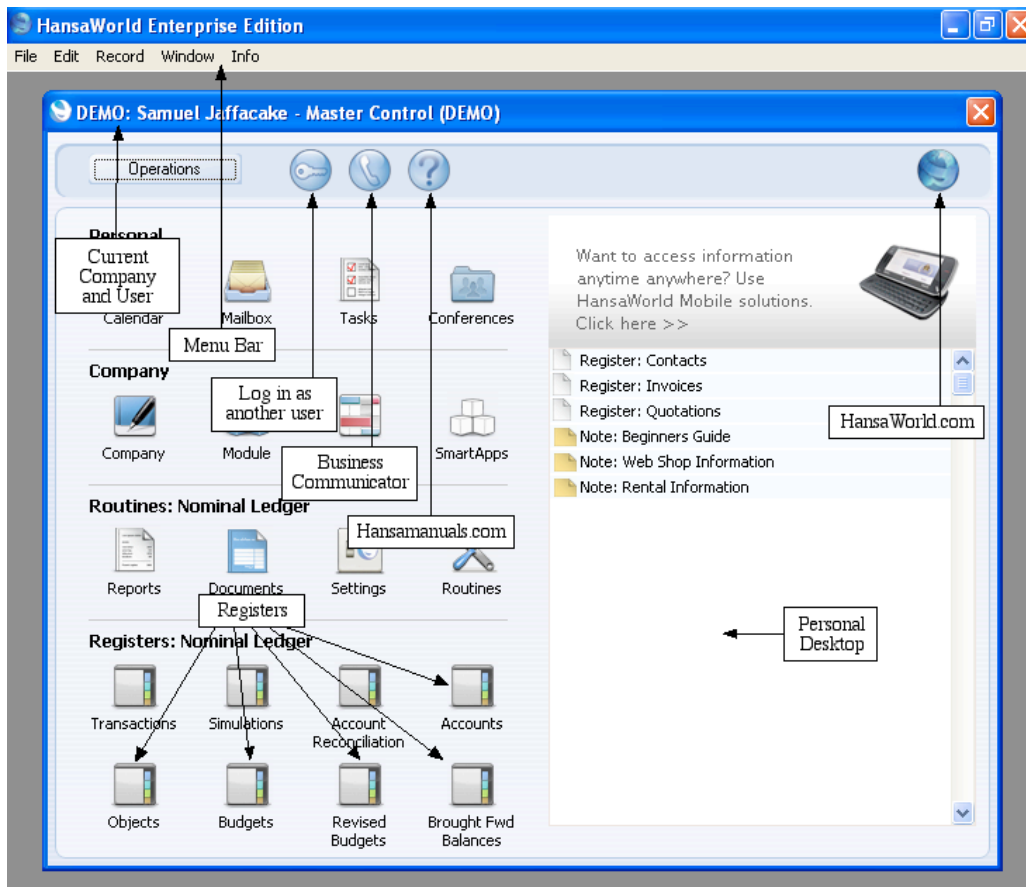
- Under Windows, choose 'Options' from the Tools menu, then click the [Advanced] button in the list down the left-hand side. Click on 'Manage other programs' access to Skype' at the bottom of the page.
- On Mac OS X, choose 'Manage API Clients' from the Account menu (available in Skype 2.6.0.137 and later).

Remove all HansaWorld entries from the list, and then restart HansaWorld Enterprise.

Depending on the version of Skype you are using, there may be a third option not shown in the illustration, "Allow this program to use Skype, but ask again in the future". If you choose this option, you will be asked to allow HansaWorld Enterprise to use Skype each time you start HansaWorld Enterprise.

Master Control Panel

The Master Control panel is HansaWorld Enterprise's main tool palette—



You can open the Master Control panel or bring it to the front at any time by choosing 'Master Control' from the File menu. Windows and Linux users can use the keyboard shortcut Ctrl-M, while Mac OS X users can use ⌘-M.

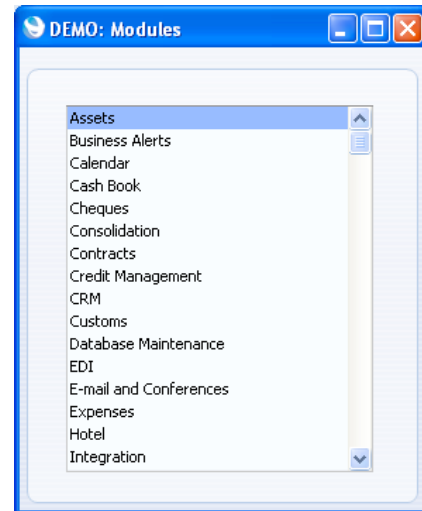
The tools in the Master Control panel are described in the relevant sections in this manual.

Working with Records

Modules

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

To change to a different module, click the [Module] button in the Master Control panel, or use the Ctrl-0 (zero) (Windows and Linux) or ⌘-0 (Mac OS X) keyboard shortcuts. The following list window appears —



Choose a module by double-clicking. If you prefer to use the keyboard and you are using the Mac OS X Cocoa version of HansaWorld Enterprise, type the first few characters of the name of the module you want and then press the Enter key. For other versions of HansaWorld Enterprise (including Mac OS X Carbon), type the first letter of the module you want as many times as necessary and then press the Enter key. For example, to select the Sales Orders module, type the letter S twice before pressing Enter.

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

Registers

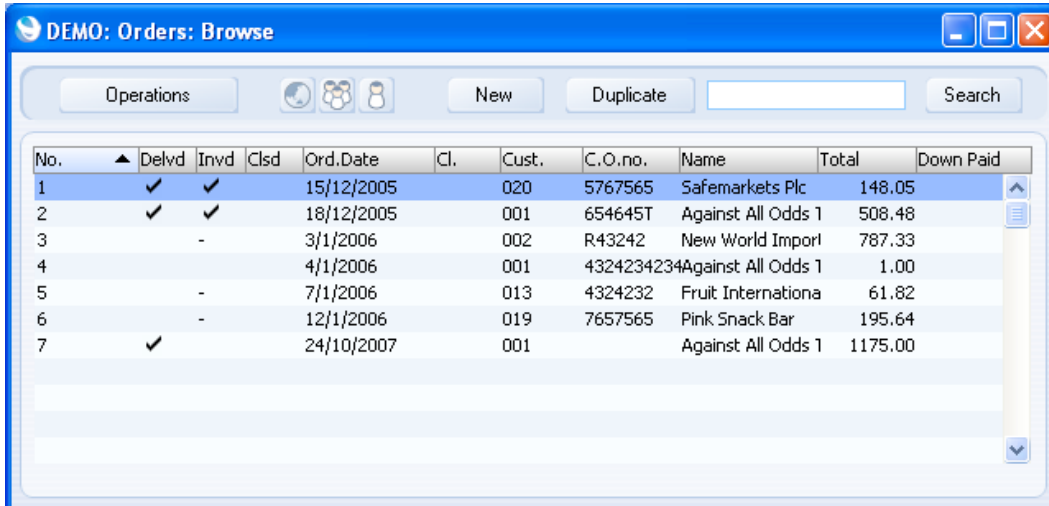
Each module contains a number of registers in which information of a particular type is stored. For example, information about Customers and Suppliers is stored in a Contact register, information about Items is stored in an Item register and so on.

You can open a register using the buttons in the bottom section of the Master Control panel, or using a keyboard shortcut. Use Ctrl-1 (Windows and Linux) or ⌘-1 (Mac OS X) to open the first register in a module, Ctrl-2/⌘-2 for the second register, and so on. A module can contain up to eight registers.

Browse Windows

When you open a register, a browse window will open, listing all the existing records in the register.

For example, if you click the [Sales Orders] button in the Master Control panel while working in the Sales Orders module, the window that opens is a browse window, entitled 'Sales Orders: Browse'. This window lists all the Sales Orders in the register—



No.	▲ Delvd	Invd	Clsd	Ord.Date	Cl.	Cust.	C.O.no.	Name	Total	Down Paid
1	✓	✓		15/12/2005		020	5767565	Safemarkets Plc	148.05	
2	✓	✓		18/12/2005		001	654645T	Against All Odds 1	508.48	
3		-		3/1/2006		002	R43242	New World Import	787.33	
4				4/1/2006		001	4324234234	Against All Odds 1	1.00	
5		-		7/1/2006		013	4324232	Fruit Internationa	61.82	
6		-		12/1/2006		019	7657565	Pink Snack Bar	195.64	
7	✓			24/10/2007		001		Against All Odds 1	1175.00	

Browse windows offer the following features—

Sorting Click a column heading to sort the list. Click again to reverse the sort. The sort column has a blue heading, and an arrow indicates the sort direction.

Searching To find a particular record in the list, first sort the list by the column that you want to use for the search. In the illustration above, for example, the list is sorted by No. allowing you to search for an Order with a certain Number. Then, type a letter, word, number, or date in the Search field (there is no need to click in the field before typing). Then press Enter or click the [Search] button.

Opening a record Open a record by double-clicking, or by selecting the line and pressing the Enter key. The record will be opened in a record window.

Duplicating a record

Find the record that you want to duplicate, highlight it and click the [Duplicate] button above the list (or use the Ctrl-K/⌘-Y keyboard shortcut). A record window will open, containing the new duplicate record. In many cases, the new record will contain the current date, not the date of the duplicated record.


Creating a new record

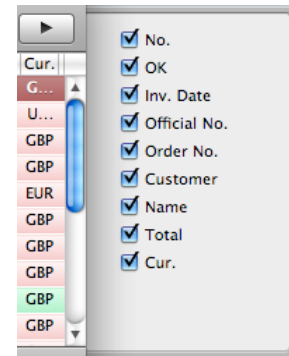
Click the [New] button above the list, or use the Ctrl-N/⌘-N keyboard shortcut. A record window will open, containing a blank new record.

Browse windows in the Mac OS X Cocoa version of HansaWorld Enterprise contain some additional features—

Adjusting Columns

Drag the column headings to change the order of the columns.

To remove a column from a browse window, open the drawer by clicking the  button in the top right-hand corner of the window—



Remove the tick (✓) from a check box to remove the corresponding column from the browse window.

Colour Coding

Invoices in the 'Invoices: Browse' window are colour coded—

No.	OK	Inv. Date	Official No.	Order No.	Customer	Name	Total	Cur.
2004001	✓	14/12/2005			001	Against All O...	664.76	G...
2004002	✓	14/12/2005			002	New World Imp...	161.99	U...
2004003	✓	16/12/2005			001	Against All Od...	574.34	GBP
2004004	✓	19/12/2005			016	London Pride V...	293.75	GBP
2004005	✓	20/12/2005			023	Toulouse Petro...	10.00	EUR
2004006	✓	30/12/2005			013	Fruit International	561.71	GBP
2004007	✓	31/12/2005			004	Service Order ...	2.00	GBP
2005001	✓	3/1/2006		2	001	Against All Od...	508.48	GBP
2005002	✓	3/1/2006		1	020	Safemarkets Plc	147.61	GBP
2005003	✓	4/1/2006			020	Safemarkets Plc	147.61	GBP

(no colour)

Invoices not yet due for payment

red

Invoices that are overdue for payment

green

Invoices that are fully paid or credited

Record Windows

You will use record windows to enter, view and edit individual records. All data entry will be made in windows of this type. Shown below is a Sales Order in a record window—

The screenshot shows a software window titled "DEMO: Order: Inspect". At the top, there are navigation buttons (back, forward), an "Operations" menu, and icons for printer, help, and phone. To the right are buttons for "New", "Duplicate", "Cancel", and "Save".

Below the navigation is a form with the following fields:

- No. 7, Name: Against All Odds Trading Co
- Customer: 001, with checkboxes for "Closed" and "Reserved".
- Tabs: "Date", "Items", "Currency", "Del. Terms", "Inv. Address", "Del. Address". The "Date" tab is selected.
- Date: 24/10/2007, Planned Del., Desp. Date, Time
- Pay. Terms: 30, Salesman: SJ, Order Type: Normal
- Our Ref.: Samuel Jaffacake, Attn.: Joseph Conrad
- Object: DEPT1,SJ, Cust. Ord. No., Class

A table of items is displayed below the form:

Item	Qty	Description	Unit Price	%	Sum
1	BUNDLE	1	Bundle	1000.00	1000.00
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					

At the bottom of the window, there is a summary section:

- Currency: GBP, Freight, VAT: 175.00, Subtotal: 1000.00
- Ext. Tax, TAX2, Base: 1175.00, TOTAL: 1175.00
- Buttons: "OK" (checked), "New", "Duplicate", "Cancel", "Save"

Use the Return, Tab or arrow keys to move from field to field. You can also use the mouse to click directly in a field. Some record windows, such as that in the illustration, are divided into two sections: the top half shows details of the parent record (in this case, an Order) and the lower half contains the individual items (or rows) that are listed on that Order.

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

The window title will contain the name of the register and will also show the status of the record, as follows—

- New** The window contains a new record that has not yet been saved.
- Inspect** The window contains a record that has been saved.
- Update** The window contains a saved record, and a change has been made to that record that has not yet been saved.
- Deleting** The window contains a record that is in the process of being deleted.

Record windows offer the following features—



Windows/Linux keyboard shortcuts: PgUp and PgDn
 Mac OS X keyboard shortcuts: ⌘-- and ⌘-+

Use these [Previous Record] (on the left) and [Next Record] buttons to open the previous or next record in the register (i.e. as listed in the browse window). Everything you may have changed in the record you are leaving will be saved.



Operations In several record windows, such as those for Invoices and Orders, there is an Operations drop-down menu available. This contains various functions that you can apply to the record currently shown in the window. For example, when working with an Order, use the Operations menu to create a Delivery and Invoice for that Order. On Mac OS X Cocoa, the Operations menu has the icon illustrated.



Windows/Linux keyboard shortcut: Ctrl-P
 Mac OS X keyboard shortcut: ⌘-P

Click this Printer icon to print the current record. Please refer to page 23 for details.



Windows/Linux keyboard shortcut: Ctrl-Shift-P
 Mac OS X keyboard shortcut: ⌘-Shift-P

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



In some record windows, such as those for Activities, Invoices and Contacts, there is a [Business Communicator] button in the Button Bar. If you need to call the Contact quoted in the Activity or Invoice or whose Contact record you are viewing, click this button. Please refer to the 'Business Communicator Window' section below on page 45 for details.

[New]

Windows/Linux keyboard shortcut: Ctrl-N
 Mac OS X keyboard shortcut: ⌘-N

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

[Duplicate]

Windows/Linux keyboard shortcut: Ctrl-K
 Mac OS X keyboard shortcut: ⌘-Y

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

[Cancel]

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

record (i.e. the window title is 'Update'), click this button to discard all changes made since it was last saved. In this case, the record window will not be closed.

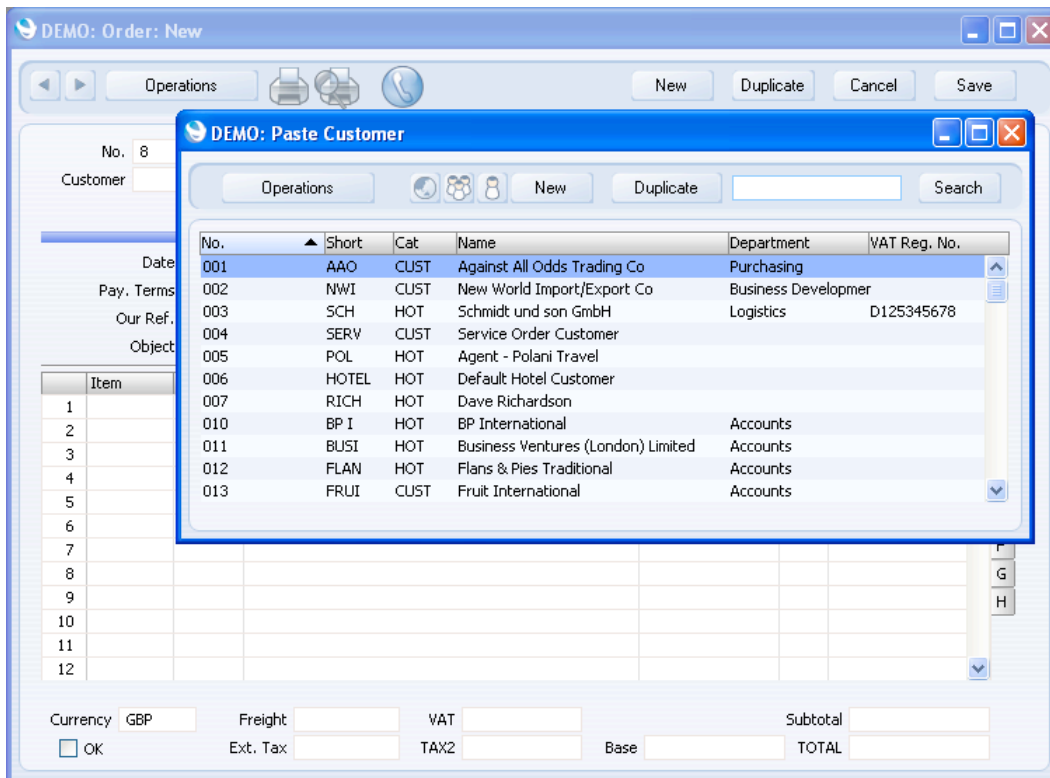
[Save]

Windows/Linux keyboard shortcut: Shift-Enter
Mac OS X keyboard shortcut: Shift-Enter

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

Paste Special

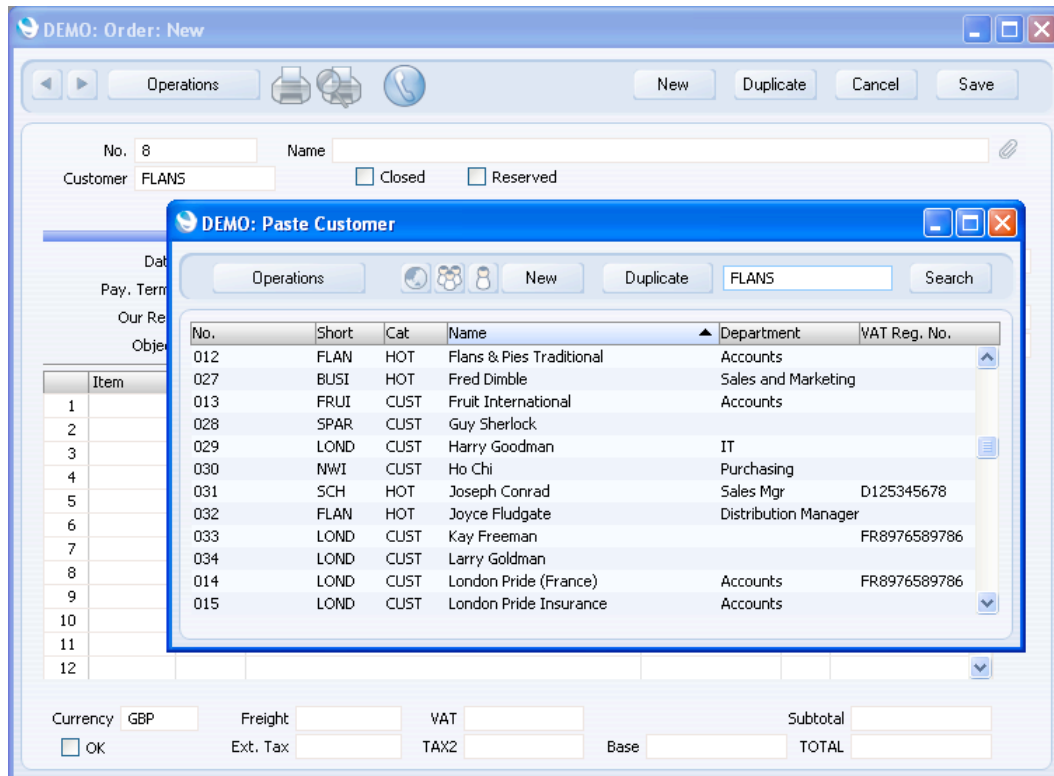
You can use the 'Paste Special' feature in many fields to bring information in to a record from another register or setting. For example, when you enter an Order, you can use 'Paste Special' to choose a Customer or Payment Term. The following example shows pasting a Customer Number into an Order—



Place the insertion point in the Customer field and press the Ctrl-Enter (Windows and Linux) or ⌘-Enter (Mac OS X) key combination. A new window will open, showing the contents of the register or setting from which you can select a record (in this case, the window will list Customers in the Contact register). This window is similar to a browse window in its behaviour, so you can sort and search as previously described. Select the Customer you want by double-clicking or by highlighting and pressing Enter. The Customer Number and other details are transferred to the Order.

You can make the 'Paste Special' feature more powerful by saving the sort order of the 'Paste Special' list. For example, whenever you need to choose a Customer, you will probably know its Name but not its Number. The first time you use the 'Paste Special' feature to choose a Customer, sort the list by Name and then select 'Save Normal Position' (Windows and Linux)/'Save Position' (Mac OS X) from the Window menu. From now on, the list will be sorted by Name when it opens. Now you can type the first few characters of the Customer Name in a Customer field and then press Ctrl-Enter or ⌘-Enter. When the 'Paste Special' list opens, the highlighted Customer will be the first

one to match what was typed. If this is the correct one, all you need do is press the Enter key and carry on typing without interruption. In the example shown below, we typed “FLANS” into the Customer Number field of an Invoice and then pressed Ctrl-Enter. The ‘Paste Special’ list opens, with the first Customer whose name begins with “FLANS” highlighted—



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

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

You can also drag and drop records from a browse window or ‘Paste Special’ list onto a record window. For example, you can drag a Customer Number from the ‘Contacts: Browse’ or the ‘Paste Customer’ window into an Order or Invoice. When a record contains a list (e.g. the list of Items in an Order or Invoice), you can open the ‘Items: Browse’ or the ‘Paste Item’ window and select a range of Items by clicking while holding down the Shift key. Then, drag them to the Item field in the first empty row in the list. All selected Items will be added to the list.

You can also use ‘Paste Special’ when you are in a date field to choose a date from a calendar.

Deleting Records

To delete a record, open it in a record window and select 'Delete' from the Record menu.

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



You cannot undo the deletion of a record.

Printing Documents

When you need to print an individual record, you will do so by printing a document. Documents are formal printouts, such as invoices or delivery notes, often printed for sending to third parties (e.g. Customers or Suppliers). You can use up to three methods to print documents. These are—

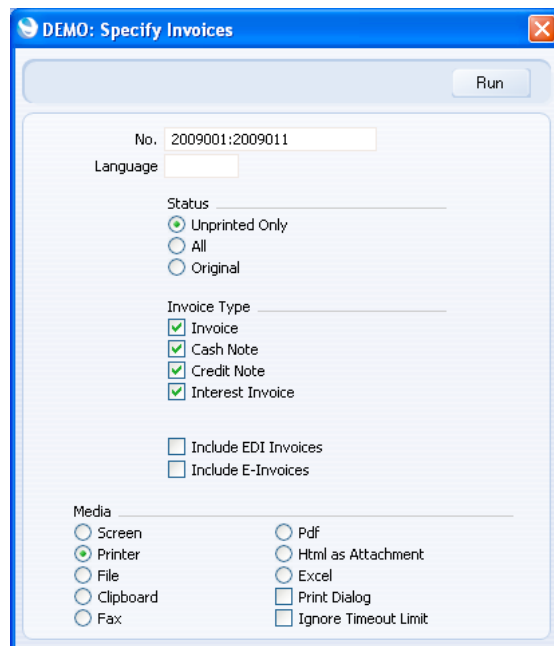
1. Open the record that you want to print and click the Printer icon—



If you want to print to screen, click the Preview icon—



2. Open the register containing the record that you want to print, highlight it in the list and select 'Print' from the File menu. You can select a number of records by shift-clicking to print them all.
3. Use the [Documents] button in the Master Control panel (Ctrl-D/⌘-D) to open a list of documents. The documents in this list will vary depending on the module. Double-click the document that you need. A dialogue box (usually known as a "specification window") will open. Specify the record(s) that you want to print and click the [Run] button. This is the specification window for Invoices—



To print a range of records, separate the first and last records in the range using a colon as shown in the illustration.

For More Information

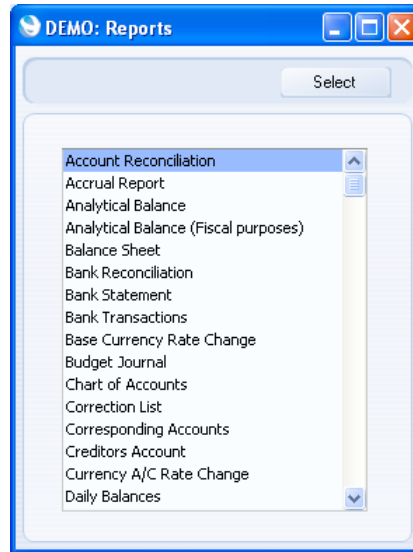
Please click for more details about—

- [Designing Forms](#)
- [Attaching Forms to Documents](#)

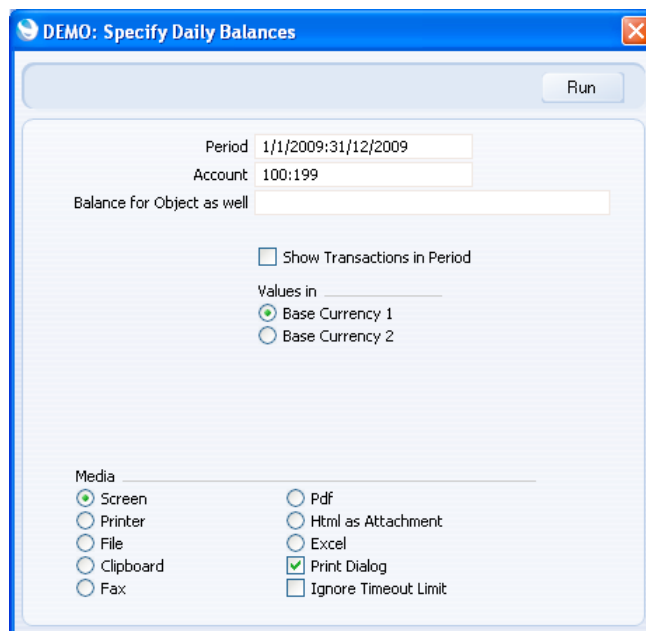
Reports

To print a report, follow these steps—

1. Use the [Module] button in the Master Control panel or the Ctrl-0/⌘-0 keyboard shortcut to choose the module that contains the report that you want to print.
2. Use the [Reports] button in the Master Control panel or the Ctrl-R/⌘-R keyboard shortcut to open the list of reports. Shown below are the reports in the Nominal Ledger—



3. Double-click the report that you want to print. A dialogue box (or “specification window”) will open, where you should specify what you want to be included in the report, and where you want the report to be printed. Illustrated below is the specification window for the Daily Balances report—



Many fields in specification windows allow you to report on a selection range, such as a range of Accounts, or a range of Items. To do this, enter the lowest and highest values of the range, separated by a colon. For example, if a specification window includes an Account field, you will be able to report on Accounts 100 to 199 by entering "100:199" in that field, as illustrated above. 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.

You can often use 'Paste Special' (Ctrl-Enter/⌘-Enter) to enter values in fields in specification windows. In the example illustrated above, you can use 'Paste Special' to choose a Period, an Account or range of Accounts, and an Object. In a field where you can enter a range (the Account field in the example), type the colon before opening the 'Paste Special' list for the second time. This will cause the second Account to be added to the one already entered. Otherwise, the previous Account will be overwritten.

The specification window also allows you to choose the destination of the printout. To do this, select one of the Media options at the bottom of the window. If you print to file, the contents of the report will be saved as a text file that you can then open in most word processors and spreadsheets. If you print to screen (the default setting), you will subsequently be able send the report to a printer by clicking the Printer icon at the top of the window containing the report or by selecting 'Print' from the File menu.

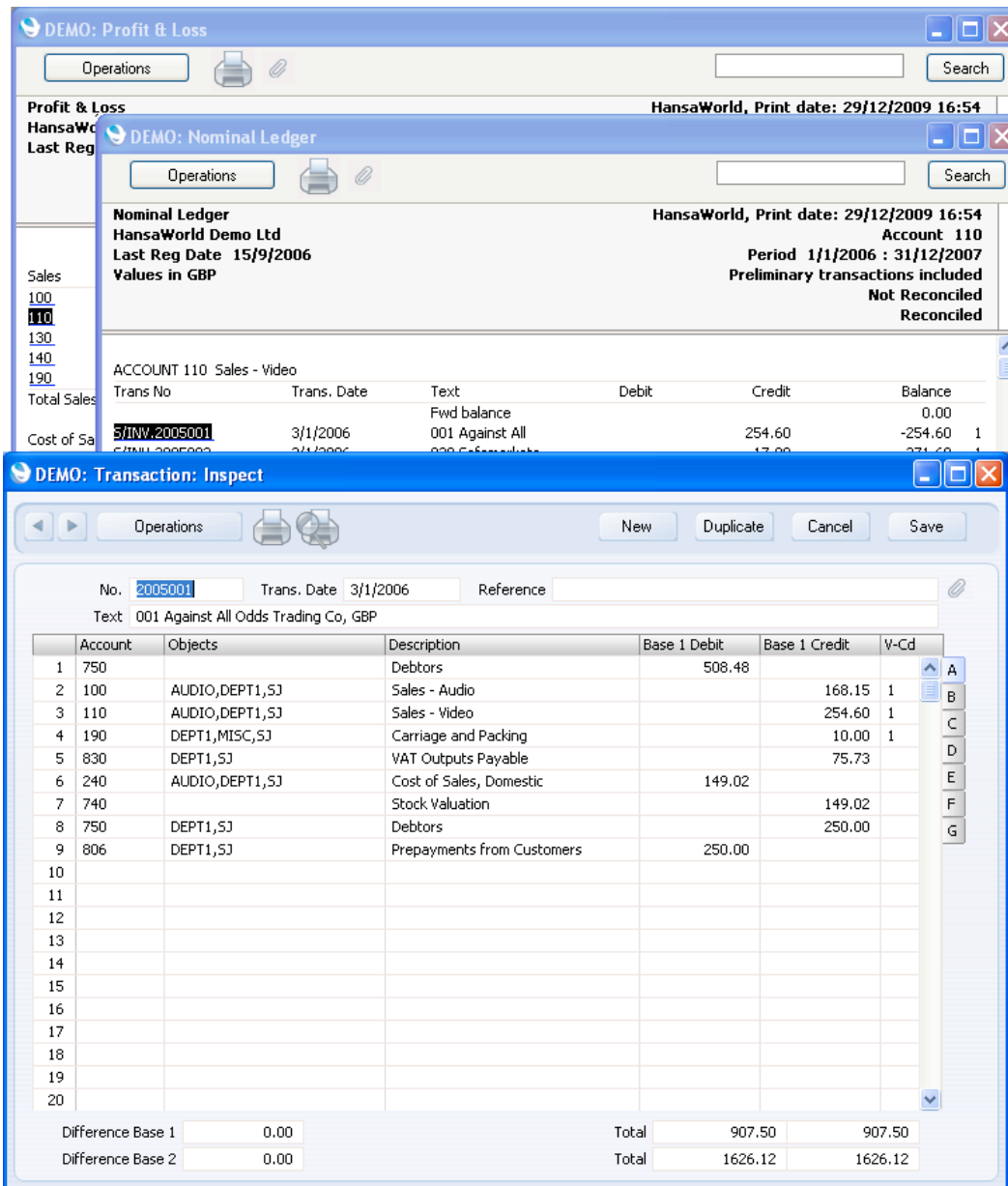
4. Once you have entered the reporting criteria and have chosen a print destination, click [Run] to produce the report.

Updating Reports

While a report is on screen, it may be that you change one or more of the records that contribute to the calculations. If so, there is no need to close and recreate the report. Simply select 'Recalculate' from the Operations menu (or use the Ctrl-Shift-R/ ⌘-Shift-R keyboard shortcut) to update the report. If you want to change the report criteria before recreating the report (e.g. you want to change the report period), choose 'Reopen Report Specification' instead.

Drill-down

Many reports include a drill-down feature when you print them to screen. For example, when you have a Profit & Loss statement on the screen, you can click on any of the Account numbers in the report. Subject to you having the necessary access rights, the Nominal Ledger report for the same Account and period is then opened in a separate window, listing the Transactions that contribute to the account balance on the P&L statement. If you then click on one of the Transaction Numbers in the Nominal Ledger report, the Transaction record will open, showing all the details recorded for the event. This example is illustrated on the next page.



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

For More Information

Please click for more details about—

- Reporting Periods
- Defining the Balance Sheet and Profit & Loss reports
- Defining the Key Financial Ratios report
- Defining the VAT report

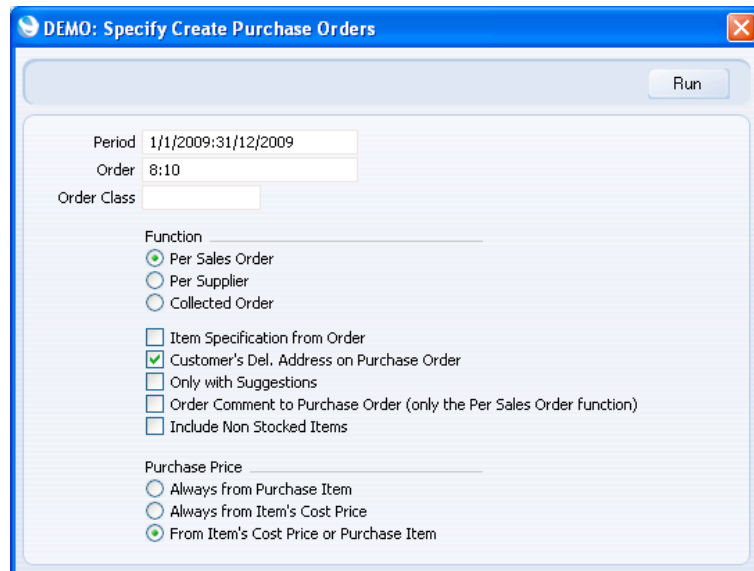
Batch Processing Functions (Maintenance Functions)

HansaWorld Enterprise contains many batch processing functions, known as “Maintenance” functions. To run a Maintenance function, follow these steps—

1. Use the [Module] button in the Master Control panel or the Ctrl-0 (zero)/⌘-0 keyboard shortcut to choose the module that contains the function that you want to use.
2. Click the [Routines] button in the Master Control panel. A list of routines appears. Click the [Maintenance] button—



3. The ‘Maintenance’ list window will appear: double-click the function that you want to use. A specification window will open, where you should specify the records that you want to be updated by the function and what you want it to do. Illustrated below is the specification window for the function that creates Purchase Orders to satisfy Sales Orders—



You should use Maintenance function specification windows in exactly the same way as report specification windows, as described above on page 24. This includes the possibility to enter ranges of records as shown in the Order field in the illustration, and using ‘Paste Special’ (Ctrl-Enter/⌘-Enter) to bring values into many of the fields.

4. Once you have entered the criteria that you need, click [Run] to activate the function.

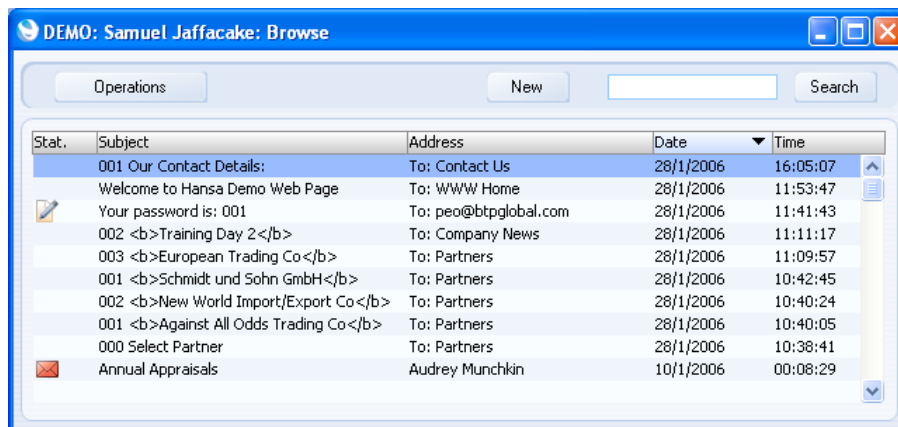
Mail

HansaWorld Enterprise contains Mail facilities that allow users in multi-user systems to—

- send Mail to other users in your HansaWorld Enterprise system;
- send Mail to Conferences, where every user can read it (subject to access restrictions);
- update Mail that other users have sent;
- send and receive e-mail. (This feature requires some configuration work to connect HansaWorld Enterprise to your e-mail servers (both SMTP and POP3) and to ensure incoming e-mails are sent to the appropriate mailboxes. By its nature, this configuration work cannot be included in the demonstration database, thus in effect disabling this feature. You can find details about this configuration work in the full 'Mail' manual.)

Sending and Receiving Mail

To open your Mailbox, click the [Mailbox] button in the Master Control panel. You can also press Ctrl-Shift-M (Windows and Linux) or ⌘-Shift-M (Macintosh). The following window is opened, listing all Mail that you have sent and received—



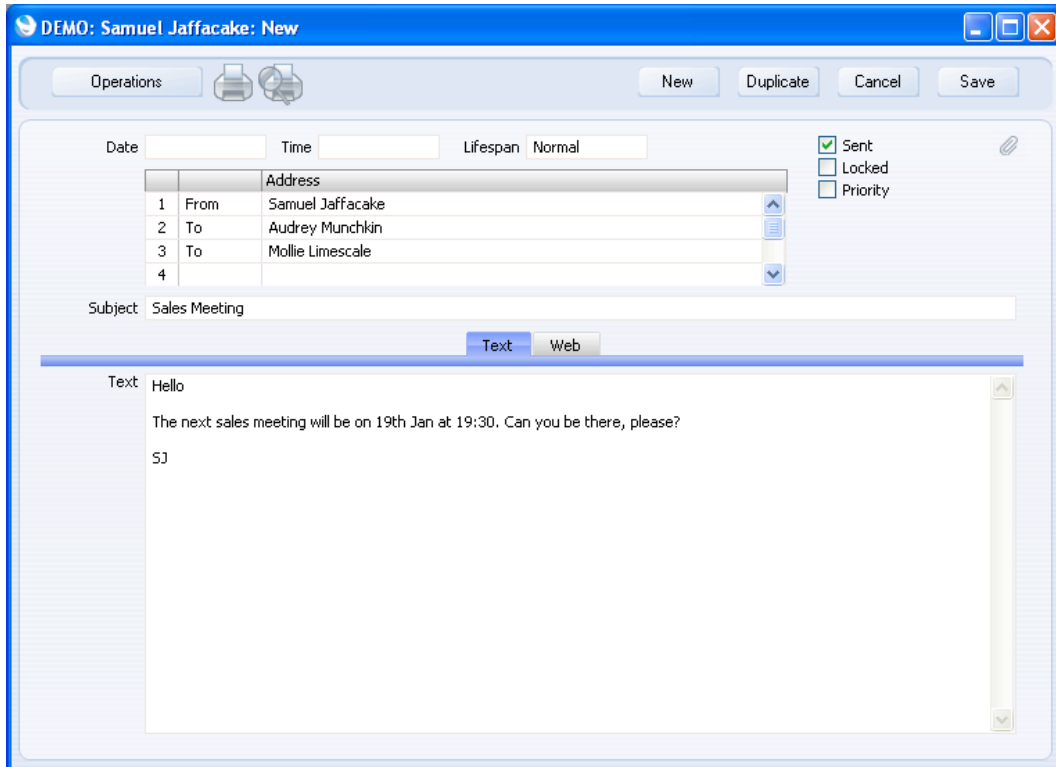
Mail is sorted in Date order, with the most recently modified Mails at the top of the list.

The Status column can contain the following symbols—

- (blank) The Mail has been sent or read.
- The Mail has one that you have not yet read, or it has been changed by somebody else since you last read it.
- The Mail is one that you have written but not yet sent.
- The Mail has at least one Attachment. Attachments are described below on page 34.

Double-click a Mail in the list to read or edit it, or create a new Mail by clicking the [New] button or using 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].



The most important fields are—

Date, Time The date and time the Mail was last modified. This is updated automatically using the server's clock and cannot be changed.

Address **Paste Special** Mailboxes and Conferences, Contacts and Customers

Enter the name of the Mailbox or Conference to which you want to send the Mail. You can send a single Mail to up to 99 Mailboxes, Conferences and e-mail addresses. You can also forward a Mail that you have received, simply by adding the new Address to the end of the list.

If you know the first few characters of the recipient, enter these and press Return. Their full name will appear.

The name of your Mailbox is brought in automatically to the first line of this list, and is shown as the sender.

You can enter "To:", "From:", "Cc:" or "Bcc:" as appropriate in the column to the left of the Address. You can use 'Paste Special' to choose one of these options. "Bcc" (blind carbon copy) is only relevant when sending external mail: each recipient of internal mail can see the full list of recipients.

Subject The title of the Mail, or a summary of its contents, which will appear in the Mailbox browse window.

Text	The text of the Mail. There is space for about 32,000 characters. This Text can be changed by the author of the Mail or any recipient at any time.
Sent	Click this box to send the Mail. When you next save the Mail, it will appear immediately in the Mailboxes of the specified recipients, with the 'envelope' icon signifying that the recipient has not read it.
Locked	Once you have marked a Mail as Locked and saved it, it can no longer be changed. However, it can still be deleted by both author and recipient.

Sending Mail

As you write a Mail, you can save it periodically for safety. At this stage, its recipients will not see it. The Mail will retain the 'pencil' icon in your Mailbox, signifying that it has not yet been sent.



When you are satisfied that the Mail is finished, check the Sent box and save it. It will immediately appear in the Mailboxes of its recipients. It will no longer be marked with the 'pencil' icon in your Mailbox, but it will be marked with the 'envelope' icon in all the recipients' Mailboxes, signifying that they have not yet read it.



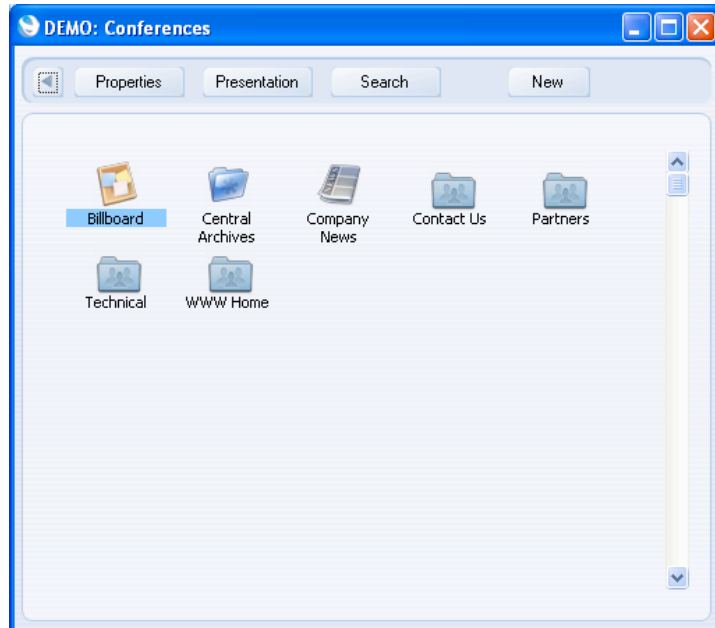
Sending External Mail

If at least one recipient is an e-mail address, they can receive the Mail in one of two ways—

1. The Mail will be sent automatically once you have marked it as Sent and saved it. This will be the case if you are using the Lock and Send E-Mail Automatically option in the Mail and Conference Settings setting. The Mail will also be locked.
2. If you are not using the Lock and Send E-Mails Automatically option, select 'Send E-mail' from the Operations menu after you have saved the Mail. If you do not save changes to the Mail before you use this function, the most recently saved version of the Mail will be sent. The Mail will be sent even if you have not checked the Sent box, but it is recommended that you check this box, to remove the 'pencil' icon from the Mail in your Mailbox. The Mail will not be locked.

Mail and Conferences

Mails in Conferences can be read in much the same way as those in your Mailbox, as described above. To gain access to your Conferences, click the [Conferences] button in the Master Control panel. The 'Conferences' window opens, showing the Conferences and folders in alphabetical order.

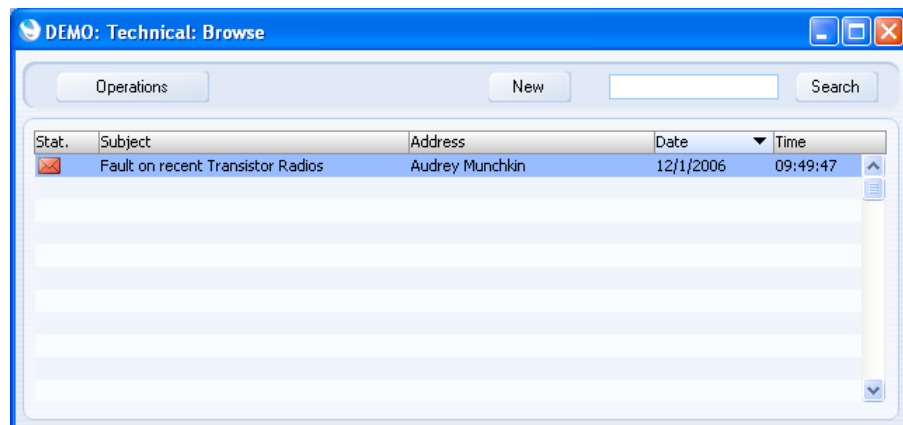


To open a Conference or folder, double-click its icon.

If you open a folder, its contents (sub-Conferences) are then shown. To return to the previous level, double-click the arrow in the top left-hand corner.



If you open a Conference, a browse window opens, listing its Mails in date order. The title of the browse window shows the name of the Conference.



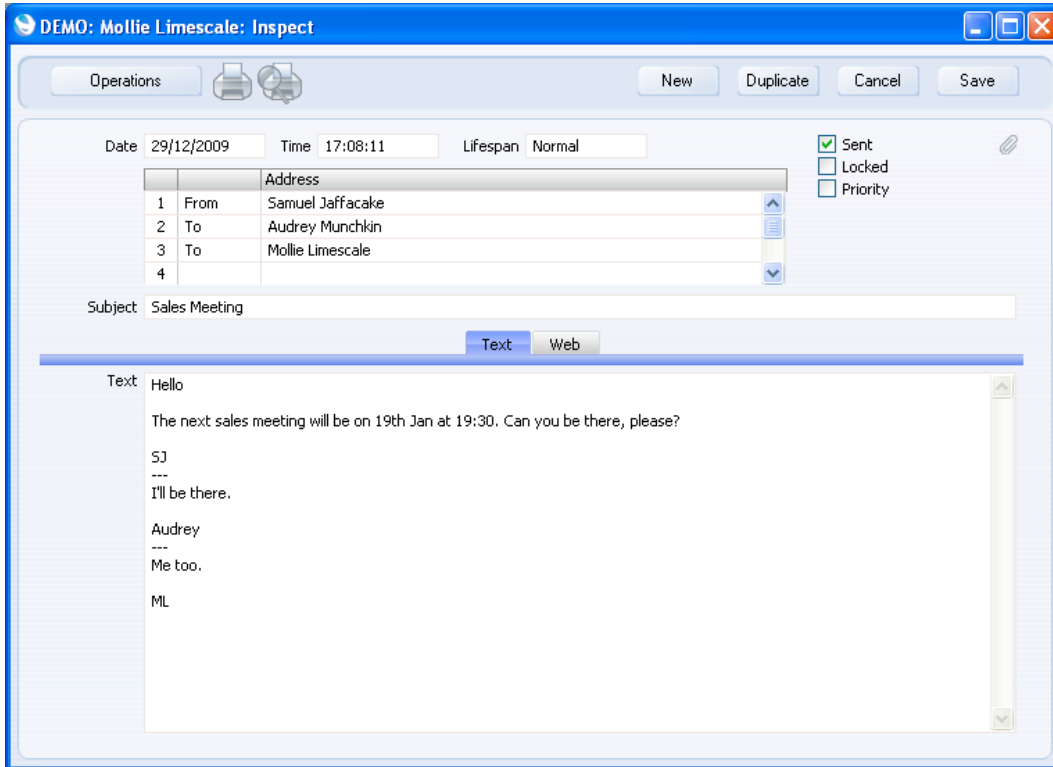
Mail that you have not yet read will be shown with the 'envelope' icon. To read a Mail, double-click it in the list. Once you have read it, you can add your comments, as described in the 'Replying to and Amending Mail' section below on page 32.

You can send a new Mail to the Conference while its browse window is open, by clicking the [New] button in the Button Bar. The new Mail will be

addressed to the Conference automatically. You can of course add more recipients if necessary.

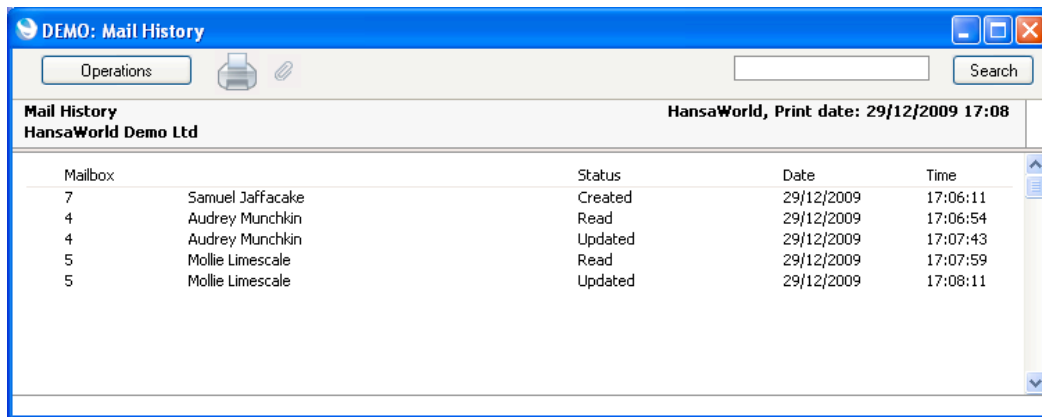
Replying to and Amending Mail

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.



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.

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.



Printing Mail

To print a Mail, open it and click the Printer icon in the Button Bar or select 'Print' from the File menu.

Searching for Mail

You can search for Mails containing a certain word or phrase. To do this, open your Mailbox or a Conference and select 'Search' from the Operations menu. This function will only search for Mails in the Mailbox or Conference from where it was activated. To search in every sub-Conference, click the [Search] button at the top of the 'Conferences' window. Enter a search string in the subsequent window and click the [Run] button (or use the Shift-Enter keyboard shortcut). A report will be printed to screen, listing the Mails found. In the report, click on the Subject of a Mail to open and read it.

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.

For More Information

Please click for more details about—

- [Configuring HansaWorld Enterprise to send and receive external mail \(e-mail\)](#)
- [Attaching Signatures to Mails automatically](#)
- [Out-of-office replies](#)
- [Setting access rights for Conferences](#)

Attachments and Personal Desktop

Attachments

You can connect files, notes or other records to any record in HansaWorld Enterprise. These connected objects are known as “Attachments”.

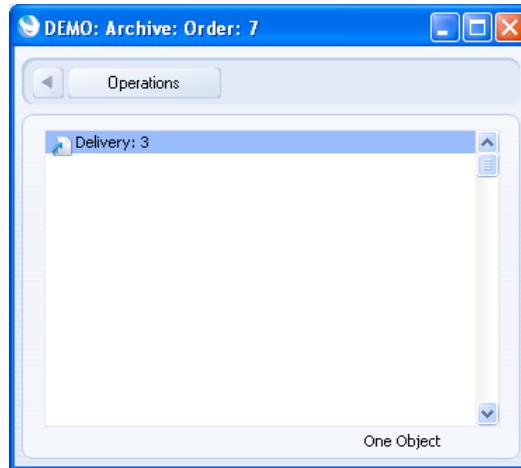
All record windows contain an [Attachments] button in the top right-hand corner—



If a record has at least one Attachment, the button has a different icon—



Click this button to work with Attachments (or select ‘Attachments’ from the Record menu). A list of objects currently attached to the record is opened—



This list has its own Operations menu, which contains the functions necessary to attach, view and remove Attachments—

Operations	
Attach File	Shift+Ctrl+A
Download File	
Open Record	
Show To Links	
Edit Link Comment	
Create Note	
Create Mail	
Create Archive	
Rename Archive	Shift+Ctrl+R

You must save a record at least once before you can add any Attachments.

You can attach the following items to records of all kinds—

Files Open the list of attachments and choose ‘Attach File’ from the Operations menu. A standard ‘Open File’ dialogue window will open, allowing you to locate the file that you need.

Notes Open the list of attachments and choose ‘Create Note’ from the Operations menu. A window will open, where

you can type in your note and enter a Comment (the text that will identify the note in the list of Attachments).

Records You can attach a record to another record by dragging it from its browse window onto the [Attachments] button of the other record. If the record is already open, drag its [Attachments] button onto the [Attachments] button of the other record.

Reports To attach a report to a record, first print the report to screen. The Button Bar of the report window contains an [Attachments] button: drag this to the [Attachments] button of the record.

To open or read an Attachment, double-click it in the list of Attachments or select 'Open Record' from the Operations menu. If the Attachment is a file, double-clicking it to save it to your hard disk or use 'Open Record' to open it in the relevant application.

If a record has many Attachments, you can organise them using Archives. Open the list of Attachments and select 'Create Archive' from the Operations menu. The 'Create Archive' window opens, where you can give the new Archive a name. When you click the [Save] button, the new Archive will appear at the top of the list of Attachments: move the Attachments into the Archive by dragging and dropping onto it. To open the Archive, double-click it. To go back to the top-level list of Attachments, click the button with the arrow icon—



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

Personal Desktop

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

The functions necessary to work with items in the Personal Desktop can be found on the Operations menu of the Master Control panel. Use these functions as described in the 'Attachments' section above to place files, notes, records and reports in your Personal Desktop. You can also place the following items in your Personal Desktop—

Registers Drag registers from the Master Control panel to the Personal Desktop.

Settings, reports, documents, import and export functions, Maintenance functions

Open the appropriate list window (e.g. the 'Reports' list or the 'Documents' list) and then drag an item from the list to the Personal Desktop. Reports, Documents and

Maintenance functions are described earlier in this manual (page 23 onwards).

The contents of your Personal Desktop cannot be viewed by another user. So, if someone else logs in to HansaWorld Enterprise on your machine using the [Login] button in the Master Control panel, your Personal Desktop will disappear, to be replaced with theirs.

Customers, Suppliers and Contact Persons

Information about your Customers, Suppliers, Contact Persons and all other companies and individuals with whom you have some contact is stored in the Contact register. This register is available in many modules including Sales and Purchase Orders, the Sales and Purchase Ledgers, and Contracts, Quotations, CRM and Service Orders if installed. Storing Customers, Suppliers, Contact Persons and other companies and individuals together in one register means that you can make full use of the Calendar, Task Manager, Mails and Letters with companies and individuals of all kinds. It also means that you will only have to maintain a single record for a company who is both a Customer and a Supplier.

Throughout this manual, the terms “Customer” and “Supplier” are used to refer to records in the Contact register. Those records do not necessarily represent firms that have purchased goods or services from your business, or sold goods or services to you, and in fact can represent any company that is a potential customer or supplier.

The term “Customer” is usually used when describing the use of a record in the Contact register in a sales context, while “Supplier” is used in a purchase context. “Supplier” implies that the Supplier box in the header of the Contact record has been checked.

As soon as contact is established between your business and a potential client or supplier, you should record their details in the Contact register. You should register their relationship with you (e.g. “Prospect” or “Lead”) using the Contact Classification field on the ‘Contact’ card of the Contact record. Mark the record as a Customer or a Supplier or both using the check boxes in the header, depending on their potential or actual relationship to your company. These check boxes will allow you to use the record in sales or purchase transactions as appropriate.

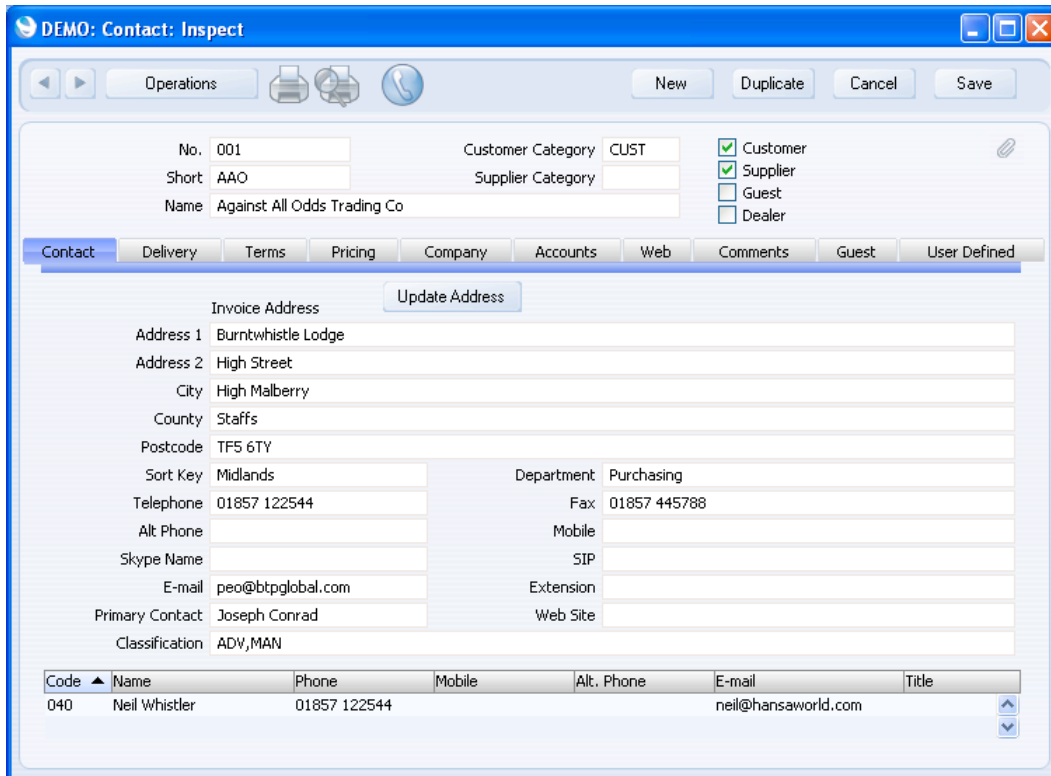
The term “Contact Person” is used in this manual when referring to an individual person: this may be a private individual or someone who works for a Customer or Supplier. In the latter case, you will have separate records in the Contact register for the Customer or Supplier and for the individual Contact Person. The Contact Person and Customer or Supplier will be linked using the Customer Relations register.

On the sales side, you can group Customers of a similar type together using Customer Categories. Every Customer belonging to a Category will be given the same default Price List, Discount Matrix and Debtor Account, saving you the work of having to specify these in the Contact records for the individual Customers. Defining and assigning Customer Categories also makes modification easier: if you need to change the Discount Matrix, for example, you only need to make one change (to the Customer Category), rather than many (to each of the Customer records). If you specify information both for a Customer Category and in the Customer record of an individual company belonging to that Category, the information in the Customer record will take precedence. For example, if you specify a Price List in a Customer Category and in a Customer belonging to that Category, the one in the Customer will be used. Before entering Customers, therefore, it is recommended that you enter some Customer Categories, using the setting in the Sales Ledger.

Similarly, on the purchase side you can group Suppliers of a similar type together using Supplier Categories. Every Supplier belonging to the same Category will be given the same default On Account and Creditor Accounts, saving you the work of having to specify this for each one individually. A

company that is both a Customer and Supplier can belong both to a Customer Category and to a Supplier Category. Before entering Suppliers, therefore, it is recommended that you enter some Supplier Categories, using the setting in the Purchase Ledger.

To work with Contacts, ensure you are in one of the modules mentioned in the first paragraph and click the [Contacts] button in the Master Control panel. The 'Contacts: Browse' window is opened, showing a list of Contacts already entered. To create a new Contact, click the [New] button above the list or use the Ctrl-N/⌘-N keyboard shortcut. Alternatively, highlight a Contact similar to the one you want to enter and click [Duplicate] (or use Ctrl-K/⌘-Y).



The more important fields are the following—

Customer, Supplier

Mark the Contact as a Customer or Supplier or both as appropriate, using the check boxes at the top of the window.

Marking the Contact as a Customer or Supplier does not necessarily mean it has purchased goods or services from your business, or sold goods or services to you: the company can also be a potential customer or supplier to your business.

Marking the Contact as a Customer makes it available to the sales registers (e.g. Quotations, Sales Orders, Sales Invoices, Deliveries). Similarly, marking it as a Supplier makes it available to the purchase registers (e.g. Purchase Orders, Purchase Invoices, Goods Receipts). You can use both Customers and Suppliers in Activities (i.e. in the Calendar and Task Manager), Customer Letters and Mails.

If you originally opened the Contact register in a sales-orientated module (e.g. Sales Ledger or Sales Orders module) and then enter a new Contact, the new record will be marked as a Customer automatically. If you originally opened the Contact register in a purchase-orientated module (e.g. Purchase Ledger or Purchase Orders module), the new record will be marked as a Supplier automatically.

If the Contact is a Customer or Supplier, the grid at the bottom of the 'Contact' card lists the Contact Persons working for them. Please refer to the 'Contact Persons' section below on page 40 for full details.

Payment Terms	You will see the Payment Terms field if you click the tab marked 'Terms' in the middle of the screen. Choose using 'Paste Special' (Ctrl-Enter or ⌘-Enter) the Sales Payment Terms that you will offer to the Contact as a Customer and/or the Purchase Payment Terms that you will be given by the Contact as a Supplier. These Payment Terms will be used in all sales and purchase transactions (e.g. Quotations, Sales and Purchase Orders, Sales and Purchase Invoices).
Reminders	Check the Reminders box if the Contact is a Customer to whom you will want to send Open Invoice Customer Statements and reminders for late payment.
On Account	Check this box if the Contact is a Customer who will send you payments on account (i.e. payments without Invoices e.g. deposits) or a Supplier to whom you will send payments on account.
Credit Limit	If the Contact is a Customer and you set a Credit Limit on the 'Terms' card, refer to the Credit Limit setting in the Sales Ledger to specify what should happen if they exceed it.
Price List	Use the Price List field on the 'Pricing' card if the Contact is a Customer and you want to offer them special (non-retail) prices.
VAT Code	On the 'Company' card, you should only specify Sales and/or Purchase VAT Codes for Customers and Suppliers to whom the standard VAT rates will not apply (e.g. charities). If you do need to specify a VAT Code, you can do so using the 'Paste Special' feature (Ctrl-Enter/⌘-Enter).
VAT Zone	While on the 'Company' card, you should also choose the correct VAT Zone for the Customer or Supplier. This will ensure VAT will be calculated correctly.
Cost Account	Using the 'Paste Special' feature, specify a Cost Account on the 'Accounts' card if the Contact is a Supplier and you would like a particular Cost Account (i.e. Purchase Account) to be offered as a default when you enter new Purchase Invoices. This can be useful in the cases of Suppliers of services such as electricity or telephone services, whose Purchase Invoices are usually debited to the same Account.

Account Operator While on the ‘Accounts’ card and if the Contact is a Supplier, enter the name of their Bank in the Account Operator field, and their Bank Account Number and their Bank’s Sort Code and IBAN Code in the relevant fields. This information will be used if you need to send electronic payments to the Supplier.

Customer Status, Supplier Status

To view the contact history, choose ‘Customer Status’ or ‘Supplier Status’ (depending on the type of Contact) from the Operations menu. A report will open, listing past Orders, Invoices and other transactions, as well as Activities. You can drill down from this report to open individual records (e.g. an individual Invoice).

Contact Persons

As described above, Customers, Suppliers and Contact Persons are all stored in the Contact register. In this section, we describe linking Contact Persons to the company they work for.

1. The first step is to enter a Contact record representing the company. Mark the company as a Customer or Supplier or both, as appropriate. Ensure you save this record before moving to step 2.

The screenshot shows a software window titled "DEMO: Contact: Inspect". At the top, there are navigation arrows, an "Operations" menu, and icons for printing, help, and a phone. To the right are buttons for "New", "Duplicate", "Cancel", and "Save".

The main form area contains the following fields:

- No. 045
- Short
- Name Giacomelli Limited
- Customer Category CUST
- Supplier Category
- Customer
- Supplier
- Guest
- Dealer

Below these fields is a tabbed interface with tabs for "Contact", "Delivery", "Terms", "Pricing", "Company", "Accounts", "Web", "Comments", "Guest", and "User Defined". The "Contact" tab is active.

Under the "Contact" tab, there is an "Update Address" button and an "Invoice Address" section with the following fields:

- Address 1 Murdock Road
- Address 2
- City Stevenage
- County Hertfordshire
- Postcode SG1 1AA
- Sort Key
- Telephone 01438 345678
- Alt Phone
- Skype Name
- E-mail
- Primary Contact
- Classification
- Department
- Fax
- Mobile
- SIP
- Extension
- Web Site www.giacomelli.co.uk

At the bottom of the window is a table with the following columns: Code, Name, Phone, Mobile, Alt. Phone, E-mail, and Title. The table is currently empty.

- The next step is to enter a Contact record representing a person working for the company (i.e. a Contact Person). Choose 'Create New Contact' from the Operations menu. A new record will be created in the Contact register and will be opened in a new window entitled 'Contact: Inspect'. This means the record has already been saved and is being opened to allow you to enter the Contact Person's name and contact details if these are different to those of the parent company —

The screenshot shows the 'DEMO: Contact: Inspect' window. The 'Operations' menu is open, showing 'New', 'Duplicate', 'Cancel', and 'Save' options. The 'Contact' tab is selected, displaying the 'Invoice Address' section. The 'Update Address' button is visible. The 'Address 1' field contains 'Murdock Road'. The 'City' field contains 'Stevenage'. The 'County' field contains 'Hertfordshire'. The 'Postcode' field contains 'SG1 1AA'. The 'Telephone' field contains '01438 345678'. The 'Fax' field is empty. The 'Mobile' field is empty. The 'SIP' field is empty. The 'Extension' field is empty. The 'Web Site' field is empty. The 'Department' field is empty. The 'E-mail' field is empty. The 'Primary Contact' field is empty. The 'Classification' field is empty. The 'Sort Key' field is empty. The 'Alt Phone' field is empty. The 'Skype Name' field is empty. The 'Customer Category' and 'Supplier Category' fields are empty. The 'Name' field contains 'No Name'. The 'Short' field is empty. The 'No.' field contains '046'. The 'Customer' checkbox is unchecked. The 'Supplier' checkbox is unchecked. The 'Guest' checkbox is unchecked. The 'Dealer' checkbox is unchecked.

The address details, telephone and fax will be copied from the parent company. Enter the Contact Person's name and appropriate contact information. As the Contact Person works for a company that has been marked as a Customer or a Supplier, you should not check these boxes in the Contact Person record.

The screenshot shows the 'DEMO: Contact: Inspect' window. At the top, there are navigation buttons (back, forward) and a toolbar with 'Operations', 'New', 'Duplicate', 'Cancel', and 'Save'. Below this, the contact details are displayed:

- No. 046
- Short: (empty)
- Name: Brian Giacomelli
- Customer Category: (empty)
- Supplier Category: (empty)
- Classification: Customer, Supplier, Guest, Dealer

Below the details is a tabbed interface with 'Contact' selected. The 'Invoice Address' section is visible, containing:

- Address 1: Murdock Road
- Address 2: (empty)
- City: Stevenage
- County: Hertfordshire
- Postcode: SG1 1AA
- Sort Key: (empty)
- Telephone: 01438 345678
- Alt Phone: (empty)
- Skype Name: brian_giacomelli
- E-mail: brian@giacomelli.co.uk
- Primary Contact: (empty)
- Classification: (empty)
- Department: (empty)
- Fax: (empty)
- Mobile: 07885 123456
- SIP: (empty)
- Extension: (empty)
- Web Site: (empty)

At the bottom, there is a table with columns: Code, Name, Phone, Mobile, Alt. Phone, E-mail, Title.

3. Save the Contact Person and close the record by clicking the close box. The Contact Person is now included in the list at the bottom of the 'Contact' card of the parent company's Contact record—

The screenshot shows the 'DEMO: Contact: Inspect' window for a different contact. The details are:

- No. 045
- Short: (empty)
- Name: Giacomelli Limited
- Customer Category: CUST
- Supplier Category: (empty)
- Classification: Customer, Supplier, Guest, Dealer

The 'Invoice Address' section is the same as in the previous screenshot. The 'Web Site' field is now populated with 'www.giacomelli.co.uk'.

The table at the bottom now contains one entry:

Code	Name	Phone	Mobile	Alt. Phone	E-mail	Title
046	Brian Giacomelli	01438 345678	07885 123456		brian@giacomelli.co.uk	

This list will contain all the Contact Persons working for the Customer or Supplier. As with all lists in HansaWorld Enterprise, you can sort this one by clicking on a column heading. If you need to open the Contact record of a Contact Person, double-click a line in this list.

4. If a Contact Person stops working for a Customer or Supplier, you can delete the Contact record for the Contact Person. But, you might want to retain a record that the Contact Person did once work for the Customer or Supplier. If so, refer to step 5.
5. The Contact Person and the Customer or Supplier are separate records in the Contact register. The connection between the two is made in a separate register, the Customer Relations register in the CRM module. If you create a Contact Person using the 'Create New Contact' Operations menu function as described in step 3, a record will be created in the Customer Relations register automatically, connecting the Contact Person to the Customer or Supplier. If a Contact Person stops working for a Customer or Supplier, you need to find the relevant record in the Customer Relations register, where you can do one of three things—
 - i. You can delete the relevant Customer Relations record. This will break the link between the Contact Person and the Customer or Supplier. Alternatively, if the Contact Person moves to another Customer or Supplier, you can enter the new Customer or Supplier in the Customer Relations record.
 - ii. You can mark the relevant Customer Relations record as invalid. The link between the Contact Person and the Customer or Supplier will remain, but the Contact Person will no longer appear in 'Paste Special' lists and will be marked with a red line in the Customer or Supplier record—

The screenshot shows a software window titled "DEMO: Contact: Inspect". At the top, there are navigation buttons (back, forward), an "Operations" menu, and icons for printer, refresh, and help. To the right are buttons for "New", "Duplicate", "Cancel", and "Save".

The main form contains the following fields:

- No. 045
- Customer Category: CUST
- Short: [empty]
- Supplier Category: [empty]
- Name: Giacomelli Limited
- Radio buttons for Customer (checked), Supplier, Guest, and Dealer.

Below these are tabs for "Contact", "Delivery", "Terms", "Pricing", "Company", "Accounts", "Web", "Comments", "Guest", and "User Defined". The "Contact" tab is active.

Under the "Contact" tab, there is an "Invoice Address" section with an "Update Address" button. The address fields are:

- Address 1: Murdock Road
- Address 2: [empty]
- City: Stevenage
- County: Hertfordshire
- Postcode: SG1 1AA
- Sort Key: [empty]
- Department: [empty]
- Telephone: 01438 345678
- Fax: [empty]
- Alt Phone: [empty]
- Mobile: [empty]
- Skype Name: [empty]
- SIP: [empty]
- E-mail: [empty]
- Extension: [empty]
- Primary Contact: [empty]
- Web Site: www.giacomelli.co.uk
- Classification: [empty]

At the bottom, there is a table with columns: Code, Name, Phone, Mobile, Alt. Phone, E-mail, and Title. The first row is highlighted with a red line:

Code	Name	Phone	Mobile	Alt. Phone	E-mail	Title
046	Brian Giacomelli	01438 345678	07005 123456		brian@giacomelli.co.uk	

You can use this method if you want to remember that the Contact Person once worked for the Customer or Supplier, between the dates recorded in the Customer Relations record. If the Contact Person moves to another Customer or Supplier, you can create a new Customer Relations record.

- iii. You can mark the Contact Person as Closed (on the ‘Terms’ card of their Contact record). All Customer Relations records for the Contact Person will be marked as Invalid automatically. The link between the Contact Person and the Customer or Supplier will remain, but the Contact Person will be marked with a red line, as illustrated in point ii above. The Contact Person will no longer appear in ‘Paste Special’ lists. This method will not be suitable if the Contact Person moves to another Customer or Supplier, or works for more than one at the same time. It closes the Contact Person as a whole, so they will not appear in ‘Paste Special’ lists for the new or second companies.

Addresses

You can enter various Addresses for Customers and Suppliers, as follows—

- Enter the company’s main Address on the ‘Contact’ card of their Contact record. This is the Address to which you will send Invoices (in the case of Customers) and Purchase Orders and Payments (in the case of Suppliers).
- If a Customer’s Delivery Address is different to their Invoice Address, enter it on the ‘Delivery’ card of their Contact record. When you send goods to the Customer, it will be to their Delivery Address if they have one, or otherwise to their Invoice Address.
- If a Customer has more than one Delivery Address, enter them in the Delivery Addresses setting in the Sales Orders module—

The screenshot shows a software window titled "DEMO: Delivery Address: Inspect". At the top, there are navigation buttons: "New", "Duplicate", "Cancel", and "Save". Below these are two rows of input fields: "Customer" with value "001" and "Name" with value "Against All Odds Trading Co"; "Del.Code" with value "001/3" and "Comment" with value "Main Warehouse". There are two tabs: "Address" (selected) and "Rental". Under the "Address" tab, there are several input fields: "Address 1" (The Warehouse), "Address 2" (Coral Trading Estate), "City" (High Malberry), "County" (Staffs), "Postcode" (TF5 6TY), "Contact", "Telephone", "Fax", "E-mail", and "Region". An "Update Address" button is located at the bottom right of the form area.

Choose the Customer using ‘Paste Special’, enter a unique code for the Address in the Del. Code field (unique for the Customer, not necessarily for all Customers) and then enter the Address in the fields below.

By default, you will send goods to the Delivery Address recorded in the Customer's Contact record, but you will be able to choose a different Address using 'Paste Special'. The illustration below shows the 'Del. Address' card of an Order where we have specified that we want the goods shipped to the Delivery Address illustrated above—

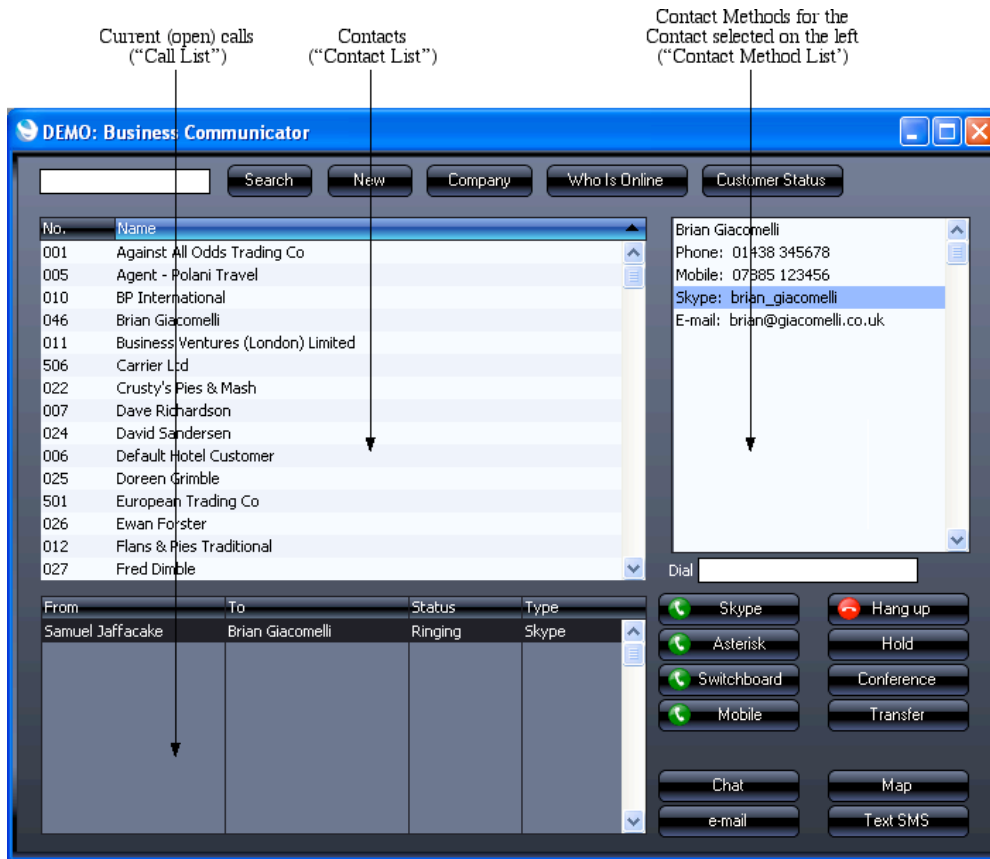
Making Contact - The 'Business Communicator' Window

The 'Business Communicator' window allows you to communicate with any Contact (both external and internal) using methods such as email, Skype, SIP and text SMS.

To open the 'Business Communicator' window, click the [Business Communicator] button in the Master Control panel—



This button can also be found in record and browse windows belonging to registers such as Activities, Invoices and Contacts where you may need to communicate with a Contact (e.g. with the Contact quoted in an Activity or Invoice). Clicking the button here will open the 'Business Communicator' window with the relevant Contact's telephone and mobile numbers, Skype Name, email address and so on shown in the Contact Methods list, ready for you to open communications.



The ‘Business Communicator’ window contains the following sections—

The Contact List This is a list of the records in the Contact register.

As with all lists of records in HansaWorld Enterprise, you can scroll through the list using the scroll bar on the right, you can sort the list by clicking a column heading, and you can use the Search field and button to find a particular Contact in the list.

To create a new Contact, click the [New] button above the list. The ‘Contact: New’ window will open, allowing you to enter the details of the new Contact. By default, the new Contact will be marked as a Customer. To edit an existing Contact, double-click their name in the list. Please refer to the ‘Customers, Suppliers and Contact Persons’ section above on page 37 for more details.

To communicate with a Contact, click their name once in the list. The available communication methods (telephone and mobile numbers, Skype names, etc.) will be shown in the Contact Method list on the right, described below.

The Contact Method List

To communicate with a Contact, click their name once in the Contact list. The available communication methods (telephone and mobile numbers, Skype names, etc.) will be shown in the Contact Method list. Choose a communication method by clicking, and then click the appropriate button below. For example, to open a Skype call, click the Contact’s Skype name in the Contact

Method list and then click the [Skype] button below. To open a Skype-Out call, click the Contact's telephone or mobile number in the Contact Method list and then click the [Skype] button. As soon as you click the appropriate button, the call will be added to the Call list in the lower left-hand corner of the 'Business Communicator' window.

The Call List The Call list in the lower left-hand corner of the 'Business Communicator' window shows the open calls being made by everyone in your HansaWorld Enterprise system. This same list is shown on every client. This list will help you manage calls as you will easily be able to see whether a Person is already engaged before transferring a call to them or inviting them to a conference call. You can also interrupt another Person's call by highlighting it in the list and then clicking the [Hold] or [Hang Up] buttons.

You can use one of the following methods to communicate with a Contact. The first methods listed (Skype, Chat and, depending on platform, Email) require almost no configuration work and so you can easily use them in the demo database. In the cases of Skype, Asterisk, Switchboard and Mobile calls, when the Contact answers, a new Activity window will be opened, allowing you to record the details of the conversation immediately. Activities are described below on page 50.

Skype

To call a Contact using Skype, first click on the Contact in the Contact list and then—

- To make a Skype-to-Skype call, click on their Skype Name in the Contact Method list and then click the [Skype] button.
- To make a SkypeOut call, click on their telephone or mobile number in the Contact Method list (or enter a number in the Dial field) and then click the [Skype] button.
- To open the Skype Chat window, click on their Skype Name in the Contact Method list and then click the [Chat] button.

You can end Skype-to-Skype and SkypeOut calls either in the Skype application itself or by clicking on the call in the Call list in the 'Business Communicator' window and then clicking the [Hang up] button.

You can use the [Skype] button to answer an incoming Skype-to-Skype call, as well as doing so in Skype itself. If you already have an open call, it will be put on hold when you click the [Skype] button to answer the new call.

Communication using Skype requires Skype to be running and communicating with HansaWorld Enterprise as described in the 'Interaction with Skype' section above on page 13.

Email

If you are using Windows, you can establish a connection between HansaWorld Enterprise and your usual mail application (e.g. Eudora, Outlook, etc). To do this, open the Mail and Conference Settings setting in the E-mail and Conferences module and choose the Use External Mail Software option. Then, to send an e-mail, click on the Contact's email address in the Contact Method list and then click the [e-mail] button. A new

mail will be created in your default mail application, addressed to the Contact's email address.

If you are not using Windows or the Use External Mail Software option, you will need to connect HansaWorld Enterprise directly to your SMTP and POP3 servers before you can send and receive email.

Chat with other users in your HansaWorld Enterprise system

To communicate with another user in your HansaWorld Enterprise system, click the [Who Is Online] button in the 'Business Communicator' window. This will print a report to screen listing the users currently logged in (only users with Mailboxes will be listed). Click a user's name in the list, and then choose whether you want to communicate with them using Skype-to-Skype, SkypeOut, email, text (SMS) or the chat feature built in to HansaWorld Enterprise.

Asterisk

To call a Contact through an Asterisk-based switchboard, first click on the Contact in the Contact list and then click on their SIP address or telephone or mobile number in the Contact Method list. Alternatively, enter a SIP address or number in the Dial field. Then, click the [Asterisk] button.

A call will be established between you and the Contact. First, your SIP client (softphone (e.g. EyeBeam, X-Lite) or hardphone) will ring. When you answer, the Contact's telephone will ring.

You cannot use the [Asterisk] button to answer an incoming Asterisk call. You can only do this using your soft- or hardphone.

Communication through an Asterisk-based switchboard requires you to have a SIP account and an Asterisk-based switchboard.

Switchboard

This method allows you to make calls through a standard switchboard via the Microsoft Telephony API (TAPI).

To call a Contact using this method, first click on the Contact in the Contact list and then click on their telephone or mobile number in the Contact Method list. Alternatively, enter a number in the Dial field. Then, click the [Switchboard] button. The number must be one that can be understood by the switchboard: for example, if you need to dial 9 to get an outside line, include 9 in the number. This means including 9 in every telephone and mobile number in the Contact register.

A call will be established between you and the Contact. First, your telephone (i.e. the telephone with the extension number in your Contact record) will ring. When you answer, the Contact's telephone will ring.

Communication through a switchboard via TAPI requires you to have a TAPI (Microsoft Telephony API) gateway that allows HansaWorld Enterprise to communicate with your switchboard.

Mobile

To call a Contact via your mobile phone, first click on the Contact in the Contact list and then click on their telephone or mobile number in the Contact Method list. Alternatively, enter a number in the Dial field. Then, click the [Mobile] button. Your mobile phone will be activated, and a call will be established between you and the Contact, so the Contact's telephone will ring immediately. You can end the call from the phone or by highlighting the call

in the Call list in the 'Business Communicator' window and clicking the [Hang up] button.

Calling a Contact via your mobile phone requires you to have installed the HansaWorld Business Communicator For Handsets application on your mobile phone, which must be a Symbian S60 3rd edition device.

Text SMS

Text SMS is an Internet Service and therefore it can only be used in a full registered version of HansaWorld Enterprise. This feature is disabled in the demo database.

Managing Calls

- To put a call on hold, highlight it in the Call list and click the [Hold] button. To continue with the call, click the appropriate button for the call method. For example, if it is a Skype call, click the [Skype] button. If another call is in progress, it will be put on hold automatically. You can use the [Hold] button with Skype, Asterisk and Switchboard calls.
- To transfer a call, first highlight it in the Call list and click the [Hold] button. Then find and highlight the person to whom you want to transfer the call in the Contact list and then click the appropriate number or address in the Contact Method list (for example, if you are transferring a Skype call, click the person's Skype name in the Contact Method list). Finally, click the [Transfer] button. Note that you cannot transfer Skype calls that you initiated. You can only transfer Skype calls that you received.

Remember that the Contact list is a list of records in the Contact register. Therefore, to transfer a call to another member of staff, that member of staff must have their own record in the Contact register, and this record must be connected to their Person record using the Contact Code field on the 'Access' card. If you have more than one Company in your database, the Contact list will list the records in the Contact register in the Company you are currently working in.

- To open a conference call (a call with more than two participants), follow these steps—
 1. Make or receive a call.
 2. Put the call on hold.
 3. Make or receive a second call.
 4. Click the [Conference] button.

If all calls are on hold, the conference will not start: you must have one call in progress to open the conference.

You can use the [Conference] button with calls of all types.

Contact Histories - Activities

HansaWorld Enterprise encourages you to maintain Contact Histories for each Contact. To this end, a new Activity will be opened automatically whenever you answer an incoming call and whenever a call you have made is answered.

The title of the window containing the Activity is 'Activity: Inspect'. This means that the Activity has already been created and saved. The Persons, Start Time, Start and End Date and Customer Number and Name fields will all be filled in automatically. The Customer Telephone Number field will contain the Customer's telephone or mobile number, Skype name or SIP address, whichever was used to make the call.

As you make the call, use the Text field to describe the call. This field can contain up to 80 characters. If this is not enough, use the Text column in the grid at the bottom of the window. Here, if you need to enter more than one line of text, simply keep typing. The insertion point will move to the next line automatically when necessary.

When the call finishes, you can save the Activity by clicking the [Save] button in the Button Bar or the [End Activity] button at the bottom of the window. As well as saving the Activity, the [End Activity] button will bring the current date and time into the End Date and End Time fields respectively, and it will calculate the Cost (Time) (i.e. the duration of the call).

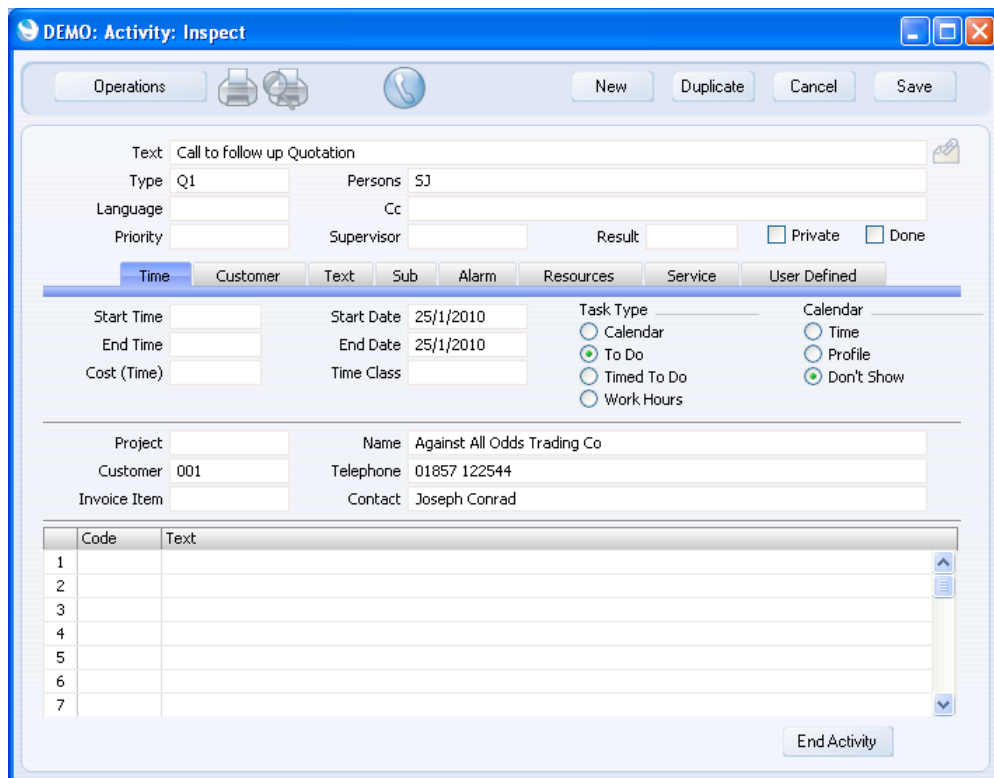
If you do not want to keep the Activity, click the [Cancel] button to discard any changes you have made, then select 'Delete' from the Record menu. The Activity will be deleted.

While the call is taking place, you may want to view the Contact record for the Contact you are talking to. To do this, place the insertion point in the Customer field and press F2 (Windows and Linux) or ⌘-Shift-V (Mac OS X). The Contact record will open. If you then want to look at the Contact's

Call History, select 'Customer Status' from the Operations menu (if the Contact is a Customer) or 'Supplier Status' (if the Contact is a Supplier).

As well as Activities being created automatically when you make and receive calls, you can also create them yourself from the Calendar and Task Manager, described below on pages 53 and 57 respectively.

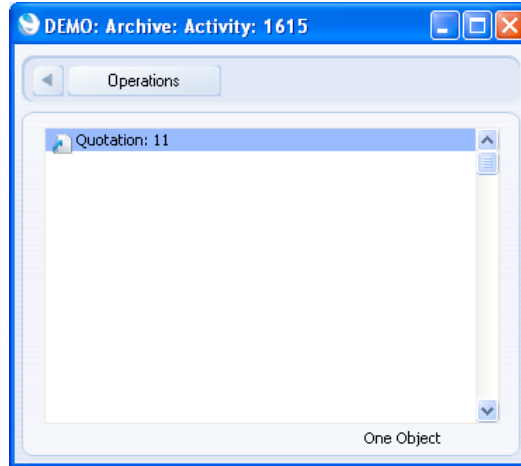
In addition, when working with records of many kinds (e.g. Contacts, Quotations, Sales Orders, Purchase Invoices, Customer Letters and many others), you can select 'Create Activity' from the Operations menu to create an Activity relevant to the record you are working with (e.g. from a Quotation you can create an Activity to schedule a follow-up call to the Customer). When you use the 'Create Activity' function to create an Activity in this way, the Activity and the originating record will be connected to each other through the Attachments facility. This allows you to open the originating record quickly and easily when reviewing the Activity, or to open the Activity from the originating record. For example, when you open an Activity scheduling a follow-up call to a Quotation, you can then use the Attachments feature to open the Quotation itself quickly and easily. The following Activity was created from a Quotation—



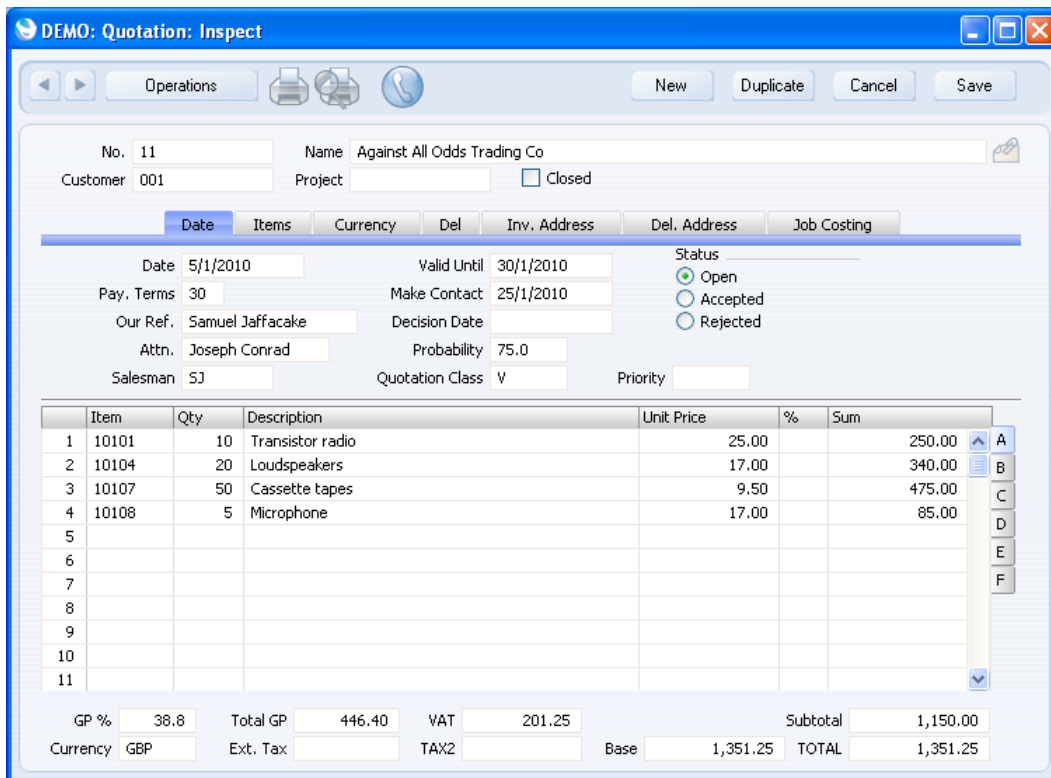
The [Attachments] button with the paper clip image shows that the Activity has at least one attachment—



Click this button (or select 'Attachments' from the Record menu) to open a list of the objects attached to the Activity—



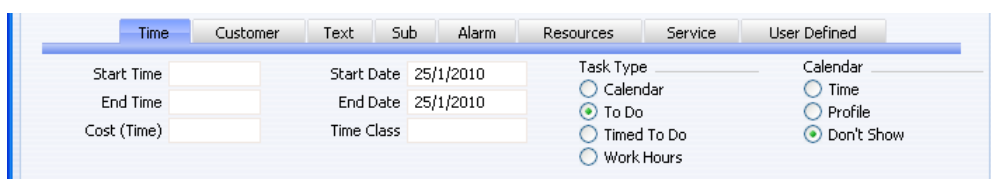
To open the Quotation, double-click the appropriate line in the list. The Quotation opens—



You can also open the Activity from the Quotation in a similar manner.

Viewing Activities - Scheduling

On the right-hand side of the 'Time' card of the Activity record are two sets of options that you can use to specify the purpose of each Activity—



The Task Type options will determine where you will be able to find the Activity when you need to return to it—

Calendar Choose this option if the Activity is to appear in the Calendar. These Activities are usually termed “Calendar Activities” in this manual.

Usually you will use Calendar Activities for time management, scheduling and analysis. A Calendar Activity can represent either planned or actual time. If an Activity is to represent planned time, choose Profile from the Calendar Type options to the right. If it is to represent actual time, choose Time from those options. These Activities are usually termed “Time Activities” and “Profile Activities” respectively in this manual.

For example, if you plan an afternoon of sales calls, you will usually create a Calendar Activity booking the time of the Employees involved. This can start out as a Profile Activity, which you can change to a Time Activity (or duplicate to create a Time Activity) when you have completed the task.

To Do Choose this option if the Activity is to appear in the Task Manager. These Activities are usually termed “To Do Activities” in this manual.

Usually you will use a To Do Activity to schedule or record a single task, such as a telephone call. Scheduled tasks are to be completed on a particular day, but the time is not important. When you carry out the task, you can record the result in the Activity.

For example, if you plan an afternoon of sales calls, you will usually create separate To Do Activities recording the details of each call. Each of these Activities will contain the Contact that you called, and thus will be added to that Contact’s history.

Timed To Do Choose this option if the Activity is to appear in the Day Planner. These Activities are usually termed “Timed To Do Activities” in this manual.

Usually you will use a Timed To Do Activity to schedule a single task for a specific time.

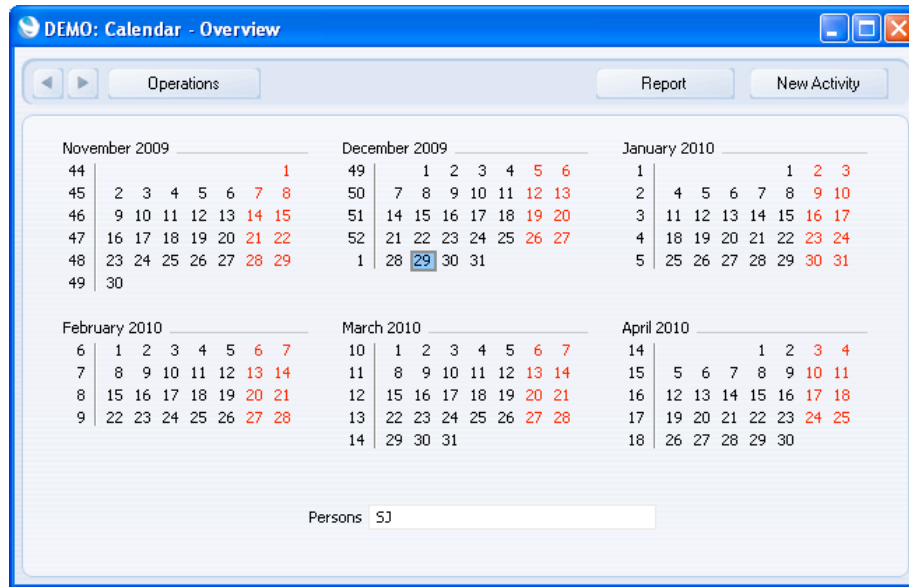
The Calendar

The Calendar displays Calendar Activities in an easy-to-use graphical format. Every member of the company can see a particular individual’s Calendar, so it’s 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—



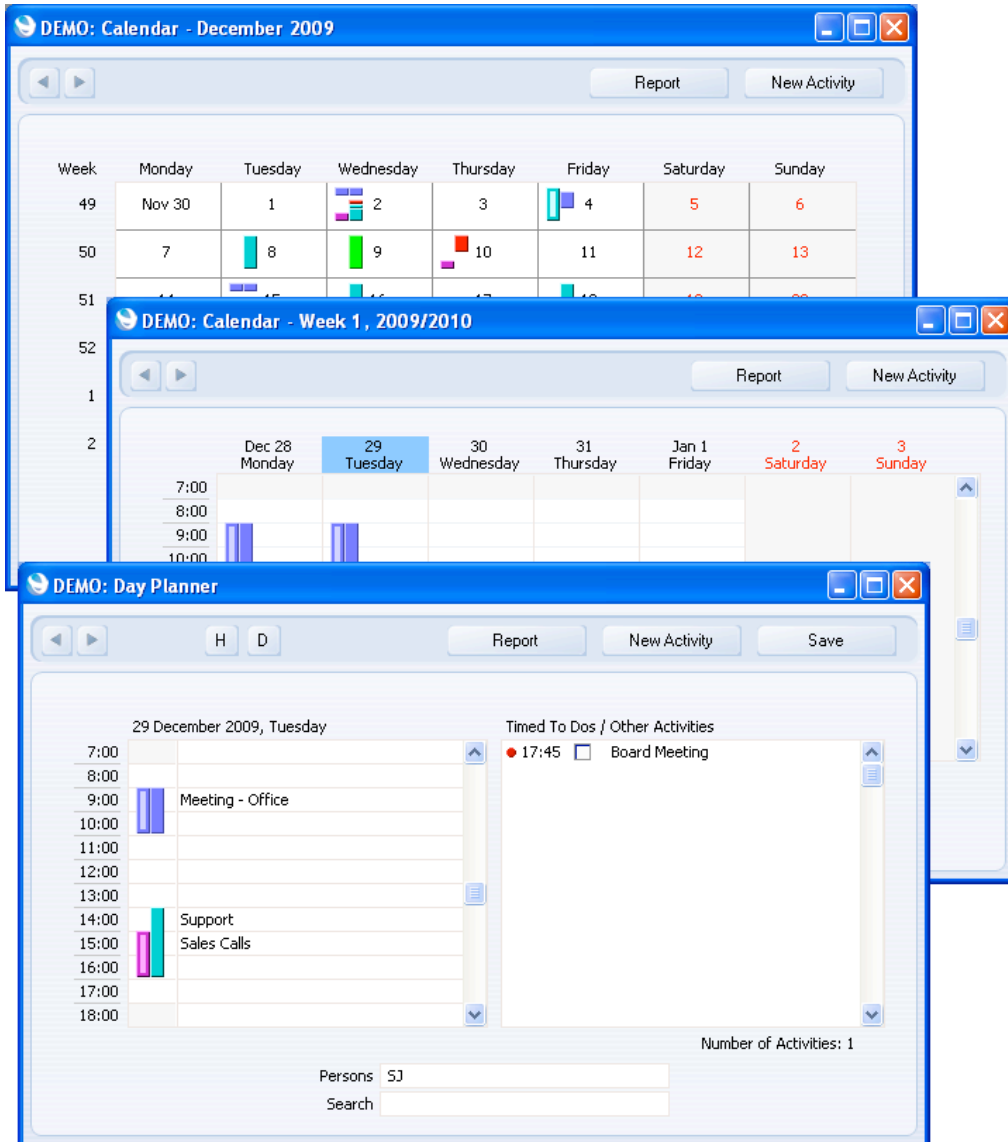
When it opens, the Calendar shows the current month in the centre of the top row, the previous month and the next four months. The current date (December 29th in the illustration) is marked with a square and weekends are red.



This six-monthly view is one of the four ways of viewing the Calendar in HansaWorld Enterprise. These four views are—

- The six-monthly view (known as the “Overview”)
- The monthly view. To open a monthly view, double-click on the name of any month in the Overview.
- The weekly view. To open a weekly view, double-click on the number of any week in the Overview or monthly view.
- The daily view (known as the “Day Planner”). To open the Day Planner, double-click on any date in the Overview or monthly or weekly views.

The monthly, weekly and daily views are illustrated below. Again, December 29th is the current date—



The monthly, weekly and daily views all display your Activities in a Calendar format. Only Calendar Activities are shown. Each Activity is represented by a coloured bar, as follows—

- The coloured bars representing the Activities are solid for Time Activities and hollow for Profile Activities. Time Activities are to the right of Profile Activities.
- The colours of the bars are determined by the Activity Type of each Activity.
- Click once on a coloured bar for its Text to appear in the Search field.
- Double-click any coloured bar to open an Activity.
- To view another Person's Calendar Activities, enter their initials using 'Paste Special' (Ctrl-Enter/⌘-Enter) if necessary in the Persons field and press the Return or Enter key.

- To view the Activities of more than one Person at once, enter each Person's initials separated by commas in the Persons field and press the Return key. A separate column of coloured bars will be shown for each Person. The left-hand column belongs to the first Person named in the Persons field and the right-hand column to the last Person.
- To change to a different period, use the 'Next' and 'Previous' functions on the Record menu or the equivalent buttons in the top left-hand corner of any Calendar view. For example, if you are looking at the weekly view, click the [Next] button or select 'Next' from the Record menu to change to the next week.
- In the weekly view, you can move an Activity to another time and/or date by dragging and dropping its coloured bar, providing the Activity has not been marked as Done.
- To create a new Calendar Activity, click the [New Activity] button in the top right-hand corner of any Calendar view.
- To produce a Personal Calendar report, click the [Report] button in the top right-hand corner of any Calendar view. This is described in the 'Personal Calendar Report' section below on page 56.
- The panel on the right-hand side of the Day Planner lists Timed To Do Activities. This list only contains Activities for the Person whose initials appear first in the Persons field. Double-click the Activity Text to open an Activity. You can use the check boxes in the Done column in this panel to mark each Activity as Done once you have completed it. This will not be fed through to the corresponding Activity immediately: you must save the Day Planner (by clicking the [Save] button, 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.

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 the HansaWorld Enterprise 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.

New Activity	Comment	Contact
29/12/2009		
09:00:00	11:00:00	Meeting - Office
09:00:00	11:00:00	Meeting - Office
14:00:00	17:00:00	Support
15:00:00	17:00:00	Sales Calls
		5.00
Number of Activities	4	Total Time
		5.00

You can create new Calendar Activities from the screen version of the report, by clicking the [New Activity] text button (just underneath the report header) 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 it falls in the report period.

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.

You can also produce the Personal Calendar report by changing to the CRM module, clicking the [Reports] button in the Master Control panel and then double-clicking 'Personal Calendar' in the 'Reports' list.

The Task Manager

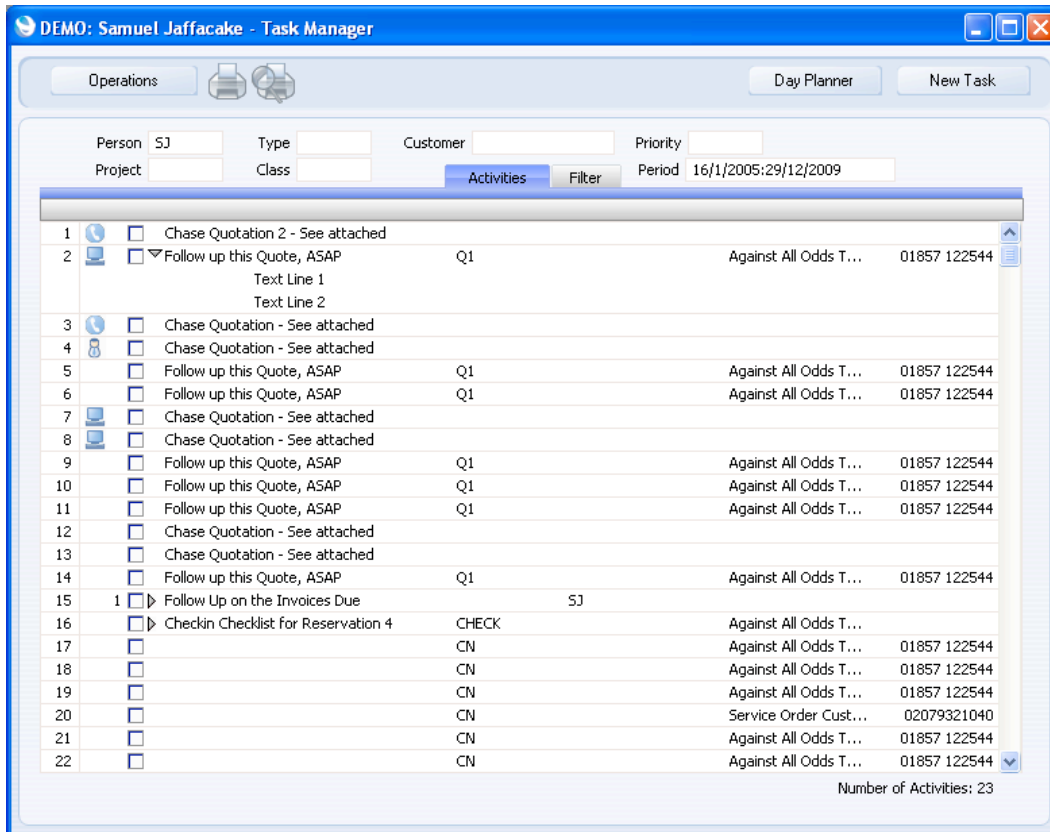
The Task Manager displays your To Do Activities in a list format. Its main purpose is to list Activities that you have not yet completed, to provide a check list of tasks to be undertaken (i.e. a "To Do" List). By default, only To Do Activities are included in the list. Usually, these will be Activities representing short tasks, such as telephone calls, that are to be completed on a particular day.

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




Tasks


Your Task Manager is opened, showing your 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. You can change the sort order by clicking one of the column headings.



The small image in the first (Prio) column is determined by the Symbol option chosen for each Activity, on the 'Alarm' card. This column will also display an Activity's Priority, if it has one.

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

If the list of Activities is a long one, you can reduce it to show Activities of a particular Type, Customer and/or Priority in any combination using the fields above the list (in Mac OS X Cocoa, click the  button in the top right-hand corner of the window to see these fields). For example, to list Activities related to a particular Customer, enter the appropriate Customer Number (using 'Paste Special' if necessary to ensure the correct entry) and press Tab or Return.

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. Change to the 'Filter' card if you would like to change these settings (e.g. if you want to include Done Activities, and/or Calendar Activities in the list). In Mac OS X Cocoa, again click the  button to change these settings.

You can open an Activity by double-clicking the Activity Text. You can then remind yourself of the details of the Activity before carrying it out. When you have completed the task, you can mark the Activity as Done. When you save the Activity, it will immediately and automatically be removed from the Task Manager. However, you don't need to open an Activity to mark it as

Done: you can also use the check boxes in the Mark column. 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. You can mark several rows as Done before saving.

To create a new To Do Activity, click the [New Task] button in the top right-hand corner of the Task Manager.

To open the Day Planner (daily Calendar view), click the [Day Planner] button.

Printing the Task Manager

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

For More Information

Please click for more details about—

- [Customer Categories](#)
- [Supplier Categories](#)
- [Full details of the Contact record](#)
- [Full details of the Activity record](#)

Items

The Item register contains information about the products and services that you sell. This register is available in the Sales Orders, Purchase Orders and Sales Ledger modules, and in the Contracts, Production, Quotations, Service Orders and Job Costing modules if installed.

You can group Items of a similar type together using Item Groups. You can give every Item belonging to the same Group the same default Sales and Cost Accounts, Credit Account and VAT Codes, saving you the work of having to specify these for each Item individually. Defining and assigning Item Groups also makes modification easier: if you need to change the Cost Account, for example, you only need make one change (to the Item Group), rather than many (to each of the Items). Before entering Items, therefore, it is recommended that you enter some Item Groups, using the register in the Sales Ledger.

To work with Items, ensure you are in one of the modules mentioned in the first paragraph and click the [Items] button in the Master Control panel. The 'Items: Browse' window is opened, showing a list of Items already entered. To create a new Item, click the [New] button above the list or use the Ctrl-N/⌘-N keyboard shortcut. Alternatively, highlight an Item similar to the one you want to enter and click [Duplicate] (or use Ctrl-K/⌘-Y).

The screenshot shows the 'DEMO: Item: Inspect' window. At the top, there are navigation buttons (back, forward) and an 'Operations' button. To the right are 'New', 'Duplicate', 'Cancel', and 'Save' buttons. The main area contains the following fields:

- No.: 10104
- Group: AUDIO
- Description: Loudspeakers
- Closed
- Not For Sales

Below these fields is a tabbed interface with the following tabs: Pricing (selected), Stock, Warehouse, Costs, Recipe, A/C, Varieties, Texts, Cost Model, and User Values. The 'Pricing' tab is active, showing:

- Unit: PCS
- Base Price: 17.00
- Base Price Change: (empty)
- Price Factor: (empty)
- Item Formula: (empty)
- Markup %: 0
- Bonus %: 3
- Objects: AUDIO
- Classification: SMAIN,AUDIO

To the right of the pricing fields is the 'Item Type' section with radio buttons for Plain, Stocked Item (selected), Structured Item, and Service. There is also a checkbox for 'Treat Item as Material on Project' which is unchecked. An image of two wooden speakers is displayed on the right side of the window.

The more important fields are the following—

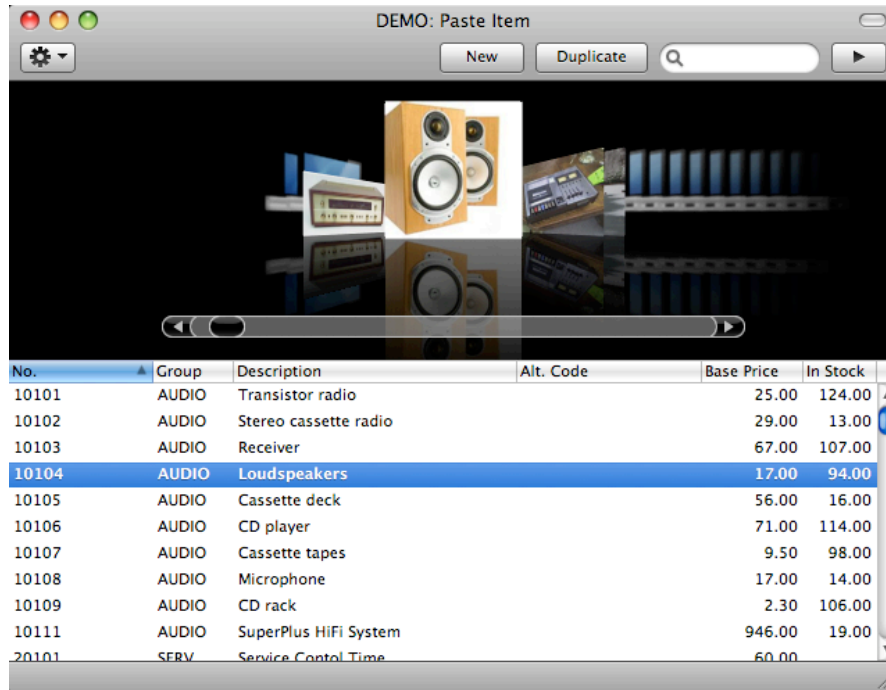
Base Price The Base Price is the standard retail price of the Item. You can use Price Lists to offer different prices to different groups of Customers.

Unit The Unit is the quantity to which the Base Price refers. For example, the Unit could be a single entity, a pair or a dozen. You can sell Items using different Units, produce

stock reports in different Units, and use Units to sell Items by area or volume.

Item Type	Choose an Item Type, as follows—
Plain	Use this Type for non-physical Items that you will not keep in stock e.g. delivery charges.
Stocked	<p>Use this Type for physical Items that you will keep in stock. Stock levels and values will always be maintained for Stocked Items. You can obtain a stock list and valuation at any time using the Stock List report in the Stock module.</p> <p>You should choose a stock valuation method for a Stocked Item. You can do this on the 'Cost Model' card of the Item record or in the Item Group if the Item belongs to one. You should also choose a default valuation method in the Cost Accounting setting in the Stock module. The stock valuation method is also known as the "Cost Model".</p> <p>You should also choose a Cost of Sales Account for a Stocked Item. Again, you can do this in the Item record ('A/C' card) or in the Item Group if the Item belongs to one. You should also set a default Cost of Sales Account in the Account Usage Stock setting in the Stock module.</p>
Structured	<p>Use this Type for Items that you will build from components at the moment of delivery. You will never keep a Structured Item in stock, only its components.</p> <p>You should specify a Recipe for each Structured Item, on the 'Recipe' card. The Recipe is a list of the components that you will use to build the Item.</p> <p>When you sell a Structured Item, it will of course be shown on all paperwork (e.g. the Invoice). If you would like the components to be listed as well, tick the Paste Components during Entry box on the 'Recipe' card.</p>
Service	Use this Type for chargeable time, e.g. consultancy, labour, training. If you do not have the Job Costing module, these Items can also be Plain Items. Outside that module Plain and Service Items are handled in a similar manner. If you have the Job Costing module, these Items should be Service Items to take full advantage of the time recording features in that module.
Picture	<p>You can add a picture to an Item record as shown in the illustration. Upload a .jpg file of the image using the Attachments feature (page 34 above). Close and re-open the Item record for the image to appear. You can print these images in various documents e.g. Invoices.</p> <p>The Mac OS X Cocoa version of HansaWorld Enterprise contains various tools that you can use to scale and move</p>

the picture, and to take photographs of Items using your computer's camera. When you use 'Paste Special' to add Items to records such as Quotations, Orders and Invoices, the Item pictures will appear in the Items 'Paste Special' list to help you choose the correct one. This window uses Apple's "Cover Flow" technology as well as including the standard 'Paste Special' features (described above on page 20)—



Cost Price

The Cost Price on the 'Costs' card is the standard purchase price of the Item. If necessary, you can have this updated automatically each time you receive the Item into stock. Use the Upd. Cost Price at Goods Receipt options to control this feature.

Purchase Items

The Purchase Item register in the Purchase Orders module records the various purchase prices and lead times offered for a particular Item by different Suppliers.

You can create Purchase Items using two methods—

1. You can enter Purchase Items directly to the Purchase Item register in the normal way.
2. You can create a Purchase Item record by copying an Item. From the Item record, select the 'Create Purchase Item' function on the Operations menu. Information will be copied from the Item record into the Purchase Item, leaving you only the tasks of specifying the Supplier and, if necessary, of changing the price.

The screenshot shows a software window titled "DEMO: Purchase Item: Inspect". At the top, there are navigation buttons: "New", "Duplicate", "Cancel", and "Save". Below these are input fields for "Item" (10104), "Desc." (Loudspeakers), "Supplier" (503), and "Name" (UK Trading Company Ltd). There is also a "Location" field and a checked "Default" checkbox. A tabbed interface shows "Price" selected, with fields for "Price" (8.00), "Purchase Cost", "Currency", "Unit Conv.", "Supplier Item", "Supplier Unit", "Norm Ord Qty" (1), "Min Ord Qty" (1), "Producer", "Country of Origin", "Salesman", "Sales Group", and "Delivery Days".

Each Purchase Item includes the following fields—

Supplier You can enter as many Purchase Items as you need for a particular Item, but you can only enter one for a particular Item/Supplier combination. Choose a Supplier using 'Paste Special' (Ctrl-Enter/⌘-Enter).

Default Check the Default box if the Supplier is your preferred Supplier for a particular Item. This will become the "Default Purchase Item" for that Item. When you create a Purchase Order for the Item using one of the Maintenance routines (batch routines) described below on page 81, the Default Purchase Item will determine the Supplier and the price.

Price Enter the purchase price for the Item offered by this Supplier. This is the price per Supplier Unit.

Supplier Unit, Unit Conversion

If you enter a Supplier Unit, you should also enter a Unit Conversion. This is the relationship between the Supplier Unit and your sales Unit for the Item, entered in the Item record. For example, your firm sells the Item in single units, but the Supplier sells in boxes of 12. In this case, the Unit on the 'Pricing' card of the Item record will be "Item", the Supplier Unit will be "Dozen", and the Unit Conversion will be "12". The Price (above) will be for one dozen.

Minimum Order Quantity, Normal Order Quantity

The Minimum Order Quantity is the minimum quantity that the Supplier will ship. The Normal Order Quantity is the quantity that you prefer to order. Usually this will be the same as or a multiple of the Minimum.

Supplier Item The Supplier Item is the Item Number given to the Item by the Supplier. You should design your Purchase Order Form so that this information will be printed on your Purchase Orders.

Delivery Days Use this field to record the average lead time for the Item when purchased from the Supplier specified above.

For More Information

Please click for more details about—

- [Item Groups](#)
- [Recipes](#)
- [Full details of the Item record](#)
- [Full details of the Purchase Item record](#)
- [Price Lists](#)
- [Discount Matrices \(quantity discounts\)](#)
- [Selling Items by Area or Volume](#)

Sales Process

HansaWorld Enterprise allows you to record every stage of the sales process in sequence from the Quotation through the Order and the Delivery to the Invoice and payment. You can begin the sequence at any stage (with the exception that every Delivery must be created from an Order).

Quotations

To enter a Quotation, change to the Quotations module and open the Quotation register using the button in the Master Control panel. When the 'Quotations: Browse' window opens, click the [New] button above the list or use the Ctrl-N/⌘-N keyboard shortcut. Alternatively, highlight a Quotation similar to the one you want to enter and click [Duplicate] or use Ctrl-K/⌘-Y.

DEMO: Quotation: New

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

No. 12 Name Against All Odds Trading Co
 Customer 001 Project [] Closed

Date 12/1/2010 Valid Until 12/2/2010 Status
 Pay. Terms 30 Make Contact 5/2/2010 Open
 Our Ref. Samuel Jaffacake Decision Date Accepted
 Attn. Joseph Conrad Probability Rejected
 Salesman SJ Quotation Class V Priority

Item	Qty	Description	Unit Price	%	Sum
1	10101	10	Transistor radio	25.00	250.00
2	10104	20	Loudspeakers	17.00	340.00
3	10107	50	Cassette tapes	9.50	475.00
4	10108	5	Microphone	17.00	85.00
5	20102	1	Carriage	10.00	10.00
6					
7					
8					
9					
10					
11					

GP % 39.3 Total GP 456.40 VAT 203.00 Subtotal 1,160.00
 Currency GBP Ext. Tax TAX2 Base 1,363.00 TOTAL 1,363.00

Notes

- The Quotation Number (12 in the illustration) will be generated automatically. In a multi-user system, this field will remain empty until you save the Quotation for the first time.
- Choose the Customer and the Items using 'Paste Special' (Ctrl-Enter/⌘-Enter). Information such as Customer Name and Payment Terms will be brought in automatically. If you can't find the Customer or Item you want in the 'Paste Special' list, you can create it using the [New] or [Duplicate] buttons.
- If you know the intended Delivery Address, enter it on the 'Del. Address' card, again using 'Paste Special' if you have recorded several Delivery Addresses for the Customer (page 44 above). If you don't know

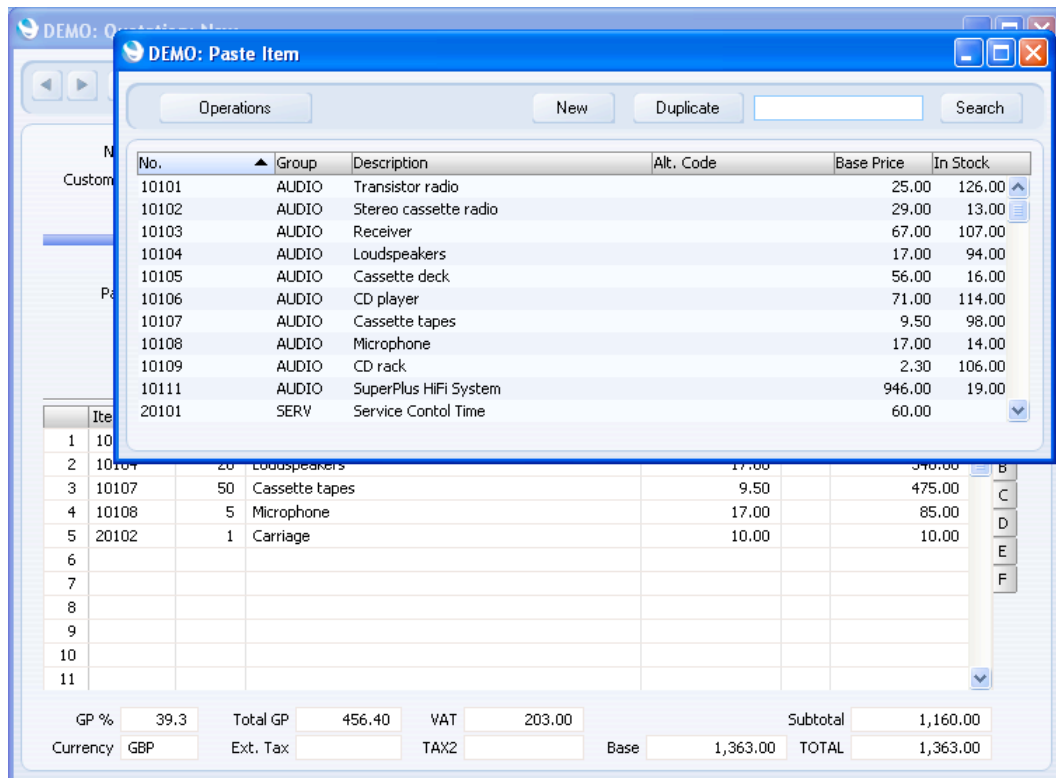
the Delivery Address yet, you will be able to specify it later in the Order or in the Delivery.

- Use the 'Item Status' function described in the 'Viewing Stock Levels' section immediately below to see the stock levels of each Item on the Quotation.
- If you need to remind yourself to call the Customer about the Quotation, choose 'Create Activity' from the Operations menu. This function will create an Activity and place it in your Task Manager. The Date of the Activity will be the Make Contact Date of the Quotation if there is one, otherwise it will be the Quotation Date. When you make the call or meet the Customer, open the Activity from the Task Manager and record the details. This will build up a contact history.
- You can easily list the Quotations that are still valid using the Quotation Stock report. From here, you can use the drill-down feature to open individual Quotations to follow them up or convert them into Orders. This report only lists Quotations whose Status is Open, and therefore will always contain a manageable number of Quotations. It is a good discipline to change the Status of Quotations to Accepted or Rejected when appropriate, to remove them from this report. If you create an Order from a Quotation, its Status will change to Accepted automatically.
- Changing the Status of Quotations also updates the Quotation Decision Statistics and the Quotation Salesman Statistics reports, which analyse the time taken for Quotations to be accepted or rejected, and removes them from the Quotation Forecasting report, which predicts future sales, based on the current stock of open Quotations and the probabilities that they will be converted to Orders.
- To print the Quotation, click the Printer icon at the top of the window.
- To create an Order from a Quotation, save it and then choose 'Create Order' from the Operations menu. Every detail will be copied to the Order, saving you the need to enter this information twice.
- You can also omit the Order stage and create an Invoice from a Quotation, by saving it and then choosing 'Create Invoice' from the Operations menu. If you do create an Order from a Quotation, you should then create the Invoice from the Order and not from here.

Viewing Stock Levels

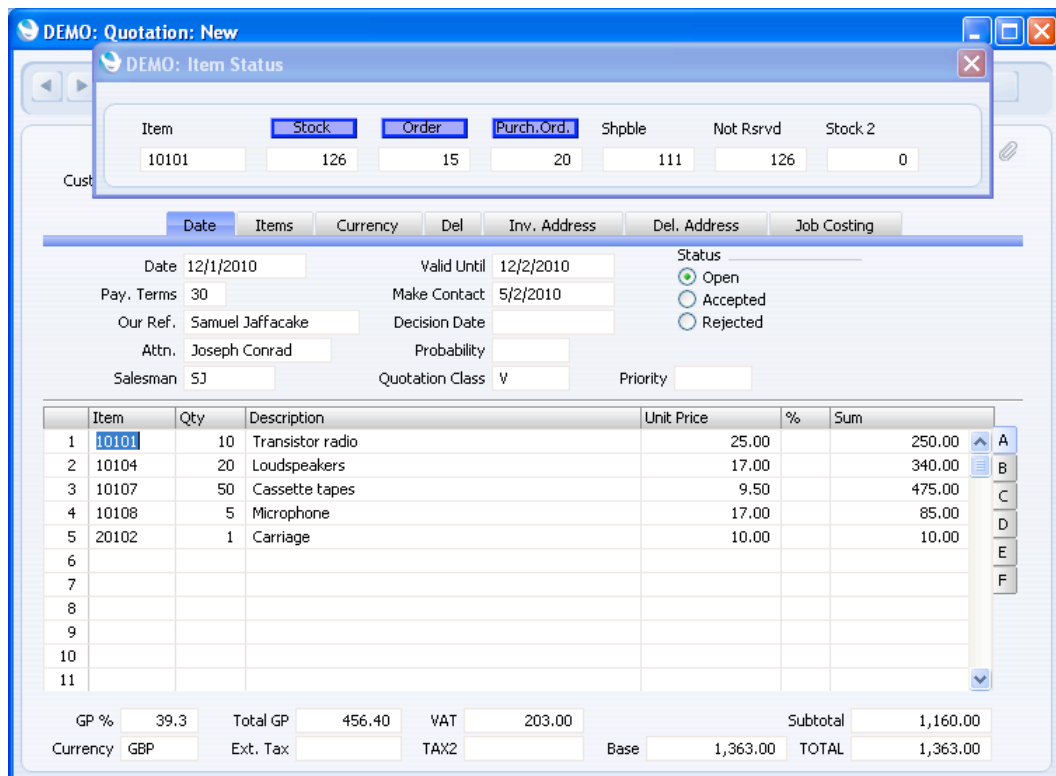
You may need to check the stock level of each Item as you add it to the Quotation (or Order or Invoice). You can do this in two ways—

1. If you use the 'Paste Special' feature (Ctrl-Enter/⌘-Enter) to add Items to the Quotation, you will be shown the stock level of each Item in the right-hand column of the 'Paste Special' list.



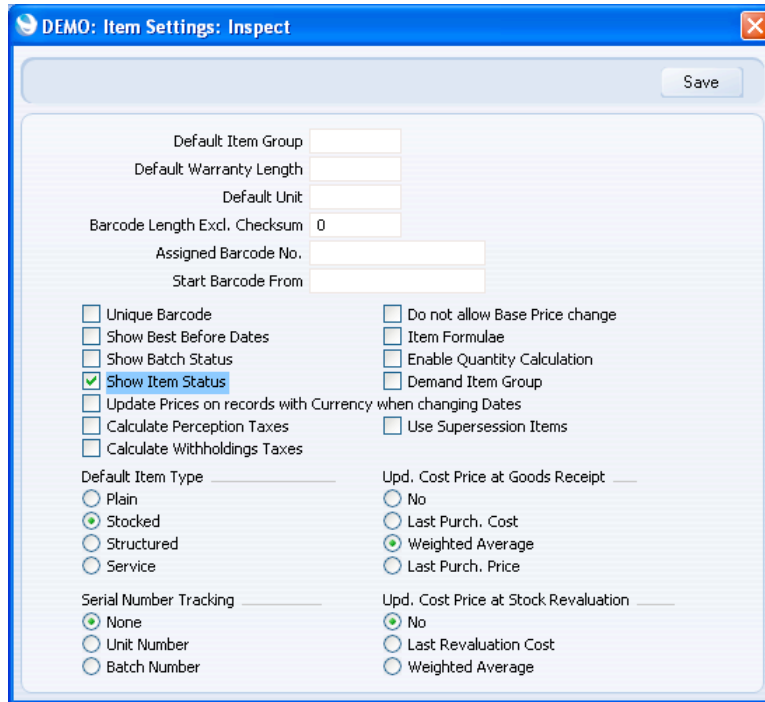
No stock level is shown for the last Item in the list in the illustration (20101), because it is a Plain Item.

2. The Item Status ribbon displays more information about the stock situation of each Item. Open the Item Status ribbon by selecting 'Item Status' from the Operations menu (or using the Ctrl-I/⌘-I keyboard shortcut)—



The ribbon displays information about the Item in the row where you have placed the insertion point.

If you would like the ribbon to open automatically whenever you create or open a sales transaction, choose the Show Item Status option in the Item Settings setting in the Sales Ledger—



Sales Orders

You can enter a Sales Order in two ways—

1. You can create one from a Quotation, as described above.
2. You can enter one directly to the Sales Order register, in the Sales Orders module.

The Sales Order screen is very similar to the Quotation screen described in the previous section—

Notes

- Specifying an Order Number, Customer, Delivery Address and Items in a new Sales Order, viewing stock levels, creating Activities and printing Sales Orders are all as described for Quotations in the previous section.
- If you create an Order from a Quotation, the Customer, Delivery Address, Items and pricing will all be copied from the Quotation, but you can change them in the Order.
- If any of the Items on the Order are out of stock, create Purchase Orders as described below on page 79. If you enter a Planned Delivery Date in the Order and you know the lead times for the Items that are out of stock, you can then use the 'Create Planned Records' Maintenance function to create Purchase Orders with appropriate dates for the Items to arrive in time for delivery. Item lead times are stored in the Purchase Item register, described above on page 62.
- You can easily find the Sales Orders that are awaiting delivery using the Deliverable List or Order Stock reports. In both cases, you can use the drill-down feature to open individual Orders in order to issue Deliveries. The Deliverable List is a list of Orders that can be satisfied from stock (you can if you wish include in the report Orders that can be partially satisfied). The Order Stock report is a list of unfulfilled Orders: there is an option to show stock levels for each Order Item, allowing you to see the Orders that you can deliver and the ones that are still waiting for stock to arrive.
- To issue a Delivery from an Order, save the Order and then choose 'Create Delivery' from the Operations menu. The Delivery is described in the next section.

- To raise an Invoice from an Order, save it and then choose 'Create Invoice' from the Operations menu. By default, you must have issued at least one Delivery from an Order before you can raise an Invoice (you can override this using the Invoices before Delivery option in the Stock Settings setting or on the 'Del. Terms' card of an individual Order). If you need to produce a list of Orders awaiting Invoicing (i.e. Orders that have been delivered but not invoiced), use the Invoiceable Orders report. Again, you can drill down from this report to an individual Order in order to raise an Invoice.
- When looking at an individual Order, you can ascertain its Delivery and Invoice status in two ways—
 - i. Flip D on the 'Items' card contains three fields: Del 1 shows the quantities of each Item on approved and unapproved Deliveries; Del 2 shows the quantities on approved Deliveries; and the Invoiced figure shows the quantities on approved and unapproved Invoices. An approved Delivery is one that you have confirmed to be correct and that has removed the Items from stock. An approved Invoice is one that you have confirmed to be correct and that has updated the Debtor, Sales, Cost of Sales, Stock and VAT Accounts.
 - ii. Select 'Order Status' from the Operations menu. This produces an instant screen report listing the following quantities for each Item: Order; Delivery; remaining to be delivered; in stock; and deliverable. The report also lists any transactions that have already been created from the Order (e.g. Deliveries, Invoices, Returned Goods) with drill-down.
- The following Maintenance functions (batch processing functions), all in the Sales Orders module, allow you to create Deliveries and Invoices from Orders in batches—
 - i. The 'Create Deliveries from Orders' function will create separate Deliveries for each Order that you can satisfy from stock.
 - ii. The 'Group Invoicing' function will create a single Invoice for each Customer. A Group Invoice may therefore include several delivered Orders.
 - iii. The 'Invoice Delivered Orders' function will create separate Invoices for each delivered Order.

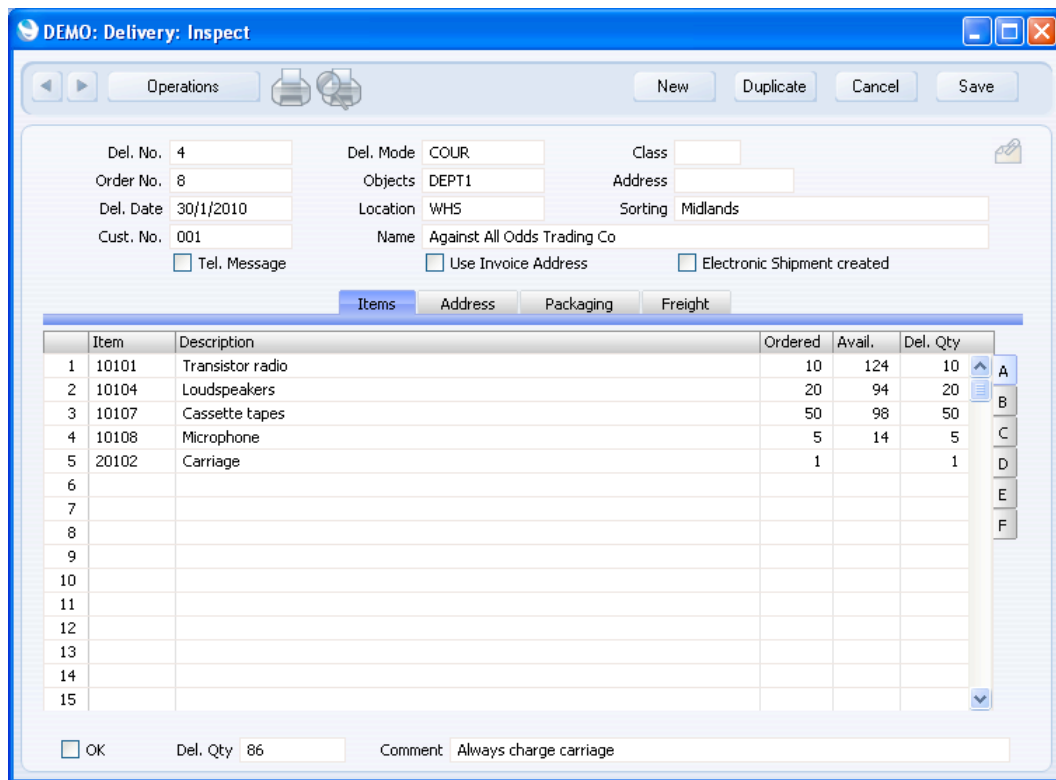
Deliveries

Use the Delivery register in the Stock module to ship Items to Customers and to remove those Items from stock.

You cannot enter a Delivery directly to the Delivery register, you can only issue them from Sales Orders. You can use one of the following methods to issue Deliveries—

- i. Open an Order and select 'Create Delivery' from the Operations menu. Use the Deliverable List or Order Stock reports to find and open the Orders that are awaiting Delivery.
- ii. Highlight an Order in the 'Orders: Browse' window and select 'Create Delivery' from the Operations menu.

- iii. Use the 'Create Deliveries from Orders' Maintenance function (batch processing function) in the Sales Orders module to create Deliveries in batches for each Order that you can satisfy from stock.



Notes

- The Customer, Address and Item information will be copied from the Order. You cannot change the Customer, but you can change the Delivery Address (on the 'Address' card). You cannot add new Items, you can only deliver what was on the Order. You can remove Items if you want to deliver them later.
- The Delivery will attempt to ship as many Items as possible, so for Stocked Items the default Delivery Quantity will be the Order Quantity or the quantity in stock, whichever is the lower. You can change the Delivery Quantity to a lower figure but, by default, you will not be able to deliver more than you have in stock and you also cannot deliver a greater quantity than was ordered (you can override these defaults using the Over Delivery and Allow Delivered Quantity greater than Ordered options respectively in the Stock Settings setting).
- You will always be able to deliver the full Order Quantity of non-Stocked Items (e.g. the delivery charge in the illustration above). These Items do not have any figures in the Avail. column.
- When you are sure the Delivery is correct, mark it as OK using the check box in the bottom left-hand corner and save it. All Stocked Items in the Delivery will be removed from stock. You will no longer be able to modify the Delivery. This process is known as "approving" or "OKing" the Delivery.
- To print the Delivery, click the Printer icon at the top of the window. If the Delivery is not approved, a Picking List will be printed, to enable the correct Items to be found in the warehouse and prepared for Shipment. If

the Delivery is approved, a Delivery Note will be printed, for attaching to the package or to be taken to the Customer to be signed.

- If a delivered Item is returned to you, open the Delivery and choose 'Create Returned Goods'. Depending on the stock valuation method you are using, you may also be able to do this from the Order. You might generate a Returned Goods record when the Customer contacts you to send back the delivered Items, issuing the Number of the Returned Goods record as a Returns Number. When the Items arrive, you can approve the Return: this will bring the Items back into stock and update the Nominal Ledger stock valuation. If you have already raised an Invoice, you can issue a Credit Note from the Returned Goods record.

Invoices

You can raise Invoices in several ways—

- i. Open an Order and select 'Create Invoice' from the Operations menu. Use the Invoiceable Orders report to find and open the Orders that are awaiting Invoices. Usually you must have issued at least one approved Delivery from an Order before you can create an Invoice, and only the delivered Items will be included in the Invoice. If you have an Order open, go to flip D and compare the Del. 2 and Invoiced figures to see if an Invoice is needed.
- ii. Highlight an Order in the 'Orders: Browse' window and select 'Create Invoice' from the Operations menu.
- iii. Use the 'Group Invoicing' Maintenance function (batch processing function) in the Sales Orders module to create a single Invoice for each Customer (including all that Customer's delivered Orders) or the 'Invoice Delivered Orders' Maintenance function to create separate Invoices for each delivered Order.
- iv. Open a Quotation and select 'Create Invoice' from the Operations menu. Do not use this method if you have already created an Order and Delivery from the Quotation, because you risk removing the Items from stock twice.
- v. Enter an Invoice directly to the Invoice register in the Sales Ledger.

Notes

- Specifying an Invoice Number, Customer, Delivery Address and Items in a new Invoice, viewing stock levels, creating Activities and printing Invoices are all as described for Quotations and Orders in the previous sections.
- If you create an Invoice from a Quotation or Order, the Customer, Delivery Address, Items and pricing will all be copied from the Quotation or Order, but you can change them in the Invoice. If you need to invoice an additional quantity of an Item that was copied from an Order/Delivery, do not simply increase the Invoice Quantity. Instead, add a new row to the Invoice for the additional quantity. This will ensure the additional quantity will correctly be removed from stock. The original quantity was removed from stock by the Delivery.
- When you are sure the Invoice is correct, mark it as OK using the check box in the bottom left-hand corner and save it. You will no longer be able to modify the Invoice. This process is known as “approving” or “OKing” the Invoice.

When you approve (“OK”) an Invoice in this way, a Nominal Ledger Transaction will be created automatically, posting to the following Accounts—

Debtor Account Taken from the Customer Category or from the Account Usage S/L setting and shown on the ‘Delivery’ card of the Invoice. If the Payment Terms of the Invoice are Cash, the Cash Account from the Payment Term record will be used instead.

- Sales Account** Taken from the Price, Item, Item Group or from the Account Usage S/L setting and shown on flip B of each Invoice row.
- VAT Account** Taken from the VAT Code shown on flip B of each Invoice row.

The Nominal Ledger Transaction will also include the following two Cost of Sales postings if the Invoice contains at least one Stocked or Structured Item—

Cost of Sales Account

Taken from the Item or from the Item Group, or from the Account Usage Stock setting.

- Stock Account** Taken from the Location, the Item Group or from the Account Usage Stock setting.

In both cases, if you want the Accounts to be taken from the Item Group, use the Use Item Groups for Cost Accounts option in the Cost Accounting setting in the Stock module.

The value of the Cost of Sales postings will be calculated using the stock valuation method specified in the Item ('Cost Model' card), the Item Group or in the Cost Accounting setting. If you want the stock valuation method to be taken from the Item Group, use the Use Item Groups for Cost Model option in the Cost Accounting setting.

You can also post Cost of Sales from Deliveries: please refer to the full 'Stock Module' manual for details.

- The Update Stock option on the 'Delivery' card of the Invoice will cause the Cost of Sales postings to be included in the Nominal Ledger Transaction, as just described. It will also remove from stock all Stocked Items listed in the Invoice, if you entered the Invoice directly to the Invoice register or you created it from a Quotation. It will not remove from stock the Stocked Items in an Invoice created from an Order, since these will already have been removed from stock by the Delivery. If you add a new row to such an Invoice, it will remove the Stocked Item in this new row from stock.
- To print the Invoice, click the Printer icon at the top of the window. If the Invoice is not approved, it will be printed with a "Draft" watermark.
- If you need to credit an Invoice, open it and choose 'Create Credit Note' from the Operations menu. A new Invoice will be created, using a Credit Note Payment Term, thus making it a Credit Note. The first row of the Credit Note will contain the Invoice Number of the Invoice being credited. Change the quantities or prices as appropriate and approve in the usual way. You can only create a Credit Note from an Invoice that has been approved.
- An Order, its Deliveries and its Invoices will all be connected to each other automatically through the Attachments feature. If you have one of these records open, you can easily open the connected records by clicking the [Attachments] button (with the paper clip icon) in the top right-hand corner and double-clicking in the subsequent list.

Aged Debtors Report and Debt Management

Before you can produce an Aged Debtors report, you should configure your ageing periods. To do this, ensure you are in the Sales Ledger and open the Age Limits setting—

DEMO: Age Limits: Inspect

Save

Period 1 30
 Period 2 60
 Period 3 90
 Period 4
 Period 5
 Period 6

Setting more than 2 periods demands Landscape Printing

Show Delay Days
 Open and Overdue
 Overdue Only

Show Invoices Due on Specified Date as Current Invoices
 Use Accounting Periods instead of Age Limits

Accounting Periods to use, maximum 6

Enter up to six ageing periods as shown in the illustration and save. In this example, there are four ageing periods: up to 30 days; between 31 and 60 days; between 61 and 90 days, and more than 90 days.

After defining your age limits, you can produce an Aged Debtors report. Remaining in the Sales Ledger, produce a Sales Ledger report and choose the Aged or Aged Detailed option (on the centre right)—

DEMO: Specify Sales Ledger

Run

Customer

2 1

Category
 Classification
 Classification Types
 Salesman
 Objects
 Object Type
 Currency
 Due more than
 Date
 Debtors A/C

Function
 Detailed
 Overview
 Aged
 Detailed Aged
 Balance
 Rate Differences
 Rate Diff. Detailed

Amounts
 Base Currency 1
 Currency

On Account
 Include On Account
 Only On Account
 Skip On Account
 Show Prepayment Nos

Status
 Open
 Overdue

Sorting
 Customer Code
 Customer Name

Disputed
 Include Disputed
 Exclude Disputed
 Only Disputed

The Aged option produces a report summarising each Customer's debt, showing how much is owing in each ageing period, and with a drill-down to each Customer record. The Aged Detailed option shows the ageing period and Due Date of each Invoice, and includes each Customer's telephone

number and drill-downs to each Customer and Invoice record. In both cases, use the Aged based on Invoice Date option on card 2 to specify whether the ageing calculation is to start from the Due Date of an Invoice or its Invoice Date.

If you need to send statements to Customers, you can use the Open Invoice Customer Statement or Periodic Customer Statement documents, both in the Sales Ledger. The Open Invoice Customer Statement is a list of outstanding Invoices. It will only be printed for Customers for whom the Reminders box has been checked (on the 'Terms' card). The Periodic Customer Statement lists all Invoices and Receipts issued and received during a specified period.

Receipts

When you receive payment from a Customer, you can record it in the Receipt register in the Sales Ledger.

DEMO: Receipt: New

Operations New Duplicate Cancel Save

No. 8 Trans. Date 28/2/2010 Reference

Payment Mode Q Comment Cheque

	Inv.No.	Cust.No.	Text	Pay.Date	B.Cur	Bank Amount	R.Cur	Received Val
1	2010001	001	Against All Odds Tradir	28/2/2010	GBP	1,363.00	GBP	1,363.00
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								

OK Cust. Info on Trans. Currency GBP Deposited 1,363.00

Notes

- The Receipt Number (8 in the illustration) will be generated automatically. In a multi-user system, this field will remain empty until you save the Receipt for the first time.
- Choose a Payment Mode using 'Paste Special' (Ctrl-Enter/⌘-Enter). The Payment Mode is the method of payment (e.g. cheque, credit card or cash). It determines the Nominal Ledger Account that will be debited by the Receipt. For example, if you have more than one bank account, having a separate Payment Mode for each one will allow you to receive funds into the relevant account.
- Use the grid to list the Invoices being paid. When you enter an Invoice Number (using 'Paste Special' if you need to), the outstanding amount will be placed in the Bank Amount and Received Val fields.

- In the case of a partial payment, enter the amount paid in the Received Val field. You should not change the Bank Amount, because this will be treated as an exchange rate difference. If you want to write off the remaining outstanding amount, press Tab or Return to move the insertion point out of the Received Val field while making sure it remains in the same row, then select 'New Write Off' from the Operations menu. A new row will be created, containing the phrase "Write off". The Received Value field will be set to the remaining outstanding amount (i.e. the amount that is to be written off). You can change this figure if you do not want to write off the whole of the outstanding amount. If you want to write off an entire Invoice, change the Received Val to zero before selecting the 'New Write Off' function.
- You can receive payment against several Invoices in a single Receipt record. While you can record every payment received in a single day in a single Receipt record, irrespective of Currency and of Payment Mode, it is recommended that, to help with the process of bank reconciliation, you should use one Receipt record to represent the monies paid into the bank on a single paying-in slip, or a single credit transfer transaction. Reconciliation is described below on page 105.
- If your output VAT liability is calculated from your Receipts, not from your Invoices (Cash VAT scheme in the UK), before entering a Receipt you should choose the Book Receipt VAT and Book Prepayment VAT options in the Account Usage S/L setting and update the VAT Codes setting by specifying O/P Accounts. After doing this, the VAT Code and VAT Value will be brought in to the fields on flip E automatically when you enter an Invoice Number (the VAT Code comes from the first row of the Invoice).
- If there will be a bank charge associated with the Receipt, select 'New Fee' from the Operations menu. A new row will be created, containing the phrase "Fee". Enter the Bank Fee figure in the right-hand Amount field.
- When you are sure the Receipt is correct, mark it as OK using the check box in the bottom left-hand corner and save it. You will no longer be able to modify the Receipt. This process is known as "approving" or "OKing" the Receipt.

When you approve ("OK") a Receipt in this way, a Nominal Ledger Transaction will be created automatically, posting to the following Accounts—

Debtor Account Taken from the 'Delivery' card of the Invoice(s) being paid.

Bank or Cash Account

Taken from the Payment Mode.

If you are using the Book Receipt VAT option described above, there will also be a posting to a VAT Account (the O/P Account for the relevant VAT Code).

If you used the 'New Write Off' function to write off an Invoice, the amount written off will be posted to the Write Offs Account specified in the Account Usage S/L setting.

If you used the 'New Fee' function to add a bank charge to the Receipt, the bank charge will be posted to the Bank Fee Account specified in the

Account Usage S/L setting, while the Received Value less the bank charge will be posted to the Bank Account from the Payment Mode.

You can also enter a Receipt using flip E of a Nominal Ledger Transaction, as described below on page 96.

For More Information

Please click for more details about—

- Account Usage S/L (specifies which Accounts should be used as defaults in various situations)
- Payment Terms
- Payment Modes
- VAT Codes
- Full details of the Quotation record
- Full details of the Sales Order record
- Full details of the Delivery record
- Full details of the Invoice record
- Full details of the Receipt record
- Cost of Sales postings (see also the Account Usage Stock and Cost Accounting settings)
- Crediting Invoices
- Prepayments and On Account Receipts (e.g. deposits, receipts without Invoices)

Purchase Process

HansaWorld Enterprise allows you to record every stage of the purchase process in sequence from a Purchase Order Quotation through the Purchase Order and the Goods Receipt to the Purchase Invoice and payment. You can begin the sequence at any stage, perhaps most commonly creating Purchase Orders for stock (“Stocking” Purchase Orders) and to satisfy Sales Orders (“Back-to-Back” Purchase Orders).

Purchase Orders

You can enter a Purchase Order using the following methods—

1. You can create one from a Purchase Order Quotation.
2. You can create one from an Internal Order. The Internal Order register is useful if you need to follow a process of request and authorisation before creating a Purchase Order, particularly when you need to purchase Assets or other Items for internal use.
3. You can enter a Purchase Order directly to the Purchase Order register, in the Purchase Orders module.
4. You can use one of the various Operation menu and Maintenance functions that create Back-to-Back and Stocking Orders. These functions are described below on page 81.

The screenshot displays the 'DEMO: Purchase Order: New' window. The top bar contains navigation and action buttons. The main form area includes fields for 'No.' (9), 'Name' (UK Trading Company Ltd), 'Supplier' (503), and 'Signers'. There are checkboxes for 'Closed' and 'Price Incl VAT'. Below this is a tabbed interface with tabs for 'Date', 'Items', 'Currency', 'Terms', 'Other', 'Ord. Address', 'Del. Address', and 'Extra Costs'. The 'Date' tab is selected, showing fields for 'Trans. Date' (29/1/2010), 'Plan. Del.', 'Pur. Ref.', 'Pay. Terms' (30), 'P/Order Class', 'Attn.', 'Our Ref' (Samuel Jaffacake), 'Order Type' (Normal), and 'Objects'. A table with 12 rows and 8 columns (Item, Qty, Unit, Description, Unit Price, %, Sum, V-Cd) is shown. The first row contains: 1, 10104, PCS, Loudspeakers, 8.00, 8.00, 160.00, 1. At the bottom, there are fields for 'Currency' (GBP), 'Freight' (0), 'Customs' (0), 'Subtotal' (160.00), 'VAT' (28.00), and 'TOTAL' (188.00). There are also checkboxes for 'OK' and 'Pallets'.

Notes

- The Purchase Order Number (9 in the illustration) will be generated automatically. In a multi-user system, this field will remain empty until you save the Purchase Order for the first time.

- Choose the Supplier and the Items using ‘Paste Special’ (Ctrl-Enter/⌘-Enter). If you can’t find the Supplier or Item you want, you can create it from the ‘Paste Special’ list using the [New] or [Duplicate] buttons. Information such as Supplier Name and Payment Terms will be brought in automatically.
- The Unit Price will be taken from the Purchase Item for the Supplier/Item combination, if there is one. Otherwise it will be taken from the Cost Price field on the ‘Costs’ card of the Item record.
- You can specify known or estimated Freight and Customs costs in the fields in the footer (underneath the grid), and other Extra Costs on the ‘Extra Costs’ card. These costs will be distributed to each Item, based on the cost value of each Item (visible on flip E), and from there will eventually be included in their value when you receive them into stock. They will not be included in the Purchase Order total, because it is possible that they will not be paid to the Supplier quoted in the Purchase Order but instead to separate companies or government departments, and therefore they should not be printed on the Purchase Order document. If you will be paying a delivery charge to the Supplier quoted in the Purchase Order and therefore want it to be printed on the document, add a delivery Item to the list of Items.
- Information for the Supplier (the Item Number given to the Item by the Supplier, the Unit used by the Supplier, and the quantity expressed in the Supplier’s Unit) will be shown on flip B, taken from the Purchase Item for the Supplier/Item combination.
- To print the Purchase Order, click the Printer icon at the top of the window.
- You can easily find the Purchase Orders that are waiting for stock to arrive using the Purchase Order Stock report. This is a list of unfulfilled Purchase Orders, from which you can use the drill-down feature to open individual Purchase Orders in order to create Goods Receipts.

If the Supplier sends a partial shipment and you decide not to receive the remainder, mark the Purchase Order as Closed. This will remove it from the Purchase Order Stock report. Be careful when doing this as after saving you will not be able to re-open the Purchase Order.

- When the goods arrive in stock, you can create a Goods Receipt by saving the Purchase Order and then choosing ‘Create Goods Receipt’ from the Operations menu. The Goods Receipt is described in the next section.
- To create a Purchase Invoice from a Purchase Order, save it and then select ‘Create Purchase Invoice’ from the Operations menu. By default, you must have created at least one Goods Receipt from a Purchase Order before you can create an Invoice (you can override this using the Invoices before Goods Receipt option in the Stock Settings setting or on the ‘Terms’ card of an individual Purchase Order).
- When looking at an individual Order, you can ascertain its Received and Invoice status in two ways—
 - i. Flip C on the ‘Items’ card contains three fields: Recv 1 shows the quantities of each Item on approved and unapproved Goods Receipts; Recv 2 shows the quantities on approved Goods Receipts; and the Invoiced figure shows the quantities on approved and

unapproved Invoices. An approved Goods Receipt is one that you have confirmed to be correct and that has added the Items to stock. An approved Invoice is one that you have confirmed to be correct and that has updated the Creditor, Purchase Accruals and VAT Accounts.

- ii. Select 'Purchase Order Status' from the Operations menu. This produces an instant screen report listing the Order, Received and Invoiced quantities for each Item. The report also lists any transactions that have already been created from the Purchase Order (e.g. Goods Receipts, Purchase Invoices, Returned Goods) with drill-down.

Back-to-Back and Stocking Orders

HansaWorld Enterprise contains various Operation menu and Maintenance functions that you can use to Purchase Orders for stock ("Stocking" Purchase Orders) and to satisfy Sales Orders ("Back-to-Back" Purchase Orders). If you want to use these functions, you must first have entered the following information—

- Each Item that you need to order must have a Default Purchase Item (page 62 above). This will determine the Supplier that the Item will be purchased from and the price. If necessary, specify Minimum or Normal Order Quantities in each Default Purchase Item.
- If you will be creating Stocking Orders, each Item that you need to order must have a Minimum Stock Level. You can specify this in the Item record itself, or you can specify separate Minimum Stock Levels for each Location in the Minimum Stock Levels setting in the Stock module. Locations are described below on page 118.
- If you will be using the 'Create Planned Records' Maintenance function to create Purchase Orders with appropriate dates for the Items to arrive in time for delivery (Back-to-Back Orders based on the "Just In Time" principle), you need to enter a lead time in each Default Purchase Item, and you need to choose the Date option in the Planned Delivery setting in the Sales Orders module. You should also enter Planned Delivery Dates in each Sales Order.

Use the following reports to see which Items need ordering—

Deficiency List This lists the Items with stock deficiencies. A stock deficiency occurs when the stock level after all outstanding Sales and Purchase Orders and Production have been satisfied will be less than the Minimum Stock Level. This report is available in the Purchase Orders, Stock and Production modules.

Purchase Suggestion

This lists the Items with stock deficiencies and with purchasing suggestions. A purchasing suggestion takes the requirements of the Supplier into account. For example, if the Minimum Stock Level of an Item is 10 and there is only one in stock, the deficiency is nine. But if the Supplier has a minimum order requirement of 15, the deficiency will still be nine, but the purchasing requirement will be 15. This report is available in the Purchase Orders module.

Reordering Requirements

You can use this report to analyse your purchasing requirements for the next few months, based on the average sales achieved in the past. This report is available in the Purchase Orders module.

Use one of the following functions to create Purchase Orders—

Create Purchase Orders (Sales Orders module)

Use this function to create Back-to-Back Purchase Orders.

You can activate the function using two methods—

1. Open the 'Sales Orders: Browse' window, highlight the Sales Orders that require Items to be purchased and then select 'Create Purchase Order' from the Operations menu. The relevant Purchase Orders will be created.
2. Open the 'Maintenance' list from the Master Control panel in the Sales Orders module and double-click 'Create Purchase Orders'. Specify the Sales Orders that require Items to be purchased in the subsequent window and click the [Run] button. The relevant Purchase Orders will be created.

The function will create Purchase Orders for each Item in the selected Sales Orders that has a Default Purchase Item. The Purchase Order Quantity will be the Sales Order Quantity (increased to the Minimum Order Quantity in the Default Purchase Item if necessary). Current and minimum stock levels will be ignored.

The second method offers you the Only with Suggestions option. This will cause the function to create Stocking Orders for the Items on the selected Sales Orders.

Create Purchase Orders (Purchase Orders module)

Use this function to create Stocking Purchase Orders.

You can activate the function using two methods—

1. Open the 'Purchase Orders: Browse' window and then select 'Create Purchase Orders' from the Operations menu.
2. Open the 'Maintenance' list from the Master Control panel in the Purchase Orders module and double-click 'Create Purchase Orders'.

In both cases, specify the Items to be purchased in the subsequent window and click the [Run] button. Purchase Orders will be created for every Item each Item in the specified range that has a Default Purchase Item and a stock deficiency (those where the stock balance is lower than the Minimum Stock Level, taking outstanding Sales, Purchase and Production Orders into account). The order quantity for each Item will be that required to bring the stock balance up to the Minimum Stock Level

or the Normal Order Quantity from the Default Purchase Item, whichever is the greater.

Reordering Requirements

This function will analyse your purchasing requirements for a specified future period based on average monthly sales achieved in the past. It then uses that analysis to create Purchase Orders for the stock to be sold in that future period. If you would like to see the Items and quantities that will be ordered, print the Reordering Requirements report before running the function. The quantities that will be ordered are shown in column 11 in the report and will be sufficient to bring each Item up to its Minimum Stock Level, taking outstanding Sales, Purchase and Production Orders and the predicted sales into account.

To activate this function, open the 'Maintenance' list from the Master Control panel in the Purchase Orders module and double-click 'Reordering Requirements'. Specify the Items to be purchased in the subsequent window and click the [Run] button.

Create Planned Records

If you have entered Planned Delivery Dates in your Sales Orders and Lead Times in your Default Purchase Items, you can use the 'Create Planned Records' function to create Purchase Orders with future dates calculated so that the Items will arrive just in time for Delivery.

There are two variations of this function. To activate them, open the 'Maintenance' list from the Master Control panel in the Sales Orders module and double-click of the following options—

Create Planned Records

Allows you to choose the Items that you wish to be included on future Purchase Orders.

Create Planned Records from Orders

Allows you to choose the Sales Orders whose Items are to be included on future Purchase Orders.

After using any of these functions, you can print the new Purchase Orders in a single batch, either using the [Documents] button in the Master Control panel in the Purchase Orders module or by highlighting them in the 'Purchase Orders: Browse' window and selecting 'Print' from the File menu. If you used the 'Create Planned Records' function, you can sort the 'Purchase Orders: Browse' window by Trans. Date and print the appropriate Purchase Orders daily.

Goods Receipts

The Goods Receipt register receives Items into stock, updating both stock levels and the Nominal Ledger stock valuation.

You can use one of the following methods to create Goods Receipts—

- i. Open a Purchase Order and select ‘Create Goods Receipt’ from the Operations menu. Use the Purchase Order Stock report to find and open the Purchase Orders whose goods you have not yet received.
- ii. Highlight a Purchase Order in the ‘Purchase Orders: Browse’ window and select ‘Create Goods Receipt’ from the Operations menu.
- iii. Enter a Goods Receipt directly to the Goods Receipt register in the Stock module. Usually you should only use this method when there is no Purchase Order, and when the Supplier has combined more than one Purchase Order on the same shipment. If there is a Purchase Order, you can use this method, but methods (i) and (ii) above will ensure with less user intervention that a Goods Receipt will always be connected to a Purchase Order. This in turn will ensure the accuracy of the Purchase Order Stock, Purchase Order Status and Purchase Orders Accrual reports, as well as ensuring you receive the Items into stock with the agreed prices.

DEMO: Goods Receipt: Inspect

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

No. 10 Trans. Date 30/1/2010
 Sup. No. 503 Name UK Trading Company Ltd
 Pur. Order No. 9 Location WHS

Comment Items Currency Extra Costs Freight

Comment
 Objects PO Contract Price Incl VAT

Item	Qty	Unit	Description	Unit Price	Cost Price	Sum
1	10104	20	PCS Loudspeakers	8.00	8.00	160.00
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						

OK Qty 20 Freight 0 Customs 0 Cost Price 160.00
 Ext. Tax 0.00 Subtotal 160 VAT 28 Total 188

Notes

- If you created the Goods Receipt from a Purchase Order, the Supplier, Item and pricing information will be copied from there. You cannot add new Items as you can only receive what was on the Order. You can remove Items or reduce the quantity if you did not receive everything that you ordered. By default, you cannot receive a greater quantity than you ordered (you can override this using the Allow Over Receiving option in the Stock Settings setting).

- Specifying a Supplier and Items in a new Goods Receipt and the pricing of Items are as described for Purchase Orders in the previous section.
- If Supplier combines more than one Purchase Order on the same shipment, enter a new Goods Receipt directly to the Goods Receipt register and then go to flip I of the grid. Enter the appropriate Purchase Order Number in the PO No. field, using 'Paste Special' if necessary. The Purchase Order must be approved (OKed). Press Tab or Enter to move the insertion point into the PO Row field. If you want to include the entire Purchase Order in the Goods Receipt, press Tab or Enter again. All unreceived rows from the Purchase Order will be copied to the Goods Receipt. If you only want to include part of the Purchase Order, you can either bring in the entire Purchase Order and remove the rows you don't need, or you can enter a reference to the Row Number of the Purchase Order row that you need. Enter 0 to refer to Purchase Order row 1, enter 1 to refer to Purchase Order row 2, and so on. Repeat the process on the next row for the second Purchase Order.
- You can specify known or estimated Freight and Customs costs in the fields in the footer (underneath the grid), and other Extra Costs on the 'Extra Costs' card. If you created the Goods Receipt from a Purchase Order, these costs will be copied from there. These costs will be distributed to each Item, based on the cost value of each Item (visible on flip H), and from there will be added to their stock value.
- When you are sure the Goods Receipt is correct, mark it as OK using the check box in the bottom left-hand corner and save it. All Stocked Items in the Goods Receipt will be added to stock. You will no longer be able to modify the Goods Receipt. This process is known as "approving" or "OKing" the Goods Receipt.

When you approve ("OK") a Goods Receipt in this way, a Nominal Ledger Transaction will be created automatically, posting to the following Accounts—

Purchase Accruals Account

Taken from the Item Group, or from the Account Usage Stock setting.

Stock Account

Taken from the Location, the Item Group or from the Account Usage Stock setting.

In both cases, if you want the Accounts to be taken from the Item Group, use the Use Item Groups for Cost Accounts option in the Cost Accounting setting in the Stock module.

If the Goods Receipt includes Freight, Customs or other Extra Costs, these will be added to the debit posting to the Stock Account and credited to the relevant Accruals Accounts that you have specified in the Account Usage Stock setting.

- To create a Purchase Invoice from a Goods Receipt, approve (OK) and save it and then choose 'Create Purchase Invoice' from the Operations menu. Please refer to the next section for details about creating Purchase Invoices from Purchase Orders and Goods Receipts.
- If you need to return an Item to its Supplier, open the Goods Receipt and choose 'Create Returned Goods'. Depending on the stock valuation method you are using, you may also be able to do this from the Purchase Order. When you approve (OK) the Returned Goods to Supplier record,

the Item will be removed from stock and the Nominal Ledger stock valuation will be updated. If you have already received and entered an Invoice, you can issue a Credit Note from the Returned Goods to Supplier record.

Purchase Invoices

When you receive a Purchase Invoice, you can enter it in several ways—

- i. Open a Purchase Order and select 'Create Purchase Invoice' from the Operations menu. Usually you must have received at least one approved Goods Receipt from an Order before you can create an Invoice, and only the received Items will be included in the Invoice. If you have an Order open, go to flip C and compare the Recv. 2 and Invoiced figures to see what should be included on the Invoice.
- ii. Highlight a Purchase Order in the 'Purchase Orders: Browse' window and select 'Create Purchase Invoice' from the Operations menu.
- iii. Open an approved Goods Receipt and select 'Create Purchase Invoice' from the Operations menu. You can use this method in preference to (i) or (ii) above if—
 - The Goods Receipt is not related to a Purchase Order.
 - The Supplier included several Purchase Orders in one shipment and then in a single Invoice. If there are separate Invoices, use methods (i) or (ii).
 - You need to create a Purchase Invoice for the exact quantity on the Goods Receipt, even if you later returned some or all of the Items to the Supplier. If you use methods (i) or (ii), the Purchase Invoice will be for the quantity that you retained.

If you need to create separate Invoices for Customs, Freight and/or other Extra Costs, use methods (i) or (ii).

- iv. Enter a Purchase Invoice directly to the Purchase Invoice register in the Purchase Ledger.

Notes

- If you create a Purchase Invoice from a Purchase Order or Goods Receipt, the Purchase Invoice cannot be an exact copy of the originating record, because it is based on Accounts not Items. The conversion from Purchase Order or Goods Receipt is controlled by the Purchase Order Item Transfer Control options in the Purchase Invoice Settings setting.
- In a new Purchase Invoice, choose the Supplier and the Accounts using 'Paste Special' (Ctrl-Enter/⌘-Enter). If you can't find the Supplier or Account you want, you can create it from the 'Paste Special' list using the [New] or [Duplicate] buttons. Information such as Supplier Name and Payment Terms will be brought in automatically. A Cost Account will also be added to the first row if you have specified one for the Supplier.
- The Purchase Invoice Number (13 in the illustration) will be generated automatically. In a multi-user system, this field will remain empty until you save the Purchase Invoice for the first time. Enter the Supplier's number for the Purchase Invoice in the Sup. Inv. No. field.
- Enter the total value of the Purchase Invoice including VAT in the TOTAL field towards the top of the window. This figure acts as a control total. Before you can save the Purchase Invoice, this figure must equal one of the following, depending on the Zone of the Supplier—

Domestic, Inside EU (Post VAT) and Outside EU (Post VAT)

the sum of the Amounts of the rows plus VAT (each row has its own VAT Code).

Inside EU

the sum of the Amounts of the rows.

Outside EU

the sum of the Amounts of the rows. No VAT is calculated in this case.

- As an option, you can use the VAT field immediately under the TOTAL field as a second control total. Enter the total VAT from the Invoice. If the Supplier is in the Domestic, Inside EU (Post VAT) and Outside EU (Post VAT) Zone, this total VAT must equal the sum of the VAT amounts of the rows before you can save the Purchase Invoice. The sum of the VAT amounts of the rows is shown in the Calculated VAT field in the bottom right-hand corner of the window.
- As an easy way to enter the Amount in the last Purchase Invoice row, move the insertion point to the field as normal and then press the Return or Enter key. The correct amount to balance the Purchase Invoice will be brought in for you.
- The Supplier's bank account details will be shown on the 'Identifiers' card, brought in from their Contact record. This information will be used if you need to send an electronic payment to the Supplier for the Purchase Invoice.
- When you are sure the Purchase Invoice is correct, mark it as OK using the check box in the bottom left-hand corner and save it. You will no longer be able to modify the Invoice. This process is known as "approving" or "OKing" the Purchase Invoice.

When you approve ("OK") a Purchase Invoice in this way, a Nominal Ledger Transaction will be created automatically, posting to the following Accounts—

Creditor Account Taken from the Supplier itself ('Accounts' card), its Supplier Category (or Customer Category if the Supplier does not belong to a Supplier Category) or from the Account Usage P/L setting, and shown on the 'Identifiers' card of the Invoice. If the Payment Terms of the Invoice are Cash, the Cash Account from the Payment Term record will be used instead.

Cost or Purchase Accrual Account

Taken from each Purchase Invoice row. If the Purchase Invoice was created from a Purchase Order or Goods Receipt, these Accounts will be controlled by the Purchase Order Item Transfer Control options in the Purchase Invoice Settings setting.

VAT Account Taken from the VAT Code shown in each Purchase Invoice row.

- If you need to credit a Purchase Invoice, open it and choose 'Create Credit Note' from the Operations menu. A new Purchase Invoice will be created, using a Credit Note Payment Term, thus making it a Credit Note. The Credit of Invoice field in the Credit Note will contain the Invoice Number of the Invoice being credited. Change the quantities or prices as appropriate and approve in the usual way. You can only create a Credit Note from a Purchase Invoice that has been approved.
- A Purchase Order, its Goods Receipts and its Purchase Invoices will all be connected to each other automatically through the Attachments feature. If you have one of these records open, you can easily open the connected records by clicking the [Attachments] button (with the paper

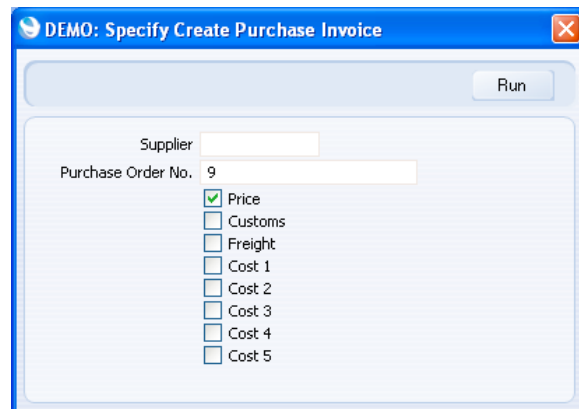
clip icon) in the top right-hand corner and double-clicking in the subsequent list.

Extra Costs

Usually when you select the 'Create Purchase Invoice' option from a Purchase Order, the Purchase Invoice will only contain the Items that you ordered and received. It will not include any of the Freight, Customs and Extra Costs that you may have specified in the Purchase Order. You will need to enter Purchase Invoices for these costs yourself directly to the Purchase Invoice register, posting to the relevant Accruals Accounts.

It is possible to create Purchase Invoices for these costs from a Purchase Order. This offers two advantages. First, the Extra Cost Invoices will be connected to the Purchase Order. Second, it allows you to account for any variances between estimated and actual Extra Costs. Variances are described in the full 'Stock Module' manual. If you would like to create Purchase Invoices for Extra Costs from Purchase Orders, use the Extra Costs Invoices from Different Suppliers option in the Purchase Order Settings setting. You should also use the Transfer Each Item Separately option in the Purchase Invoice Settings setting and you should also specify Accrual Accounts for Freight, Customs and each of the Extra Costs in the Account Usage Stock setting.

If you are using this option, when you select the 'Create Purchase Invoice' option from a Purchase Order, the following window will open—



Proceed as follows, depending on what has been included in the paper Purchase Invoice—

- If the Purchase Invoice includes the Item(s) on the Purchase Order, leave the Supplier field empty (the Supplier will be taken from the Purchase Order). If the Invoice includes any of the Extra Costs as well, leave the Price box checked and check other boxes as appropriate. Then, click the [Run] button.
- If the Purchase Invoice does not include the Item(s) on the Purchase Order (i.e. it is for one or more of the Extra Costs only), specify the Supplier using 'Paste Special', check the Extra Costs boxes as appropriate, remove the check from the Price box and click the [Run] button.

When you click the [Run] button, a Purchase Invoice will be created. If you kept the Price box checked, the Purchase Order Items will be included in the Invoice as described in the previous section. If you checked any of the Extra Cost boxes, the relevant Extra Costs will be included as well, posting to the appropriate Accrual Accounts specified in the Account Usage Stock setting.

The VAT Codes determining how VAT will be calculated for these Extra Costs will be taken from the 'VAT' card of the Account Usage P/L setting.

Since it is possible that you will receive separate Invoices for the Item(s) and the Extra Costs, possibly from different Suppliers, you can return to the Purchase Order to create the various Invoices at any time. You will not be able to create more than one Invoice for the Item(s).

Aged Creditors Report and Credit Management

Before you can produce an Aged Creditors report, you should configure your ageing periods, as described above on page 75. Then, ensure you are in the Purchase Ledger and produce a Purchase Ledger report, choosing the Aged or Aged Detailed option (on the centre right)—

The Aged option produces a report summarising your debt to each Supplier, showing how much is owing in each ageing period. Use the Aged based on Invoice Date option on card 2 to specify whether the ageing calculation is to start from the Due Date of an Invoice or its Invoice Date.

If you need more detail, you can use the Open Invoice Supplier Statement or Periodic Customer Statement reports, both in the Purchase Ledger. The Open Invoice Supplier Statement is a list of outstanding Invoices, while the Periodic Supplier Statement lists all Invoices and Payments received and issued during a specified period.

Payments

When you issue a payment to a Supplier, you can record it in the Payment register in the Purchase Ledger.

You can create Payments in two ways—

- i. Open the 'Payments: Browse' window and choose 'Create Payments Suggestion' from the Operations menu. This function will find the Purchase Invoices that are due for payment and create appropriate Payment records. These Payments will not be ordered or approved, so

you can check them to make sure they are correct before authorising them.

- ii. Enter a Payment directly to the Payment register in the Purchase Ledger.

Notes

- The Payment Number (5 in the illustration) will be generated automatically. In a multi-user system, this field will remain empty until you save the Payment for the first time.
- Choose a Payment Mode using 'Paste Special' (Ctrl-Enter/⌘-Enter). The Payment Mode is the method of payment (e.g. cheque, credit card or cash). It determines the Nominal Ledger Account that will be credited by the Payment. For example, if you have more than one bank account, having a separate Payment Mode for each one will allow you to issue funds from the relevant account.
- Use the grid to list the Invoices being paid. When you enter an Invoice Number (using 'Paste Special' if you need to), the outstanding amount will be placed in the Bank Amount and Sent Value fields.
- In the case of a partial payment, enter the amount paid in the Sent Value field. You should not change the Bank Amount, because this will be treated as an exchange rate difference.
- You can issue payment against several Invoices in a single Payment record. While you can record every payment issued in a single day in a single Payment record, irrespective of Currency and of Payment Mode, it is recommended that, to help with the process of bank reconciliation, you should use separate Payment records to represent each cheque issued, or each credit transfer transaction. Reconciliation is described below on page 105.

- If your input VAT claim is calculated from your Payments, not from your Purchase Invoices (Cash VAT scheme in the UK), before entering a Payment you should choose the Book Payment VAT and Book Prepayment VAT options in the Account Usage P/L setting and update the VAT Codes setting by specifying I/P Accounts. After doing this, the VAT Code and VAT Value will be brought in to the fields on flip F automatically when you enter an Invoice Number (the VAT Code comes from the first row of the Invoice).
- If there will be a bank charge associated with the Payment, you can proceed using one of two methods. If you want to attach the charge to a particular row on the Payment, enter it in the Bank Fee field on flip I. If you want to attach the charge to the entire Payment, use the 'New Fee' function on the Operations menu. A new row will be created, containing the phrase "Fee". Enter the Bank Fee figure in the right-hand Amount field.
- When you are sure the Receipt is correct, mark it first as Ordered and then as OK using the check boxes in the bottom left-hand corner and save it. The two check boxes are provided to allow for the delay between the issuing of a Payment and the clearing of the funds from your company's bank account. Checking the Ordered box indicates that you have issued a Payment, while checking the OK box indicates that the funds have been cleared. You must therefore check the Ordered box before the OK box.

When you save an Ordered Payment, the Invoice(s) being paid will no longer be treated as open, even if the OK box is not checked.

If, once a Payment has been issued, it transpires that the funds are not cleared from your company's bank account (perhaps because the cheque bounced or was lost), highlight each row in the Payment in turn by clicking the row number. Then, press the Backspace key. A red line will be drawn through the row, re-opening the Purchase Invoice(s).

After marking a Payment as OK and saving it, you will no longer be able to modify the Payment. This process is known as "approving" or "OKing" the Payment.

When you approve ("OK") a Payment in this way, a Nominal Ledger Transaction will be created automatically, posting to the following Accounts—

Creditor Account Taken from the 'Identifiers' card of the Invoice(s) being paid.

Bank or Cash Account

Taken from the Payment Mode.

If you are using the Book Payment VAT option described above, there will also be a posting to a VAT Account (the I/P Account for the relevant VAT Code).

If you used the 'New Fee' function to add a bank charge to the Payment or entered a bank charge to the Bank Fee field on flip I, the bank charge will be posted to the Bank Fee Account specified in the Account Usage P/L setting, while the Sent Value plus the bank charge will be posted to the Bank Account from the Payment Mode.

- To print the Payment, click the Printer icon at the top of the window. Depending on how you have designed your Payment Form, this will

usually cause a Remittance Advice to be printed, possibly with cheque attached.

You can also enter a Payment using flip E of a Nominal Ledger Transaction, as described below on page 96.

For More Information

Please click for more details about—

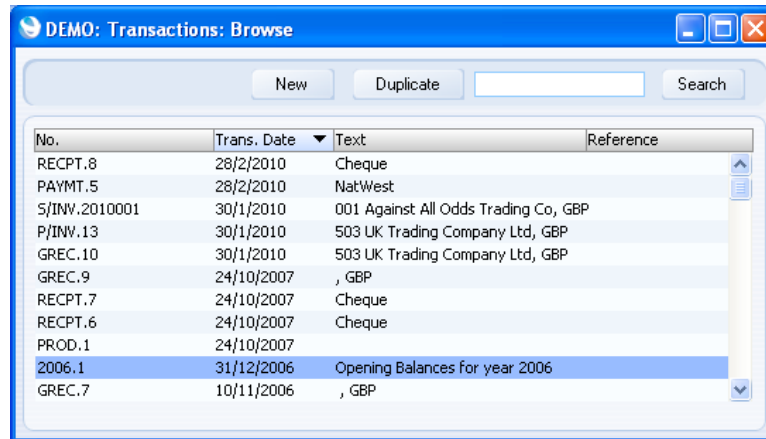
- Account Usage P/L (specifies which Accounts should be used as defaults in various situations)
- Payment Terms
- Payment Modes
- VAT Codes
- Purchase Invoice Settings (controls conversion from Purchase Order/Goods Receipt to Purchase Invoice)
- Full details of the Purchase Order record
- Full details of the Goods Receipt record
- Full details of the Purchase Invoice record
- Full details of the Payment record
- Crediting Purchase Invoices
- Prepayments and On Account Payments (e.g. deposits, payments without Invoices)
- Printing Remittance Advices and Cheques (printing Payment amounts in words)
- Variances

Working in the Nominal Ledger (Journal Entries)

You should record every accounting event as a separate Transaction in the Transaction register. Depending on the nature of an individual Transaction, you can enter it directly to the Transaction register yourself, or it can be created remotely from the Sales and Purchase Ledgers (as described in the ‘Sales Process’ and ‘Purchase Process’ sections above) or the Stock module. Records that can cause Transactions to be created (e.g. Invoices, Purchase Invoices, Receipts, Payments) are termed “Sub System Records” or “Sub System Transactions” in this manual.

Nominal Ledger Transactions (Journal Entries)

Journal Entries or Journal Postings are known as “Nominal Ledger Transactions” or “Transactions” in HansaWorld Enterprise. To work with Transactions, ensure you are in the Nominal Ledger, then click the [Transactions] button in the Master Control panel. The ‘Transactions: Browse’ window is opened, showing a list of Transactions already entered.



No.	Trans. Date	Text	Reference
RECP.T.8	28/2/2010	Cheque	
PAYMT.5	28/2/2010	NatWest	
S/INV.2010001	30/1/2010	001 Against All Odds Trading Co, GBP	
P/INV.13	30/1/2010	503 UK Trading Company Ltd, GBP	
GREC.10	30/1/2010	503 UK Trading Company Ltd, GBP	
GREC.9	24/10/2007	, GBP	
RECP.T.7	24/10/2007	Cheque	
RECP.T.6	24/10/2007	Cheque	
PROD.1	24/10/2007		
2006.1	31/12/2006	Opening Balances for year 2006	
GREC.7	10/11/2006	, GBP	

Transactions that you have entered directly to the Transaction register are shown with their Transaction Numbers preceded by the financial year: the Transaction numbered 2006.1 in the illustration is an example of this. The characters representing the financial year are taken from the Fiscal Years setting in the System module. Transactions that have been created from a Sub System are shown with their Transaction Numbers preceded by a code depending on their nature. For example, Transactions generated from Sales Invoices have a Transaction Number that is the same as their Invoice Number, and are shown in the browse window with a prefix of S/INV.

To create a new Transaction, click the [New] button above the list or use the Ctrl-N/⌘-N keyboard shortcut. Alternatively, highlight a Transaction similar to the one you want to enter and click [Duplicate] (or use Ctrl-K/⌘-Y).

DEMO: Transaction: Inspect

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

No. 1 Trans. Date 29/12/2009 Reference

Text Purchase 15% VAT

Account	Objects	Description	Base 1 Debit	Base 1 Credit	V-Cd
1 355		Advertising	123.40		1
2 831		VAT Inputs Receivable	18.51		
3 700		Bank Current Account		141.91	
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					

Difference Base 1 0.00 Total 141.91 141.91

Difference Base 2 0.00 Total 231.51 231.51

Notes

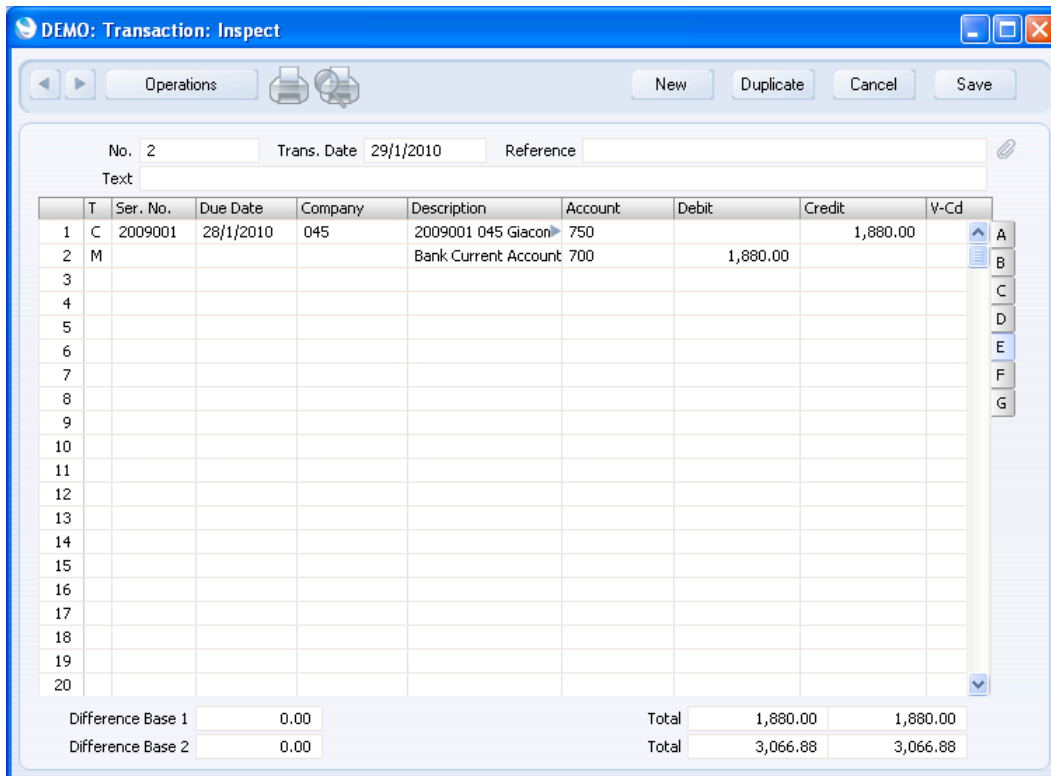
- The Transaction Number (1 in the illustration) will be generated automatically. In a multi-user system, this field will remain empty until you save the Transaction for the first time. Don't worry about the prefix representing the financial year: this is not included in the Transaction Number field. For example, Transaction 1 dated 29/12/2009 in the illustration will automatically be shown as 2009.1 in the 'Transactions: Browse' window.
- Use the grid area to enter the postings that you wish to make to each Account. The Transaction must balance before you can save it. If it does not balance, there will be a figure in the Difference Base 1 field.
- Use 'Paste Special' to choose the Accounts, the Objects and VAT Codes.
- Take care to make sure the Transaction is correct before saving. After saving, you will not be able to change it. Please refer to the 'Corrections' section below on page 97 for details about correcting mistakes.
- If you have a number of Transactions to enter quickly at one sitting, you can use the automatic balancing function. This requires the last line in the Transaction to be a credit. After choosing the Account in the last row, move the insertion point to the Base 1 Credit field as normal, and then press the Return or Enter key. The correct credit amount to balance the entry will be brought in for you. If you press Return or Enter again, the Transaction will be saved, closed and committed to the Nominal Ledger, and a new, empty, Transaction will be opened.

Receipts and Payments

In this section, you will use flip E of a Transaction to receive a payment from a Customer against a Sales Invoice or to issue a payment to a Supplier. Follow these steps—

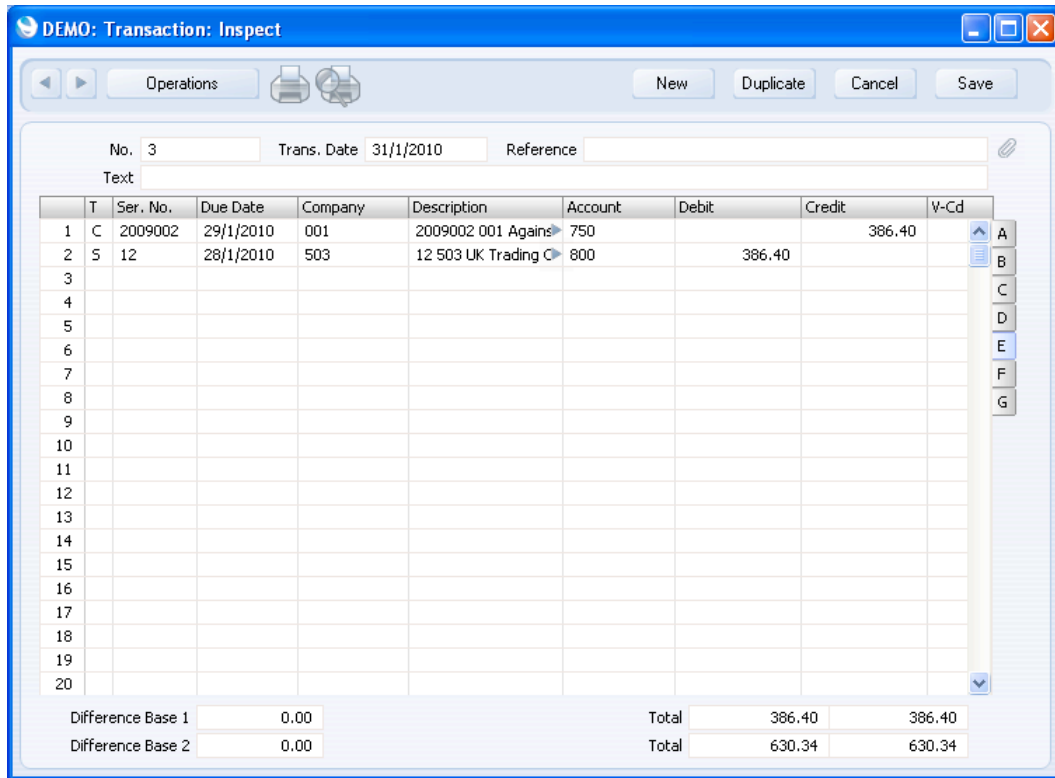
1. Create a new Transaction and enter the correct Date and appropriate Text.
2. Go to flip E and enter “C” (for “Customer”) in the T (Type) field if you are registering a Receipt (against a Sales Invoice) or “S” (for “Supplier”) if you are registering a Payment (against a Purchase Invoice).
3. Enter the Number of the Sales or Purchase Invoice being paid in the Ser. No. field. You must do this before you can save the Transaction. Use ‘Paste Special’ to choose from a list of open Sales or Purchase Invoices (Sales or Purchase Invoices that are partially or wholly outstanding). When you press the Tab or Enter key, its Customer or Supplier Number will appear in the Company field, its Due Date will be shown in the Due field, the appropriate Debtor or Creditor Account will be brought in, and the outstanding amount will be placed in the Credit (Sales Invoice) or Debit (Purchase Invoice) field.
4. On the next line, enter the Bank or Cash Account that will receive or send the payment and the Debit or Credit value. Leave “M” (the default value) in the T (Type) field.

An example Receipt against a Sales Invoice entered using flip E of the Transaction screen is shown below.



5. If a company is both a Customer and Supplier, you can use Flip E to set their Sales and Purchase Invoices against each other (contra transactions). If the values of the Sales and Purchase Invoices are not the same, the Invoice with the lower amount will be fully paid off, while the other will be partially paid off, so it will continue to be treated as open.

In the example shown below, a Sales Invoice issued to Customer 001 has been set against a Purchase Invoice received from Supplier 503—



Corrections

After saving a Transaction, you will not be able to change it. If you discover after saving a Transaction that it contains an error, follow one of the procedures described in this section.

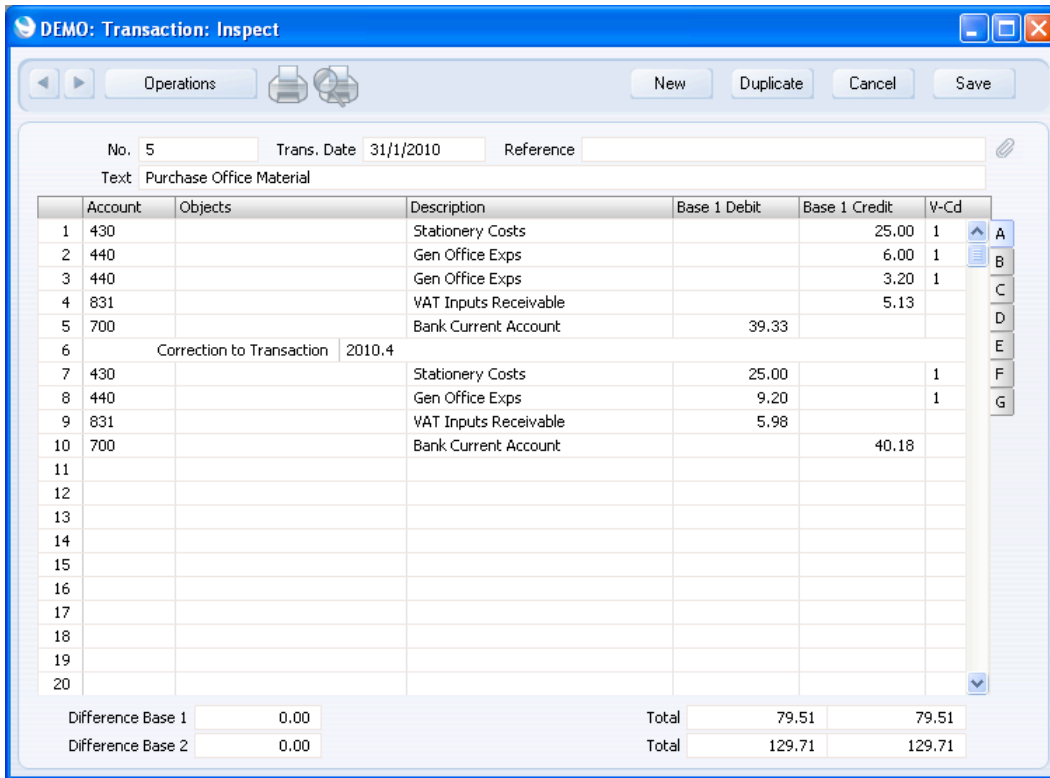
Assume that you have entered the wrong VAT value, and that you find out only after entering the Transaction.

1. Highlight the Transaction containing the error in the 'Transactions: Browse' window and click [Duplicate].

This creates a copy of the faulty Transaction. First you want to remove the error.

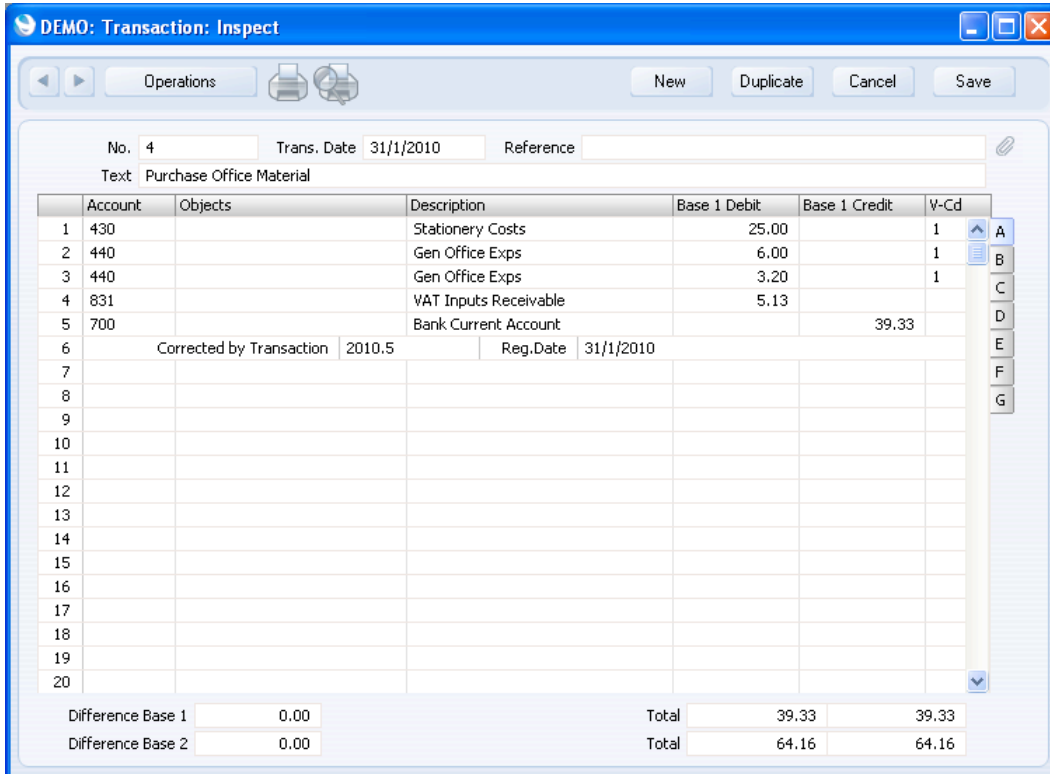
2. Select 'Swap Debit & Credit' from the Operations menu. This takes the existing Transaction rows and reverses them (what were Credit amounts become Debits). This action thus cancels out the original, erroneous, Transaction.

3. Then select 'Correction Mark' from the same menu. This will add a new line where you can enter a cross reference to the Transaction containing the error. Note: do not save the Transaction before selecting 'Correction Mark'.



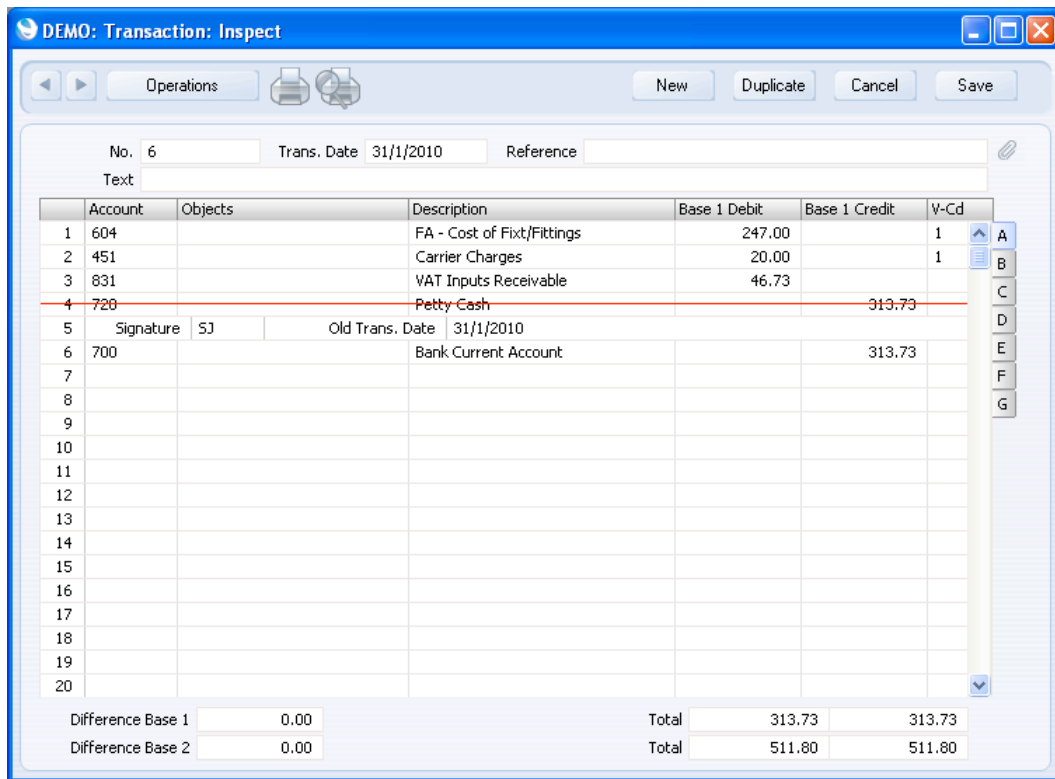
- Enter the journal number of the transaction to be corrected, including the financial year prefix, and then on the following rows make new, correct, entries as in the illustration above. Click [Save] when you have finished.

The new Transaction is saved, and the old Transaction is marked as corrected automatically, as shown in the following illustration—



A second method that you can use to correct mistakes emulates that used in manual ledgers, where errors are often corrected or eliminated by striking a line (sometimes in red ink) across the entry. A note is made with the initials of the accountant, and a corrected entry is made with the next unused journal number.

1. In the 'Transactions: Browse' window, find and double-click the old Transaction you want to change. Select 'Update Mark' from the Operations menu. A new line is added in the Transaction, showing your initials and the original date of the Transaction.
2. You will now want to cancel - draw a (red) line across - the faulty row. Highlight the row by clicking the number to the left of the row. Press the Backspace key to draw the correction line across the row. Then you can enter the correct information. Save in the normal way.



3. If the error is in the header area of the Transaction (i.e., the Transaction Date is wrong), you can again use the 'Update Mark' function to correct it. Select the function and change the date as appropriate. There is no need to use the 'Update Mark' function to change the Text or the Reference.

If you discover an error in a Transaction that falls within a closed month, you cannot correct it using 'Update Mark'. This is because 'Update Mark' modifies the Transaction and attempts to save it using the original Transaction Date. This falls in a period when modifications are not permitted. Therefore, the only way you can correct such a Transaction is by using the 'Correction Mark' function to create a new, correcting, Transaction whose Transaction Date must fall within an open month. To close a month, use the Locking setting in the System module: please refer to the 'Periods and Locking' section below on page 107 for full details.

Simulations

As you cannot alter or remove Transactions after you have saved them, you may prefer to enter simulated transactions that you can convert to “actual” Transactions when you are sure they are correct. Simulated transactions are similar to standard Transactions, with the difference that you can remove or alter them. Most reports in the Nominal Ledger allow you to include or exclude simulated transactions. This also allows you to try different alternatives in the business e.g. to test the outcome of different depreciation calculations on the result of the company.

To work with Simulations, ensure you are in the Nominal Ledger, then click the [Simulations] button in the Master Control panel. The ‘Simulations: Browse’ window is opened, showing a list of Simulations already entered. To create a new Simulation, click the [New] button above the list or use the Ctrl-N/⌘-N keyboard shortcut. Alternatively, highlight a Simulation similar to the one you want to enter and click [Duplicate] (or use Ctrl-K/⌘-Y).

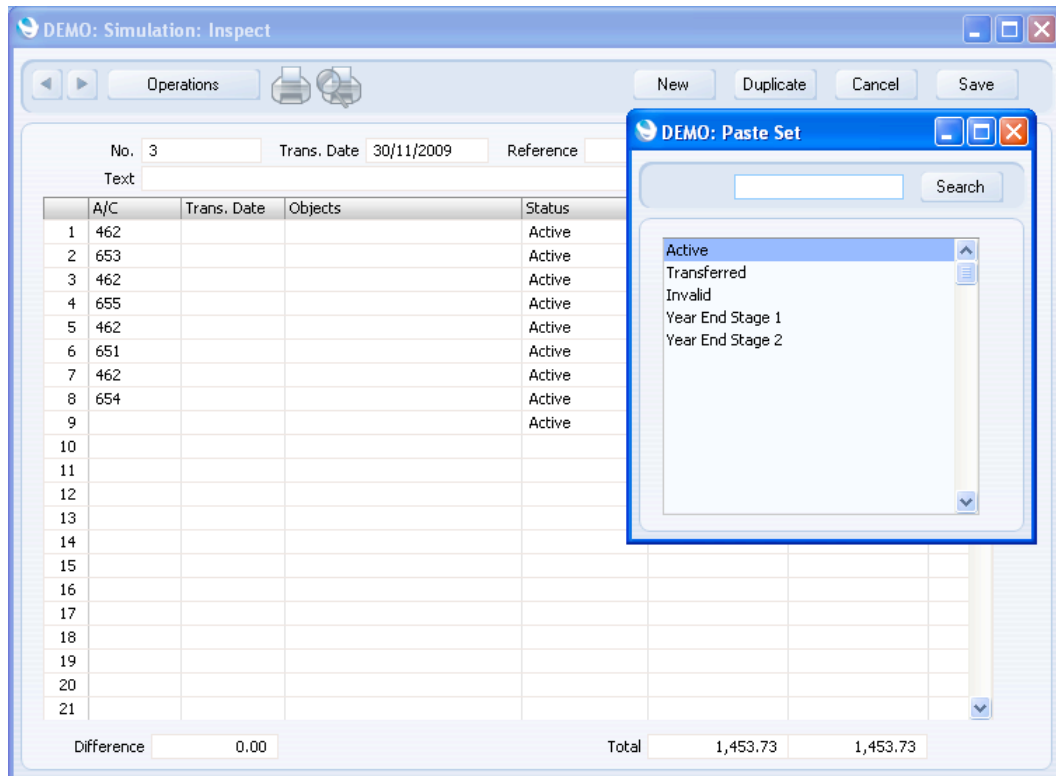
The screenshot shows a window titled "DEMO: Simulation: Inspect". At the top, there are navigation buttons (back, forward), an "Operations" menu, and icons for print and refresh. To the right are buttons for "New", "Duplicate", "Cancel", and "Save". Below these are input fields for "No." (3), "Trans. Date" (30/11/2009), and "Reference". A "Text" field is also present. The main area is a table with the following data:

	A/C	Trans. Date	Objects	Description	Debit	Credit	V-Cd
1	462			Depreciation Expense	1,255.07		
2	653			FA - Depn of Plant & M/C		1,255.07	
3	462			Depreciation Expense	103.00		
4	655			FA - Depn of Motor Vehicles		103.00	
5	462			Depreciation Expense	78.66		
6	651			FA - Depn of Office Eqmnt		78.66	
7	462			Depreciation Expense	17.00		
8	654			FA - Depn of Fixt./Fittings		17.00	
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
Difference					0.00		
Total					1,453.73	1,453.73	

Notes

- You should enter records into the Simulation register in the same way as for normal Transactions.
- Simulations must balance before you can save them.
- The Simulation register has no correction functions, because you can freely remove or alter Simulations at any time.
- The Simulation register shares the automatic balancing feature with the Transaction register. With the insertion point in the Credit column in the last Simulation row, press the Return or Enter key. The correct credit amount to balance the entry will be brought in for you. If you press Return or Enter again, the Simulation will be saved and closed, and a new, empty, Simulation will be opened. You can use this feature when you need to enter several Simulations quickly in one sitting.

- To convert a Simulation into a Transaction, highlight the Simulation or Simulations in the 'Simulations: Browse' window and select 'Create NL Transactions' from the Operations menu.
- On flip B of each Simulation row there is a Status field. By default, this is set to "Active" in a new Simulation, but you can choose a different Status using 'Paste Special'. When you create a Transaction from a Simulation using the 'Create NL Transactions' function, the Status will be changed to "Transferred" automatically. This will prevent you creating a second Transaction accidentally. If you choose to include Simulations in a report, "Active" Simulations will be included, but "Transferred" and "Invalid" Simulations will not. The "Year End Stage 1" and "Year End Stage 2" options are only used in Portugal.



Autotransactions

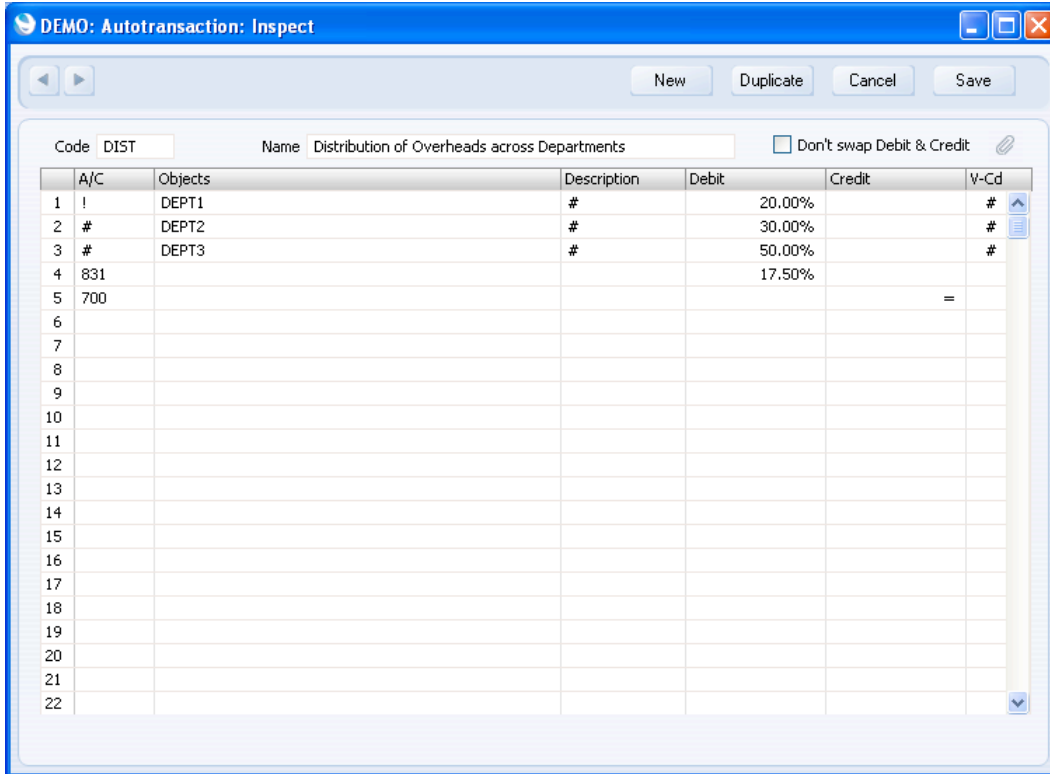
Autotransactions are accounting templates that you can use to simplify the entering of various transactions. You can use Autotransactions in Transactions, Simulations, Purchase Invoices and Expenses.

When a certain type of Transaction occurs repeatedly, you can create a template in which you put all the recurring data once and for all, e.g. a certain combination of Account numbers. Next time you wish to enter this type of Transaction, you can use the automatic function instead. This will create a ready-made Transaction, except for the data that is unique for each particular entry. Examples might include rent payments, salary payments and recurring journals. Autotransactions can thus save labour and ensure that you use the correct Accounts every time.

To work with Autotransactions, ensure you are in the Nominal Ledger, then click the [Settings] button in the Master Control panel or use the Ctrl-S/⌘-S keyboard shortcut. Double-click 'Autotransactions' in the subsequent list. The 'Autotransactions: Browse' window is opened, showing a list of Autotransactions already entered. To create a new Autotransaction, click the

[New] button above the list or use the Ctrl-N/⌘-N keyboard shortcut. Alternatively, highlight an Autotransaction similar to the one you want to enter and click [Duplicate] (or use Ctrl-K/⌘-Y).

The following illustration shows an example Autotransaction that distributes an amount across four Objects on a percentage basis after you have entered that amount in a Transaction row. You might use such a template to allocate shares of overhead costs to four departments.



The first row contains an exclamation mark in the Account field and a percentage in the Debit field. The exclamation mark indicates that when the Autotransaction is specified in a Transaction, the amount of the previous row of the Transaction is to be overwritten by a figure determined by the application of the Autotransaction (in this case, by a percentage of the original figure). That figure will be on the same side (debit or credit) as the original, as the percentage has been entered to the Debit field of the Autotransaction. In other words, the original figure entered will be reduced by 90%. The Object specified (“DEPT1”) will be entered to the Object field of the Transaction row and the Description and VAT Code will be retained.

The second line of the Autotransaction will again refer to the original figure and calculate a percentage from it, on the same side (debit or credit) as the original, using a new line in the Transaction. The # sign in the Account, Description and VAT Code fields signifies that the Account, VAT Code and Description originally specified are to be used in the new line, which will contain “DEPT2” in its Object field. The third and fourth lines of the Autotransaction will have a similar effect, creating new lines in the Transaction with different Objects and percentages to the original figure.

The fifth line calculates VAT from the original figure at the standard rate of 17.5% and places it in a new row in the Transaction, posting to the VAT Inputs Receivable Account on the same side (debit or credit) as the original figure.

The final line of the Autotransaction contains an Account number and an equal sign (=) in the Credit field. This signifies that the sum of the previous lines of the Transaction is to be posted to that Account. The posting will be on the opposite side (debit or credit) to the original figure, since the equal sign is in the Credit field.

When you enter a Transaction or Simulation, begin by entering the Account Number for the relevant expense category, and the amount excluding VAT. On the second row, enter the code of the Autotransaction in the Account field.

The screenshot shows a software window titled "DEMO: Transaction: New". At the top, there are navigation buttons (back, forward), a "Operations" menu, and icons for printing and help. Below these are buttons for "New", "Duplicate", "Cancel", and "Save".

The main form contains the following fields:

- No. 7
- Trans. Date 31/1/2010
- Reference
- Text: Office Expenses

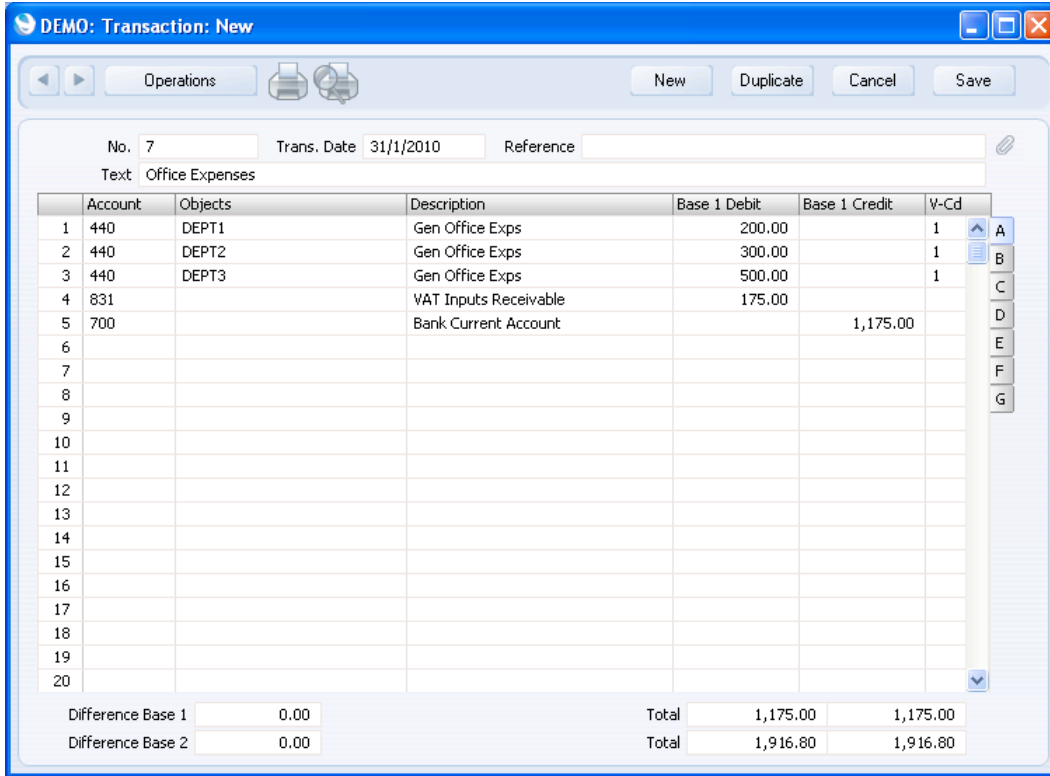
The central part of the window is a table with the following columns: Account, Objects, Description, Base 1 Debit, Base 1 Credit, and V-Cd. The table contains two rows of data:

Account	Objects	Description	Base 1 Debit	Base 1 Credit	V-Cd
1 440	DEPT1	Gen Office Exps	1,000.00		1
2 DIST					

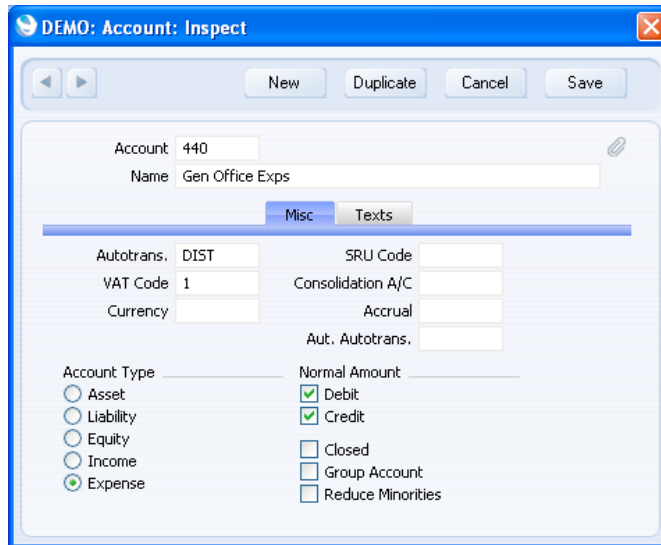
At the bottom of the window, there are summary fields:

- Difference Base 1: 1,000.00
- Difference Base 2: 1,631.32
- Total: 1,000.00
- Total: 1,631.32

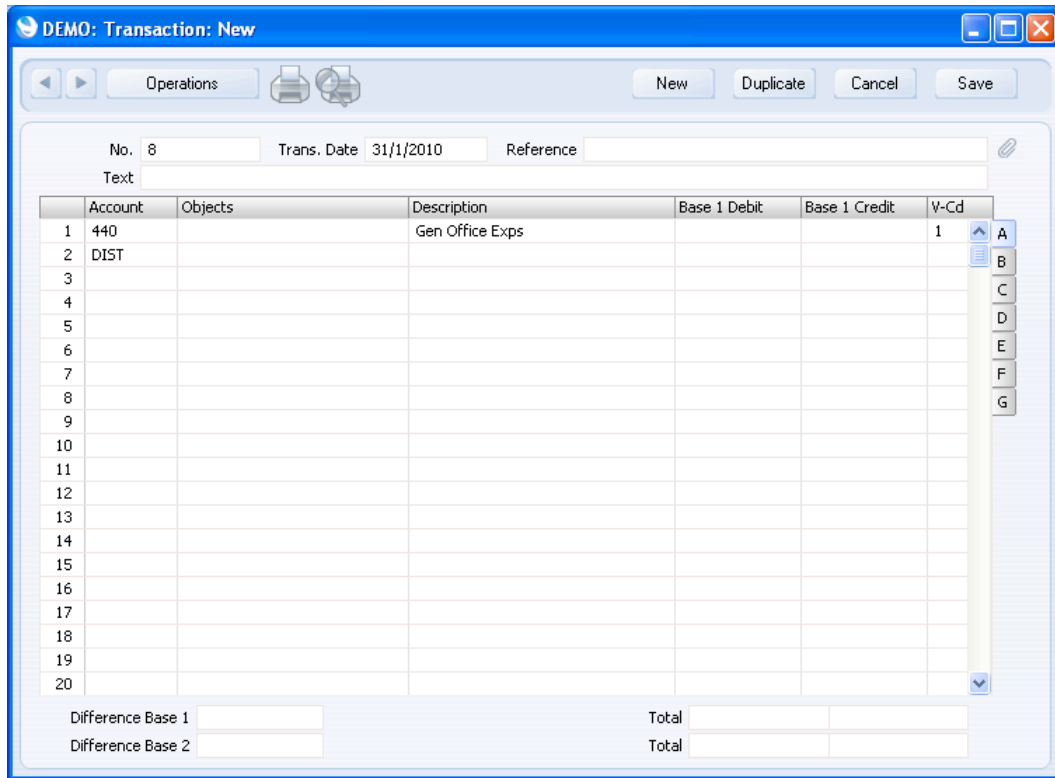
Press Return. The Autotransaction is applied to the first row of the Transaction, and the amounts are recalculated as follows—



If you know that a particular Autotransaction will always be used with an Account, enter it in the Autotrans. field in the Account record—



When you enter the Account in a Transaction or Simulation and press Tab or Return, the Autotransaction Code will be brought in to the next row automatically—



Enter the amount on the first row as normal, then press Return twice. The Autotransaction will be applied to the Transaction or Simulation as previously described.

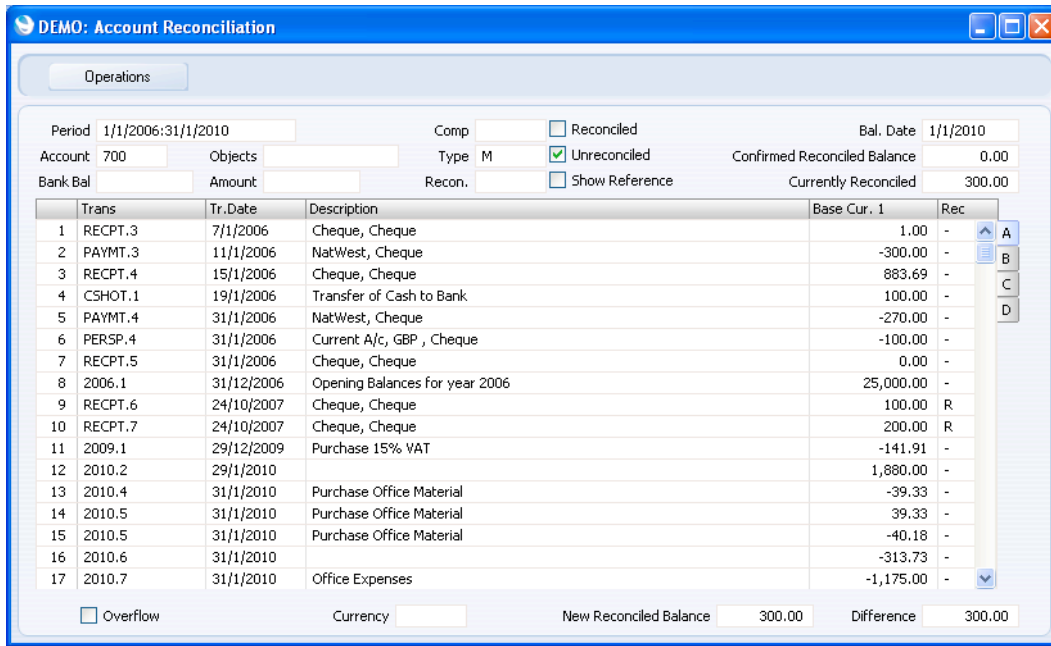
Reconciliation

You will most commonly use this register to perform bank reconciliations, checking bank statements against the bank account Transactions recorded in your HansaWorld Enterprise database. To carry out this task, follow these steps—

1. Click the [Account Reconciliation] button in the Master Control panel in the Nominal Ledger. The 'Account Reconciliation' window is opened.
2. Enter a Period, using 'Paste Special' if necessary to access a list of reporting periods. The Period should be large enough to cover all likely journal postings (Transaction rows) to the Bank Account.
3. Enter the Account Number representing your bank account. If necessary, specify an Object as well.
4. Click the Unreconciled check box. All unreconciled postings with the specified Account/Object combination will be listed. The figure in the Recon. Bal field shows the balance previously reconciled and should equal the opening balance in the bank statement.

If the number of unreconciled postings is greater than 300, the Overflow box at the bottom of the window will be marked automatically. If this happens, enter a shorter Period to reduce the number of postings in the list.

The list is in chronological order. Select 'Sort on amount' from the Operations menu to sort the list by amount (largest first).



The Description column shows both the Text from the Transaction header and the Description from the Transaction row representing the posting, separated by a comma.

Flip A shows posting values in Base Currency 1 (usually your home Currency). If your bank statement is in another Currency, use flip B (which shows posting values in Base Currency 2) or flip C (which shows values in any foreign Currency that may have been used in a posting).

5. Compare the list of postings with the bank statement. Where a posting is correctly shown on the statement, enter an "R" to the Rec field. The posting value will be added to the Reconciled total, which shows the total reconciled in this session, and to the New Bal figure, which represents the closing balance for the Account. If the Account is a Currency Account, the Reconciled and New Bal figures will be in Currency.

If you know that you can reconcile every posting in the list, select 'Mark all rows as Reconciled' from the Operations menu. An "R" will be placed in the Rec field in every row and the Reconciled and New Bal figures will be updated appropriately.

You can enter the closing balance in the bank statement in the Bank Bal field in the bottom of the window. The Diff field will show the difference between the Bank Bal and the New Bal.

If you enter a Currency in the Currency field in the bottom of the window, the Recon. Bal, the New Bal and the Diff will be calculated from postings made to the specified Account in the specified Currency only.

6. If a posting appears in the bank statement but not in the list of unreconciled postings, you should add the posting to the Transaction register. Examples of such postings might be payments into or out of your account by standing order, or bank charges.

You can do this without closing the 'Account Reconciliation' window by selecting 'Create N/L Transaction' from the Operations menu. Enter the Transaction following the usual procedure described in the section entitled 'The Transaction Register' above on page 94. When you have saved it, return to the 'Account Reconciliation' window and select 'Refresh' from the Operations menu. Any postings to the specified Account in the new Transaction will be added to the list of unreconciled postings.

7. If the value of a posting shown in the 'Account Reconciliation' list differs from that shown in the bank statement, you should use the 'Create N/L Transaction' function to enter a correcting Transaction to the Transaction register. Alternatively, place the insertion point in the Account Reconciliation row containing the erroneous posting, select 'Open N/L Transaction' from the Operations menu to open and update the Transaction. Please refer to the 'Correcting Transactions' section above on page 97 for full details of correcting and updating Transactions. When you have done this, return to the 'Account Reconciliation' window, select 'Refresh' from the Operations menu and mark both the original posting and the correction as reconciled.
9. When you have checked the postings in the list agree with the bank statement and marked them with "R" in the Rec field, the figure in the New Bal field should be the same as the closing balance in the bank statement. If you entered the closing balance in the bank statement in the Bank Bal field, the Diff field should contain zero.

Note that you have not saved anything yet and closing the window now will cause you to lose the reconciliation information you have entered in this session. To save this information, select 'Confirm Reconciliation' from the Operations menu before closing the 'Account Reconciliation' window by clicking the close box.

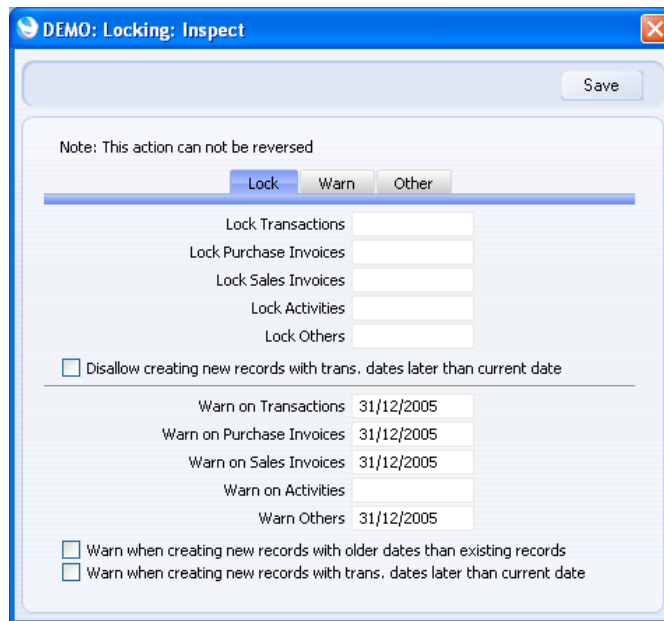
In order to ease the task of bank reconciliation, it is recommended that, in the Purchase Ledger, you enter separate Payment records to represent each cheque issued and, in the Sales Ledger, you enter a single Receipt record recording every cheque paid into the bank on a particular paying-in slip. This will ensure that single Transactions will match single lines on the bank statement.

Periods and Locking

In many accounting systems, fiscal years are divided into periods (usually months or quarters), and each accounting transaction has to be placed in a period. Often, a period has to be locked before the next one can be opened.

HansaWorld Enterprise has no periods. A Fiscal Year has no divisions. You can post an accounting transaction with any date, providing that date falls in an existing Fiscal Year. However, when you come to the end of a month or quarter and have printed the Profit & Loss and Balance Sheet reports, you may want to prevent the posting of further accounting transactions, because doing so will change the results of that month or quarter. To do this, you can specify Lock dates. A Lock date can be any date during the year. No transactions whose Transaction Date is on or before the Lock date will be permitted. Follow these steps—

1. Change to the System module and open the Locking setting.



2. The setting contains four Lock dates. No transactions whose Transaction Date is on or before the Lock date will be permitted, as follows—

Lock Transactions

applies to Transactions entered directly to the Transaction register

Lock Sales Invoices

applies to Sales Invoices

Lock Purchase Invoices

applies to Purchase Invoices

Lock Others

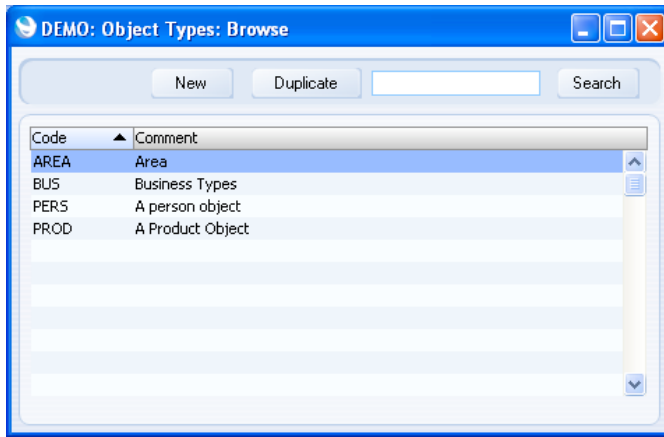
applies to all other accounting transactions (e.g. stock transactions)

3. The setting also contains four Warn dates. You will be able to enter an accounting transaction whose date is between the relevant Lock and Warn dates, but you will be given a warning when you do so.
4. Once you have entered a Lock or Warn date, you cannot remove it or enter an earlier date.

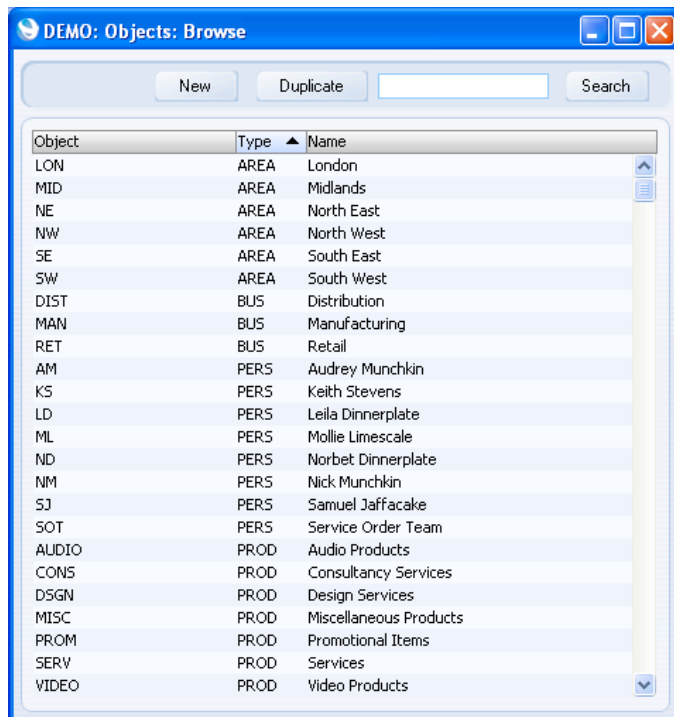
Objects

A properly formulated Chart of Accounts allows you to analyse your company’s activities, but the level of this analysis is limited. For example, it may allow you to analyse your sales and cost of sales by type of Item, but you will not also be able to analyse them by geographical area, type of business, salesperson or department. This level of analysis can be provided using Objects. You can assign up to 30 Objects to each posting to an Account (with 20 being a more practical limit), providing very extensive reporting possibilities. To set up such a system, follow these steps—

1. The first step is to define Object Types, using the setting in the Nominal Ledger. In this example, we will create four Object Types for geographical area, type of business, type of Item and sales person, as shown below.



- The next step is to define the Objects themselves, using the Object register that is available in both the Nominal Ledger and System module. Each Object should belong to an Object Type—



3. The next step is to assign an Object to each User Account. In the System module, bring the Master Control panel to the front using the Ctrl-M/⌘-M keyboard shortcut and click the [Persons] button to open the Person register. Double-click each user's name in the list and assign one Object to each one on the 'Accounts' card—

The screenshot shows a software window titled "DEMO: Person: Inspect". At the top, there are navigation arrows and buttons for "New", "Duplicate", "Cancel", and "Save". Below this is a "Signature" field with the value "SJ" and a "Closed" checkbox. The "Name" field contains "Samuel Jaffacake". A horizontal menu bar includes "Access", "Serial Nos", "Sales", "Accounts" (which is selected), "Job Costing", "Web", "Time Entry", and "Date and Numbers". Under the "Accounts" tab, there are fields for "Account" (826), "Object" (SJ), "Bank Name" (NATWEST), and "Bank A/C" (1234567893). Below these are fields for "Job Group" (CON), "Job Descr.", "Cost per Hour" (20.00), and "Price per Hour" (40.00). There is also an "Allow Short Codes only" checkbox. At the bottom, there is a table with the following structure:

	Short Code	Project	Comment
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			

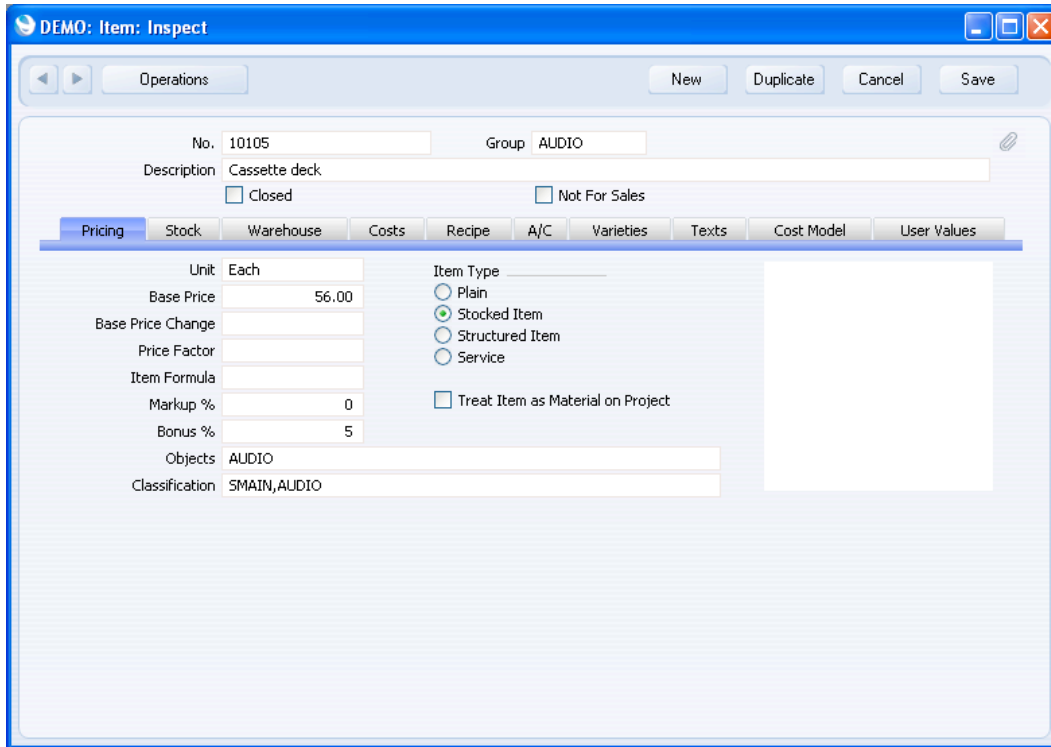
The Object that you specify here will automatically be transferred to all sales transactions involving the Person, allowing you to analyse the sales made by each salesperson.

4. When you enter a Customer record to the Contact register, you can assign Objects to it. These Objects will automatically be transferred to all sales transactions involving the Customer. You can assign several Objects to a Customer, separating each Object using commas.

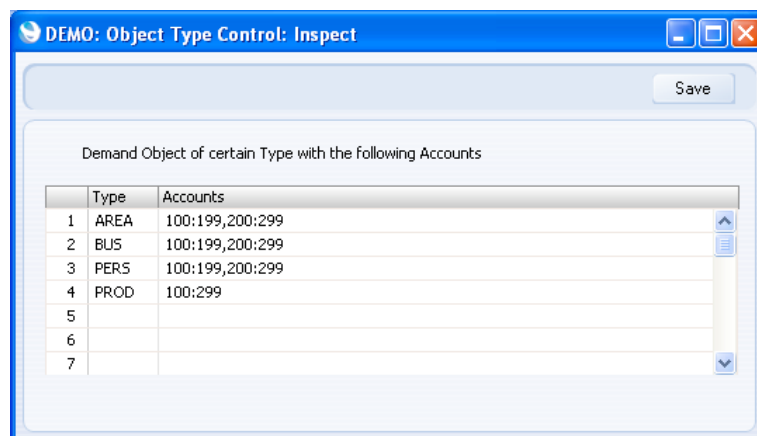
In the example, for each Customer enter one Object belonging to the AREA Object Type and one belonging to the BUS Type in the Sales Objects field on the 'Accounts' card, separated by a comma—

Do not enter more than one Object belonging to the same Type, because you cannot use more than one Object belonging to the same Type in a sales transaction. There is no need to enter an Object representing the sales person, because this will be supplied to each sales transaction from the Person register.

- When you enter each Item to the Item register, you can similarly assign Objects to it, using the Objects field on the 'Pricing' card. In this example, enter an Object belonging to the ITEM Type—



- As already mentioned, the Objects assigned to each Customer, Person and Item will automatically be transferred to all sales transactions. However, there may be Customers or Items that do not have Objects, perhaps because there was insufficient information to be able to assign the correct Objects when the record was first created. Sales transactions using these Customers or Items will not contain the complete set of Objects, so the subsequent Object analysis will be incomplete if not inaccurate. To guard against this, use the Object Type Control setting in the Nominal Ledger to ensure that every sales transaction contains Objects belonging to the correct Types—



In the example illustrated above, we have specified that whenever we use an Account between 100 and 199 (i.e. any of our Sales Accounts) or one between 200 and 299 (i.e. any of our Cost of Sales Accounts), it must be together with Objects belonging to each of the AREA, BUS, ITEM and

PERS Object Types. We will not be able to save the transaction if an Object belonging to at least one of these Types is missing. Accounts 100 and 199 are separated by a colon, signifying a range i.e. all Accounts between 100 and 199. Use a comma to separate the two ranges 100:199 and 200:299: this has been done in the example to illustrate separating two ranges of Accounts, although in this case as shown on the last line we could also use one large range to the same effect.

- Whenever you use the Customer in a Sales Invoice or in any record that will eventually lead to an Invoice (i.e. Quotation, Order, Project, Service Order), the Customer's Objects and that of the Salesman will be brought in automatically. In the case of the Order, they will be visible in the field on the 'Date' card. When you add Items to the Order, their Objects will be brought in to flip B of the 'Items' card—

The screenshot shows a software window titled "DEMO: Order: New" with a blue header bar. Below the header are navigation buttons: "Operations", "New", "Duplicate", "Cancel", and "Save". The main area contains several input fields and tabs. The "Date" tab is active, showing fields for Date (29/1/2010), Planned Del., Desp. Date, Time, Pay. Terms (30), Salesman (SJ), Order Type (Normal), Our Ref. (Samuel Jaffacake), Attn. (Joseph Conrad), Object (RET,MID,SJ), and Cust. Ord. No. Below these is a table with columns: Item, Qty, Description, A/C, Object, and V-Cd. The table contains two rows of data. At the bottom, there are summary fields for Currency (GBP), Freight, VAT (94.19), Subtotal (538.20), Ext. Tax, TAX2, Base (632.39), and TOTAL (632.39). There is also an "OK" checkbox.

Item	Qty	Description	A/C	Object	V-Cd
1	1	Cassette deck	130	AUDIO	1
2	1	TV Main Unit	110	VIDEO	1
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					

8. These Objects will remain attached to the Order and to the Order Items throughout the sales process. Usually this process will end in the Nominal Ledger with debits to Cost of Sales and the Debtors Account and credits to Stock and a Sales Account. For details of the sales process, please refer to page 65 above.

DEMO: Transaction: Inspect

Operations [Print] [Refresh] [New] [Duplicate] [Cancel] [Save]

No. 2010003 Trans. Date 30/1/2010 Reference

Text 001 Against All Odds Trading Co, GBP

Account	Objects	Description	Base 1 Debit	Base 1 Credit	V-Cd
1	750	Debtors	632.39		
2	130 AUDIO,MID,RET,SJ	Sales - Misc		53.20	1
3	110 MID,RET,SJ,VIDEO	Sales - Video		485.00	1
4	830 MID,RET,SJ	VAT Outputs Payable		94.19	
5	240 AUDIO,MID,RET,SJ	Cost of Sales, Domestic	13.64		
6	740	Stock Valuation		13.64	
7	201 MID,RET,SJ,VIDEO	Purchases - Video	49.50		
8	740	Stock Valuation		49.50	
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
Difference Base 1			0.00		
Difference Base 2			0.00		
Total			695.53	695.53	
Total			1,148.57	1,148.57	

The MID and RET Objects from the Customer, the FF Object from the Person (Salesman) and the appropriate Object from the Item will be attached to the postings to the Sales and the Cost of Sales Accounts. These Objects will be arranged in alphabetical order automatically.

9. If you need to raise a Purchase Order for the Items on the Sales Order, their Objects will be transferred to that Purchase Order and to the resulting Goods Receipt and Purchase Invoice.

In the Nominal Ledger Transaction resulting from the Goods Receipt, the appropriate Object from the Item will be assigned both to the credit posting to the Purchase Accruals Account and to the debit posting to the Stock Account.

DEMO: Transaction: Inspect

Operations [Print] [Refresh]

New Duplicate Cancel Save

No. 11 Trans. Date 30/1/2010 Reference

Text 503 UK Trading Company Ltd, GBP

Account	Objects	Description	Base 1 Debit	Base 1 Credit	V-Cd
1 740	AUDIO	Stock Valuation	13.64		
2 820	AUDIO	Purchase Accruals, Domestic		13.64	
3 740	VIDEO	Stock Valuation	49.50		
4 820	VIDEO	Purchase Accruals, Domestic		49.50	
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					

Difference Base 1 0.00 Total 63.14 63.14

Difference Base 2 0.00 Total 103.00 103.00

When you create the Purchase Invoice from the Purchase Order, the Objects will again be included, and will be transferred to the debit postings to the Purchase Accruals Account in the resulting Nominal Ledger Transaction—

DEMO: Transaction: Inspect

Operations [Print] [Refresh]

New Duplicate Cancel Save

No. 15 Trans. Date 30/1/2010 Reference

Text 503 UK Trading Company Ltd, GBP

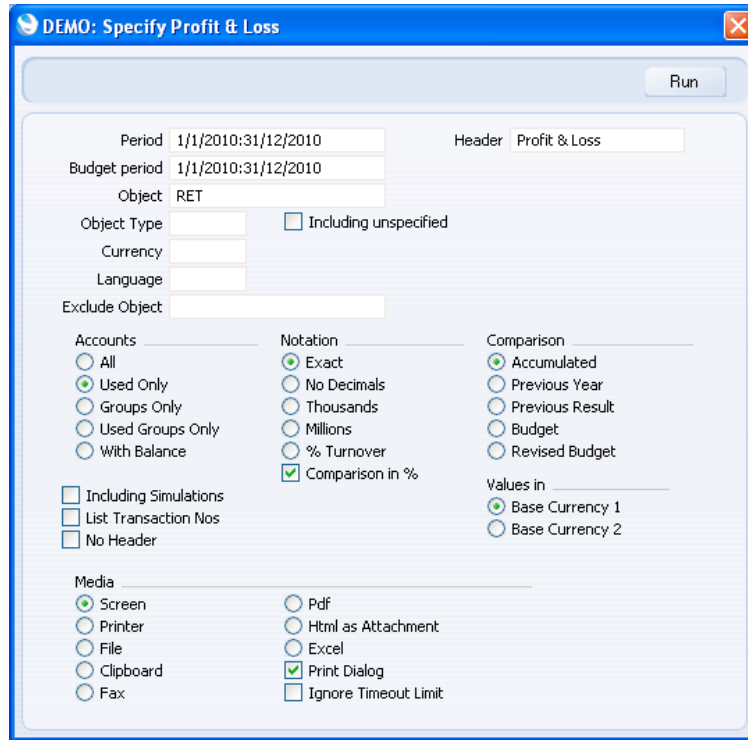
Account	Objects	Description	Base 1 Debit	Base 1 Credit	V-Cd
1 800		Creditors		74.19	
2 820	AUDIO	Purchase Accruals, Domestic	13.64		1
3 820	VIDEO	Purchase Accruals, Domestic	49.50		1
4 831		VAT Inputs Receivable	11.05		
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					

Difference Base 1 0.00 Total 74.19 74.19

Difference Base 2 0.00 Total 121.03 121.03

- As shown in the previous steps, once you have allocated Objects to your Customers, Persons and Items, they will be transferred via every Invoice to the Nominal Ledger automatically. After entering some more

transactions to make the example more complete, you can now produce Profit & Loss reports for each Object, or for any Object combination. For example, to see the profitability of sales to retail Customers, produce a report for the RET Object—

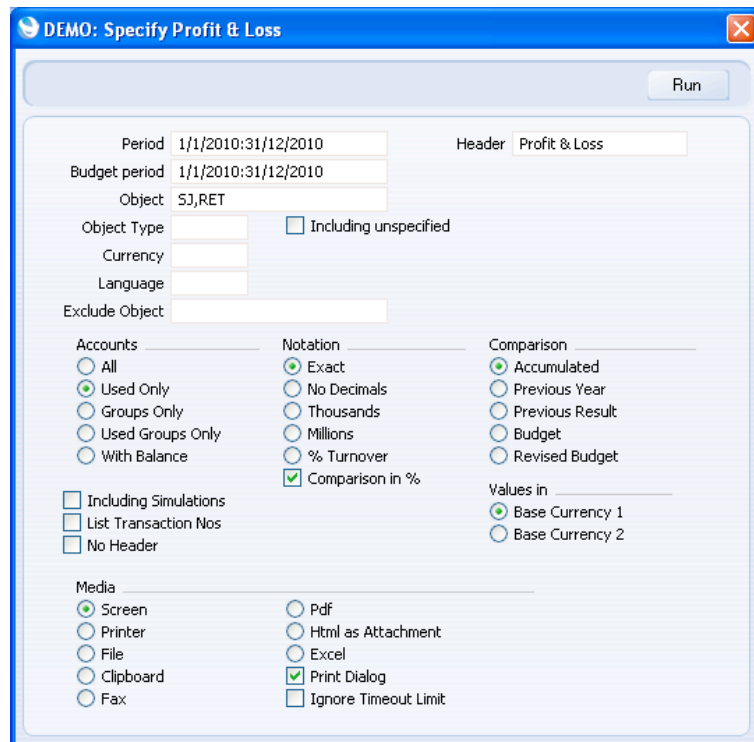


This is the resulting report—

	Period	Accumulated
Sales		
110 Sales - Video	-485.00	-485.00
130 Sales - Misc	-53.20	-53.20
Total Sales	-538.20	-538.20
Cost of Sales		
201 Purchases - Video	49.50	49.50
240 Cost of Sales, Domestic	13.64	13.64
Total Cost of Sales	63.14	63.14
Gross Profit	-475.06	-475.06
Net Profit	-475.06	-475.06

11. Other reporting options include—

- Profit & Loss report for the BUS Object Type, to compare the profitability of each Object belonging to that Object Type.
- Object Results report for the BUS Object Type, to see individual profit figures for each Object belonging to that Object Type.
- Object/Quantity Results report for the BUS Object Type, to see individual profit and margin figures for each Object belonging to that Object Type.
- Profit & Loss report for the RET and FF Objects, to report on sales by Person FF to retail Customers (enter the FF and RET Objects in the specification window, separated by a comma)—



The calculations in the report will only include those postings with both Objects.

For More Information

Please click for more details about—

- Fiscal Years
- Sub Systems
- Chart of Accounts
- Importing a sample Chart of Accounts and other settings for use as a basis for your own settings
- Full details of the Transaction record
- Full details of the Simulation record

Stock

Two of the basic stock operations have already been described: receiving goods into stock (Goods Receipts) on page 84; and removing goods from stock for delivery to Customers (Deliveries) on page 70. Described in this section are the following—

- Locations including moving stock between Locations using Stock Movements (page 118).
- Stock depreciation due to loss or breakage (page 123).
- Stocktaking (page 123).

Locations

You will need to use Locations if you keep stock in different places e.g. if you have more than one warehouse or shop. In HansaWorld Enterprise, each place where you keep stock is known as a “Location”.

Locations

Enter your Locations using the Locations setting in the Stock module.

The screenshot shows a software window titled "DEMO: Location: Inspect". At the top, there are navigation arrows and buttons for "New", "Duplicate", "Cancel", and "Save". The main area contains a form with the following fields and values:

- Code: WHS
- Name: Warehouse
- Address: 2 Peace Lane, Maryport, Cumbria, CA15 1BL
- Contact: Joseph Radish
- Telephone: 01900 123456
- Fax: (empty)
- E-mail: (empty)
- Responsible Person: (empty)
- Stock A/C: 740
- Purchase Location: (empty)
- Reserv. Access: (empty)
- Object: (empty)
- Type: Other (selected), Production (unselected)
- Ignore Chronology: (checkbox unchecked)
- Demand Position: (checkbox unchecked)

As well as entering the Location Name, Address and Contact Details, note that you can specify a separate Stock Account for each Location.

Main Location

If you have at least one Location, you must specify a Main Location in the Stock Settings setting in the Stock module. If you do not specify a Location in a stock transaction, this will mean that the stock transaction will add stock to or remove it from the Main Location, thus preventing you from having stock that is not in any Location. A stock transaction is any record that will update stock levels and the Nominal Ledger stock valuation, such as a Delivery, Invoice, Goods Receipt, Production record or Stock Depreciation.

Requiring Locations

If you have at least one Location, you may want to use the Require Location option in the Stock Settings setting. This will mean that specifying a Location in a stock transaction will be compulsory.

You can also specify a Location earlier in the sales or purchase process e.g. in a Quotation or Sales or Purchase Order, but this will be optional even if you are using the Require Location option.

Default Locations

You can specify default Locations in the Local Machine setting in the User Settings module and on the 'Bonus' card of each Person record. The first will be used by default in all stock transactions entered on the particular client machine, while the second will be used by default in all stock transactions entered by a particular user.

Locations and Stock Valuation Methods

If you are using a Queued (FIFO or LIFO) or Weighted Average Cost Model (stock valuation method), you should choose whether it should be overall or Per Location. This will affect the value of each Item when you remove it from stock, and the stock valuation shown in the Stock List report.

For example, you receive two Items costing 100 and 150 into Location 1, and two costing 150 and 200 into Location 2. The overall Weighted Average is 150, the Weighted Average for Location 1 is 125, and the Weighted Average for Location 2 is 175.

If you are using the Weighted Average Cost Model and you choose to use overall Weighted Average figures, the value in the Stock List will be 4 x 150, and the value of an Item removed from stock will be 150 irrespective of Location. If you choose to use separate Weighted Average figures for each Location, the value in the Stock List will be (2 x 125) + (2 x 175), and the value of an Item removed from stock will be 125 or 175, depending on the Location.

In the case of the Queued Cost Model and using FIFO figures in the example, if you choose to maintain a single overall Queue, the value in the Stock List will be 100 + 150 + 150 + 200, and the value of the first Item removed from stock will be 100 irrespective of Location. This will leave 150 + 150 + 200 in the Stock List. If you choose to maintain separate Queues for each Location, the value in the Stock List will be (100 + 150) + (150 + 200), and the value of the first Item removed from stock will be 100 or 150, depending on the Location. This will leave (150) + (150 + 200) in the Stock List if you removed the Item from Location 1, or (100 + 150) + (200) if you removed it from Location 2.

To choose whether the Cost Model should be overall or Per Location, use the Queued Cost Model Per Location or Weighted Average Per Location options in the Cost Accounting setting in the Stock module. This will act as a default: if necessary you can override it by making a different choice in an Item Group or Item. If you override it in an Item Group, this will only be recognised if you also use the Use Item Groups for Cost Model option, again in the Cost Accounting setting.

The screenshot shows a window titled "DEMO: Cost Accounting: Inspect" with a "Save" button in the top right corner. The window contains several sections of settings:

- Primary Cost Model:** Radio buttons for None, Cost Price, % of Base Price (with a percentage input field), Weighted Average (selected), and Queued.
- Queued Cost Model:** Radio buttons for FIFO Price (selected) and LIFO Price.
- Cost Model:** Checkboxes for Use Item Groups for Cost Model, Cost Price for Serial Number (checked), Original Cost on Returned Goods, Queued Cost Model per Location (checked), Weighted Average per Location (checked), Cost Accounting for Plain and Service Items, and Use Item Groups for Cost Accounts (checked).
- Credit Notes and Returned Goods:** Radio buttons for Insert as New Item in Cost Queue (selected) and Insert at Original Position in Cost Queue.
- Other Settings:** Checkboxes for Don't Post Cost from Deliveries (checked), Update GP at Invoicing (checked), Include Item Extra Cost in Cost, Object on Stock Account, Post Structured Items Cost of Sales on Invoice, Separate Transaction rows per Item, Update Weighted Average from Return Goods to Supplier, Update Weighted Average from Return Goods and Credit Notes, Weighted Average in Base Currency 2 (checked), Post Cost Price Variance (When using Cost Model "Cost Price"), and Use Actual Cost Price for GP Cost.

Having made this decision, if you are using a Queued stock valuation method, you should go on to think about the Chronology in Stock feature. This will ensure you enter stock transactions in date order (e.g. it will prevent you delivering an Item before you receive it into stock). You can maintain a single chronology for all Locations, or separate chronologies for each Location. If you choose to use the Queued Cost Model Per Location option, it is recommended that you also maintain separate chronologies for each Location, and therefore you should choose the Chronology Per Location option in the Stock Settings setting in the Stock module. Otherwise, you should choose the Chronology For All Locations option.

Locations and the Item Status Ribbon

If you specify a Location in a record that has the 'Item Status' feature (page 66 above), the figures in the 'Item Status' window will refer to that Location. If you have not specified a Location, the figures will refer to all Locations, not just the Main Location.

Locations and Deliveries

When you create a Delivery from a Sales Order, the Location will be copied to the Delivery from the Order. The stock levels for each Item in the Location specified will be shown in the Avail. field in the grid, and the default quantity in the Del. Qty field will be the maximum shippable quantity in the Location. If the Delivery does not have a Location, the Avail. and Del. Qty figures will be calculated using the stock balances from every Location. As the Delivery does not have a Location, it will be made from the Main Location. If you are told there is insufficient stock when you try to approve the Delivery but the Avail. figure suggests the stock level is sufficient, it is likely that you have not specified a Location in the Delivery and there is insufficient stock in the Main Location.

Stock Movements

The Stock Movement register in the Stock module allows you to move Items from one Location to another.

You can create Stock Movements using two methods—

1. You can enter Stock Movements directly to the Stock Movement register in the normal way.

2. You can create Stock Movements from Sales Orders. If there is insufficient stock to fulfil a Sales Order in the Location specified on its 'Del Terms' card or, if that is blank, in the Main Location (you can ascertain stock level information using the 'Item Status' function described above on page 66), this will allow you to move any stock that might exist elsewhere into that Location. You can do this for a single Order by opening the Order and selecting 'Create Stock Movement' from the Operations menu, or you can do it for several Orders using the 'Create Stock Movements' Maintenance function in the Sales Orders module.

DEMO: Stock Movement: Inspect

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

No. 2 Reserved Reason

Ord. Date 4/1/2010 Sent Date 5/1/2010 Received Date 6/1/2010

From Location WH5 Via Location WALES To Location IRELAND

Positions Objects Items Currency Durations Freight

From Position To Position For Production

Manual Pick Send To Forklift Queue

Objects

Comment

Item	Req. Qty	Sent Qty	Rcvd. Qty	Description	R. Old Unit Pr.	R. Extra Cost	R. New Unit Pr.
1		1	1	Stereo cassette radio	7.95949	5.00	12.95949
2							
3							
4							
5							
6							
7							
8							
9							
10							

Confirmed Sent Received

Sent Qty 1 Rcvd. Qty 1 Non Accounted Extra Costs

Notes

- In a simple Stock Movement moving an Item from one Location to another, enter From and To Locations using 'Paste Special'. Leave the Via Location, the Sent Date and, in the grid, the Sent Qty, blank.
- You can also move stock from one Location to another via a third Location. This third Location could be a transit point, a temporary storage Location or the truck, ship or other method of transport. If you have many vehicles running between the source and destination Locations, this third Location could also be all of those vehicles, so in this case the third Location would contain all stock that is on its way to the destination. Staff in the final destination can produce a Stock List report for the third Location at any time to see what Items they are expecting, and they can inspect the Stock Movement records for the estimated dates and times of arrival.
- When the stock leaves the From Location, mark the Stock Movement as Confirmed and save it. Before doing this, make sure you have specified From, To and, if appropriate, Via Locations. After confirming, you will not be able to change the Locations, Order Date, the Reserved check box, Item Numbers or Requested Quantities, and you will not be able to add, insert or remove Items.

- If you have specified a Via Location, when the stock arrives there, enter the quantity that arrived in the Sent Qty field, update the Sent Date, enter any cost incurred by moving the stock in the S. Extra Cost field on flip B of the grid, mark the Stock Movement as Sent and save it. Once you have done this, you will no longer be able to change the Sent Quantity or the Sent Date. You can enter a positive or negative amount or percentage including % sign in the S. Extra Cost field.

Stock levels in the From and Via Locations will be adjusted. The S. Extra Cost will be added to the value of the Item in the FIFO/LIFO queue, and it will also be included in the Weighted Average value of the Item. A Nominal Ledger Transaction will be created automatically, updating the Nominal Ledger stock valuation. This Transaction will remove the value of the stock from the Stock Account in the From Location. The value of the stock will be calculated using the stock valuation method specified in the Item ('Cost Model' card), the Item Group or in the Cost Accounting setting. A unit value will be shown in the S. Old Unit Price field on flip B. The Transaction will also add the value of the stock plus any S. Extra Cost to the Stock Account in the To Location. A unit value will be shown in the S. New Unit Price field on flip B.

If there is no Via Location, do not mark the Stock Movement as Sent. In this situation, you should only use the Confirmed and Received check boxes.

- When the stock arrives at the To Location, enter the quantity that arrived in the Rcvd Qty field, update the Received Date, enter any cost incurred by moving the stock in the R. Extra Cost field on flip A of the grid, mark the Stock Movement as Received and save it. Once you have done this, you will no longer be able to change the Stock Movement.

As described in the previous point, stock levels in the source Location (the From Location or, if there is one, the Via Location) and the To Location will be updated. The R. Extra Cost will be added to the value of the Item. A Nominal Ledger Transaction will be created automatically, updating the Nominal Ledger stock valuation. The old and new unit values of the Item will be shown in the R. Old Unit Price and R. New Unit Price fields on flip A.

Stock Depreciation

The Stock Depreciation register allows you to remove Items from stock due to loss or breakage.

Item	Qty	Description	Cost A/C	Objects	Short Code
1 10104	3	Loudspeakers		AUDIO	
2 10105	2	Cassette deck		AUDIO	
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					

OK Tot. Qty. 5 Comment

Notes

- The Cost A/C is the default debit Account for the Stock Depreciation transaction. It will default to the Stock Loss Account specified in the Account Usage Stock setting. You can specify a Cost Account in any of the Stock Depreciation rows, to override the one entered in the header.
- List the Items that you want to remove from stock in the grid.
- When you are sure the Stock Depreciation is correct, mark it as OK using the check box in the bottom left-hand corner and save it. You will no longer be able to modify the Stock Depreciation. The Items will be removed from stock and a Nominal Ledger Transaction will be created automatically, updating the Nominal Ledger stock valuation. The value removed from the Nominal Ledger stock valuation will be calculated using the stock valuation method specified in the Item ('Cost Model' card), the Item Group or in the Cost Accounting setting. If you want the stock valuation method to be taken from the Item Group, use the Use Item Groups for Cost Model option in the Cost Accounting setting.

Stocktaking

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

1. Print a stock list using the Stocktaking List report in the Stock module. This contains spaces in which you can write the actual stock figures.

2. Once you have carried out the stocktake, you should enter the results in the Stocktaking register (separate records per Location). You can enter these records yourself directly to the Stocktaking register or, to minimise the typing load, you can use the 'Create Stocktaking Records' Maintenance function in the Stock module. This will create separate records per Location in the Stocktaking register containing the current stock figures as stored in your HansaWorld Enterprise database. Each Stocktaking record can contain up to 200 rows. If you need to record more than 200 Items, enter more than one Stocktaking record with the same date. Similarly, if you have different members of staff carrying out stocktakes in different parts of a warehouse, they can each enter their own Stocktaking records with the same date.

The screenshot shows a software window titled "DEMO: Stocktaking: Inspect". At the top, there are navigation buttons (back, forward) and a "Operations" button. To the right are "New", "Duplicate", "Cancel", and "Save" buttons. Below these are input fields for "No." (value: 2) and "Trans. Date" (value: 31/12/2009). A "Location" field contains "WHS". The main area is a table with the following data:

Item	Qty	Description	Serial No.	Location	Coeff
1	10101	127	Transistor radio		
2	10102	13	Stereo cassette radio		
3	10103	12	Receiver		
4	10104	6	Loudspeakers		
5	10105	16	Cassette deck		
6	10106	19	CD player		
7	10107	23	Cassette tapes		
8	10108	15	Microphone		
9	10109	11	CD rack		
10	30101	1	DVD Player		
11	30101	1	DVD Player	1010101	
12	30101	1	DVD Player	1010102	
13	30101	1	DVD Player	1010103	
14	30101	1	DVD Player	1010104	
15	30101	1	DVD Player	1010105	
16	30102	1	TV Main Unit		
17	30103	1	Video Player	33333	
18	30103	1	Video Player	2220001	
19	30103	1	Video Player	2220002	
20	30103	1	Video Player	2220003	
19	30104	1	21 inch FST for Colour TV	11144	
20	30105	11	Stand for the colour TV		

At the bottom left is an "OK" checkbox. At the bottom right is a "Comment" field containing "Stocktaking 31/12/2009".

3. If you used the 'Create Stocktaking Records' Maintenance function to create a Stocktaking record or records, update these new records to match the results of your stocktake.
4. Approve the Stocktaking record(s) and print out the Stocktaking Comparison report for the same date. This will compare the Stocktaking record(s) you have just entered with the current stock figures in the database. Note: the report will not be correct if you forget to approve the Stocktaking record(s).
5. Once you have checked the report and confirmed it to be correct, you can enter any discrepancies to the Stock Depreciation, Goods Receipt or Stock Movement registers, depending on the reason for the discrepancy. If a particular Item is found in a different Location to that in which it is recorded as being stored, you can move it using a Stock Movement. You can correct a quantity discrepancy using a Stock Depreciation transaction or a Goods Receipt. Again, you can enter these records yourself or, if you are not using Positions, you can use the 'Stocktaking Comparison' Maintenance function. This will create appropriate unapproved Stock Depreciation transactions and Goods Receipts.

It is recommended that you do not enter any new stock transactions during this process (especially from step 4 onwards). If this is unavoidable, make sure that the Counted Quantities in steps 2 and 3 take the new stock transactions into account.

Shutting Down

Remember to make a back-up before shutting HansaWorld Enterprise down.

To shut HansaWorld Enterprise down, select 'Quit' from the File menu (Mac OS X: HansaWorld menu). You can also use the Alt-F4 or Ctrl-Q (Windows) or ⌘-Q (Mac OS X) keyboard shortcuts. All open windows will be closed, and you will be asked if you want to keep any changes that have not yet been saved.

For More Information

Please click for more details about—

- [Backing Up](#)

***HansaWorld
Enterprise***

***Beginners'
Guide***

***Server-Client
Installation***

Chapter 2: Server-Client Installation

You should use a command line (Linux and Mac OS X) or service (Windows) version of the HansaWorld Enterprise application as your server application. These versions do not have graphical interfaces. This allows their speed to be optimised, and also reduces the risk of users causing them to quit accidentally.

It is possible to use a GUI (graphical user interface) version of the application as a server. However HansaWorld does not support this practice, as the speed penalty will be quite severe in all but the very smallest of systems.

You can use the GUI application to create a new database and import the demo data. When you have completed the configuration work, you can then make the database available to the network using the command line or service applications (depending on platform).

Proceed as follows—

1. Create a network including all the computers and other equipment you are going to use. Use the Windows, Mac OS X or Linux System installation tools to install and configure TCP/IP on each machine.
2. Go to the Downloads area of our website, www.hansaworld.com/downloads/hwindex.htm, register and download the appropriate versions for your platform and operating system. The versions you should download and install are as follows—

Windows Service

Use as Windows server

Windows Service 64bit

Use as Windows server on 64-bit machines.

Windows Vista/XP/2003/2000

Use as Windows clients. Also use on Windows server for initial configuration work only

Mac OS X COCOA GUI

Use as Mac OS X clients. Also use on Mac OS X server for initial configuration work only. Requires OS X 10.5

Mac OS X Command Line

Use as Mac OS X server

Linux GUI

Use as Linux clients with Intel processors. Also use on Linux server for initial configuration work only

Linux Command Line

Use as Linux server with Intel processor

Linux PPC Command Line

Use as Linux server with PowerPC processor

3. If your server is a Windows machine, install the relevant service version following the procedure described in step 3 in the 'Single-user' section above on page 10. The installer will install the application as a service, so that it appears in the services registry.

4. If your server is a Mac OS X machine, the command line application is supplied as a .dmg file. Open the .dmg file by double-clicking, and then copy its contents to the 'Applications' folder on your server.
5. If your server is a Linux machine, install the appropriate command line application as described in the 'Linux Server Installation' section immediately below.
6. In all cases, if the server machine has a graphical interface and is accessible, and you want to create your database and import the demo data using that machine, install the relevant GUI version of the application in the same folder or directory as the command line or service application. To do this, follow the procedure described in the 'Single-user' section above on page 10.
7. Install the relevant GUI versions of HansaWorld Enterprise on each of the client machines, again as described in the 'Single-user' section above.

The next stage is to launch the application on the server machine for the first time and to configure it for your own use. Please refer to the 'Starting HansaWorld Enterprise - Server' section below on page 130 for details.

Linux Server Installation

To install the HansaWorld Enterprise server application using the "Terminal" mode under Linux, follow these steps—

1. Download the latest version of HansaWorld Enterprise that is correct for your platform and operating system (i.e. the Linux Command Line or Linux PPC Command Line version).
2. Open the Terminal application. Use the Terminal icon in the Dock or Panel.
3. Type the following, remembering that the Terminal environment on Linux is case-sensitive—

```
mkdir /Applications/HansaWorld/
```

creates a new "HansaWorld" directory inside the "Applications" directory at the root level.

```
cp /Users/username/Desktop/hw-install-server-linux.tgz  
/applications/hansaworld
```

copies the installer file (named hw-install-server-linux.tgz in this example) from the desktop to the new "HansaWorld" directory.

```
cd /Applications/HansaWorld/
```

makes the "HansaWorld" directory the current directory.

```
tar -xvzf hw-install-server-linux.tgz
```

expands the hw-install-server-linux.tgz file. A new directory will be created in your “HansaWorld” directory. This new directory will be named hansaworld-linux-server (Linux Intel) or hansaworld-linuxppc-server (Linux PPC). This will contain the application and the necessary auxiliary files.

```
rm -xvzf hw-install-server-linux.tgz
```

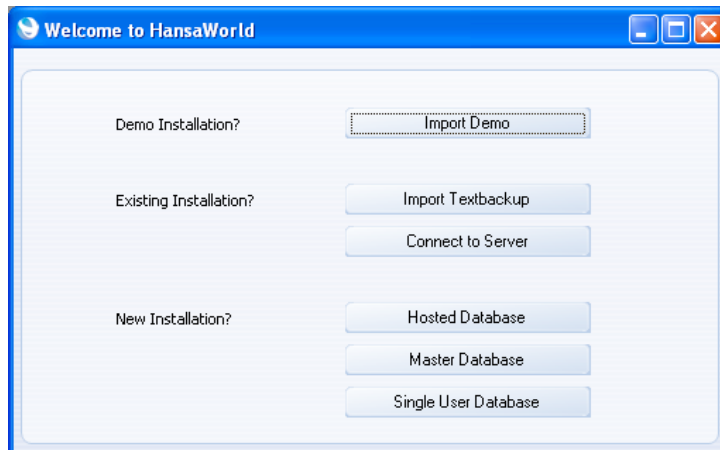
deletes the installer file.

The next stage is to launch the application for the first time and to configure it for your own use. Please refer to the ‘Starting HansaWorld Enterprise - Server’ section immediately below for details.

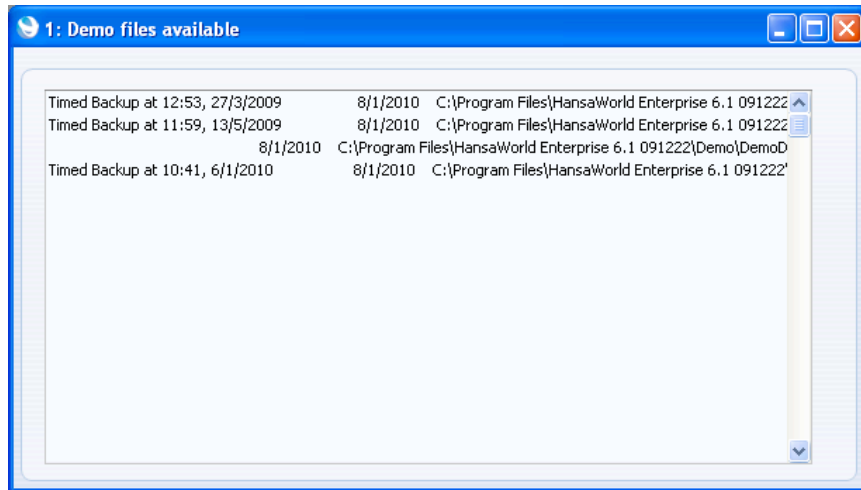
Starting HansaWorld Enterprise - Server

The HansaWorld Enterprise server applications do not have graphical interfaces. As described in the ‘Multi-user Installation’ section above on page 128, it is recommended that you use the GUI application to follow the steps described in this section. You can do this on the server machine itself if it is accessible. Otherwise, work on a local machine and copy the database to the server when you have finished.

1. Start HansaWorld Enterprise by double-clicking the application icon. The first window to appear will ask how you want to use the application—

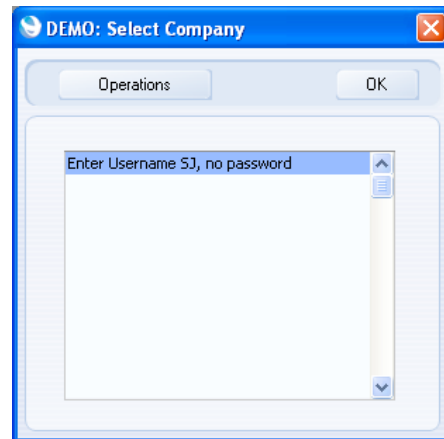


- Click the [Import Demo] button to begin the process of importing the demo database. A list of demo files will open—



These demo files will be included in the HansaWorld Enterprise installation package. They each contain fictitious Companies with typical transaction data. Choose the demo file marked “Timed Backup at 10:41, 6/1/2010” by double-clicking. It will be imported into a new database.

- The ‘Select Company’ window appears: select the single option by double-clicking—



- Log in as SJ with no password—



- The Master Control panel will appear, as illustrated below on page 14. The window title of the Master Control panel will contain the phrase

“(DEMO)”. This is to remind you that you are in a demo installation and that you should use it for testing only and not for real data.

6. Quit the application by selecting ‘Quit’ from the File menu (Windows and Linux) or from the HansaWorld menu (Mac OS X). You can also use the Alt-F4 (Windows) or ⌘ -Q (Mac OS X) keyboard shortcuts.
7. If you are using Windows, start the service application by opening the Control Panel and double-clicking ‘Administrative Tools’ and then ‘Services’. Find and select ‘HansaWorld Enterprise 6.1 091222 Service’ in the list and choose to start the service. (The name may vary slightly, depending on the precise version of HansaWorld Enterprise you are using.) Alternatively, restart the server machine. The service application will be launched automatically.
8. If you are using Linux or Mac OS X and you were working on the server machine, open the Terminal application and change directory to the one containing the HansaWorld Enterprise applications.

Type—

```
./hansaworld &
```

This starts the HansaWorld Enterprise server application. The & is optional: it allows you to run the program in the background and to use the Terminal window for other tasks.

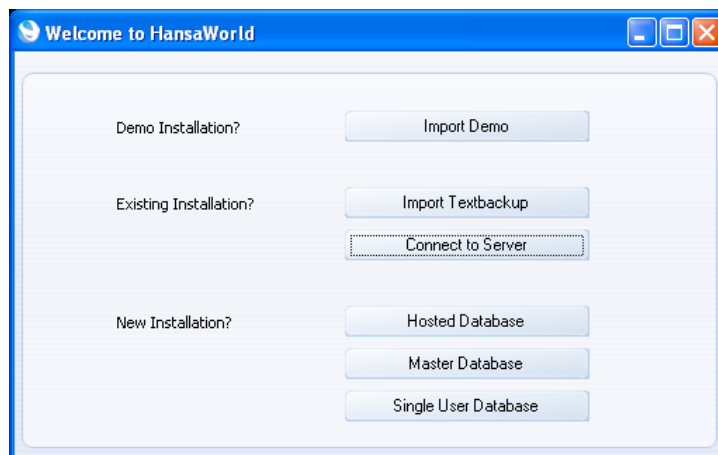
This assumes the application is named “hansaworld”. If this is not the case, type the application name after “./”

The next stage is to connect to the server from a client. Please refer to the ‘Starting HansaWorld Enterprise - Client’ section immediately below for details.

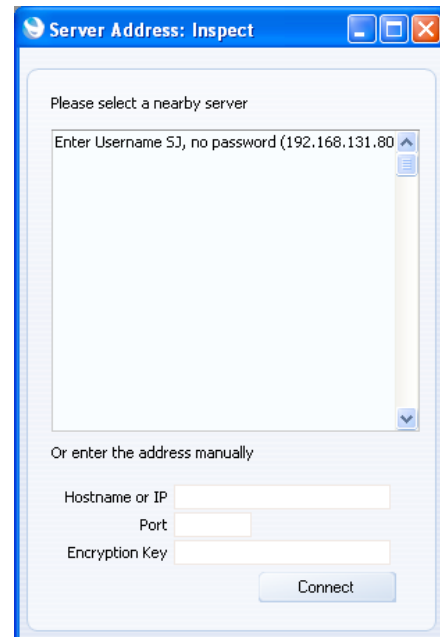
Starting HansaWorld Enterprise - Client

Having configured the server as described above on page 130, you can now configure HansaWorld Enterprise on each client computer. The server should be running while you are doing this.

1. Working on a client computer, start HansaWorld Enterprise by double-clicking the application icon. The first window to appear will ask how you want to use the application—



2. Click the [Connect to Server] button. The 'Server Address: Inspect' window will appear, listing the available servers in the same subnet as your client computer—

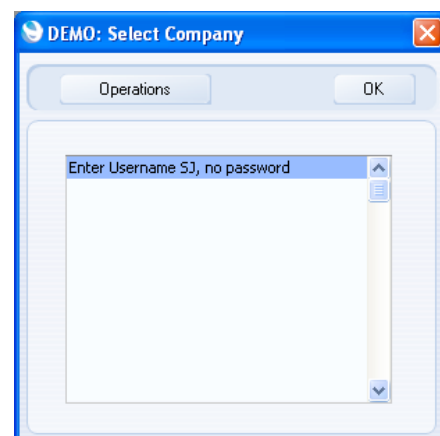


Double-click the server in the list that you want to log in to, or click once and then click the [Connect] button.

If you are using the service (Windows) version of HansaWorld Enterprise as your server application, it will not appear in the list of available servers. In this case, enter its IP address in the Hardware or IP field, and specify 1200 in the Port field. You will also need to do this if the server is not in the same subnet as your client machine.

In both cases, the server details will be saved in the HansaWorld Enterprise client database.

3. The 'Select Company' window will appear: select the single option by double-clicking—



4. Log in as SJ with no password—



5. The Master Control panel will appear, as illustrated below on page 14. The window title of the Master Control panel will contain the phrase “(DEMO)”. This is to remind you that you are in a demo installation and that you should use it for testing only and not for real data.
6. Repeat the sequence for HansaWorld Enterprise on each client computer.

If you are using Skype, Skype will now ask you if you will allow HansaWorld Enterprise to use Skype. Please refer to page 13 above for details.

***HansaWorld
Enterprise***

***Beginners'
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