



Service Management For MAS90 and 200

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Installation Instructions and Cautions

PLEASE NOTE: MAS 90 must already be installed on your system before installing any IIG enhancement. If not already done, perform your MAS 90 installation and setup now; then allow any updating to be accomplished automatically. Once MAS 90 installation and file updating is complete, you may install your IIG enhancement product by following the procedure below.

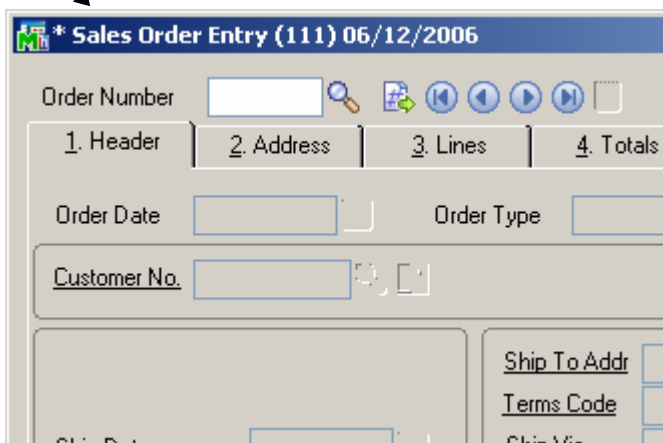
Wait! Before You Install – Do You Use CUSTOM OFFICE?

THIS IS AN IMPORTANT CAUTION: If you have Custom Office installed, **and** if you have modified any MAS 90 screens, you must run **Customizer Update** after you do an enhancement installation.

But wait! BEFORE you run **Customizer Update**, it is very important that you **print all of your tab lists**. Running **Customizer Update** will clear all Tab settings; your printed tab list will help you to reset your Tabs in Customizer Update. **Custom Office** is installed on your system if there is an asterisk in the title bar of some of the screens. The asterisk indicates that the screen has been changed.

An **asterisk** in a window's title bar indicates that the screen has been modified. This means that **Custom Office** is installed.

Follow all the instructions on this page before you run **Customizer Update!**



Registering IIG products

IIG Enhancement should be registered to be able to use it. If registration is not performed, the enhancement will work in a demo mode for a limited time period. The registration can be still done during the demo period.

Select the **IIG Product Registration** program under the **Library Master Setup** menu of the MAS 90.

If this option is not listed under the Library Master Setup menu, go to the main menu, and select **Run** from the **File** menu. Type in SVIIGR and click **OK**.

Enhancement	Level	Release Date	Serial Number	Unlocking Key
IIG Enhancement Name	4.40		AAAAAAAAAAAAAAAAAA	BBBB

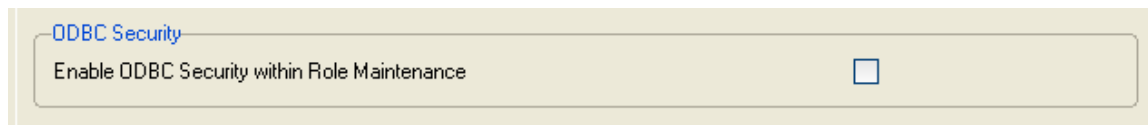
Enter **Serial Number** and **Unlocking Key** provided by IIG, and click **OK**.

If multiple IIG Enhancements are installed, Serial Numbers and Unlocking Keys should be entered for each enhancement.

Use the **Print Registration Form** button to print IIG Registration Form.

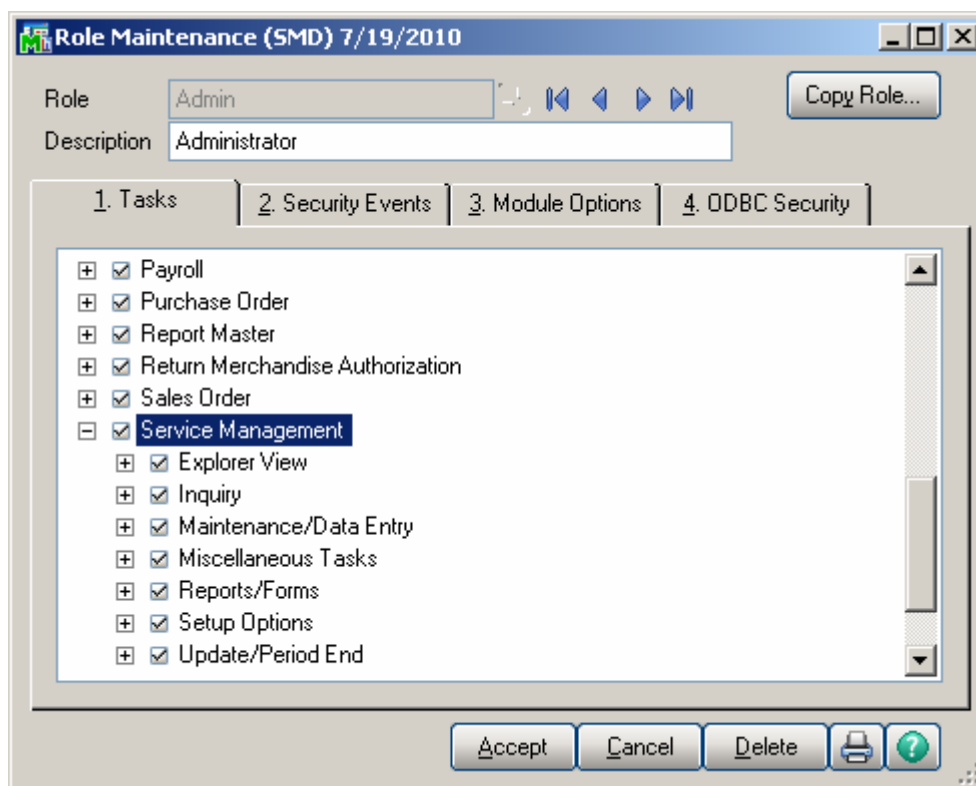
ODBC Security

After installing an **IIG Enhancement**; it is **very important to verify** whether or not the **Enable ODBC Security within Role Maintenance** check box is selected in the **System Configuration** window of your system. If it is selected you must assign ODBC security permissions and allow access to custom data tables/fields for the Roles defined in your system.



Role Maintenance

After installing an **IIG Enhancement**, permissions must be configured for newly created Tasks and Security Events.



Pre-Installation Checklist

Before beginning the installation of this enhancement:

1. Verify you have the following standard modules activated in your MAS system:

MAS90 Module	Module Required	Required Level
I/M	Y	4.40
A/R	Y	4.40
S/O	Y	4.40
A/P	Y	4.40
P/O	Y	4.40

2. Necessarily refer to the steps described in the [Installing Service Management](#) section or the “SMP440_CD\Doc\Installation Instructions for SMP.txt” file

Important Caution: SMP4.40 enhancement does not support expanded Customer and Item numbers.

Installing Service Management

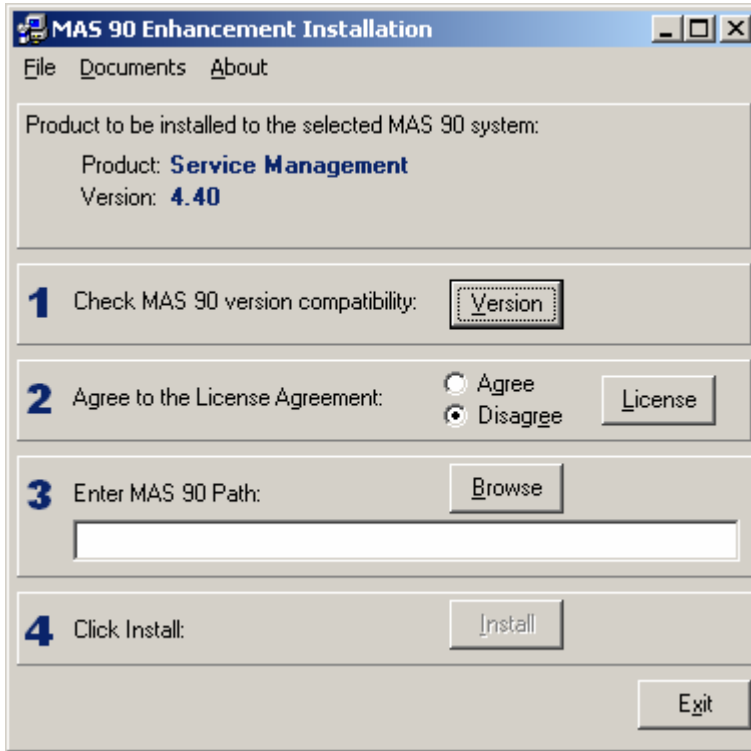
Note: If you are not going to use the SM Dispatch Board, you may start installation from step 3.

1. Open the **DispatchBoardPackage** folder.
2. Run **Setup.exe**. (Note that if installing to Windows 2000 Professional, at least Service Pack 2 should be installed for Windows 2000.)
3. Open the **SMP440_CD** folder.
4. Run **Setup.exe**.
5. Open the **IIG_DII_CD** and run the **Setup.exe** to install and register some DLL(s) and OCX(s) needed for SM proper functionality. Follow on-screen instructions for installation.

Additionally, the dictionaries for Spell Check can be installed at any time with the SSCEDEMO.EXE from the SpellCheck folder.

Enhancement Installation

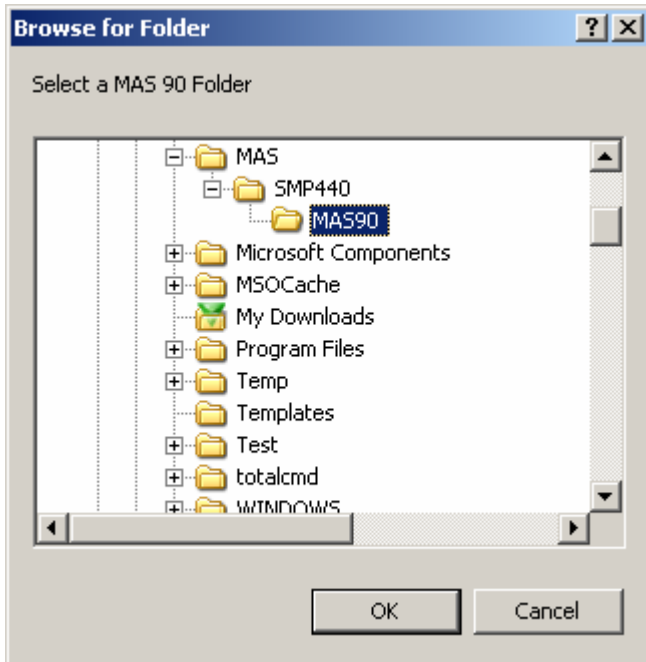
Running SETUP.EXE begins the installation process. The installation screen will look similar to this:



Click the **Agree** option (the **Install** button will not be activated till Agree is selected).

Use the **Browse** button to point where MAS 90 is installed. On the **Select MAS 90 Directory** screen, select the drive letter then select the folder where your MAS 90 is installed.

The screen is look like this:



Click **OK** to accept the folder selection.

Now click the **Install** button on the **MAS 90 Enhancement Installation** screen.

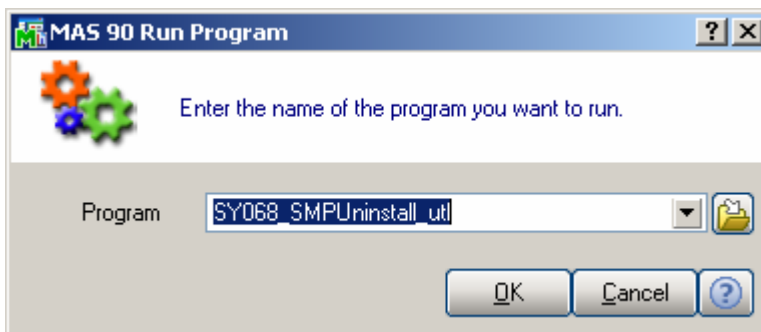
Wait for the installation process to be completed.

SMP Enhancement Uninstaller

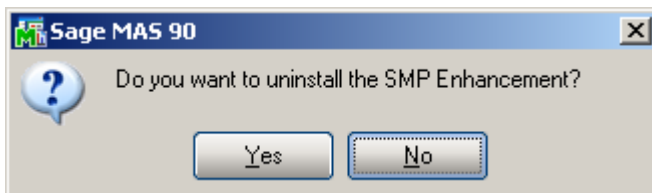
Note: Prior to running the SY068_SMPUninstall_util program it is necessary to remove the SM module data for all companies where SM module has been activated.

Run the Company Maintenance from Library Master-> Main menu and select the Company you want the SM data to be removed from. Click the **Remove** button and select the check box next to the SM module to remove the data files.

The SY068_SMPUninstall_util program has been provided for the purposes of removing IIG SMP Enhancement from your MAS 90/200 System. The utility may be run from **File->Run** menu.



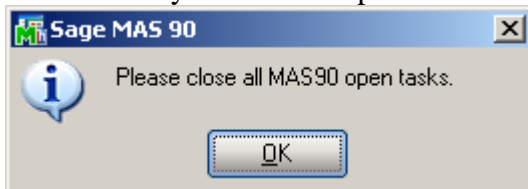
The following message box will appear.



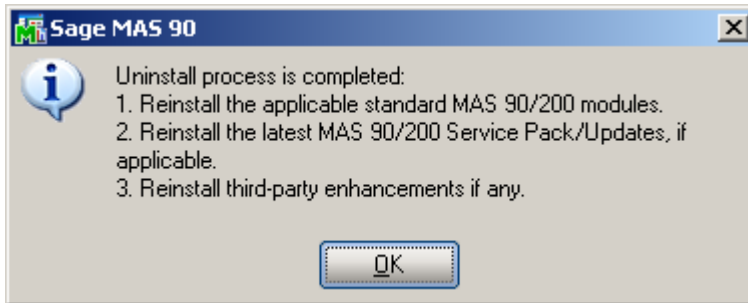
Select **No** to exit the Uninstall Process.
Select **Yes** to continue with the Uninstall Process.

Warning: Running this utility will make changes to your system; so please make sure you have the current backup of your MAS90 system before continuing the uninstall process.

It is necessary to close all open tasks before proceeding with uninstall process:



After completion of the Uninstall, the following message box will appear. Select OK to continue.



After the Uninstall process is completed, you must:

- Reinstall the applicable standard MAS 90/200 modules
- Reinstall the latest MAS 90 and 200 Service Pack/Updates, if applicable.
- Reinstall third-party enhancements if any

You must delete also the designed reports from your MAS90 system.

THIS IS AN IMPORTANT CAUTION: If you have Custom Office installed, and if you have modified any MAS 90 screens, you must run the "Update Custom Panels to Current Level" utility from Custom Office-> Utilities menu after uninstalling SMP and reinstalling the MAS90/200 modules.

The additional components of SMP enhancement such as: **Dispatch Board, Spell Check** and **IIG_Dll** can be uninstalled from your system through the **Add or Remove Programs** icon placed in the Windows Control Panel.

Note: Service Management BM functionality has been integrated into the Standard MAS90 and MAS200 BM module.

If you have been using the S/M Bill of Materials in lower version of SMP the BM data will not be upgraded.

Setup Activities

Service management Options

Use **Service Management Options** from the **Setup** menu to customize S/M to fit your company's individual needs.

Main Tab

Service Management Options

1. Main | 2. Labor/Item | 3. Additional | 4. Other

Next Automatic Task Entry Number: 0000337

Allow Quote Hours in Task Entry:

Allow Addition of New Items During Data Entry:

Check for Quantity on Hand During Data Entry:

Time entry drop box in Dispatch Data Entry: 15

Automatically Increment Steps By: 010

Present Sales Kit as a Set of Regular Items:

Close Dispatches into the: Sales Order

Generated Document Line Hours Rounding: Closest

Spent Hours Rounding: 30

Spent Hours Precision in Minutes: 30

Minimum Billed Time: 15

Retain Task Entry History:

Days to Retain Closed Tasks: 360

Default Values

Task Type: S Service Call

Dispatch Status (Quick Entry): O Open

Don't prompt if technician is not setup with the required skill set:

Don't prompt if technician is busy during the scheduled time:

Use Dispatch Board:

Auto Load

Technician from Task to Dispatches and Labors:

Dispatch Starting Date/Time from Scheduled: First

First Labor Hours from Dispatch Dates/Times:

Use Overtime Calculation for Labor:

Apply Dispatch Date/Time to Labor Lines: All lines

Accept Cancel [Printer] [Help]

IIG SMD 6/8/2010

The **Next Automatic Task Entry Number** field is used to assign the next task number.

The **Allow Quote Hours in Task Entry** box allows you to set Quote Hours and Quote Amount when entering Task Data (in the More Information screen). When allowed, these quotas will affect also the **Labor Charge Data Entry** screen. Two fields for **Unused** hours and amount will become visible on that screen, displaying the difference between quotes and the hours actually spent on the task and corresponding amounts.

If the **Allow Addition of New Items During Data Entry** box is selected, inventory items can be added “on the fly” when entering dispatch line items.

If the **Check for Quantity on Hand During Data Entry** box is not selected, the system will ignore inventory quantities when entering dispatch lines.

Enter the **Time entry drop box in Dispatch Data Entry** to be used for populating drop-down lists of the starting and ending times selection in the **Dispatch Data Entry** program.

The screenshot shows the 'Service Management Options' dialog box with the following settings:

- Next Automatic Task Entry Number: 0000337
- Allow Quote Hours in Task Entry:
- Allow Addition of New Items During Data Entry:
- Check for Quantity on Hand During Data Entry:
- Time entry drop box in Dispatch Data Entry: 15
- Automatically Increment Steps By: 15 (highlighted)
- Present Sales Kit as a Set of Regular Items:
- Close Dispatches into the: Sales Order
- Generated Document Line Hours Rounding: Closest
- Spent Hours Rounding: Closest
- Spent Hours Precision in Minutes: 30
- Minimum Billed Time: 15
- Retain Task Entry History:
- Days to Retain Closed Tasks: 360
- Default Values:
 - Task Type: S (Service Call)
 - Dispatch Status (Quick Entry): O (Open)
- Don't prompt if technician is not setup with the required skill set:
- Don't prompt if technician is busy during the scheduled time:
- Use Dispatch Board:
- Auto Load:
 - Technician from Task to Dispatches and Labors:
 - Dispatch Starting Date/Time from Scheduled: First
 - First Labor Hours from Dispatch Dates/Times:
 - Use Overtime Calculation for Labor:
 - Apply Dispatch Date/Time to Labor Lines: All lines

The status bar at the bottom contains the text: Enter the Automatic Step Increment for Routing (10,20,30,40,50,60,70,80,90,100)

The **Automatically Increment Steps By** is used as increment for Routing Steps. Available values are listed in the status bar, when the cursor is in the field.

In the **Close Dispatches into the** dropdown menu, indicate whether charges from a closed dispatch should generate a sales order or an invoice, or none.

If the **Present Sales Kit as a Set of Regular Items** check box is selected, then the Sales Kit Item number will be replaced in that document with a comment line indicating sales kit number during Sales Order Entry or Invoice Data Entry. All the components of that kit will be presented as regular line items.

Click here for an example:

The **Generated Document Line Hours Rounding** group provides settings for rounding the hours of dispatch labor lines during generation of sales order or invoice when the dispatch is closed.

The available methods for **Spent Hours Rounding** are **Up**, **Down**, **Closest**, **None**.

You can set the **Spent Hours Precision in Minutes** for the rounding.

The **Minimum Billed Time** dropdown menu is also set in minutes and can be set so that the specified time is always billed even the actual spent time rounded is less than this setting.

The screenshot shows the 'Service Management Options' dialog box with four tabs: 1. Main, 2. Labor/Item, 3. Additional, and 4. Other. The 'Main' tab is selected. The dialog is divided into several sections:

- Task Entry Settings:**
 - Next Automatic Task Entry Number: 0000337
 - Allow Quote Hours in Task Entry:
 - Allow Addition of New Items During Data Entry:
 - Check for Quantity on Hand During Data Entry:
 - Time entry drop box in Dispatch Data Entry: 15
 - Automatically Increment Steps By: 010
 - Present Sales Kit as a Set of Regular Items:
 - Close Dispatches into the: Sales Order
- Generated Document Line Hours Rounding:**
 - Spent Hours Rounding: Closest
 - Spent Hours Precision in Minutes: 30
 - Minimum Billed Time: 15
- History and Retention:**
 - Retain Task Entry History: (highlighted with a blue box)
 - Days to Retain Closed Tasks: 360
- Default Values:**
 - Task Type: S (Service Call)
 - Dispatch Status (Quick Entry): 0 (Open)
- Other Options:**
 - Don't prompt if technician is not setup with the required skill set:
 - Don't prompt if technician is busy during the scheduled time:
 - Use Dispatch Board:
 - Auto Load:
 - Technician from Task to Dispatches and Labors:
 - Dispatch Starting Date/Time from Scheduled: First
 - First Labor Hours from Dispatch Dates/Times:
 - Use Overtime Calculation for Labor:
 - Apply Dispatch Date/Time to Labor Lines: All lines

At the bottom, there are buttons for 'Accept', 'Cancel', a printer icon, and a refresh icon. The status bar at the bottom right shows 'IIG SMD 6/8/2010'.

Select the **Retain Task Entry History** box if you wish to keep track of entered tasks. If this box is left unchecked, there will be no way to recover a history of entered task information later.

Task history information is displayed in the **Task History Inquiry** and the **Task History Report**.

The **Days To Retain Closed Tasks** field is intended for entering the number of days you want the closed tasks to be retained in the history. After this period, you are able to delete the task manually from your history file.

The **Default Values** group of options specifies how the values will be set by default when entering new Tasks, Dispatches, and Labors. New Tasks will have the specified Task Type by default. The Dispatches created with **Quick Dispatch Line Entry** will have the default **Dispatch Status** indicated here.

Service Management Options

1. Main | 2. Labor/Item | 3. Additional | 4. Other

Next Automatic Task Entry Number: 0000337

Allow Quote Hours in Task Entry:

Allow Addition of New Items During Data Entry:

Check for Quantity on Hand During Data Entry:

Time entry drop box in Dispatch Data Entry: 15

Automatically Increment Steps By: 010

Present Sales Kit as a Set of Regular Items:

Close Dispatches into the: Sales Order

Generated Document Line Hours Rounding: Closest

Spent Hours Rounding: Closest

Spent Hours Precision in Minutes: 30

Minimum Billed Time: 15

Retain Task Entry History:

Days to Retain Closed Tasks: 360

Default Values

Task Type: S Service Call

Dispatch Status (Quick Entry): O Open

Don't prompt if technician is not setup with the required skill set:

Don't prompt if technician is busy during the scheduled time:

Use Dispatch Board:

Auto Load

Technician from Task to Dispatches and Labors:

Dispatch Starting Date/Time from Scheduled: First

First Labor Hours from Dispatch Dates/Times:

Use Overtime Calculation for Labor:

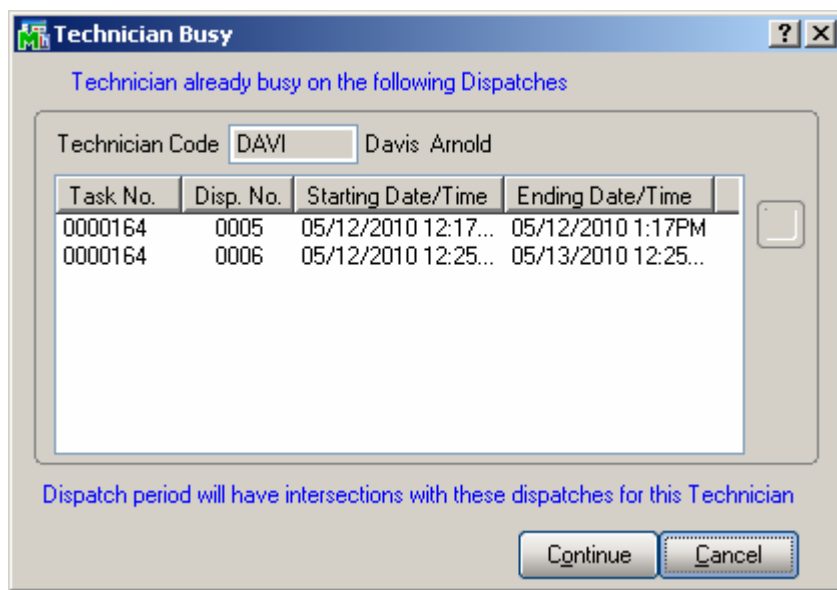
Apply Dispatch Date/Time to Labor Lines: All lines

Accept Cancel [Print] [Help]

IIG SMD 6/8/2010

Check the **Don't prompt if Technician is not setup with the required skill set** box to suppress the prompt appeared in the Dispatch Board and Sales Order Entry if the technician's skill level does not match the skill required for that Nature of Task.

Check the **Don't prompt if Technician is busy during the scheduled time/** box to disable checking whether the Technician is busy on any other Dispatch during the scheduled time. If this box is cleared, the **Technician Busy** screen will display the list of Dispatches on which the selected Technician is busy for the specified period.



Check the **Use Dispatch Board** box if you have the Dispatch Board program installed.

Auto Load:

- **Technician from Task to Dispatches and Labors-** allows to load task's technician into generated dispatches as well as to the Labor lines.
- **Dispatch Starting Date/Time from Scheduled-** allows to load the **Scheduled Date/Time** from the task (More Info) into the generated dispatches. Three options are available: **None, First, All**.
 - None-** the Task's **Scheduled Date/Time** will not be loaded into any of the generated dispatches.
 - First-** the Task's **Scheduled Date/Time** will be loaded only into the first dispatch generated.
 - All-** the Task's **Scheduled Date/Time** will be loaded into all dispatches being generated.
- **First Labor Hours from Dispatch Dates/Times-** allows automatically calculating the Hours Spent based on the dispatch Starting and Ending Date/Time and loading it to the first labor line entered in the dispatch.
- **Use Overtime Calculation for Labor -** enables special calculation of Labor with Overtime Factor, based on the working hours and Coverage Code. (Refer to [Labor Charge Data Entry](#) for more details)
- **Apply Dispatch Date/Time to Labor Lines-** enables automatically applying the **Dispatch Date/Time** to the Labor lines being entered. Three options are available:
 - None-** the **Dispatch Date/Time** will not be applied to any of the Labor lines.

First- the **Dispatch Date/Time** will be applied only to the first Labor line entered.

All- the **Dispatch Date/Time** will be applied to all Labor lines being entered.

Labor/Item Tab

Labor Billing Presentation group is a set of controls that allows the user to choose from the following options for charges or labor billing presentations.

- If **None** is selected, the system will not process labor charges.
- If **Inventory Item** is selected a regular Item will be loaded to the **Sales Order/SO Invoice** generated based on the **Dispatch Labor/Skill** line. The system will build an Inventory Item based on the Technician Code of the person who performed the Task and Labor or Skill Code of the job that was performed.
 - The **Product Line** should be specified.

The **Product Line** entered here will be used to get the default information for the Inventory Item being generated upon closing the Dispatch. The **Tax Class, Description (Extended Description), Default Warehouse, Price** and **Cost** fields will be populated correspondingly from SM files. The **Labor Job Code** specified on the SM Options will be applied to the Inventory Item if no Job Code is entered for the selected **Product Line**.

- If **Miscellaneous Item** is selected in the **Labor Billing Presentation** field, the system will build a Miscellaneous Item based on the Technician Code of the person who performed the Task and Labor or Skill Code of the job that was performed.
 - The **Miscellaneous Item** should be selected to get the default information when a Misc. Item is generated upon closing the Dispatch.

For the generated **Miscellaneous Item** the **Tax Class, Price** and **Cost** fields are populated with corresponding values from SM files.

- If **Special Item** is selected, the system will load a Special Item line to the **Sales Order/SO Invoice** generated based on the **Dispatch Labor/Skill** line.
 - The **Sales** and **COGS Accounts** entered here will be applied to the Special Item line loaded in the Sales Order/SO Invoice if no **Sales** and **COGS Accounts** will be found set for corresponding fields of SM files.

The **Calculate taxes on Labor based on** drop-down box allows the user to define how **Sales Taxes** should be calculated. The following options are available: **None, Dispatch Line, System Default**.

- **None**-means the **Tax Class** will not be shown on the **Dispatch Line** and it will be set to "NT" for the line item loaded in the Sales Order or Invoice transaction.
- **Dispatch Line**-means the **Tax Class** specified on the Dispatch Line will be carried over to the corresponding line item loaded in the Sales Order or Invoice transaction.
- **System Default**-means that the **Tax Class** of corresponding Item (Inventory, Misc, Special) generated upon closing the Dispatch, based on the Labor Billing Presentation, will be applied.

The screenshot shows the 'Service Management Options' dialog box with the following sections and controls:

- 1. Main:** Labor Billing Presentation (Special Item), Sales Acct (110-01-0000), COGS Acct (111-00-0000), Calculate taxes on Labor based on (Dispatch Line).
- 2. Labor/Item:** Labor Presentation Item Number, Technician Code complement symbol (T), Labor Code complement symbol (L), Skill Code complement symbol (S), Labor Indication (LLL), Skill Indication (SSSSSS).
- 3. Additional:** Billing Rate and Cost Calculation Priority (Highest, Middle, Lowest), Bypass Cost G/L Postings For Labor Items (checkbox).
- 4. Other:** Order in Item Number (Technician Code, Labor/Skill Indication, Labor/Skill Code), Receiving Cost Write Back for (Standard Cost, Average Cost, FIFO/LIFO, Lot/Serial).

Buttons at the bottom include Accept, Cancel, Print, and Help. The status bar shows IIG, SMD, and 6/8/2010.

The **Billing Rate and Cost Calculation Priority** group of controls will define the priority by which labor billing rates and costs will be calculated. Rate and Cost can be used from **Technician Code**, **Labor Code**, or **Skill Code**.

The **Bypass Cost G/L Postings For Labor Items** check box allows to process items generated for labor with zero cost, that is, cost is not posted to G/L.

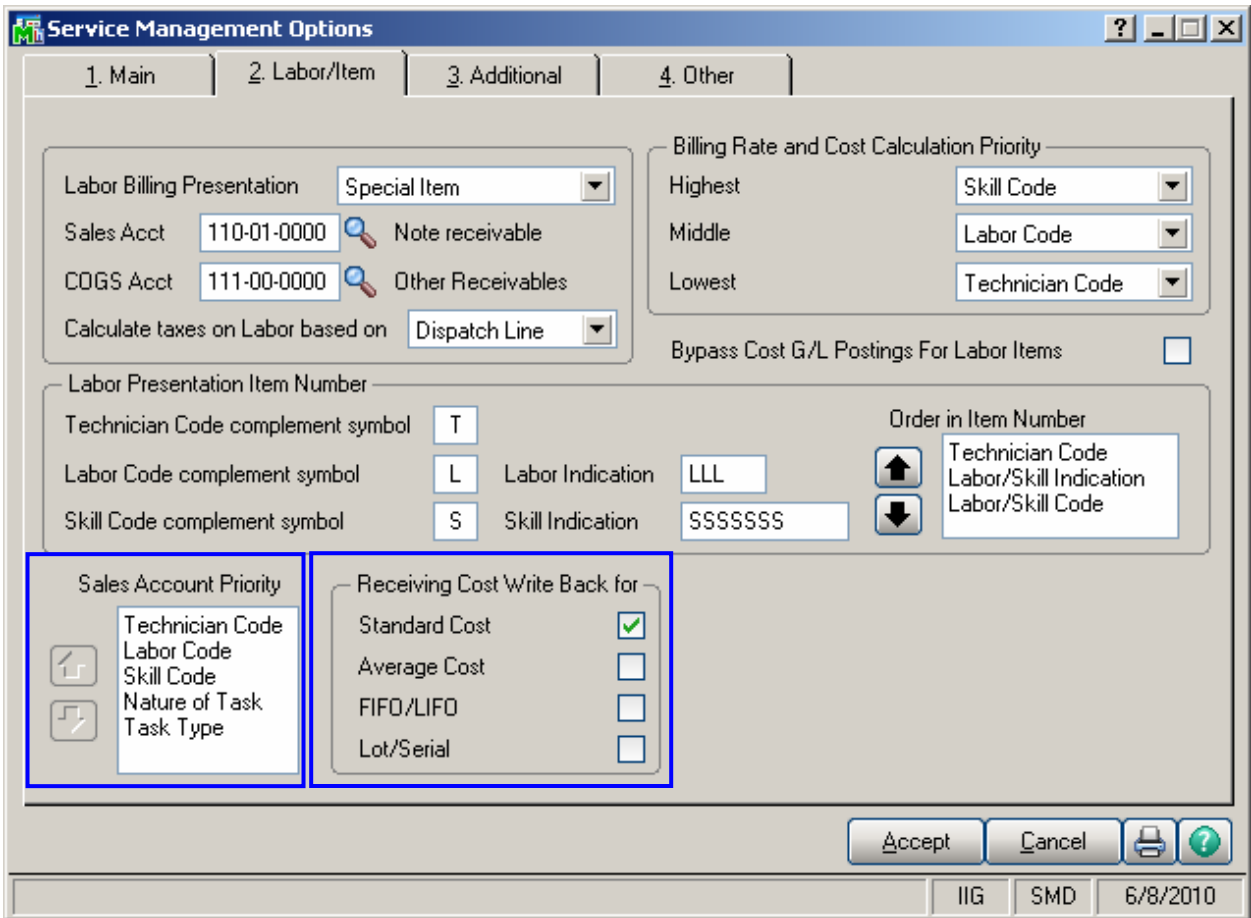
Technician Code complement symbol will be used to complement the technician code to four symbols.

Labor Code complement symbol will be used to complement the labor code to seven symbols.

Skill Code complement symbol will be used to complement the skill code to three symbols.

Labor Indication or **Skill Indication** will be used when item is constructed from labor or skill, correspondingly.

In the **Order in Item Number** list, you can set the order of components in the constructed number, with the help of the **Arrow** buttons.



Sales Account Priority defines the priority of using the G/L accounts for sales postings of Service Management.

G/L accounts are set in the **Technician Code Maintenance, Labor Code Maintenance, Skill Code Maintenance, Nature of Task Maintenance** and **Task Type Maintenance**. The first in the list will be used if on file, otherwise the second will be used, etc.

The **Receiving Cost Write Back for** options are intended for specifying the **Valuation** types of inventory items, for which the receiving cost will be used when updating invoice. This option can be set separately for the following Valuation types of items: **Standard Cost, Average Cost, LIFO/FIFO, Lot/Serial**. This group of options can be applied only to the Purchase Orders generated through the **P/O Auto Generate Orders Selection** program (**SO to PO Link**).

Additional Tab

The screenshot shows the 'Service Management Options' dialog box with the 'Additional' tab selected. The 'Default Warehouse' field is highlighted with a blue box. The dialog contains the following fields and options:

- 1. Main
- 2. Labor/Item
- 3. Additional (selected)
- 4. Other
- Default Warehouse: 000 (CENTRAL WAREHOU)
- Use Alt Warehouse for Out of Stock Items:
- Retain Contract Entry History:
- Use Graphical Forms:
- Mat. Job Code: 410-000-000 (Material Used)
- Lbr. Job Code: 500-000-000 (Installation Labor)
- Fr. Job Code: 455-000-000 (Sanitary)
- Job Code Size: Seg 1: 3, Seg 2: 3, Seg 3: 3
- J/C Cost Code Seg. for Tech Postings: Seg3
- Def G/L Acct for Job Posting Entry: 150-01-0000 (Labor)
- Balancing Account G/L Segment for Fixed Contract Sales Posting: None
- Next Automatic Contract Number: 000000154
- Next Automatic Template Contract Number: 00000010
- Use Item contract instead of Order contract:
- Contract is Required:
- Coverage Password: [Empty]
- Use Sort File in Quick Dispatch:
- Track Contract Masterfile Changes: Yes
- Track Additions in Detail or Summary: Detail

Buttons: Accept, Cancel, Print, Help

Footer: IIG SMD 6/8/2010

The **Default Warehouse** field is only accessible if you have installed the Inventory Management module for MAS 90 on your system, and multiple warehouses are used.

The warehouse selected is used as the default when entering items in the Dispatch Data Entry.

You can look for items in other warehouses to fill dispatch lines if you indicate that alternate warehouses can be used for out-of-stock items. Check the **Use Alternate Warehouse for Out of Stock Items** box to enable this option.

Job Codes are used to track material and labor cost and revenue in the contract file. Job Codes are entered for each inventory item, for posting of material related information and in the Technician, Labor and Skill Code Master files for labor information tracking.

You can add new codes in the **Job Codes Maintenance** program in the Service Management Main menu.

If no Job Codes are assigned to inventory items or charge codes, the default job codes specified in **Service Management Options** will be used for material or labor items.

A total of nine characters can be used for Job Codes. You can define segmentation of the Job Codes by changing the appropriate setting on the Service Management Options screen here on the second tab.

The screenshot shows the 'Service Management Options' dialog box with the following fields and values:

- Default Warehouse: 000 (CENTRAL WAREHOU)
- Use Alt Warehouse for Out of Stock Items:
- Retain Contract Entry History:
- Use Graphical Forms:
- Next Automatic Contract Number: 000000154
- Next Automatic Template Contract Number: 00000010
- Use Item contract instead of Order contract:
- Contract is Required:
- Coverage Password: [Empty]
- Use Sort File in Quick Dispatch:
- Mat. Job Code: 410-000-000 (Material Used)
- Lbr. Job Code: 500-000-000 (Installation Labor)
- Fr. Job Code: 455-000-000 (Sanitary)
- Job Code Size: Seg 1: 3, Seg 2: 3, Seg 3: 3
- Track Contract Masterfile Changes: Yes
- Track Additions in Detail or Summary: Detail
- J/C Cost Code Seg. for Tech Postings: Seg3 (highlighted with a blue box)
- Def G/L Acct for Job Posting Entry: 150-01-0000 (Labor)
- Balancing Account G/L Segment for Fixed Contract Sales Posting: None

Buttons: Accept, Cancel, Print, Help. Footer: IIG, SMD, 6/8/2010

The following options are available only if the **Job Cost** module is installed and setup in the system.

The **J/C Cost Code Seg. for Tech Posting** is used for specifying the segment of Cost Code that should be substituted with **Cost Code Segment Value** entered in the **Technician Code Maintenance** (if any), during the import in the **Job Posting Entry**.

The **Def G/L Acct for Job Posting Entry** is used as default value for **G/L Account** during the import in the **Job Posting Entry**, if the **Post to G/L for Work in Process** option is selected in the **Job Cost Options**, or if the **Post to G/L for Work in Process** option is not checked but there is no **G/L Account** specified for the **Material Cost Type** of the selected **Cost Code**.

Note: If Def G/L Acct for Job Posting Entry is not set, the lines will not be imported in Job Posting Entry.

The screenshot shows the 'Service Management Options' dialog box with the 'Additional' tab selected. The 'Next Automatic Contract Number' field is highlighted with a blue box and contains the value 000000154. Other fields include 'Next Automatic Template Contract Number' (00000010), 'Use Item contract instead of Order contract' (checked), 'Contract is Required' (unchecked), 'Coverage Password' (empty), and 'Use Sort File in Quick Dispatch' (checked). At the bottom, there are 'Accept', 'Cancel', and a help icon. The status bar shows 'IIG SMD 6/8/2010'.

Next Automatic Contract Number field is used to specify the next Contract Number.

The **Next Automatic Template Contract Number** field is used to specify the next Template Contract Number. A template contract is used to generate a regular contract (such as a standard service contract) whenever a particular item is sold. If you enter a template contract once and then assign it to an item in **Inventory Maintenance**, the system will automatically set up a contract adhering to the rules of the template for any customer who purchases that item.

Check the **Use Item contract instead of Order contract** box to attach the contract specified for the Item in the **Inventory Maintenance** program instead of the contract specified in the **Sales Order Entry** to the tasks generated for the item.

Users can specify whether or not a contract is required with a client by selecting the **Contract is Required** checkbox. If the checkbox is marked, users will have to specify the contract number during **Task Data Entry**.

Coverage Password allows editing contract amount and coverage options.

If the **Use Sort File in Quick Dispatch** check box is not selected, the **Quick Dispatching** program loads all the newly updated/created information. Otherwise, if the **Use Sort File in Quick Dispatch** check box is selected, the **Quick Dispatching** program displays only existing information.

From the **Track Contract Masterfile Changes** dropdown list box, select which changes to Contracts you want to track. You can select **Yes** for tracking all kind of changes, **No** for not tracking at all, or tracking of **Deletions, Additions, or Changes**.

From the **Track Additions in Detail or Summary** dropdown list box, select whether you want to track detailed or summary information for Contract changes.

The **Balancing Account G/L Seg. for Fixed Contract Sales Posting** drop-box is intended for specifying the G/L segment to be substituted when posting sales by Contract. The following options are available: **None, Department and Location**.

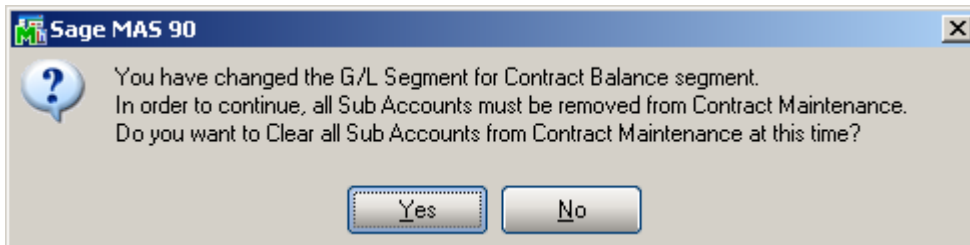
If **None** is selected at this field the postings by Contract are applied to default Sales and COGS accounts.

If **Department** or **Location** is selected for Sales Posting the user can specify corresponding **G/L Sub Account Code** for **Balance Sales and COGS Accounts** in the **Contract**

Maintenance available for Fixed billing types Contracts and corresponding segments of the **Sales** and **Cost Accounts** will be substituted with the selected ones on the special line generated for contract amount correction during **SM Auto Invoice Generation**.

This field only displays descriptions of sub account segments defined in **General Ledger Account Structure Maintenance**.

Once you have selected a G/L segment (Department, Location) and selected the Balance accounts on the Contract you will get the following message when trying to change the segment.



Other Tab

The screenshot shows a dialog box titled "Service Management Options" with four tabs: "1. Main", "2. Labor/Item", "3. Additional", and "4. Other". The "4. Other" tab is selected. A blue rectangular box highlights the "Payroll Integration" section, which contains the following options:

- Include History in Payroll Batch
- Payroll Overtime Calculation: 8 hours a day (dropdown menu)
- Activate Commission Processing

At the bottom right of the dialog are buttons for "Accept", "Cancel", and a help icon. The status bar at the bottom of the dialog displays the text "Check this box to Include History in Payroll Batch" and the user information "IIG SMD 6/8/2010".

Check the **Include History in Payroll Batch** box to have the program search for labor records during the given period in the S/M history as well. This setting is the default setting for all Payroll Batch Entries, and can be changed on each separate Payroll Batch Entry.

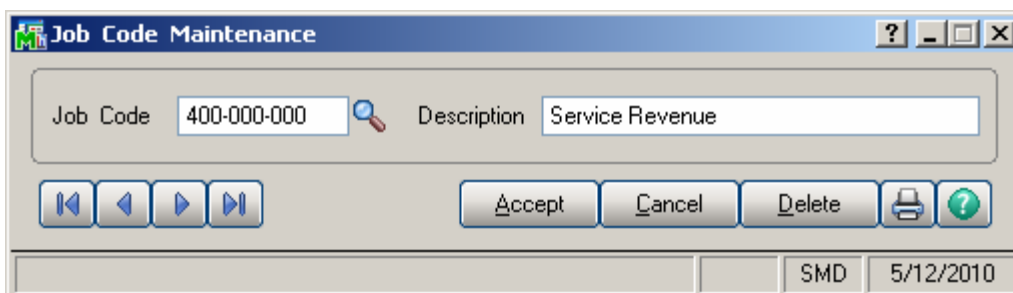
The **Payroll Overtime Calculation** can be set to **8 hours a day** or **40 hours a week**. This determines how the hours over time will be calculated - on the daily or weekly basis.

You can **Activate Commission Processing** by checking the box. See the [Commission Processing](#) section for details.

Job Code Maintenance

Job Codes are used to track material and labor cost and revenue in the contract file. Service Management modifies several standard MAS 90 programs, including Inventory Maintenance, Charge Code Maintenance and others, adding a new field – the Job Code field. You can assign job codes to the inventory items and charge codes in order to track their usage by service contracts.

The **Job Code Maintenance** program from the **Service Management Main** menu allows you to add and remove Job Codes.



If no Job Codes are assigned to inventory items or charge codes, the default job codes specified in **Service Management Options** will be used for material or labor items.

A total of nine characters can be used for Job Codes. You can define segmentation of the Job Codes by changing the appropriate setting in the second tab of **Service Management Options**.

Skill Code Maintenance

In Service Management, **Skill Codes** describe, in a generic way, the type of work a technician can perform. The **Skill Code Maintenance** program is used to maintain, edit and add skill codes used in the Service Management Module.

Skills defined in this program are used during Technician Code Maintenance to describe the different skills, at appropriate levels, of each technician. This allows you to pick the appropriate or most qualified technician during Task or Dispatch Data Entry.

The screenshot shows a software window titled "Skill Code Maintenance (SMD) 5/12/2010". At the top, there is a "Skill Code" field containing "PRF" and a "Description" field containing "Professional". To the right of the description is a "COGS G/L" button. Below these are several data entry fields:

Job Code	500-000-000	Installation Labor
Sales Account	195-00-0000	Software costs (net)
Tax Class	NT	Nontaxable
Skill Cost	45.00	Retainer Factor
Billing Rate	85.00	Overtime Factor
		1.00
		2.50

At the bottom of the window are buttons for "Accept", "Cancel", "Delete", a printer icon, and a help icon.

Job Code is used when posting labor charges to the contract file.

Sales Acct is used for postings when closing dispatches with labor (based on the priority in Options).

Skill Cost is used for posting cost to contracts for transactions generated when closing dispatches with labor (based on billing rate calculation).

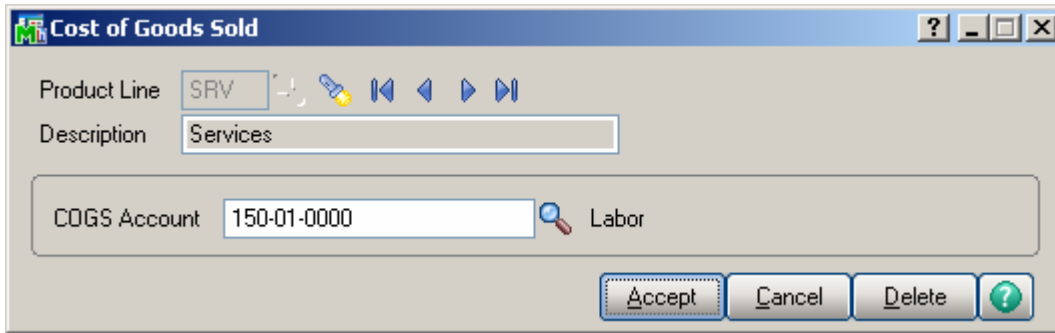
Billing Rate is the billing rates for labor items subject to contract settings or the billing rate calculation priority set-up in **Service Management Options**.

The **Retainer Factor** is used when calculating used hours from the contract hours.

The **Overtime Factor** is used for calculation of hours during Labor lines entry for the hours out of the coverage period defined by the **Coverage Code** of the task.

Clicking the **COGS G/L** button opens the **Cost Of Goods Sold** screen, where you can specify account to be used for the labor items generated from the selected Skill during dispatch closing into Sales Orders or Invoices.

The **COGS G/L** button is available only if the **Labor Billing Presentation** is set to **Inventory Item** in the **Service Management Options**.



Cost of Goods Sold

Product Line SRV

Description Services

COGS Account 150-01-0000 Labor

Accept Cancel Delete ?

Different G/L accounts can be set for different **Product Lines** and for all the Product Lines (empty Product Line) not having separate accounts specified.

The **COGS G/L** button is available only if the **Labor Billing Presentation** is set to **Inventory Item** in the **Service Management Options**.

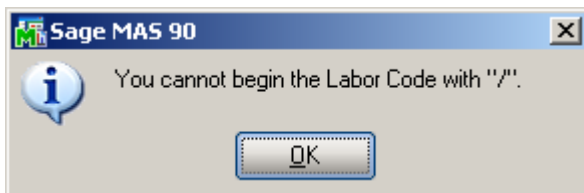
The account specified for the **Product Line** set in the **Service Management Options** will be used for the generated inventory items.
If there is no account set for that Product Line, the program uses the account set **without Product Line**.

Labor Code Maintenance

In **Service Management**, **Labor Codes** describe, in a detailed way, the type of work a technician can perform.

The **Labor Code Maintenance** program is used to maintain, edit and add labor codes used in the **Service Management** Module.

The **Labor Code** cannot start with “/” symbol and the following message will popup if a labor code starting with “/” is entered:



Labor Code	INSTALL		
Description	Installation Services		
Skill Code	ADM	Administrative	
Job Code	400-000-000	Service Revenue	
Sales Account	195-00-0000	Software costs (net)	
Tax Class	TX	Taxable	
Labor Cost	25.00	Retainer Factor	1.00
Billing Rate	50.00	Overtime Factor	1.50
Regular Earnings	01	Regular	
Overtime Earnings	03	Doubletime	

Skill Codes are used to specify to which Skill Code group this labor code belongs. A single Skill Code can include any number of individual labor codes. Using the **Skill Code** during Dispatch Data Entry can reduce confusion and speed your data entry.

Job Codes are used when posting labor charges to the contract file.

Sales Account is used for postings when closing dispatches with labor (based on the priority in **Service Management Options**).

Labor Cost is used for posting cost to contracts for transactions generated when closing dispatches with labor (based on billing rate calculation).

Billing Rate is the billing rates for labor items subject to contract settings or the billing rate calculation priority set-up in **Service Management Options**.

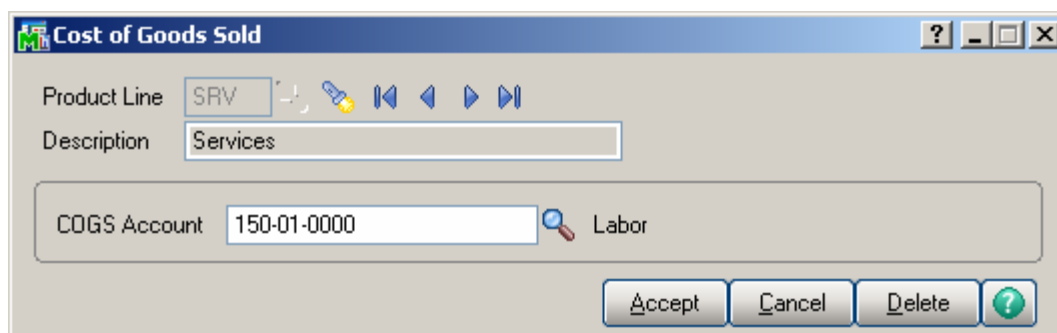
Select the **Regular** and **Overtime Earnings Codes** from the **Earnings List**. Earnings Codes are set in the **Earnings Code Maintenance** under the **Payroll Setup** menu.

The **Retainer Factor** is used when calculating used hours from the contract hours.

The **Overtime Factor** is used for calculation of hours during Labor lines entry for the hours out of the coverage period defined by the **Coverage Code** of the task.

Tax Class will be used in the Dispatch by default, if the Task's **Ship To Address** has **Calculate taxes on Labor** checked and the **Calculate taxes on Labor** option is not set to **No** in **Service Management Options**. If the Labor Presenting item is generated anew during dispatch closing, this **Tax Class** will be set for it.

Clicking the **COGS G/L** button opens the **Cost Of Goods Sold** screen, where you can specify account to be used for the labor items generated from the selected Labor during dispatch closing into Sales Orders or Invoices.



The screenshot shows a dialog box titled "Cost of Goods Sold". It has a title bar with a question mark, minimize, maximize, and close buttons. The main area contains a "Product Line" dropdown menu set to "SRV", a "Description" text box containing "Services", and a "COGS Account" text box containing "150-01-0000". To the right of the "COGS Account" box is a magnifying glass icon and the word "Labor". Below the input fields are four buttons: "Accept", "Cancel", "Delete", and a help button (question mark in a circle).

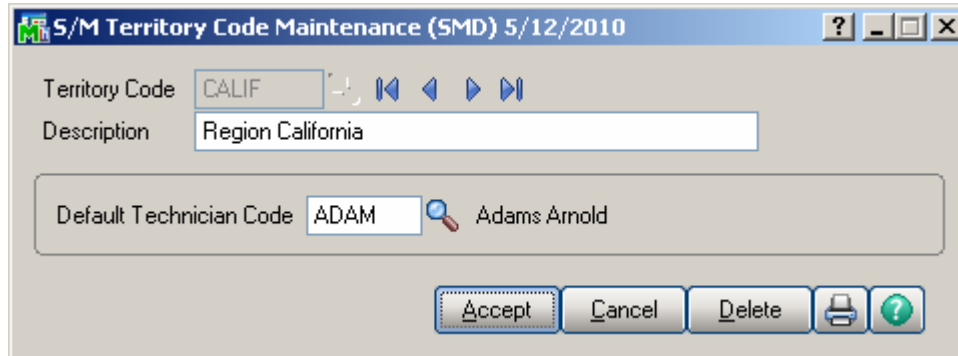
Different G/L accounts can be set for different **Product Lines** and for all the Product Lines (empty Product Line) not having separate accounts specified.

The account specified for the **Product Line** set in the **Service Management Options** will be used for the generated inventory items.

If there is no account set for that Product Line, the program uses the account set **without Product Line**.

Territory Code Maintenance

The technician code specified in the **Default Technician Code** field of **Territory Code Maintenance** is the default technician for current territory.



S/M Territory Code Maintenance (SMD) 5/12/2010

Territory Code: CALIF

Description: Region California

Default Technician Code: ADAM (Adams Arnold)

Buttons: Accept, Cancel, Delete, Print, Help

The **Territory Code** can then be used as a selection criterion in the **Quick Dispatching, Technician Maintenance, Customer Maintenance, Ship to Maintenance, Task Data Entry, Dispatch Board** and some other programs in order to match technicians and task job sites with the same **Territory Code**.

Technician Code Maintenance

The **Technician Code Maintenance** screen is used to maintain, edit and add technician codes used in the **Service Management** Module.

The **Technician Code Maintenance** program is used to enter technicians' qualifications using a set of skill codes and a performance evaluation level (0 to 9) for each skill.

Dispatch Entry uses skill information taken from **Technician Code Maintenance** to match skill requirements with a list of available personnel. This returns a list showing only the qualified personnel available to perform the task.

The screenshot shows the 'Technician Code Maintenance (SMD) 5/12/2010' window. The 'Technician Code' field contains 'ADAM'. The 'Last Name' field contains 'Adams' and the 'First Name' field contains 'Arnold'. The 'Labor Cost' field is set to '20.00' and the 'Billing Rate' field is set to '55.00'. The 'Territory Code' field contains 'CALIF' with a magnifying glass icon and the text 'Region California'. The 'Sales Account' field is empty with a magnifying glass icon. The 'E-mail Address' field is empty with an envelope icon. The 'Employee No.' field contains '11-0000100' with a magnifying glass icon and the text 'THOMAS JERRY A.'. The 'J/C Cost Code Segment Value' field is empty. The 'Active' checkbox is checked. The 'Quick Dispatch Entry Settings' section has a 'Set Focus to Field' dropdown menu with 'Labor/Skill Code' selected. There are also checkboxes for 'No Messages' and 'No Auto Budgeting'. At the bottom, there are buttons for 'Accept', 'Cancel', 'Delete', a printer icon, and a refresh icon.

Enter new **Technician Code** to add or an existing one to modify data.

Enter the **Last** and **First Names** and **E-mail Address** of the technician in the appropriate fields.

Use the **Labor Cost** field and the **Billing Rate** field to enter hourly cost and price information for a given Technician Code.

The **J/C Cost Code Segment Value** is used during the import in the **Job Posting Entry**, to substitute the **J/C Cost Code Seg.** for **Tech Posting** specified in the **Service Management Options**.

Enter the **Territory Code** for the area covered by the technician.

The code must have been previously entered in the **Territory Code Maintenance** screen. This code is used to search for Tasks and Dispatches elsewhere in the system.

Sales Acct is used for postings when closing dispatches with labor (based on the priority in **Service Management Options**).

Employee Number sets the connection between the Technician Code and Employee Number used in the **Payroll** module.

Check the **Overtime Exception** box to denote that workday for this technician equals to 10 hours instead of usual 8.

Clear the **Active** check box, if the **Technician** is not available for assigning dispatches. The Technicians with the **Active** option not selected cannot be selected anywhere for new Tasks and Dispatches. Existing Task and Dispatches of the inactive technician can be still processed.

The **Quick Dispatch Entry Settings** allows the user to define the settings to be defaulted to the **Quick Dispatch Line Entry**.

Set Focus to Field is used to set starting point for information entry. This starting field is set separately for each technician. The focus will be set to the specified field next time you select that technician in the **Quick Dispatch Line Entry**.

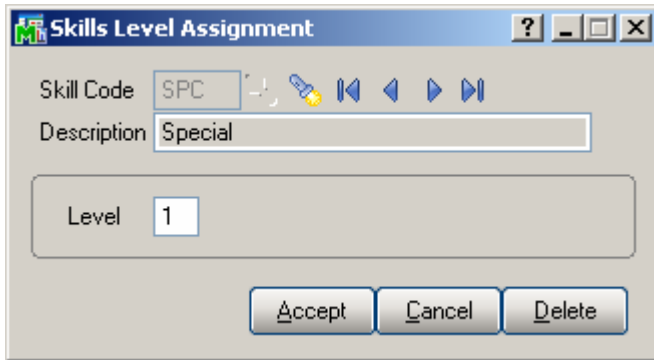
Check the **No Messages** box to suppress displaying information and warning messages and memos when selecting Dispatch Lines.
The setting of the **No Messages** box is stored for each Technician Code separately.

Check the **No Auto Budgeting** box to suppress the prompt about creating Budgeting Line when entering new line in the **Quick Dispatch Line Entry**.

Those settings can be also defined/changed in the **Quick Dispatch Line Entry**.

Press the **Skills** button to submit the technician qualification information using the existing skills defined in the **Skill Code Maintenance** program.

The following screen will appear.



The screenshot shows a dialog box titled "Skills Level Assignment". It contains the following fields and controls:

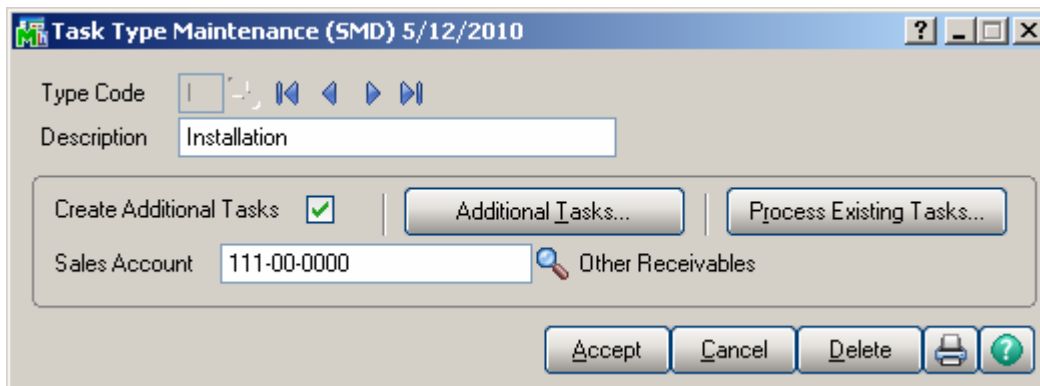
- Skill Code:** A text box containing "SPC" with a search icon and navigation arrows.
- Description:** A text box containing "Special".
- Level:** A text box containing "1".
- Buttons:** "Accept", "Cancel", and "Delete" buttons at the bottom.

Enter the desired **Skill Code** for the technician.

Enter the **Skill Level Number** representing the technical expertise required for satisfactory task completion. Skill level can be from 0 to 9.

Task Type Maintenance

The **Task Type Maintenance** program is used to maintain task type codes.



Sales Acct is used for postings when closing dispatches with labor (based on the priority in **Service Management Options**).

Enter the **Type Code** and check the **Create Additional Tasks** box to have the program create records for the additional tasks. The tasks will be generated at the moment you're accepting a new task of this type in the **Task Data Entry**.

By default, the list of the additional tasks contains four tasks of the type set as default in the **Service Management Options**. Click the **Additional Tasks** button to view the list in the **Create Additional Tasks** screen. You can change the number and types of the tasks to be created in this screen.

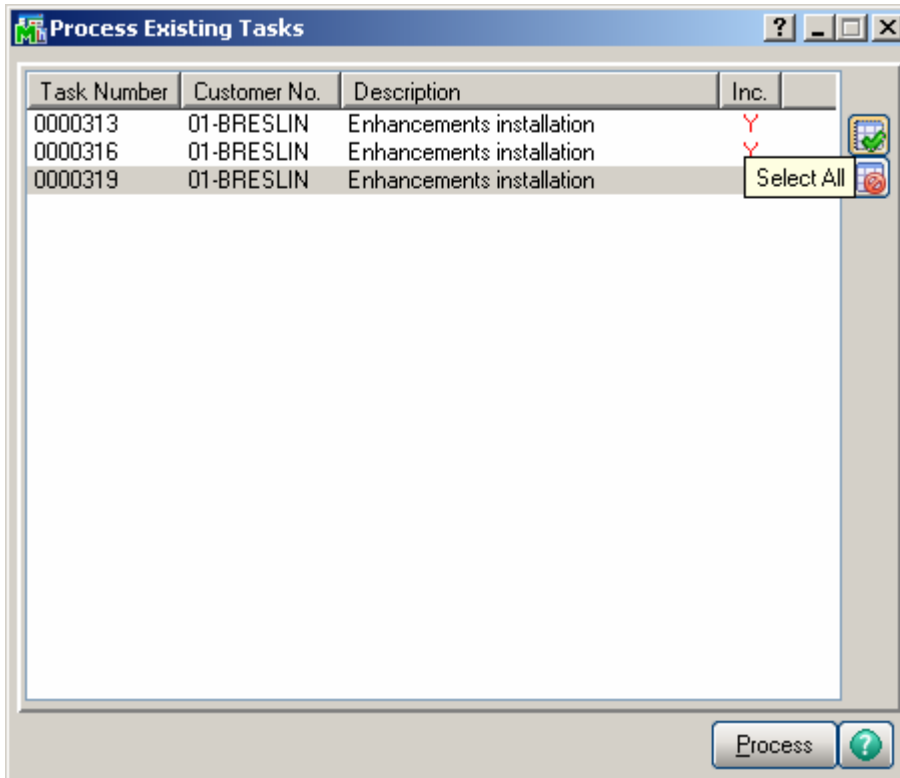
If you delete all the additional tasks in the list, and close the **Create Additional Tasks** screen, the check box in the **Task Type Maintenance** will be automatically cleared. You must check it anew and click the button, if you want to add tasks after that.

If you check the **Create Additional Tasks** box and do not click the **Additional Tasks** button, the program will use the default records to create additional tasks.

Here is the **Create Additional Tasks** screen with the default additional tasks records:

	Type Code	Type Code Description	Description	Nature of Task
1	P	Support Call	Programming	
2	S	Service Call	Service	REPAIR
3	I	Installation	Enhancements installation	PROGRAM
4				

You can also create additional tasks for the existing tasks in the system. This is useful when you do not want to generate additional tasks at the moment of entering and accepting the task, but want to generate them afterwards. Click the **Process Existing Tasks** button to view the list of existing tasks of the selected type.



The **Include** column displays if you want to include task into processing.

Double-click on the task to change the **Inc.** setting for it; or use the **Select All/Unselect All** buttons to change it for all tasks at once.

Click the **Process** button.

Nature of Task Maintenance

The **Nature of Task Maintenance** program is used to maintain, edit and add Nature of Task codes used in the **Service Management** Module. This program can also be used to list the skills required to perform these tasks, in order to match the task to a technician.

Enter **Task Type** or select it from the lookup for the Nature of the Task you wish to maintain.

Enter the desired **Nature of Task** code to add or maintain and a **Description** for the Nature of Task.

Sales Acct is used for postings when closing dispatches with labor (based on the priority in the **Service Management Options**).

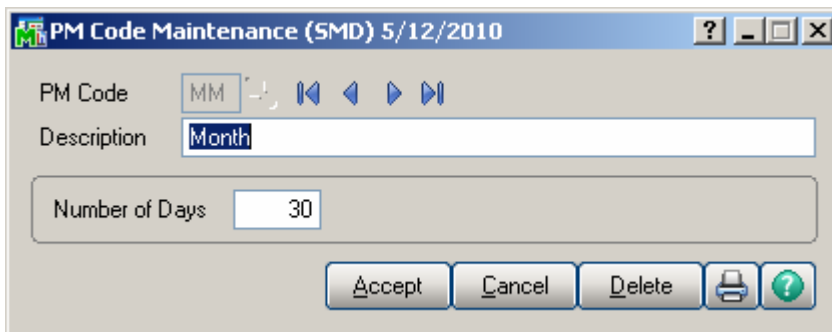
Select the **Technician Code** to be loaded by default when selecting the **Nature of Task**.

Use the **Required Skills** button on the **Nature of Task Maintenance** screen to open the **Skills Level Assignment** screen. Use this screen to specify the list of skills needed for the assigned tasks.

PM Code Maintenance

The **PM Code Maintenance** is used to maintain, edit and add PM (Preventive Maintenance) codes used in the **Service Management Module**.

The **PM Code** can be assigned to a preventive maintenance contract entered in **Contract Maintenance**. The system will then use the number of days associated with the PM Code to automatically generate a preventive maintenance task at the appropriate time, when the **Auto Generate Task Selection** program is run.



PM Code Maintenance (SMD) 5/12/2010

PM Code: MM

Description: Month

Number of Days: 30

Buttons: Accept, Cancel, Delete, Print, Help

Enter the desired **PM Code** you wish to enter or maintain.

Use the **Description** field to enter or maintain the description for specific PM Code. This description may be up to thirty characters in length.

Use the **Number of Days** field to enter the frequency (in days) based on which the maintenance task should be performed.

Routing Maintenance

Routing Maintenance is a program that allows entry of repair tasks to be performed on a given item, or for entry of tasks required to install an item that has been sold. For the system to generate the tasks listed in the routing for the repair or installation of an item, the item must be entered in **Bill of Materials Maintenance** along with the desired **Routing Number**.

The term “Routing” is used in this case to describe the total set of steps, of any kind, taken to complete a dispatch or task. “Routing” can be any kind of alphanumeric information, as well as the commonly understood repair and installation instructions.

Step No.	Description	Req. Hours	Gen. Task	Task Type	Nature Of Task	Mfg	Labor/Skill Code	Tech. Code
1	0010	Send welcome / PC intro letter	.00	<input checked="" type="checkbox"/>	S	PROJECT	<input type="checkbox"/>	
2	0020	Call to Schedule Site Survey	.25	<input checked="" type="checkbox"/>	S	PROJECT	<input type="checkbox"/>	
3	0030	Site Survey	5.00	<input checked="" type="checkbox"/>	S	PROJECT	<input type="checkbox"/>	
4	0040	Kick off Meeting	4.00	<input checked="" type="checkbox"/>	S	PROJECT	<input type="checkbox"/>	
5	0050	Call to schedule training	3.00	<input checked="" type="checkbox"/>	I	PROGRAM	<input type="checkbox"/>	
6			.00	<input type="checkbox"/>			<input type="checkbox"/>	

Enter the **Routing Number** that represents the series of steps to be performed in completing a repair or an installation.

Enter the **Description** (effectively, the name) of the routing in this field. You may use up to thirty characters for the description.

Enter the number of the step you wish to add or maintain in the **Step Number** field. Use the **Next Number** icon to accept the next automatically incremented step number.

If the **Step Number** represented by the next incremented value already exists, then the difference between the current step number and the step represented by the multiple will be divided by two.

If you are entering the first step number for a new routing, clicking the **Next Number** icon will insert **Step Number 0000** automatically.

Enter the **Step Description**. You may use as many characters as you wish to describe each step in the routing. The **Step Text Maintenance** window will appear when you exceed the initial thirty-character count.

During normal use of this screen, only the first thirty characters will be shown in the **Routing Maintenance Description** field. Clicking the button allows you to see the additional characters.

Choose the **Step Extended Description** button to display the **Step Text Maintenance** window. If an extended step description has been entered for the step, the button's color is changed.

Enter the **Required Hours** planned to complete this step.

	Step No.	Description	Req. Hours	Gen. Task	Task Type	Nature Of Task	Mtg	Labor/Skill Code	Tech. Code
1	0010	Send welcome / PC intro letter	.00	<input checked="" type="checkbox"/>	S	PROJECT	<input type="checkbox"/>		
2	0020	Call to Schedule Site Survey	.25	<input checked="" type="checkbox"/>	S	PROJECT	<input type="checkbox"/>		
3	0030	Site Survey	5.00	<input checked="" type="checkbox"/>	S	PROJECT	<input type="checkbox"/>		
4	0040	Kick off Meeting	4.00	<input checked="" type="checkbox"/>	S	PROJECT	<input type="checkbox"/>		
5	0050	Call to schedule training	3.00	<input checked="" type="checkbox"/>	I	PROGRAM	<input type="checkbox"/>		
6			.00	<input type="checkbox"/>			<input type="checkbox"/>		

Select the **Gen. Task** box to mark this step as a task, which can be automatically dispatched by the system when an item with this routing is sold or needs repairing.

If the **Generate Task** box is checked, select a **Task Type** describing the task. This will be transferred automatically to the generated task, and can be used for assigning a technician with the skills appropriate for completing the task.

If the **Generate Task** box is checked, enter a **Nature of Task** describing the task. You can click the **Lookup** button and select it from the list, which changes based on the Task Type. This will be transferred automatically to the generated task.

The **Mfg (Manufacturing)** check box is available only for Steps with the **Generate Task** option selected.

If the **Mfg** box is selected for a **Step**, the **Labor/Skill Code** and **Technician Code** fields become visible enabling selection for that Step.

For **Manufacturing** Step, Dispatch with Labor Charge line will be generated when generating Task, using the specified **Labor/Skill** and **Technician** Codes.

Task/Dispatch Status Maintenance

The **Task/Dispatch Status Maintenance** program is used to maintain task/dispatch status codes, which are used to display the current status of tasks and dispatches. For example, task can be opened or closed, entered or waiting for a receipt.

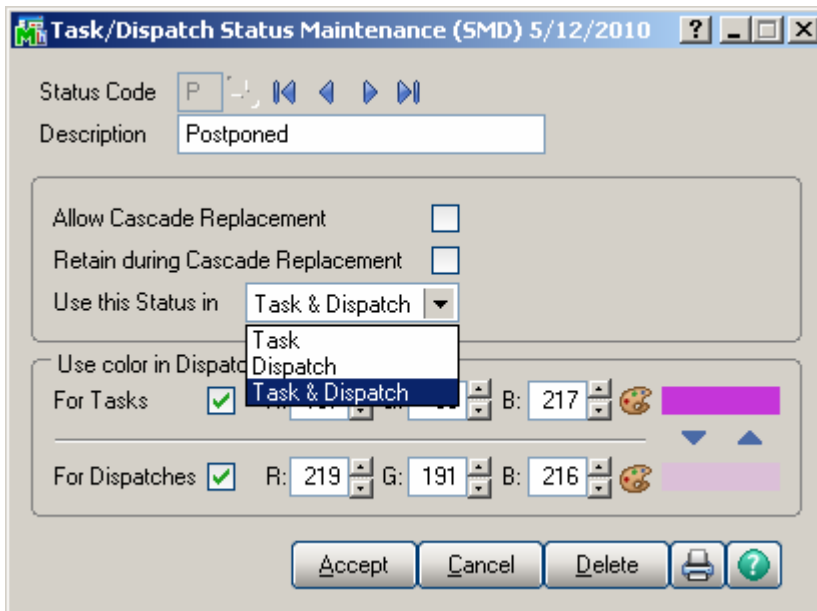
The screenshot shows a software window titled "Task/Dispatch Status Maintenance (SMD) 5/12/2010". The window contains the following elements:

- Status Code:** A text box containing the letter "C" with navigation arrows to its right.
- Description:** A text box containing the word "Closed".
- Configuration Section:**
 - Allow Cascade Replacement:** An unchecked checkbox.
 - Retain during Cascade Replacement:** An unchecked checkbox.
 - Use this Status in:** A dropdown menu currently showing "Task & Dispatch".
- Color Selection Section:**
 - Use color in Dispatch Board:** A checked checkbox.
 - For Tasks:** A checked checkbox followed by RGB sliders for R (0), G (0), and B (255), resulting in a blue color swatch.
 - For Dispatches:** A checked checkbox followed by RGB sliders for R (0), G (255), and B (255), resulting in a cyan color swatch.
- Buttons:** "Accept", "Cancel", "Delete", a printer icon, and a help icon (question mark).

Check the **Allow Cascade Replacement** box if you want to have the selected Status applied to all Dispatches associated with the task when applying it to the Task. This checkbox is disabled if the **Use this Status in** option is set to **Dispatch**.

Check the **Retain during Cascade Replacement** box if you want the Status to be retained for the Dispatches while applying the cascade replacement to the Task. This checkbox is disabled if the **Use this Status in** option is set to **Task**.

The user can select the status to be used only in the **Task, Dispatch** or both in **Task and Dispatch**.



Through the **Status Code** Lookup button the **Task/Dispatch Status List** is opened. There are several standard Status Codes that are always present in this list. Those Status Codes are set in the system upon Service Management Module setup. Besides them you can add new codes for your special needs, delete them and modify their settings. However, the standard Status Codes cannot be deleted.

Status Code	Description	Use this Status in	Necessary
C	Closed	Task & Dispatch	Yes
E	Entered	Task & Dispatch	Yes
H	Hold A/R	Task & Dispatch	Yes
O	Open	Task & Dispatch	Yes
P	Postponed	Task & Dispatch	No
U	Updated Rcpt.	Task & Dispatch	Yes
W	Wait. for Rcpt.	Task & Dispatch	Yes

Search: Status Code [v] Begins with [v] [] Find

Filters... Custom... Select Cancel [] [] []

Found 7 records

Check the **Use color for Tasks/Dispatches in [Dispatch Board](#)** box, to display Color Bars for statuses of Tasks or Dispatches, correspondingly.

When the box is checked, the color selection fields become enabled. You can enter RGB of the color, or click the **Lookup Colors** icon to select color in the standard Windows **Color** dialog box.

The previews display currently selected colors. You can use the arrows to easily copy one of the selected colors to the other.

The **Task** and **Dispatch** colors are displayed also in the **Task/Dispatch Status Listing** report.









View Task/Dispatch Status Listing

1 / 1 100%

BusinessObjects

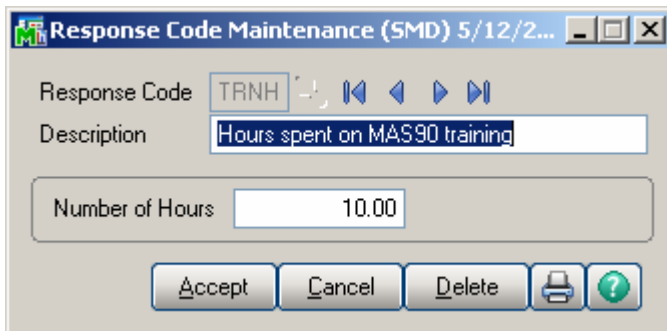
Preview

Task/Dispatch Status Listing SM Demo Company (€)

Status Code	Description	Cascade Replacement		Use this Status in	Dispatch Board	
		Allow	Retain during		Task Color	Dispatch Color
C	Closed	No	No	Task & Dispatch		
E	Entered	No	No	Task & Dispatch		
H	Hold AVR	No	No	Task & Dispatch		
O	Open	No	No	Task & Dispatch		
P	Postponed	No	No	Task & Dispatch		
U	Updated Rept.	No	No	Task & Dispatch		
W	Wait. for Rept.	No	Yes	Task & Dispatch		

Response Code Maintenance

The **Response Code Maintenance** allows entry of **Number of Hours** for each Response Code.

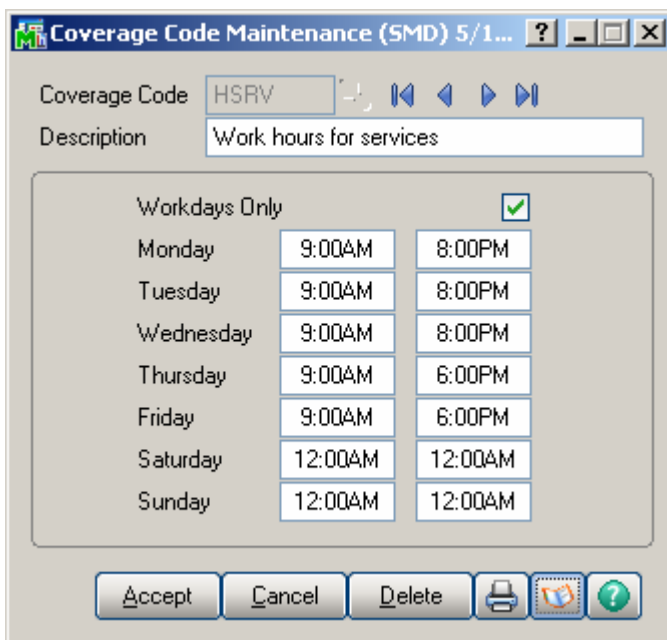


The screenshot shows a dialog box titled "Response Code Maintenance (SMD) 5/12/2...". It contains the following fields and controls:

- Response Code: TRNH
- Description: Hours spent on MAS90 training
- Number of Hours: 10.00
- Buttons: Accept, Cancel, Delete, Print, and Help.

Coverage Code Maintenance

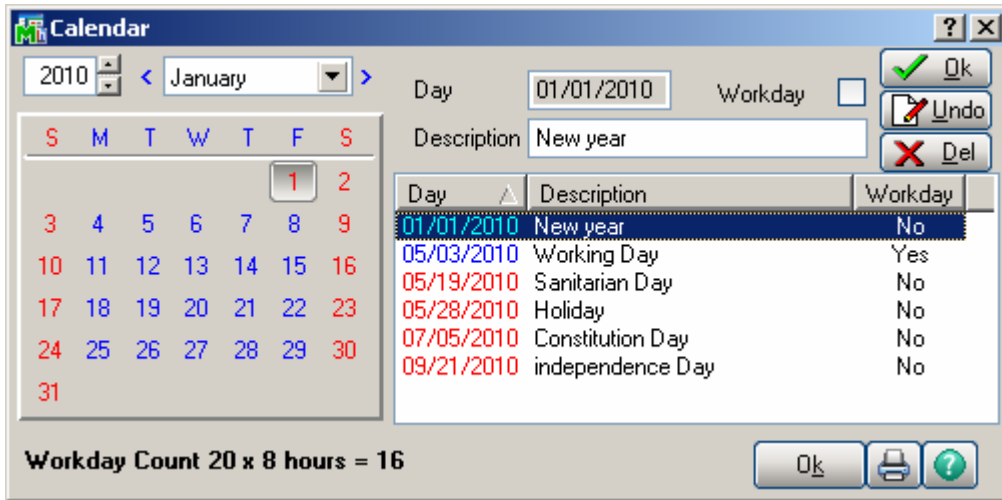
The **Coverage Code Maintenance** allows entry of coverage hours for each day of the week. Each Coverage Code can be specified as **Workdays Only** or not.



The screenshot shows a dialog box titled "Coverage Code Maintenance (SMD) 5/1...". It contains the following fields and controls:

- Coverage Code: HSRV
- Description: Work hours for services
- Workdays Only:
- Monday: 9:00AM - 8:00PM
- Tuesday: 9:00AM - 8:00PM
- Wednesday: 9:00AM - 8:00PM
- Thursday: 9:00AM - 6:00PM
- Friday: 9:00AM - 6:00PM
- Saturday: 12:00AM - 12:00AM
- Sunday: 12:00AM - 12:00AM
- Buttons: Accept, Cancel, Delete, Print, Calendar, and Help.

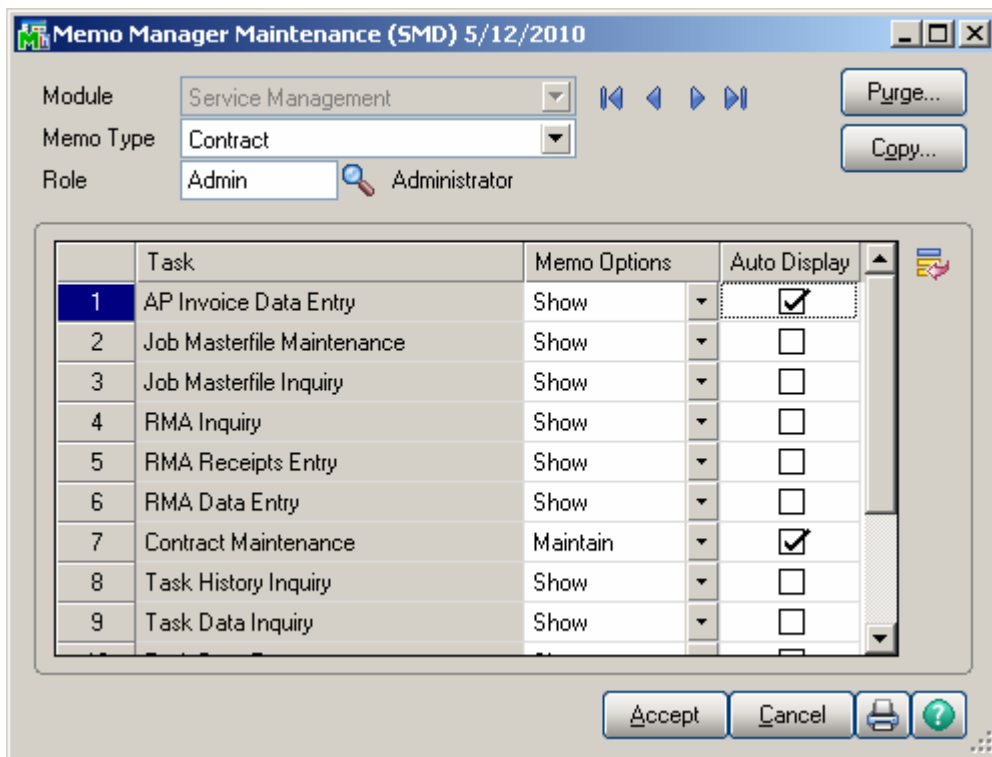
Clicking the **Calendar** button displays the **Calendar** screen, where you can specify the Workdays and Holidays.



The **Work Days Only** allows the user to include only workdays when calculating the Due Date/Time of the Task.

Memo Manager Maintenance

The **Memo Manager Maintenance** program allows setting Memo Options to be displayed on the screens specified in the following grid.



The Main Menu

Task Data Entry

Task Data Entry is used to allow entry of tasks to be dispatched in response to calls received from customers. It can also dispatch for tasks generated automatically by the following processes in the Service Management System:

- Tasks detailing installation steps generated by the Sales Order Entry program.
- Tasks generated for special items by the Sales Order Entry program.
- Tasks generated for Preventive Maintenance by the Auto Generate Task Selection program.

Task Data Entry

Task Number: 0000321 | Description: Install Mas 90 | Entry Date: 05/12/2010 | Entry Time: 3:24PM | User ID: IIG

Task Type: I Installation | Priority Code: | Copy from... | Defaults...

Task Status: E Entered | Cust PD: | Credit...

Customer No.: 02-ALLENAP | Allen's Appliance Repair | More Info... | Quick Print...

Job Site Code: 5 | Allen's Appliance Repair | Item Info... | Contract...

Contract No.: 000000001 | Install Mas 90 | Dispatching | RMA

Nature of Task: PROGRAM | Install Program

Preferred Tech.: SANT | Santana Juan

Item Number: | Territory: CALIF | Region California

Dispatch No.	Dispatch Date	Technician	Technician Name	Status
0001	05/12/10	SANT	Santana Juan	Open
0002	05/12/10	SANT	Santana Juan	Open

Accept | Cancel | Delete

IIG SMD 5/12/2010

You may enter the **Task Number** you want to add or maintain manually by typing it into the **Task Number** field.

If you are adding new tasks, click the **Next Number** icon to accept the next new Task Number, which the program will increment automatically.

Click the **All Tasks List** lookup button to view all the tasks including both Active and History tasks. You can select an active task, or select a History task to be recalled from history.

Click the **Recall From History** button to view History tasks.

Enter the **Description** of the task to be performed. The program allows you to enter an extended description.

Click the **Extended Task Description** button to enter more detailed description. You can use the Spell Check there.

By default, the system sets the **Entry Date** and **Time** to the current date and time. You can change it.

Task Data Entry Search By Task Description

Task Number: 0000321 Description: Install Mas 90
 Entry Date: 05/12/2010 Entry Time: 3:24PM User ID: IIG

Task Type: I Installation Priority Code: Copy from... Defaults...
Task Status: E Entered Cust PO: Credit...
Customer No.: 02-ALLENAP Allen's Appliance Repair More Info... Quick Print...
Job Site Code: 5 Allen's Appl Customer Memo, Alt-T Item Info... Contract...
Contract No.: 000000001 Install Mas 90 Dispatching RMA
Nature of Task: PROGRAM Ins Contract Memo, Alt-H
Preferred Tech.: SANT Santana Juan
Item Number:
Lot/Serial No.: Territory: CALIF Region California

Dispatch No.	Dispatch Date	Technician	Technician Name	Status
0001	05/12/10	SANT	Santana Juan	Open
0002	05/12/10	SANT	Santana Juan	Open

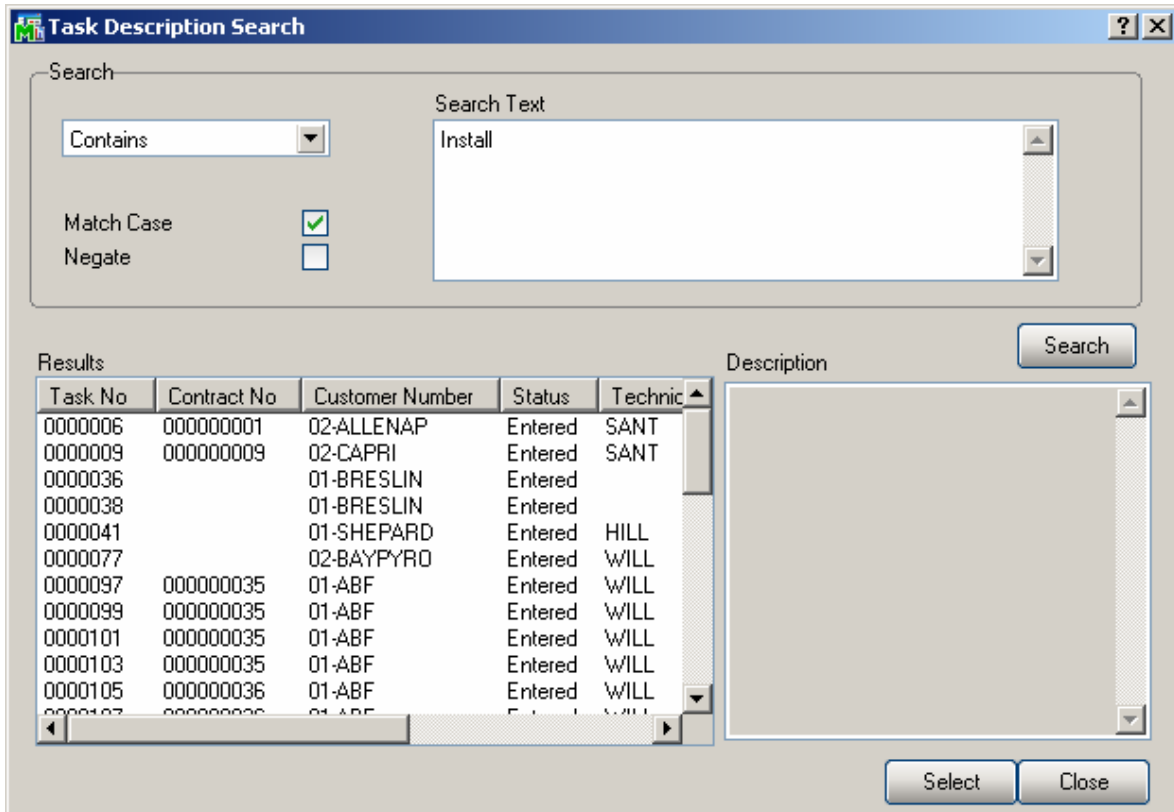
Dispatching buttons: Accept, Cancel, Delete, Help

Status Bar: IIG SMD 5/12/2010

Click the **Customer Memo** button to create Memo for current customer.

Click the **Contract Memo** button to create Memo for current contract.

Click the **Search By Task Description** button to open the **Task Description Search** screen. You can select any task.



The screenshot shows the 'Task Data Entry' window with the following fields and values:

- Task Number: 0000321
- Description: Install Mas 90
- Entry Date: 05/12/2010
- Entry Time: 3:24PM
- User ID: IIG
- Task Type: I (Installation)
- Task Status: E (Entered)
- Customer No.: 02-ALLENAP
- Job Site Code: 5
- Contract No.: 000000001
- Nature of Task: PROGRAM
- Preferred Tech.: SANT (Santana Juan)
- Item Number: (empty)
- Lot/Serial No.: (empty)
- Territory: CALIF (Region California)
- Priority Code: 1
- Cust PO: ALLEN0001

Callouts point to the following fields:

- Priority Code
- Customer PO
- Task Type
- Task Status

Dispatch No.	Dispatch Date	Technician	Technician Name	Status
0001	05/12/10	SANT	Santana Juan	Open
0002	05/12/10	SANT	Santana Juan	Open

Enter desired **Priority Code** for the task. **Priority Code** is used as a search term for the task.

Enter the **Customer Purchase Order** number for this task.

Enter the desired **Task Type**. Task Type is used as a search term for the task. In addition, the Nature of the Task entered later must be of this Task Type. The tool tip displays the Type Code of the task. This is useful when you delete type in the Type Maintenance, and forget the type of task, while the “Not On File” message is displayed in the field.

Enter desired **Task Status**. Task Status is used as a search term for the task. Once a task is closed, it will no longer appear on your Task List. If you keep Task History, the task will be transferred into the history when it is closed.

Clicking on the **Task Status** link will open the **Task/Dispatch Status Maintenance** and allow the user to enter new status if necessary.

When entering new task, the customer you select may have exceeded his credit limit. In this case, a warning with **Over Credit Limit** is displayed.

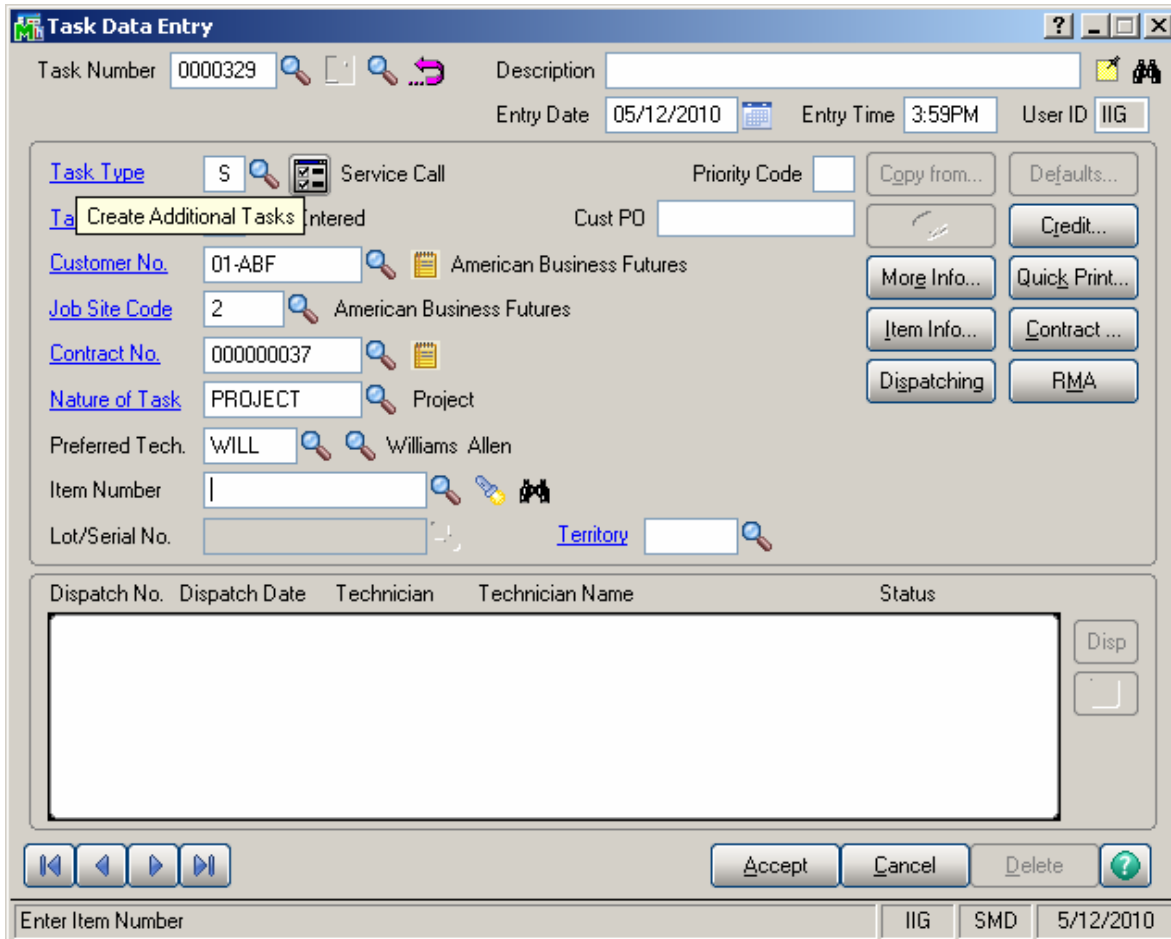
Customer No. Allen's Appliance Repair
WARNING - OVER CREDIT LIMIT !

Credit Limit	A/R Balance	Open Order	Over By
1,200.00	4,409.26	9,984.21	13,193.47

Current	1 Month	2 Months	3 Months	4 Months
4,344.91	.00	.00	.00	64.35

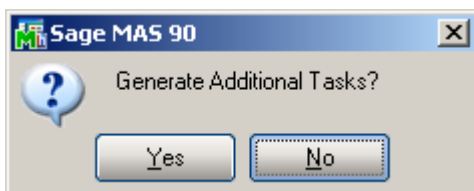
Avg Days Pay/Overdue	000	/	000	Date Last Statement	04/30/2003
Date Established	12/01/2002			Highest Balance	12.75
Last Activity Date	05/31/2003			Date Last Finance Charge	04/30/2003
Last Payment Date				Unpaid Finance Charge	.95
Last Payment Amount	.00				

When accepting new task of a type, for which the **Create Additional Task** box is checked in the **Task Type Maintenance**, the program asks if you want to generate additional tasks. If you click **No**, no additional task will be generated. If you click **Yes**, a message will be displayed with the numbers of generated tasks.

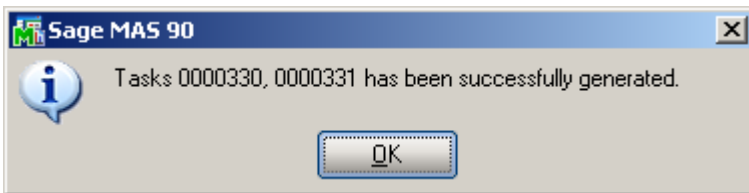


Additional tasks will have all the fields taken from the initial task, except for the Task Type and Description.

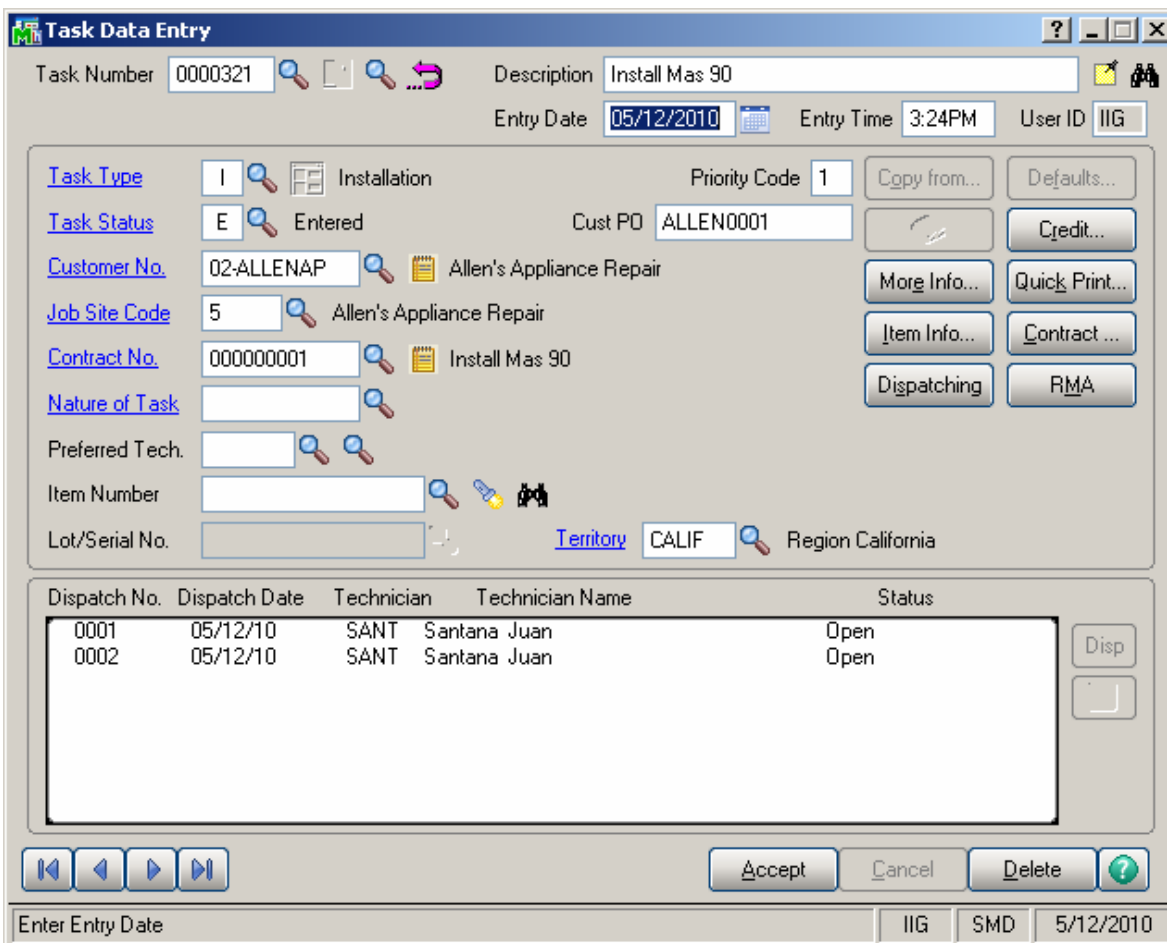
If you haven't generated additional tasks when accepting the tasks, you can do it afterwards. Open the task in the **Task Data Entry** screen, and click the **Create Additional Tasks** button. A message is popup to confirm you really want to generate additional tasks.



If you answer Yes, a message will display the numbers of generated tasks.



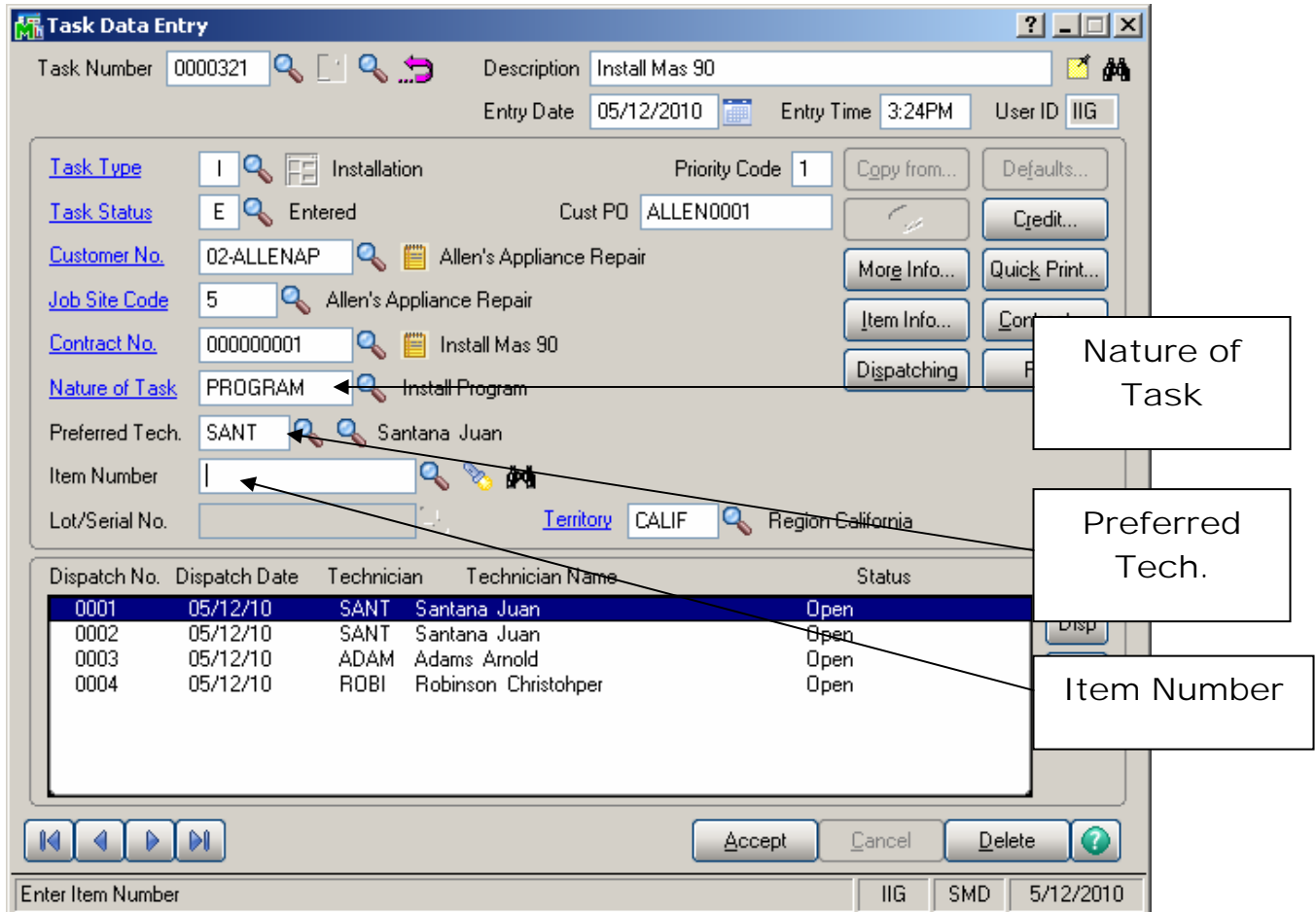
Enter the **Customer Number** for the task.



You may enter the code of the Customer’s **Job Site Code** represented by the Customer’s Master File Ship-to Address Code. You may see those possible job site addresses by clicking the **More Info** button.

If the **Ship-to Address** has the **Calculate taxes on Labor** option specified, and the corresponding option is set in the **Service Management Options**, the **Tax Class** will be set for each Labor line of Dispatches and carried over to the generated document when closing a Dispatch.

Use the **Contract Number** field to enter contract numbers for the current task. You can select any existing contract using the Lookup button (the Template contracts are not displayed in the lookup). If the **Contract is Required** option is turned on in the **Service Management Options**, a contract number for this customer must be entered; otherwise no Contract number may be specified. Any revenues or expenses related to this task will be posted to the specified contract.



Enter the **Nature of Task**, using a code entered in the **Nature of Task Maintenance** screen. It must be a code corresponding to the Task Type. The **Nature of Task** code you enter is used later when displaying the list of technicians available to be assigned to the task.

You may enter the Code Number for the customer's **Preferred Technician** for this task. By using the Lookup button, you can see the technicians qualified to perform this task based on the Nature of Task's required skills. The Alternate Lookup button displays the list of all the technicians. If the **Nature of Task** has **Technician Code** assigned, it will be loaded when selecting the **Nature of Task**.

If the **Auto Load Technician** box is checked in the **Service Management Options**, the **Preferred Technician** will be automatically loaded in all the Dispatches.

If the **Auto Load Technician** box is cleared, the program will prompt to load the Preferred Technician to the new created Dispatch, while the task has no dispatch for the Preferred Technician.

Enter the **Item Number** reported by the customer identifying the product in need of service.

The program will load the **Response** and **Coverage Codes** from the Item, when it is entered/selected.

If the **Item Number** entered is not in the customer's purchase history file, the program will display a prompt.

An item is considered to be on customer's history if it has been sold to him, no matter from SM or SO.

The system should be configured to retain purchase history, to be able to identify sold items.

First, the **Track Customer Site Inventory** option should be selected for the item on the **Options** tab of the **Inventory Maintenance**.

Second, the **Retain Lot/Serial Sales History** option should be set to **Both Lot & Serial Items** on the **History** tab of the **Sales Order Options**, to enable saving history for Lot/Serial items.

Task Data Entry

Task Number: 0000321 Description: Install Mas 90 Entry Date: 05/12/2010 Entry Time: 3:24PM User ID: IIG

Task Type: I Installation Priority Code: 1

Task Status: E Entered Cust PO: ALLEN0001

Customer No.: 02-ALLENAP Job Site Code: 5 Contract No.: 000000001 Nature of Task: PROGRAM

Preferred Tech.: SANT Item Number: 2480-8-50 Lot/Serial No.: LOT001 Territory: CALIF Region: California

Dispatch No.	Dispatch Date	Technician	Technician Name	Status
0001	05/12/10	SANT	Santana Juan	Open
0002	05/12/10	SANT	Santana Juan	Open
0003	05/12/10	ADAM	Adams Arnold	Open
0004	05/12/10	ROBI	Robinson Christophper	Open

Buttons: Accept, Cancel, Delete, ?

Footer: IIG SMD 5/12/2010

If the Item Number entered is stored with options in the **BOM Master File**, the options available are displayed to identify the specific components in need of repair.

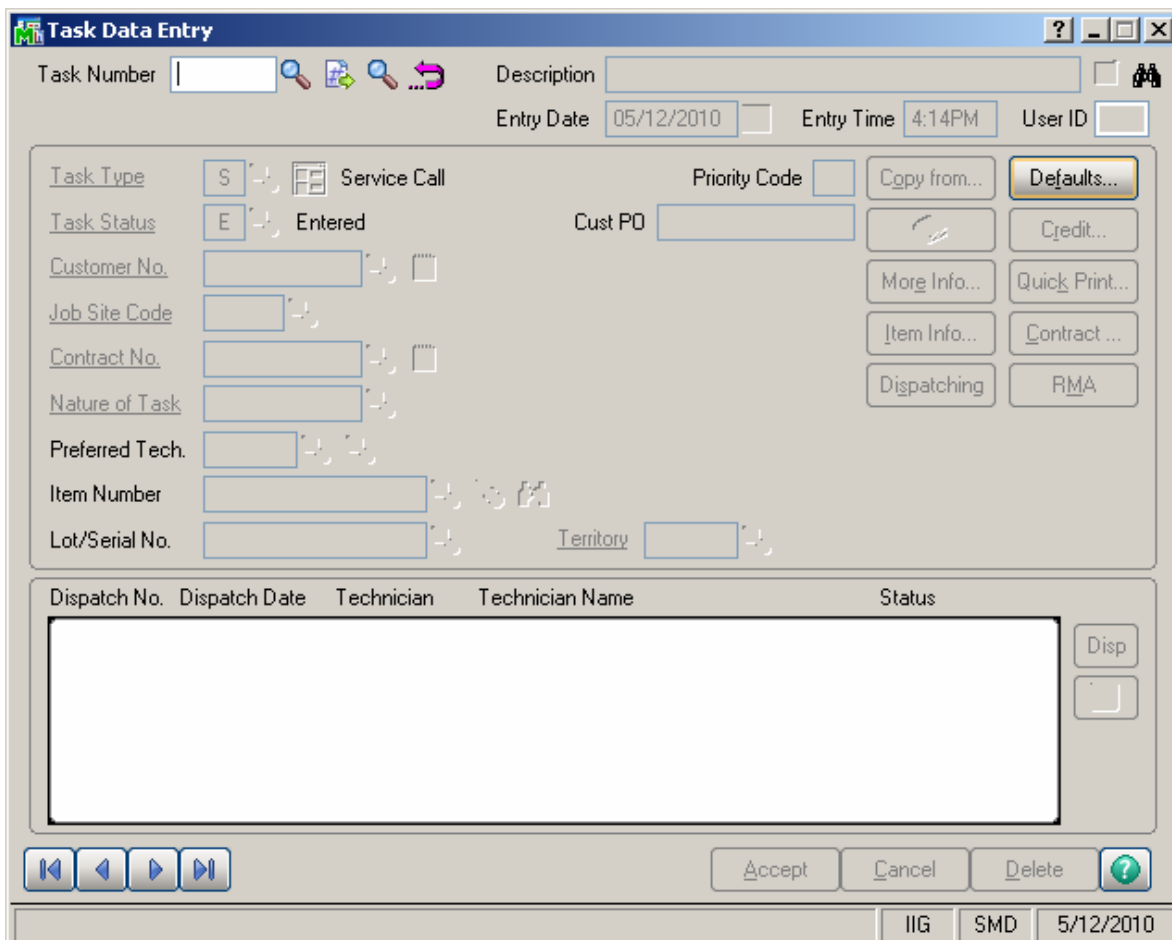
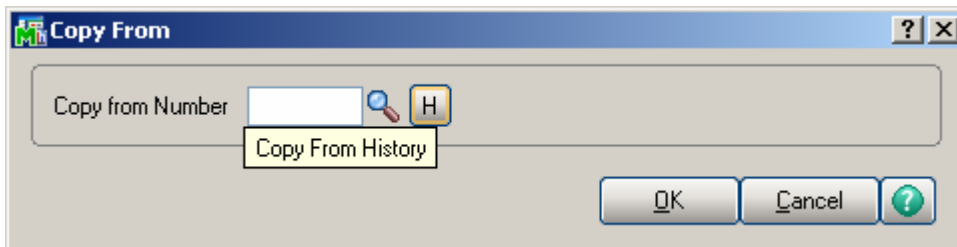
If the item reported by the customer has a **Lot/Serial Number**, you may enter it in the corresponding field.

After selecting the customer, the **Territory** field is loaded automatically from the **Customer Maintenance** or **Customer Ship To Address Maintenance** screens. It can also be entered manually for the task.

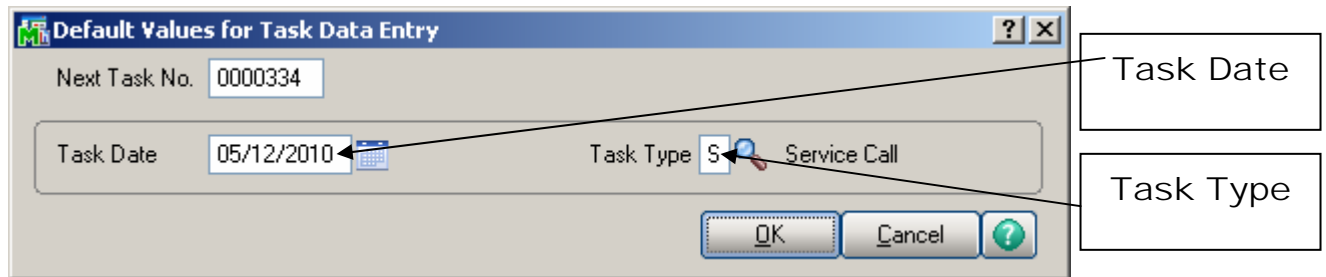
Use the **Copy from** button if you want to copy information from an already existing task into a new one.

After assigning the next new task number, specify the source task in the following window.

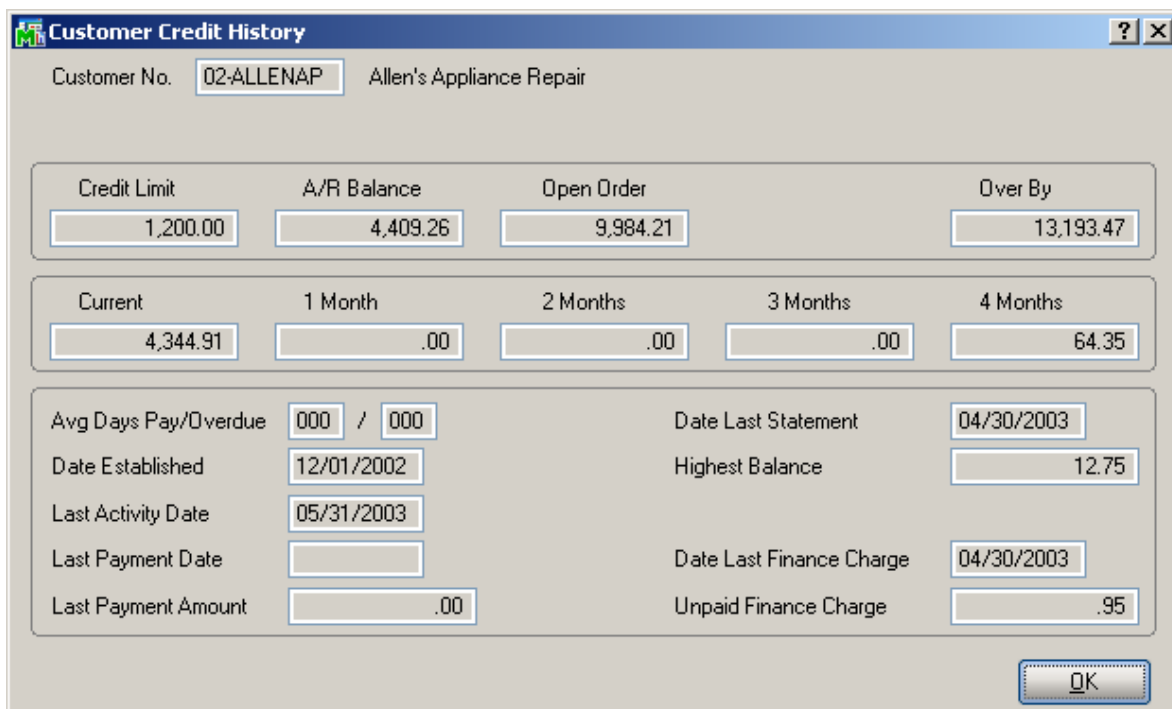
Use the **Lookup** button to select the Task Number.
 Tasks from **History** can be selected using the **H** button.



Use the **Defaults** button to enter the **Default Values for Task Data Entry** screen and specify default values like **Task Type** or **Task Date** for the current entry session.



The **Credit** button allows the user to launch the **Customer Credit History**.



Click the **More Info** button to view or enter the location for the task entered from the existing Ship-To Location Codes on file for the customer whose number you have entered.

You can enter new **Job Site Codes** and necessary address information or changes, and then save the data as a customer's new **Ship To Code**.

Select the **Response** code to specify the number of hours for accomplishing the task. You can use the Lookup button to list available Response codes.

Select the **Coverage** code to specify the coverage hours for each weekday. Use Lookup button to list the available Coverage codes.

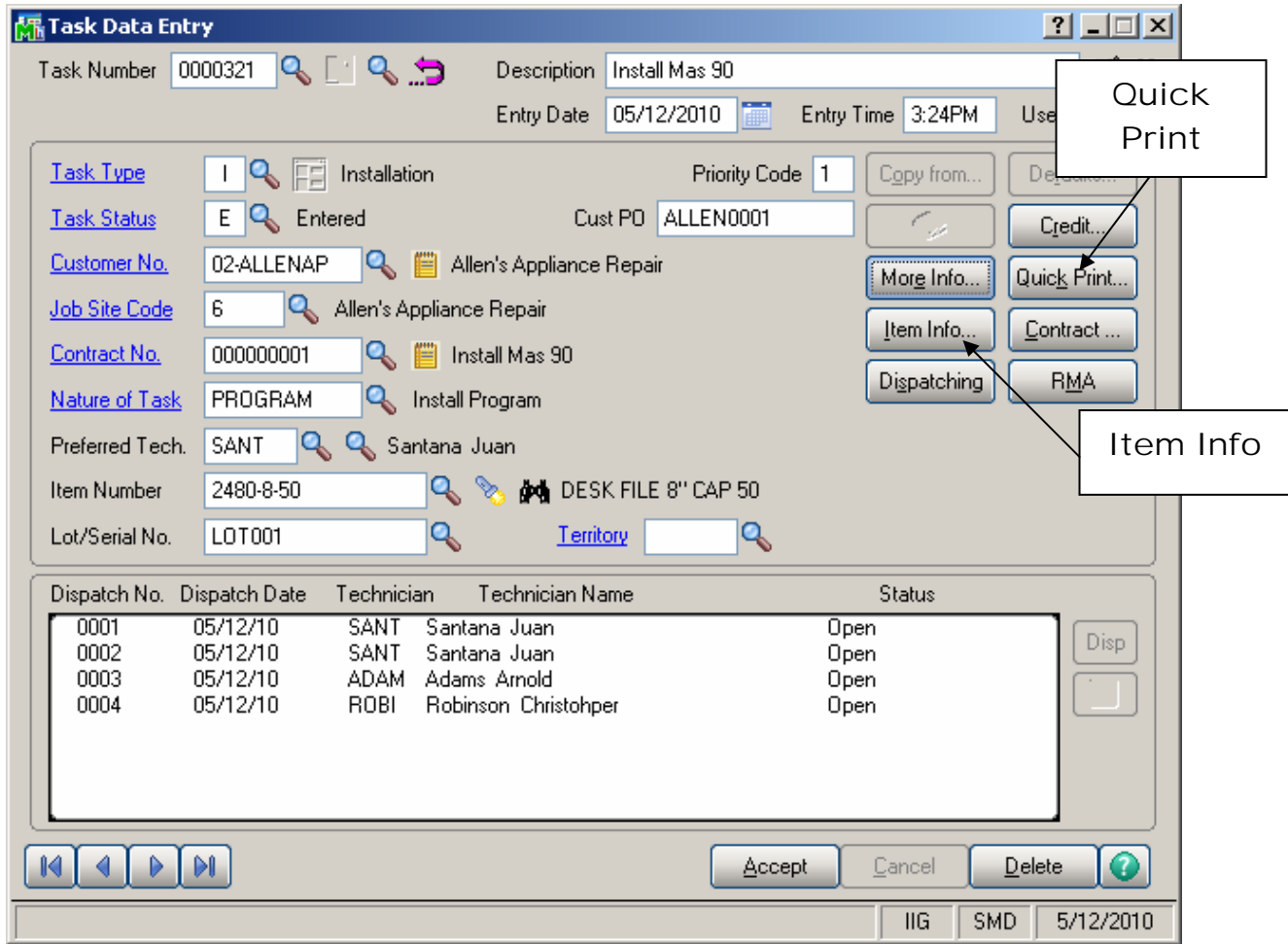
Enter the **Scheduled Date/Time** of the task start.

The **Due Date/Time** of the task will be calculated automatically based on the entered Scheduled Date/Time, Response and Coverage codes.

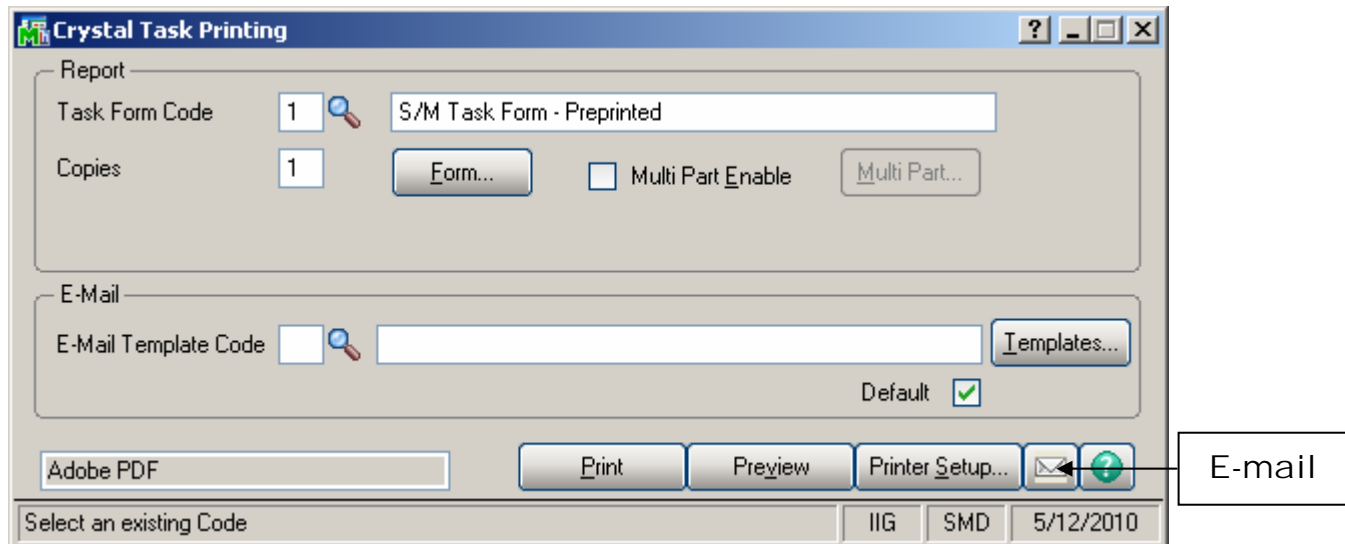
Bill Freq Code denotes a scheme of Billing Frequency. The code is displayed, as it is set for a customer, and can be changed if needed.

Check the **Separate Invoice** box, if you want separate invoices generated for each task during Auto Invoice Generation.

Enter **Quote Hours** and **Quote Amount** for the task. If entered, the difference between the quoted hours/amount and hours/amount actually spent will be displayed in the **Labor Charge Data Entry** screen as **Unused** quote hours and amount.



Click the **Quick Print** button to print a report on the task using **Crystal Task Printing**.



A copy of the report may be emailed to the customer directly from this screen clicking the **E-mail** button. The program will use Microsoft Outlook to send the email.

If both Customer and Technician have e-mail address set, a message will be displayed asking to whom the e-mail should be send.

You can have multiple E-mail Templates for the text included in the e-mail body. In the **E-Mail Template Code** field, select the template. The **Default** check box indicates which Template comes selected when the **Crystal Task Printing**. You can leave the **E-Mail Template Code** blank, to send e-mail with blank body (no text, only attachment). Empty Template Code can also be set as Default. The setting of the Default will be saved only after the e-mail is sent.

The E-Mail Templates can be created and edited by clicking the **Templates...** button.

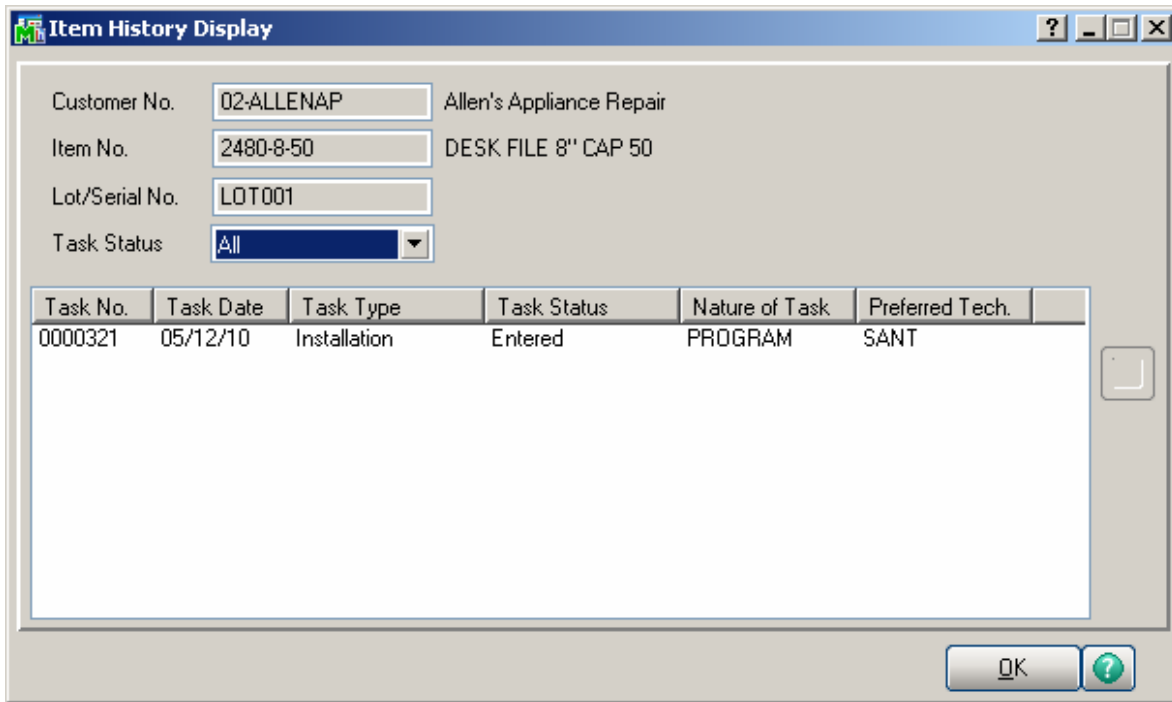
The screenshot shows the 'E-Mail Templates Maintenance' window. At the top, there is a search bar for 'Template Code' with the value 'C' and a magnifying glass icon. Below it, the 'Field' dropdown is set to 'Task Description' and the 'Text' field contains 'Attached is the information on the Task'. To the right of the 'Text' field are buttons for 'OK', 'Undo', and 'Del'. Below the 'Text' field is an 'End Line' checkbox which is checked. A table below the form has three columns: 'Line #', 'Text', and 'Field'. The first row is highlighted and contains '1', 'Attached is the information on the T...', and 'Task Description'. At the bottom of the window are navigation buttons (back, forward, home, refresh), 'Delete', and 'Close' buttons. The status bar at the very bottom shows 'IIG SMD 5/12/2010'.

For the selected **Template Code**, select which field's value you want to add to the current line from the **Field** drop-down list. If you haven't entered Text for that field yet, clicking in the **Text** field will bring the name of the selected Field, which you can edit then. You can add lines containing only Field (no Text), only Text (no Field), or completely empty lines.

By default, all the lines contain one Field at most, with one portion of Text only. To have more than one Text-Field pair in the same line, clear the **End Line** check boxes for all the lines to be merged, except for the last one.

You can arrange lines with the help of the **Move Up** and **Move Down** buttons.

If the **Item Number** field on the **Task Data Entry** screen contains any number, the **Item Info** button allows you to open the **Item History Display** screen displaying the tasks performed for current Item number as well as the specified Lot/Serial number



The screenshot shows the 'Item History Display' window with the following search criteria:

- Customer No.: 02-ALLENAP (Allen's Appliance Repair)
- Item No.: 2480-8-50 (DESK FILE 8" CAP 50)
- Lot/Serial No.: LOT001
- Task Status: All

The table below displays the search results:

Task No.	Task Date	Task Type	Task Status	Nature of Task	Preferred Tech.
0000321	05/12/10	Installation	Entered	PROGRAM	SANT

From the **Task Status** drop-down box, select if you want to view **All**, **Non Closed**, or **Closed** tasks.

The **Task Zoom** button displays **Task Inquiry** for the selected Active tasks (Non Closed Statuses) and **Task History Inquiry** for the selected Closed tasks.

Task Data Entry

Task Number 0000321 Description Install Mas 90

Entry Date 05/12/2010 Entry Time 3:24PM User ID IIG

Task Type I Installation Priority Code 1

Task Status E Entered Cust PO ALLEN0001

Customer No. 02-ALLENAP Allen's Appliance Repair

Job Site Code 6 Allen's Appliance Repair

Contract No. 000000001 Install Mas 90

Nature of Task PROGRAM Install Program

Preferred Tech. SANT Santana Juan

Item Number 2480-8-50 DESK FILE 8" CAP 50

Lot/Serial No. LOT001 Territory

Dispatch No.	Dispatch Date	Technician	Technician Name	Status
0001	05/12/10	SANT	Santana Juan	Open
0002	05/12/10	SANT	Santana Juan	Open
0003	05/12/10	ADAM	Adams Arnold	Open
0004	05/12/10	ROBI	Robinson Christopher	Open

Accept Cancel Delete

Enter Entry Date IIG SMD 5/12/2010

Click the **Contract** button to display the **Contract Material and Labor Detail** screen with information on Material and Labor coverage.

Contract Material and Labor Detail

Contract Number: 000000001 Install Mas 90

Contract Date: 02/26/20 Contract Starting Date: 02/26/2002 All Materials Are Covered:

Contract Type: Fixed Hours Contract Ending Date: 02/26/2012 All Labor Is Covered:

Invoice Format: T&M Entry Text

Billing Type: Time and Material Total Fixed Hours: 250

Contract Status: New Used Hours: 34:00

1. Material Coverage 2. Labor Coverage

Line	Item / Kit Number Lot/Serial Number	Description U/M	Pricing Method	Exp.Date
1	6655	PRINTER STAND W/ BASKET EACH	D	10.00% 02/26/2012
2	6650-26-16-11	SOUND CVR 26"W 16"D 11"H DM EACH	P	5.000 02/26/2012
3	8953	UNIVERSAL 3 1/2" SSDD FLEX DSK EACH	S	02/26/2012

OK

IIG SMD 5/12/2010

Click the **RMA** button to create new RMA entry directly from the **Task Data Entry** screen.

RMA Entry (SMD) 5/12/2010

RMA Number: 0000013

1. Header | 2. Address | 3. Lines

Customer No.: 02-ALLENAP (Allen's Appliance Repair)

Contract No.: 000000001 (Install Mas 90)

Bill To Customer No.: 02-ALLENAP (Allen's Appliance Repair)

RMA Status: New | Expire Date: 6/11/2010 | RMA Date: 5/12/2010

Return Via: MAIL | Return To: 0000 (DEFAULT RETURN TO ADD)

Ship To: 5 (Allen's Appliance Repair)

Confirm To: Jeff Allen

Comment:

E-mail: | Fax No.: | Batch Fax:

Inspect on Receipt:

Cross Ship:

Apply Restocking Charges:

Print Customer RMA:

Print RMA Receiver:

Buttons: Quick Print..., Express Sales Order..., Accept, Cancel, Delete, Help

The **Return Merchandise Authorization Entry** screen is opened with the **Next RMA Number** automatically selected.

The **Customer No.** is loaded from the Task.

If the Task has an **Item** assigned, the item information goes to the **Lines** tab of the RMA Entry. When clicking the **Lines** tab, the item of the task is already selected. Select an invoice, make necessary changes to other fields, and accept the line.

RMA Entry (SMD) 5/12/2010

RMA Number: 0000013

1. Header | 2. Address | 3. Lines

	Invoice No.	Item Code	Return Reason	Cust Action	Return Qty	Item Action	Rep
1	2480-8-50		DEFECTIVE	Replacemer	.00	Stock	2480-8
2					.00		

Description	DESK FILE 8" CAP 50
Vendor Action	Replacement
Vendor No.	01-UNITED

Quick Print... | Xpress Sales Order... | Accept | Cancel | Delete

After opening the **Return Merchandise Authorization Entry** screen, the **Task Data Entry** program runs independently. You can leave the **RMA Entry** program running and continue working with your tasks.

If the item is to generate tasks when generating a Sales Order, the task will be generated when generating Sales Order from the RMA.

Sales Order is generated for the **Cross Ship** items (the **CS** box checked when selecting the line) at the moment the **Accept** button is clicked. For the items not specified as Cross Ship, the Sales Order (and tasks, if needed) will be generated when running the **Generate Transactions** program from the **Return Merchandise Authorization Main** menu. Sales Orders can be generated for the lines marked as Cross Ship using the **Xpress Sales Order...** button. In this case, the tasks to be generated along with the Sales Order, will be automatically generated, too.

The screenshot shows the 'Task Data Entry' window with the following details:

- Task Number: 0000321
- Description: Install Mas 90
- Entry Date: 05/12/2010
- Entry Time: 3:24PM
- User ID: IIG
- Task Type: I Installation
- Task Status: E Entered
- Customer No.: 02-ALLENAP
- Job Site Code: 6
- Contract No.: 000000001
- Nature of Task: PROGRAM
- Preferred Tech.: SANT
- Item Number: 2480-8-50
- Lot/Serial No.: LOT001
- Priority Code: 1
- Cust PO: ALLEN0001

A callout box labeled 'Dispatching' points to the 'Dispatching' button in the right-hand column of buttons.

Dispatch No.	Dispatch Date	Technician	Technician Name	Status
0001	05/12/10	SANT	Santana Juan	Open
0002	05/12/10	SANT	Santana Juan	Open
0003	05/12/10	ADAM	Adams Arnold	Open
0004	05/12/10	ROBI	Robinson Christopher	Open

Use the **Dispatching** button to enter the **Dispatch Data Entry** screen for the selected task. The **Dispatch Data Entry** screen is displayed ready to add a new dispatch to the task. After entering a dispatch, you can continue working with the **Dispatch Data Entry** as usually.

The lower part of the **Task Data Entry** screen will show all the dispatches entered for this task. Information on that screen will reflect dispatch numbers, dispatch dates, technician codes, technician names and dispatch status.

Clicking the **Disp** (Dispatch) button displays the selected dispatch in the **Dispatch Data Entry** screen.

Clicking the **Drill Down** button displays the selected dispatch in the **Dispatch Inquiry** screen.

If the dispatch doesn't have material items to be displayed in the **Dispatch Inquiry** screen, the **Labor Charge Inquiry** screen is displayed directly, instead of the **Dispatch Inquiry** screen, when the **Drill Down** button is clicked.

Double-clicking a dispatch line displays the **Dispatch Inquiry** screen if the **Status** of the selected dispatch is **Closed**, and the **Dispatch Data Entry** for all the other statuses.

The screenshot shows the 'Dispatch Data Entry' window with the following details:

- Task Number:** 0000321, **Task Name:** Install Mas 90
- Dispatch No.:** 0001, **Starting:** 05/12/2010 3:24PM, **Ending:** 05/12/2010 3:24PM
- Dispatch Date:** 05/12/2010, **Status:** 0 (Open), **Tech. Code:** SANT (Santana Juan)
- Item / Kit Number:** 1001-HON-H252LK, **Description:** HON 2 DRAWER LETTER FLE W/LCK, **Tax Class:** TX
- Disc %:** .00%
- Whse:** 000, **PL:** 1, **U/M:** EACH, **Ordered:** 3.00, **Unit Price:** 87.000, **Extension:** 261.00

Line	Item Number	Description	SE	TC	DC	DS	CM	Disc %
	Whse	PL	U/M	Ordered	Unit Price	Extension		
1	1001-HON-H252LK	HON 2 DRAWER LETTER FLE W/LCK	Y	TX	Y	N	Y	00%
	000	1	EACH	3.00	87.000	261.00		

Total Amount: 261.00

Buttons at the bottom include: Labor, Accept, Cancel, Delete, and a help icon.

Material items used on the dispatch are displayed. The **Total Amount** reflects material items only.

Use the **Labor** button to view **Labor Charge** information.

Labor Charge Data Entry

Task Number: 0000321 Dispatch No.: 0001 Dispatch Date: 05/12/2010 Starting: 05/12/2010 3:24PM
 Ending: 05/12/2010 3:24PM

Unused
 Contract Hours: 221:00

Technician Code: SANT Santana Juan
 Labor/Skill Code: INSTALL Desc: Installation Services

Starting Date/Time: 05/12/2010 3:24PM Disc %: .00% Hours Spent: 5.00 Billing Rate: 20.000 Extension: 100.00 Imported to JC:
 Overtime:

Line	Technician No. Labor/Skill Code	Technician Name Description	Hours Spent	Billing Rate	Disc % Extension
1	SANT INSTALL	Santana Juan Installation Services	5.00	20.000	.00% 100.00

 Retainer: 0.00 Overtime: 0.00 Total Amount: 100.00

IIG SMD 5/12/2010

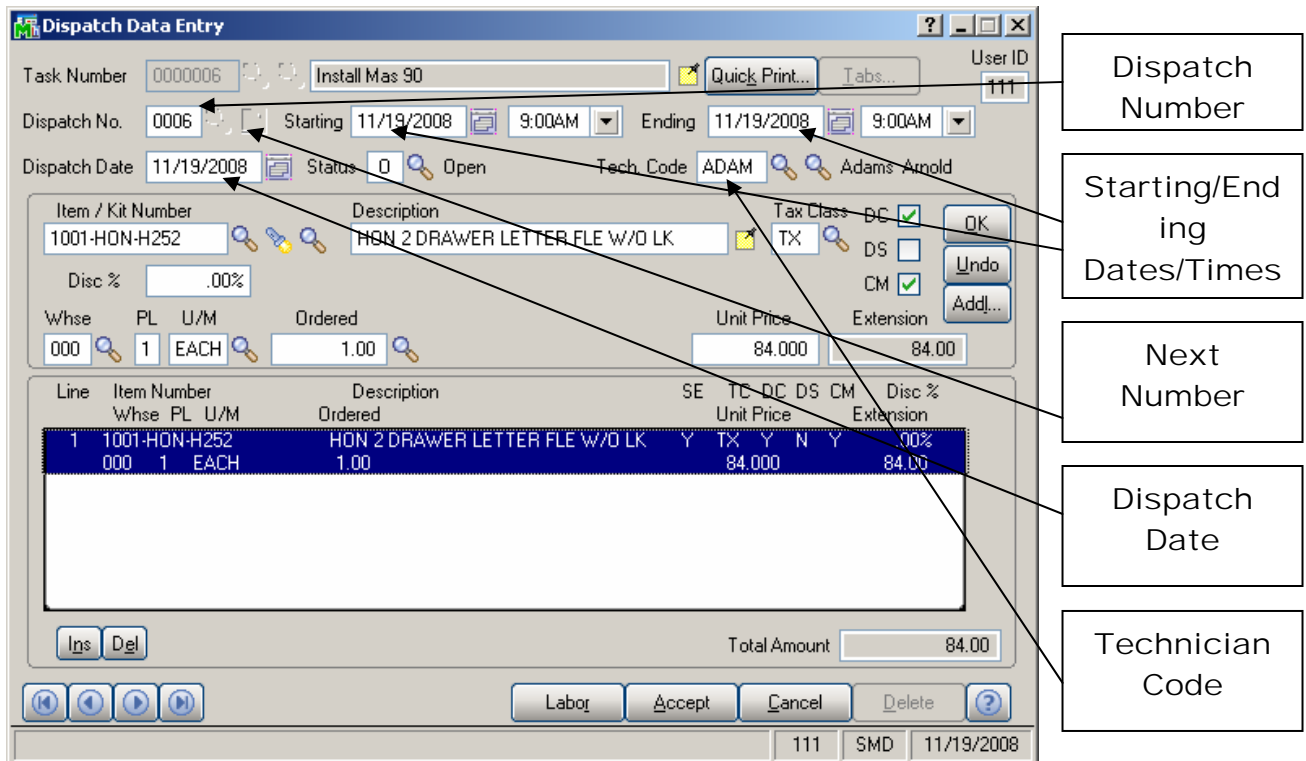
The **Total Amount** reflects labor charges only.

Dispatch Data Entry

The **Dispatch Data Entry** program is used:

1. To dispatch the *tasks entered for a technician*.
2. For control of the overall process, by closing *the dispatch and the task* when completed.
3. To enter billing information, a sales order or an invoice must be created for *services rendered*.

Enter the **Task Number** to be dispatched. The Task Number, Dispatch Number, and Technician Code, if specified, will be loaded automatically when the **Dispatch Data Entry** program is accessed from the **Task Entry** program. In addition, the Dispatch Date and Starting/Ending Dates and Times will be defaulted to the current date and time. If the type of the Contract assigned to the Task is Fixed Period, then the Dispatch Starting/Ending Dates are checked against the Contract Dates.



Enter the **Dispatch Number** to be maintained. If creating a new dispatch, use the **Next Number** icon to accept the next new Dispatch Number for this task, which Service Management will increment automatically.

Enter the desired **Dispatch Entry Date** or press “Enter.”

When available, enter the **Starting/Ending Dates/Times** for this dispatch.

Enter the desired **Technician Code** for this dispatch.

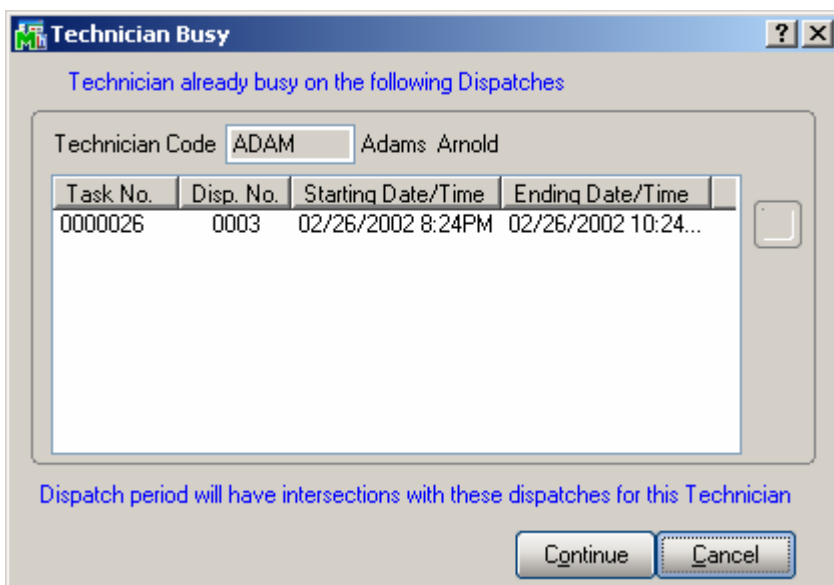
By using the Lookup button, you can see those technicians qualified to perform this task based on the Nature of Task’s required skills. The Alternate Lookup button displays the list of all active technicians.

If the **Auto Load Technician** box is checked in the **Service Management Options**, the **Preferred Technician** will be automatically loaded in all the Dispatches.

If the **Auto Load Technician** box is cleared, the program will prompt to load the Preferred Technician to the new created Dispatch, while the task has no dispatch for the Preferred Technician.

If the **Don’t prompt if Technician is busy during the scheduled time** box is not checked in the **Service Management Options**, the program will check if the Technician is busy on other active dispatches with intersecting periods each time this Dispatch is accepted.

The following screen will be displayed:



The screen lists all the intersecting Dispatches with their Starting and Ending Date/Time.

Click **Continue** to accept the Dispatch despite the intersecting dispatches.

Click **Cancel** to return to the Dispatch Entry screen without saving.

Task Number: 0000006 Install Mas 90

Dispatch No.: 0006 Starting: 11/19/2008 9:00AM Ending: 11/19/2008 9:00AM

Dispatch Date: 11/19/2008 Status: 0 Open Tech. Code: ADAM Adams Arnold

Item / Kit Number: 1001-HON-H252 Description: HON 2 DRAWER LETTER FLE W/O LK Tax Class: TX

Disc %: .00%

Whse: 000 PL: 1 U/M: EACH Ordered: 1.00 Unit Price: 84.0000 Extension: 84.00

Line	Item Number	Description	SE	TC	DC	DS	CM	Disc %
	Whse	PL	U/M	Ordered	Unit Price	Extension		
1	1001-HON-H252	HON 2 DRAWER LETTER FLE W/O LK	Y	TX	Y	N	Y	.00%
	000	1	EACH	1.00	84.0000	84.00		
2	1001-HON-H254	HON 4 DRAWER LETTER FLE W/O LK	Y	TX	Y	N	Y	.00%
	000	1	EACH	2.00	131.0000	262.00		

Total Amount: 346.00

Buttons: Labor, Accept, Cancel, Delete

User ID: 111

Enter the **Item/Kit Numbers** of the parts and materials that will be used by the technician to perform the dispatched task. The price of the items will be determined by the customer's special pricing or by the terms of a contract (if any) covering this task.

Labor Charge Data Entry

Use the **Labor** button at the bottom of the **Dispatch Data Entry** screen to access the **Labor Charge Data Entry** screen.

If the **Allow Quote Hours in Task Entry** check is set in the **Service Management Options**, the **Quote Hours** and **Quote Amount** fields will become visible, displaying the unused hours left from the quote hours of the task and amount remaining from the task quote. If the contract type is Fixed Hours, the **Unused Contract Hours** displays the unused hours left from the fixed hours of the contract.

The screenshot shows the 'Labor Charge Data Entry' window. At the top, it displays 'Task Number 0000006', 'Dispatch No. 0006', and 'Dispatch Date 11/19/2008'. Below this, the 'Unused' section shows 'Contract Hours 2:00', 'Quote Hours 8:00', and 'Quote Amount 418.54'. The 'Technician Code' is 'ADAM' (Adams Arnold) and the 'Labor/Skill Code' is 'SANITAR' (Sanitarian Services). A table below lists the labor line with columns for Line, Technician No., Technician Name, Labor/Skill Code, Description, Hours Spent, Billing Rate, and Disc %.

Line	Technician No.	Technician Name	Labor/Skill Code	Description	Hours Spent	Billing Rate	Disc %
1	ADAM	Adams Arnold	SANITAR	Sanitarian Services	2.00	20.000	40.00

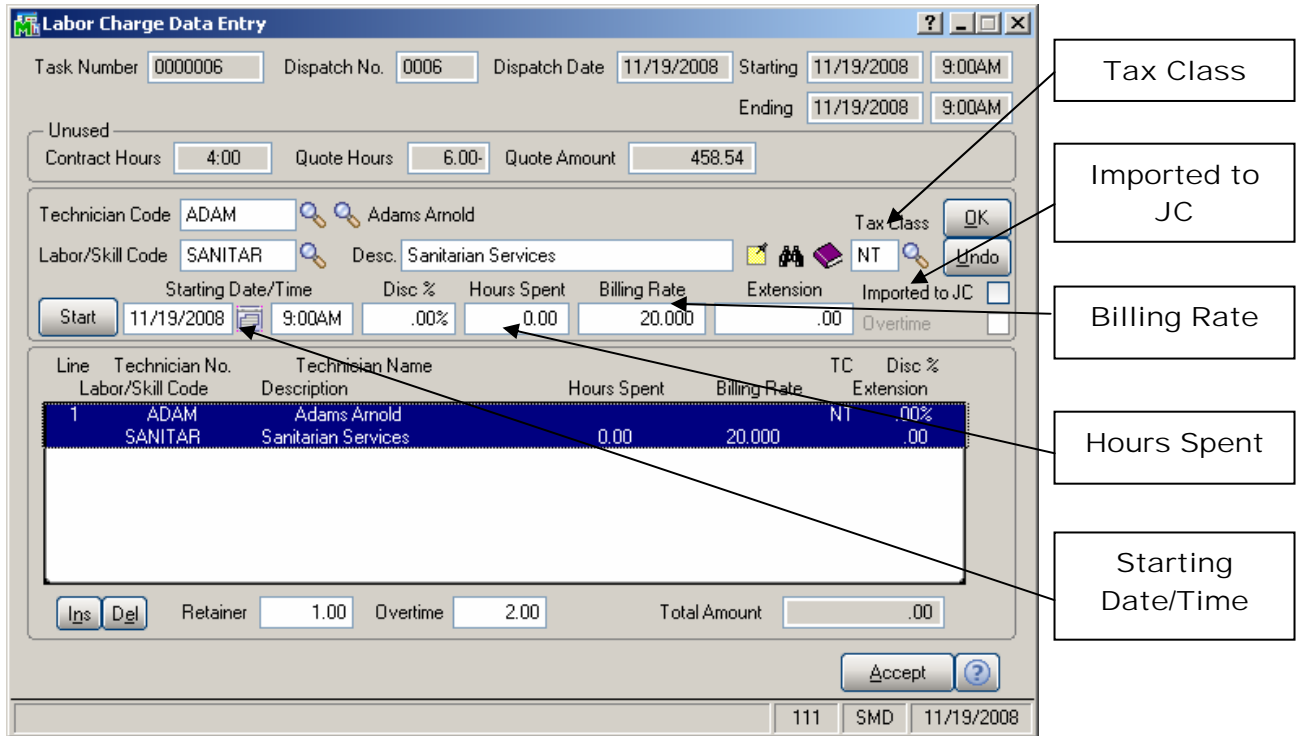
Callouts on the right side of the window point to the following fields:

- Unused Contract Hours, Quote Hours, Quote Amount
- Technician Code
- Labor/Skill Code

Enter the **Technician Code** of the technician specified for the assignment.

Use the **Labor/Skill Code** field to enter appropriate codes. Use the **Lookup** button to view the list of available labor codes defined in the **Labor Code Maintenance** program. If the user enters “/” in the **Labor Skill Code** field, and then presses the **Lookup** button, it will open a list of available Skill Codes defined in the **Skill Code Maintenance** program.

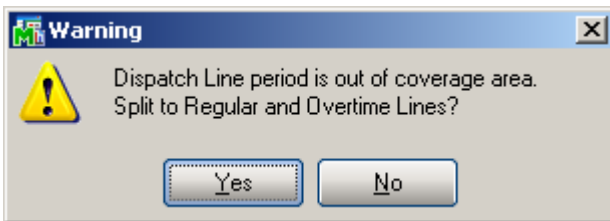
Click the **Search By Description** button to search for Labor lines in the **Labor Description Search** screen. The search will be performed among all the dispatches in the system. The screen works similar to the **Task and Contract Description Search** screens.



The **Starting Date/Time** fields are visible on the **Labor Charge Data Entry** screen, if the **Use Overtime calculation for Labor** box is checked in the **Service Management Options**.

The **Retainer** and **Overtime** fields will be available for the tasks of Fixed Hours contracts, if the **Use Overtime calculation for Labor** box is checked in the **Service Management Options**.

If the period of the line is not completely covered by the coverage area corresponding to the **Coverage Code** of the **Task**, the program will prompt to split the lines:



After splitting, the **Rate** can be recalculated based on the Contract **Apply Rates only during Coverage period** setting. The Overtime line will be checked as **Overtime**.

For the **Fixed Hours** contracts, the hours will be multiplied by the **Retainer Factor** before subtracting from the **Contract Hours**.

The **Hours Spent** field specifies the amount of time spent by the technician to perform the job.

If the contract type is Fixed Hours, and the Quote Amount is over, the **Discount %** will always be 100% (the hours cannot be billed).

The **Tax Class** field becomes visible if the **Calculate taxes on Labor** option is set to **Labor only** or **Labor with materials** in the **Service Management Options**, and the **Ship-to Address** of the Task has the **Calculate taxes on Labor** box checked. The **Tax Class** will be defaulted to the one of the selected **Labor/Skill Code**. If the setting is **Labor with material**, the **Tax Classes** of the Dispatch lines will be used only if the Dispatch contains material lines (inventory, miscellaneous, special items). Comments are not considered material lines.

The **Billing Rate** will be determined by the terms of a contract (if any) covering this task. If there is no contract, the rate will be based on the **Billing Rate Calculation Priority** in the **Service Management Options** program, where the priority of the technician, skill, and labor rates is indicated.

If the **Rate** is changed, it will be used for the selected combination of Technician, Labor/Skill, Customer, and Contract, next time when entering line for that combination.

Click the **Start** button to register start of working at the selected Line. The Start button will be changed to **Finish**.

After finishing working at the Line, open the Dispatch and select the Line, then click the **Finish** button. The program will calculate the time between the start and finish of the work and add that time to the **Hours Spent** value.

When the work is started (the button is **Finish**), hold the mouse over the button, to view the Start Date/Time in the tool-tip.

The **Imported to JC** check box has been added to the **Labor Charge Data Entry** screen. When clicking the labor line on this screen, the **Imported to JC** will be automatically checked for that line if the service management information of customer numbers, contract numbers, task and dispatch numbers, dates, and labor codes have been already processed and loaded to the **Job Posting Entry** screen. This option prevents from duplicate processing and loading of the same information. In order to import the information of customer number, contract numbers, task and dispatch numbers, dates, and labor codes again, the **Import to JC** check box should be cleared for the particular Labor line.

Waiting for Receipt

Select “**W**” in the **Dispatch Status** field, if you wish to automatically generate purchase orders for the items and labor on the dispatch.

Line information entered in the **Labor Charges Entry** screen (Technician Code, Labor/Skill Code) will be transformed into an item, if the **Labor Billing Presentation** is set to **Inventory Item** on the **Labor/Item** tab of the **Service Management Options** program.

The screenshot shows the 'PO Auto Generate' window. At the top, it displays 'Task No. 0000006' and 'Dispatch No. 0006'. To the right, there is a field for 'Next Automatic PO Number' with the value '0010031'. Below this is a table with the following columns: Vendor No., Vnc, Item No., Whse, U/M, Qty Ord., Min Qty, Unit Cost, Incl, and Item Description. The table contains four rows of data:

	Vendor No.	Vnc	Item No.	Whse	U/M	Qty Ord.	Min Qty	Unit Cost	Incl	Item Description
1	01-CONT		1001-HON-H252	000	EACH	1	40	31.113	<input type="checkbox"/>	HON 2 DRAWER
2	01-CONT		1001-HON-H254	000	EACH	2	60	83.5	<input type="checkbox"/>	HON 4 DRAWER
3	01-COMPAQ		D1000	000	EACH	5	0	450	<input type="checkbox"/>	DESK 72" X 30"
4	01-AIRWAY		ADAMLLSANITAR	000	EACH	0	0	15	<input checked="" type="checkbox"/>	Sanitarian Service

Below the table, there are several buttons: 'Include All', 'Exclude All', 'Apply Min Qty', 'Incl. Zeroes', 'Excl. Zeroes', and a checkbox labeled 'Ignore Zero Quantities for Updated Receipt'. At the bottom right, there are 'Accept', 'Cancel', and a help button. The status bar at the bottom shows '111 SMD 11/19/2008'.

You may select the items to appear on the automatically generated purchase orders. The vendor is defaulted to the item's **Primary Vendor** found in the **Inventory Maintenance** screen, but may be changed.

The **Min Qty** column displays the **Minimum Order Quantity** specified for the item and the warehouse in the **Inventory Maintenance**.

The **Quantity Ordered** is displayed in red, if less than the **Minimum Quantity**.

To make all the red **Quantities Ordered** equal to corresponding **Minimum Quantities**, click the **Apply Min Qty** button.

The **Quantities Ordered** may be also changed manually.

You can **Include Zeroes** or **Exclude Zeroes** for the lines with zero ordered quantities.

Check the **Ignore Zero Quantities for Updated Receipt** box to have the **Updated Receipt** status set for the Dispatch if all the non-zero lines of the generated Purchase Orders have been completely received, irrespective of those orders having zero-quantity lines (which cannot be received).

Click the **Accept** button to generate POs for the included lines.

The screenshot shows the 'Dispatch Data Entry' window. At the top, the 'Task Number' is 0000006 with the description 'Install Mas 90'. The 'Dispatch No.' is 0006, starting on 11/19/2008 at 9:00AM and ending on 11/19/2008 at 9:00AM. The 'Dispatch Date' is 11/19/2008, and the 'Status' is 'W' (Wait for Rcpt). The 'Tech. Code' is ADAM (Adams Arnold). The 'User ID' is 111.

The main section shows item details for '1001-HON-H252' (HON 2 DRAWER LETTER FLE W/O LK) with a unit price of 84.000 and an extension of 84.00. The 'Tax Class' is TX, and checkboxes for DC, DS, and CM are checked.

Line	Item Number	Description	SE	TC	DC	DS	CM	Disc %
1	1001-HON-H252	HON 2 DRAWER LETTER FLE W/O LK	Y	TX	Y	Y	Y	.00%
	000 1 EACH	1.00						
2	1001-HON-H254	HON 4 DRAWER LETTER FLE W/O LK	Y	TX	Y	N	Y	.00%
	000 1 EACH	2.00						
3	D1000	DESK 72" X 30"	Y	TX	Y	N	Y	.00%
	000 1 EACH	5.00						

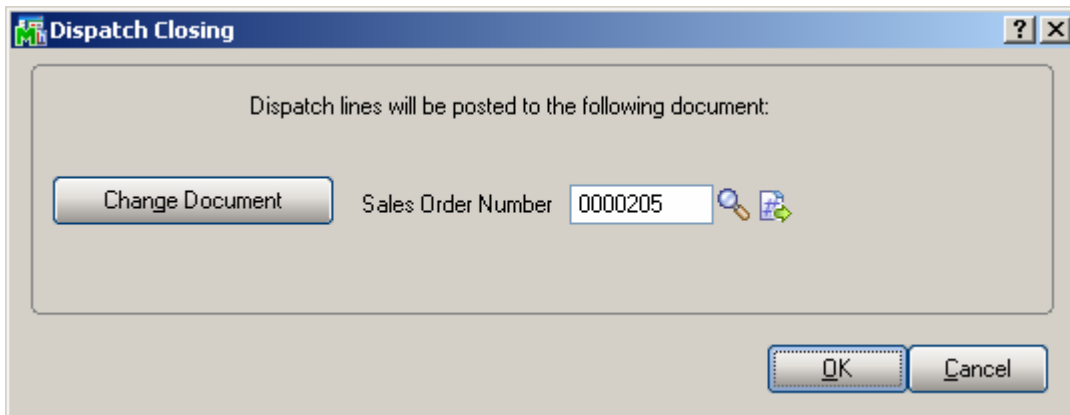
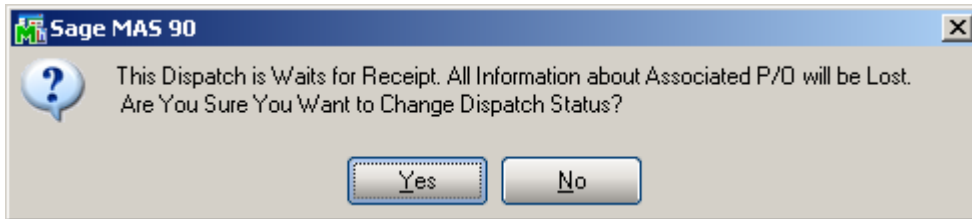
At the bottom, the 'Generated P/O' is 0010031 and the 'Total Amount' is 4,711.00. The 'Accept' button is highlighted.

When the items are received in **Receipts of Goods Entry** and updated through the **Receipts Register**, the dispatch status is changed to **“Updated Receipt”**.

Dispatch Closing

For closing the dispatch select **C** in the **Status** field from the **Dispatch Data Entry** form.

Closing the dispatch will post all the line information to the specified document, i.e., a sales order or invoice. If task has a PO Number specified, its number will also be posted.



You may, if you wish, change the **Type** of document to which this posting will be made, by using the **Change Document** button.

If the task has been generated from a sales order, the number of that sales order will be displayed by default, when the document is set to Sales Order.

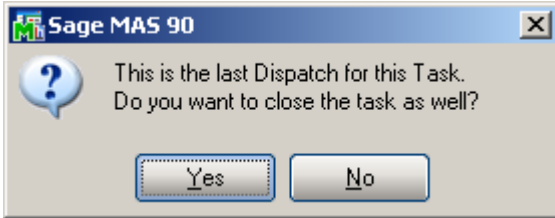
You can choose to post the dispatch to any existing sales order or invoice.

When a Reservation dispatch is closed, the program prompts to generate an invoice. The generation document cannot be changed to Sales Order, for Reservation dispatches. The dispatch cannot be closed into an existing invoice, either. Only new Invoice can be generated. The generated invoice will be linked to the generated Reservation sales order.

Alternatively, you can assign the next available number by using the **Next Number** icon, and in this case, a new document will be created with all the dispatch numbers listed there.

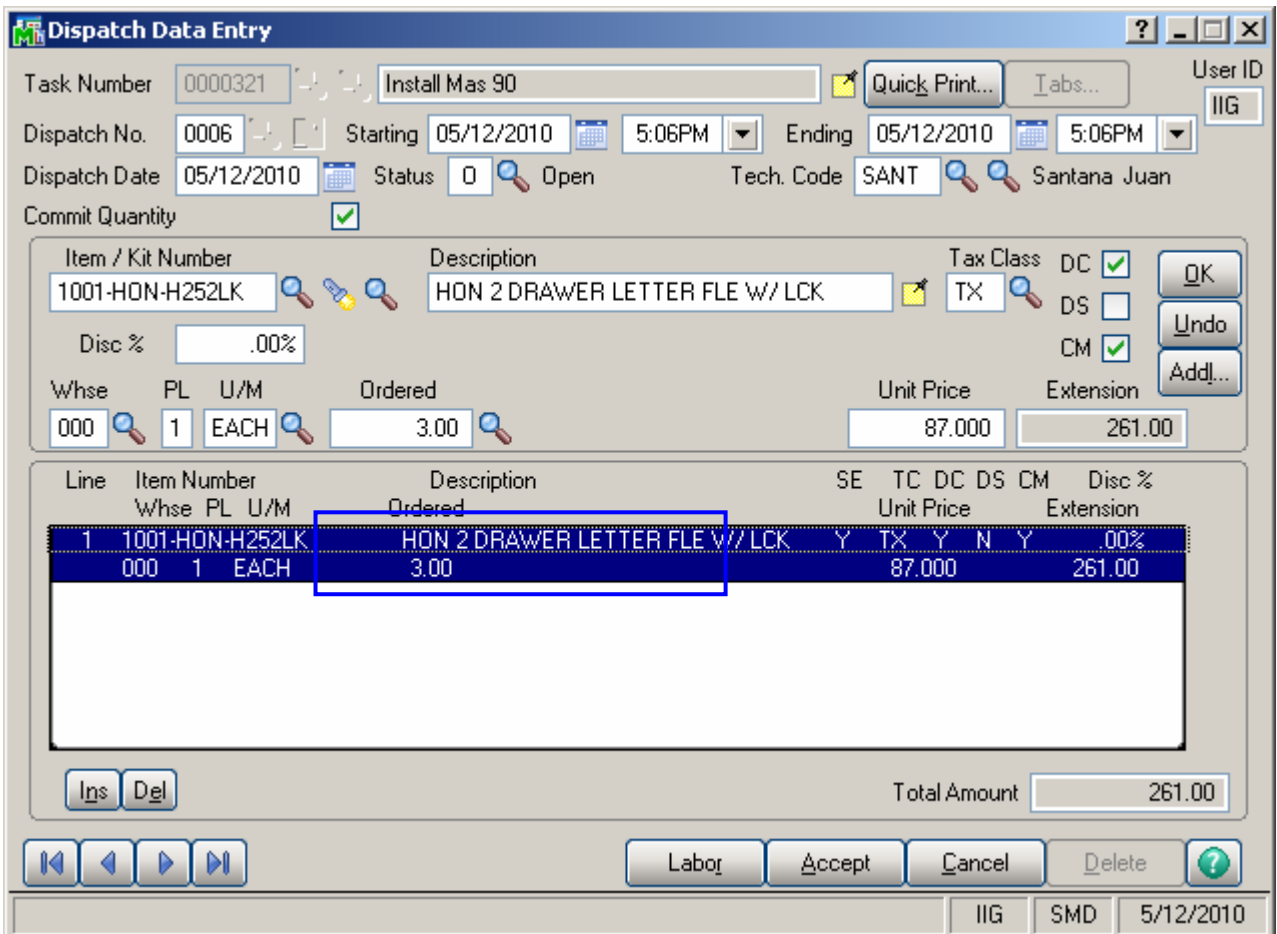
During the closing of the dispatch, line information entered in the **Labor Charges Entry** screen (Technician Code, Labor/Skill Code) will be transformed into an item (either Inventory, Special or Miscellaneous) according to the settings in the **Service Management Options** screen.

If the dispatch has neither Material nor Labor lines, the following message will be displayed, and the dispatch can be closed without generating any document.



Reservation Process in Dispatch Data Entry

The **Commit Quantity** check box has been added to the **Dispatch Data Entry** screen to allow placing the Item in the committed status upon entering it in the Dispatch.



If this checkbox is selected the **On SO** field value of the Item on the **Quantity** tab of the Item Maintenance will be updated correspondingly when the Item is added to the dispatch.

Item Maintenance (SMD) 5/12/2010

Item Code: 1001-HON-H252
 Description: HON 2 DRAWER LETTER FLE W/D LK

Standard Unit of Measure: EACH

Whse	Description	On Hand	On PO	On SO	On Bk Ord	Committed	Available	In Shipp
000	CENTRAL	175.00	.00	53.00	.00	53.00	122.00	
001	EAST WA...	97.00	107.00	107.00	.00	107.00	10.00-	
002	WEST WA...	19.00	12.00	12.00	10.00	22.00	3.00-	
097	RETURNS00	.00	.00	.00	.00	.00	
Totals		291.00	119.00	172.00	10.00	182.00	109.00	.00

Buttons: Accept, Cancel, Delete, Print, Help

Contract Maintenance

Use the **Contract Maintenance** program to enter new or maintain existing contracts and view current contract information.

Header Tab

The first tab on the **Contract Entry** screen (**Header**) appears as follows.

The screenshot shows the 'Contract Entry' window with the 'Header' tab selected. The 'Contract No.' field contains '000000001' and has a 'Next No. Button' to its right. The 'Customer No.' field contains '02-ALLENAP' and has a 'Customer Memo' button to its right. The 'Contract Date' field contains '02/26/2002' and has a 'Contract Memo' button to its right. The 'Contract Starting Date' field contains '02/26/2002'. The 'Contract Ending Date' field contains '02/26/2012'. The 'Contract Type' field is set to 'Fixed Hours'. The 'Contract Status' field is set to 'New'. The 'Invoice Format' field is set to 'T&M Entry Text'. The 'Billing Type' field is set to 'Fixed Upon Compl.'. The 'Job Site' field contains '5'. The 'Confirm To' field contains 'Jeff Allen'. The 'Item No.' field contains '1001-HON-H252'. The 'Lot/Serial No' field is empty. The 'Total Amount' field contains '500.00'. The 'Next No. Button' is located to the right of the 'Contract No.' field. The 'Customer Memo' button is located to the right of the 'Customer No.' field. The 'Contract Memo' button is located to the right of the 'Contract Date' field. The 'Contract Number' button is located to the right of the 'Contract No.' field.

You may enter the Contract Number you want to add or maintain manually by typing it into the **Contract Number** field. Be careful to not enter numbers starting with “T”, since system treats them as Template Contracts!

Click the **Contract Memo** button to create or select Memo for current contract.

If you are viewing or modifying existing contracts, use the **Lookup** button, which will display a list of contracts.

If you are adding new contracts, use the **Next Number** button to accept the next new contract number, which Service Management will increment automatically.

The screenshot shows the 'Contract Entry' window with the following fields and callouts:

- NTC Button:** A button labeled 'NTC' located at the top of the window.
- Search by Description:** A button labeled 'Search by Description' located below the 'Customer No.' field.
- Customer Number:** The 'Customer No.' field containing the value '02-ALLENAP'.
- Contract Date:** The 'Contract Date' field containing the value '02/26/2002'.

Other visible fields include: Contract No. 000000001, Install Mas 90, User ID 101, Header, Address, Item Prices, Labor Rates, Billing Info, J/Code Hist, Unearned, Tasks, Contract Starting Date 02/26/2002, Total Fixed Hours 250, Generation Document Standard Invoice, Contract Ending Date 02/26/2012, Used Hours 133:00, Contract Amount From Header, Contract Type Fixed Hours, Bill Freq Code, Contract Status New, Invoice Format T&M Entry Text, WIP Sales Account, Billing Type Fixed Upon Compl., WIP COGS Account, Job Site 5, Commissionable Contract, Fax, Confirm To Jeff Allen, Comment, Item No. 1001-HON-H252, HON 2 DRAW, Contr1 111111111, Total Amount 500.00, Lot/Serial No, Items, All Materials Are Covered, All Labors Are Covered, Generation, Quick Print, Accept, Cancel, Delete, IIG, SMD, 12/22/2009.

Use the **NTC Button** to accept the next new **Template Contract Number**. A template contract is used to generate a regular contract whenever a particular item is sold. If you enter a template contract once and then assign it to an item in **Inventory Maintenance**, the system will automatically set up a contract adhering to the rules of the template for any customer who purchases that item. A template contract number starts with “T”. (You can enter the number starting with “T” manually, to create Template Contract.)

By default, the system assigns the current date to the **Contract Date** field. Enter any other desired contract entry date.

Enter the **Customer Number** for the current contract. If this is a template contract, it doesn't matter which customer number you enter. When the actual contract is generated from the template, the system will automatically create it for the actual customer.

Click the **Customer Memo** button to select Memo for current customer.

Enter the **Description** of the contract. The program allows you to enter an extended description.

Click the **Search By Description** button to open the **Contract Description Search** screen.

Contract Description Search

Search

Search Text: hour

Contains

Match Case

Negate

Results

Contract No	Customer Number	Status	Bill To Name
000000019	01-AVNET	New	Avnet Processing Cor
000000023	02-ALLENAP	New	Allen's Appliance Rep

Description: Support Plan - 20 Hours

Select Close

Select the search criteria and enter the Search Text.

Click the **Search** button.

Select a line in the **Results** to view the **Description** in the corresponding field.

Double-click the line or highlight it and press Enter, to select the Contract.

By default, the system assigns today's date to both the **Contract Starting** and **Contract Ending Dates**. Enter the desired dates for the contract.

If this is a template contract, the system will use the following dates to generate starting/ending dates for an actual contract:

- The actual Contract's Starting Date will be the ship date of the purchased item.
- The actual Contract's Ending Date will be calculated by adding the number of days of the template contract to the ship date of the purchased item.

The screenshot shows the 'Contract Entry' window with the following data:

Contract No.	000000001	NTC	Install Mas 90	User ID	101		
1. Header	2. Address	3. Item Prices	4. Labor Rates	5. Billing Info.	6. J/Code Hist.	7. Unearned	8. Tasks
Customer No.	02-ALLENAP	Allen's Appliance Repair		Credit...			
Contract Date	02/26/2002	Total Fixed Hours	250	Generation Document	Standard Invoice		
Contract Starting Date	02/26/2002	Used Hours	133:00	Contract Amount From	Header		
Contract Ending Date	02/26/2012	Contract Type	Fixed Hours	Bill Freq. Code			
Contract Status	New	Invoice Format	T&M Entry Text	WIP Sales Account			
Billing Type	Fixed Upon Compl.	WIP COGS Account					
Job Site	5	Commissionable Contract	<input type="checkbox"/>	Fax			
Confirm To	Jeff Allen	Comment					
Item No.	1001-HON-H252	HON 2 DRAW	Contr1	111111111	Total Amount	500.00	
Lot/Serial No		Items	All Materials Are Covered	<input type="checkbox"/>	All Labors Are Covered	<input type="checkbox"/>	
Generation Quick Print				Accept	Cancel	Delete	?
IIG				SMD	12/22/2009		

From the dropdown menu, select the **Contract Type**:

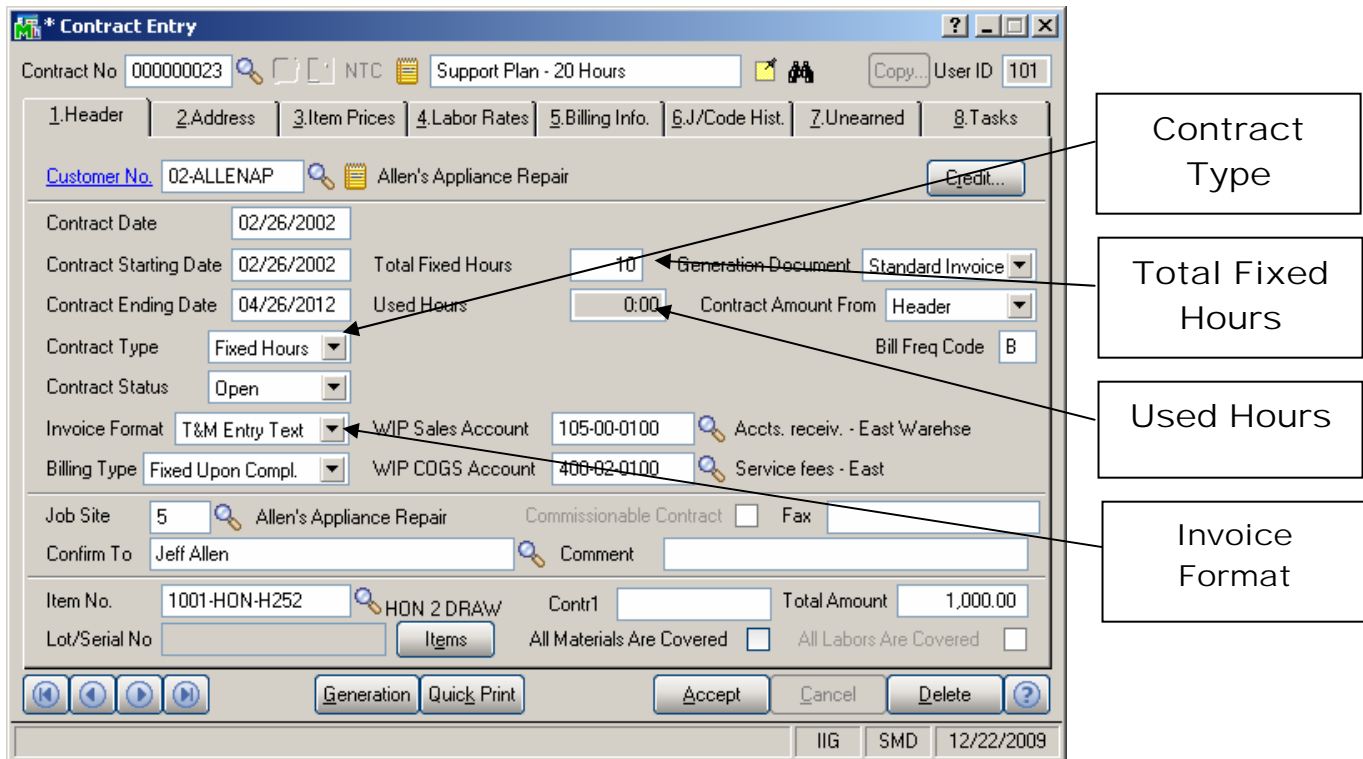
- Service
- Preventive Maintenance
- Fixed Hours
- Fixed Period

Depending on the contract type you select, you will be prompted for further data entry.

The screenshot shows the 'Contract Entry' window with the following fields and callouts:

- Contract Type:** Points to the 'Contract Type' dropdown menu, which is currently set to 'Prev. Maint.'.
- PM Code:** Points to the 'PM Code' text field, which contains 'Wk'.
- Days in One PM Period:** Points to the 'Days in One PM Period' text field, which contains '7'.
- Last Task Generated Date:** Points to the 'Last Task Gener. Date' text field, which is currently empty.
- Task Type:** Points to the 'Task Type' dropdown menu, which is currently set to 'P'.
- Nature of Task:** Points to the 'Nature of Task' dropdown menu, which is currently set to 'WARRANTY'.

If you select a **Preventive Maintenance** contract, you will be prompted for a **PM Code**. Enter the code describing the frequency with which a PM should be performed. Based on the **PM Code**, MAS 90 will display the **Days in One PM Period**. The system will then utilize the **Days in One PM Period** and the **Last Task Generated Date** fields to automatically generate a preventive maintenance task with the scheduled time set to the appropriate time, when the **Auto Generate Task Selection** program is run. Select the **Task Type** and **Nature of Task** to be assigned to the generated tasks.



If you select a **Fixed Hours** contract, you will be prompted for the **Total Fixed Hours** covered by the contract. As labor hours are charged against the contract, the **Used Hours** field will be accumulated. If you attempt to charge more hours against the contract than were allotted, you will be told that the “Fixed Hours are Expired”.

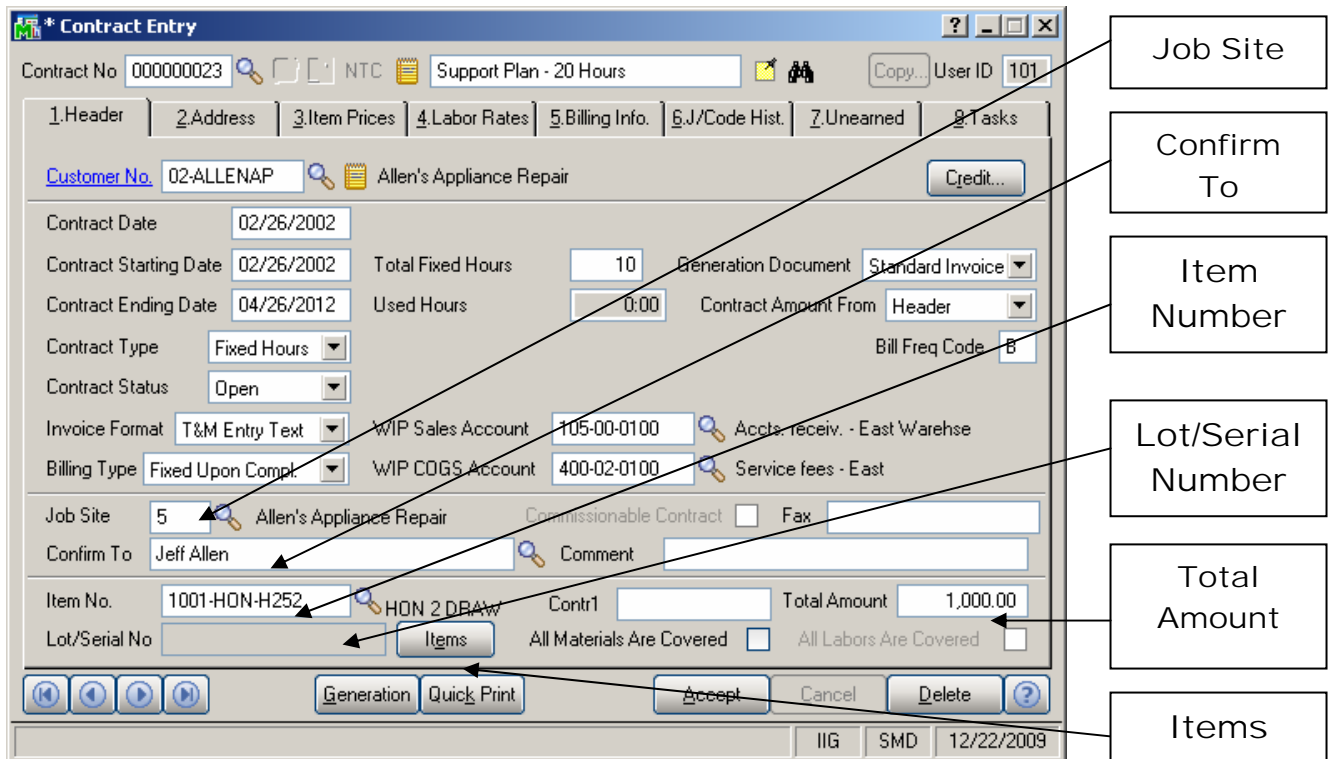
The **Invoice Format** can be set to **T&M Entry Text** or **Estimate Text**. When Invoice is generated from Contract, the **Descriptions** of the invoice Labor Representing lines are filled from the corresponding **Labor/Skill Descriptions**, if the **Invoice Format** is **T&M Entry Text**. The **Descriptions** are filled from the **Task Description** (if it exists), instead of Labor/Skill Descriptions, if the **Invoice Format** is **Estimate Text**.

The **Billing Type** field indicates how the contract will be billed. The options are:

- **Time and Material** - the amount will be calculated based on the time spent and material used.
- **Fixed Upon Completion** - the payment will be done in the fixed amount and on completing the work.
- **Fixed Percent Completion** - the payment will be done by percents of completing the work.
- **Fixed On Going** - the payment will be done during the work not more than the fixed amount.

Enter a letter or number for the **Billing Frequency Code** to denote a scheme of Billing Frequency. When selecting customer, the field will display the setting for that customer, which you can change if needed.

Enter the **WIP Sales Account** and **WIP COGS Account** to be used for balancing Special Item generated to balance Invoice Total amount (against Contract Total Amount) when generating invoices with the **Auto Invoice Generation** program from contracts for all the **Fixed Billing Types** (last three types). If these accounts are not entered on the Contract, the Special Item **Sales/COGS Accounts** assigned in the **Sales Order Options** will be used.



You may enter the **Code** of the customer’s **Job Site** represented by the **Customer’s Master File Ship-to Address Code**. You may see those possible job site addresses by accessing the **Address** tab.

You may enter the appropriate Customer Contact in the **Confirm To** Field.

Enter the **Item Number** for the default item covered by the contract.

If the default Item has a **Lot** or **Serial Number**, you may enter it here.

If you are logged on into MAS 90 as a user with Supervisor Rights, you can enter the **Total Amount** paid by the customer for the contract.

The **Items** button displays the following screen with the list of items covered by the contract. You can have multiple lines of the same item with different settings.

For either **Fixed Period Contract / Service Contract** Types, you will be told the “Contract is Expired” if you attempt to charge anything against the contract past the Contract Date.

If the **All Materials Are Covered / All Labors Are Covered** checkboxes are marked, all the materials and labor charges issued against this contract will have zero prices. If there are items and labor charges specified in the appropriate line tabs, they will be considered an exception to this rule. If these checkboxes are left blank, then users have to specify all the items and all the labor charges covered by this contract in the appropriate line entry tabs. You cannot change settings of these checkboxes if there are lines in the **Item Prices** and **Labor Rates** tabs correspondingly.

The screenshot shows the 'Contract Entry' window with the following fields and controls:

- Contract No:** 000000023
- Customer No:** 02-ALLENAP
- Contract Date:** 02/26/2002
- Contract Starting Date:** 02/26/2002
- Contract Ending Date:** 04/26/2012
- Contract Type:** Fixed Hours
- Contract Status:** Open
- Invoice Format:** T&M Entry Text
- Billing Type:** Fixed Upon Compl.
- Job Site:** 5
- Confirm To:** Jeff Allen
- Item No.:** 1001-HON-H252
- Generation Document:** Standard Invoice
- Contract Amount From:** Header
- Generation Button:** Located at the bottom of the window.

Callouts on the right side of the image point to the 'Generation Document' dropdown, the 'Contract Amount From' dropdown, and the 'Generation' button.

The program enables you to generate an order or invoice from the contract directly from the **Contract Entry** screen.

Select the output document from the **Generation Document** drop-down list. The options are: **Standard Order, Price Quote, Standard Invoice, None**.

Contract Amount From: The amount can be calculated based on the total amount indicated in the **Header** tab of the contract or including the **Items** extensions.

Click the **Generation** button to generate the chosen document. If **Generation Document** is set to None, no document will be generated.

If you do not want to generate documents at the moment, you can do it from the **Service Management Main** menu using **Auto Contract Invoice Generation**.

Contract No 000000023 NTC Support Plan - 20 Hours User ID 101

1.Header 2.Address 3.Item Prices 4.Labor Rates 5.Billing Info 6.J/Code Hist 7.Unearned 8.Tasks

Customer No 02-ALLENAP Allen's Appliance Repair Credit

Contract Date 02/26/2002 Contract Starting Date 02/26/2002 Total Fixed Hours 10 Generation Document Standard Invoice
 Contract Ending Date 04/26/2012 Used Hours 0:00 Contract Amount From Header
 Contract Type Fixed Hours Bill Freq Code B
 Contract Status Open
 Invoice Format T&M Entry Text WIP Sales Account 105-00-0100 Accts. receiv. - East Warehse
 Billing Type Fixed Upon Compl. WIP COGS Account 400-02-0100 Service fees - East

Job Site 5 Allen's Appliance Repair Commissionable Contract Fax
 Confirm To Jeff Allen Comment
 Item No. 1001-HON-H252 HON 2 DRAW Contr1 Total Amount 1,000.00
 Lot/Serial No Items All Materials Are Covered All Labors Are Covered

Generation Quick Print Accept Cancel Delete

IIG SMD 12/22/2009

Use the **Credit** button to enter the **Customer Credit History** screen. Here you can briefly review customers' credit history.

Customer No. 02-ALLENAP Allen's Appliance Repair
 Salesperson

Credit Limit	A/R Balance	Open Order	Over By
.00	4,409.26	15,514.86	19,924.12

Current	1 Month	2 Months	3 Months	4 Months
4,344.91	.00	.00	.00	64.35

Avg Days Pay/Overdue	000 / 000	Date Last Statement	04/30/2003
Date Established	12/01/2002	Highest Balance	12.75
Last Activity Date	05/31/2003	Date Last Finance Charge	04/30/2003
Last Payment Date		Unpaid Finance Charge	.95
Last Payment Amount	.00		

OK

Address Tab

The second tab on the **Contract Entry** screen (**Address**) appears as follows.

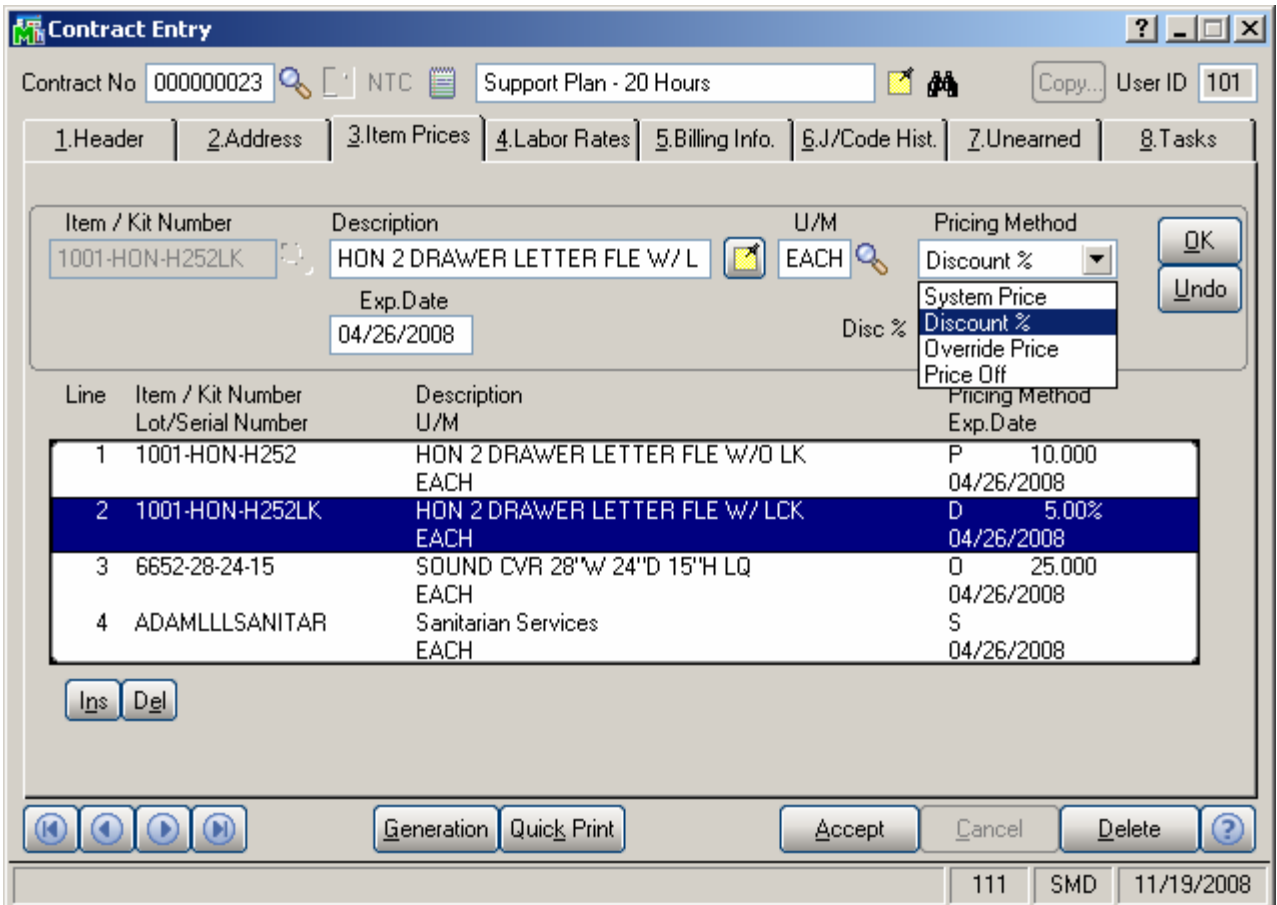
Select the **Address** tab to view or enter the job site location entered from the existing **Ship-To Location Codes** on file for the customer whose number you have entered.

You can enter new job site codes and necessary address information or changes, and then save the data as a customer's new **Ship-To** code. You can do this by clicking "Yes" on the following prompt:

The **Customer Ship to Address Maintenance** screen will be displayed with the current information. Review and click **OK** to save the new Ship To Address.

Item Prices Tab

The third tab on the Contract Entry screen (**Item Prices**) appears as follows:



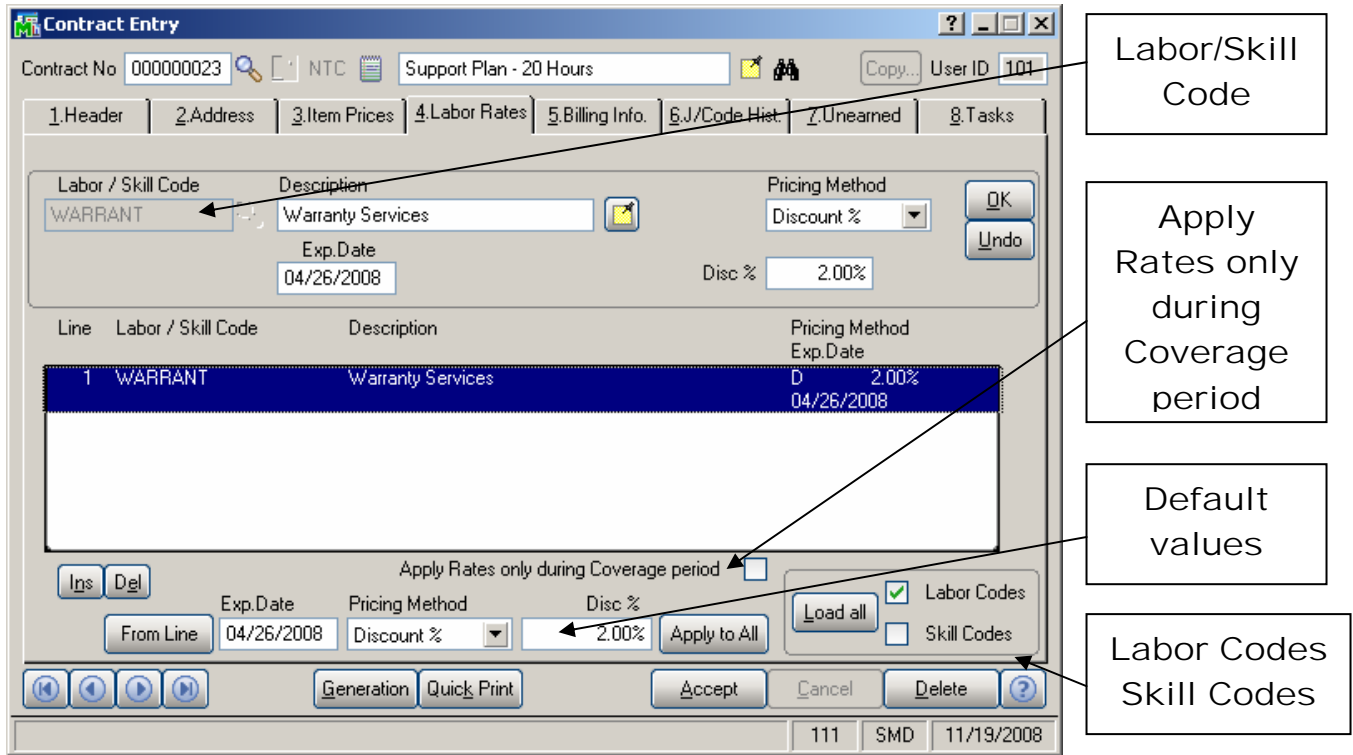
Use this tab to enter information on all the materials covered by the contract. If the **All Materials Covered** checkbox is selected, this tab will contain information about items not covered by the contract.

In either case, users have the option of specifying custom pricing information for a given item using the **Pricing Method** dropdown window as shown below.

- **System Price** – Standard MAS 90 price will be applied whenever items are sold against this contract.
- **Discount %** - User will specify a discount percent, which will be applied to an item’s standard price whenever items are sold against this contract.
- **Override Price** – Overridden price will be applied to an item whenever the item is sold against this contract.
- **Price Off** – Amount specified will be taken off the item’s standard price.

Labor Rates Tab

The forth tab on the **Contract Entry** screen (**Labor Rates**) appears as follows:



Use this tab to enter information on all the labor charges covered by the contract. If the **All Labor Charges Covered** checkbox is selected in the first tab, this tab will contain information about items not covered by the contract.

Use the **Labor/Skill Code** field to enter appropriate codes. Use the **Lookup** button to view the list of available labor codes defined in the **Labor Code Maintenance** program. If the user enters “/” at the **Labor/Skill Code** field, and then clicks the **Lookup** button, it will open a list of available skill codes defined in the **Skill Code Maintenance** program.

Pricing Method for Labor Charges works exactly as it does on the **Item Prices** tab.

Check the **Apply Rates only during Coverage period** box to not apply the Labor Rates listed for the Labor lines not falling into the Coverage area.

The **Default values** group enables changing default values for Labor Rates and buttons for their usage and editing.

When opening the **Contract Entry** screen first, the **Exp. Date** and **Pricing Method** fields are empty, and the value field is correspondingly hidden.

Once any of these fields is edited, the current values become default, and the **Apply to All** button is enabled. Clicking the **Apply to All** button applies the current values to all the existing labor lines. Any new line being entered will load the default values.

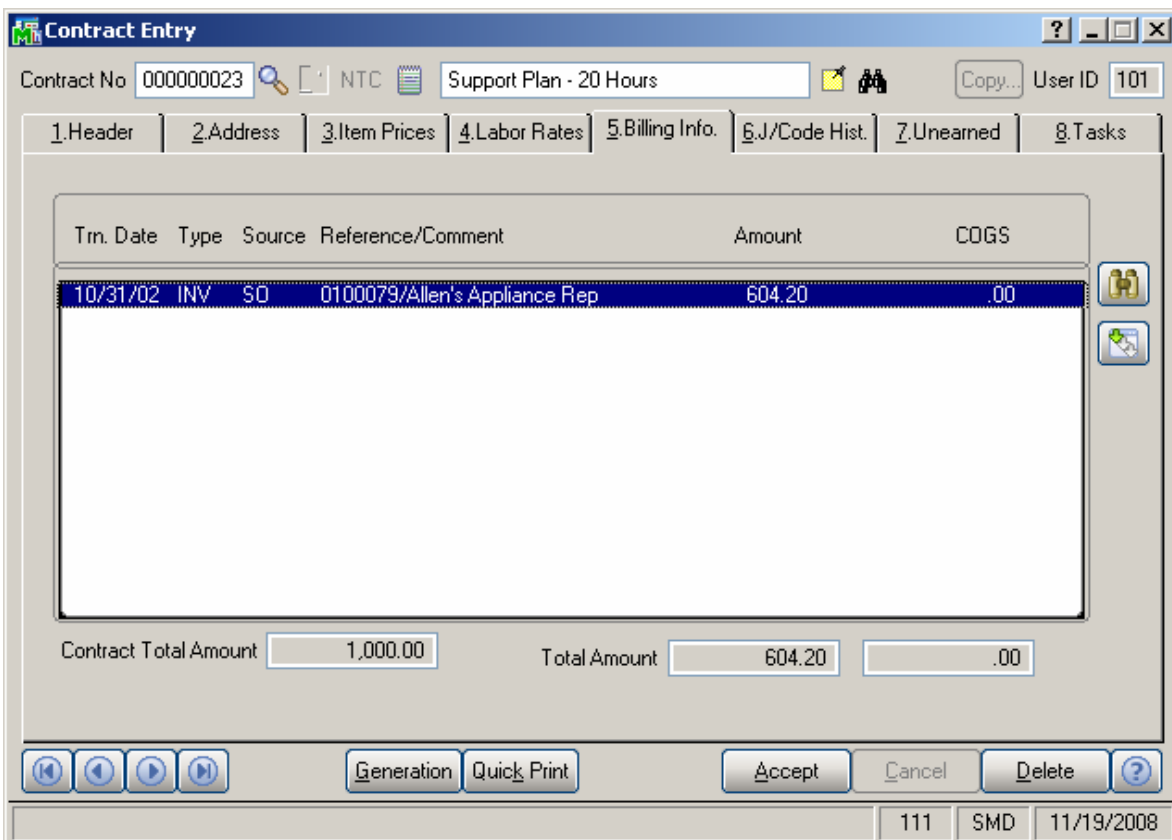
The **Exp. Date** or **Pricing Method** field can be left empty, in which case the program will not change values of this field in the existing lines.

When a line is selected, or new line is being entered, the **From Line** button is enabled. Clicking the **From Line** button loads the values being edited into the default fields.

When **Labor Codes** and **Skill Codes** are checked, all labor codes and skill codes will be selected for loading. Click the **Load all** button to enter all selected Labor/Skill Codes.

Billing Information Tab

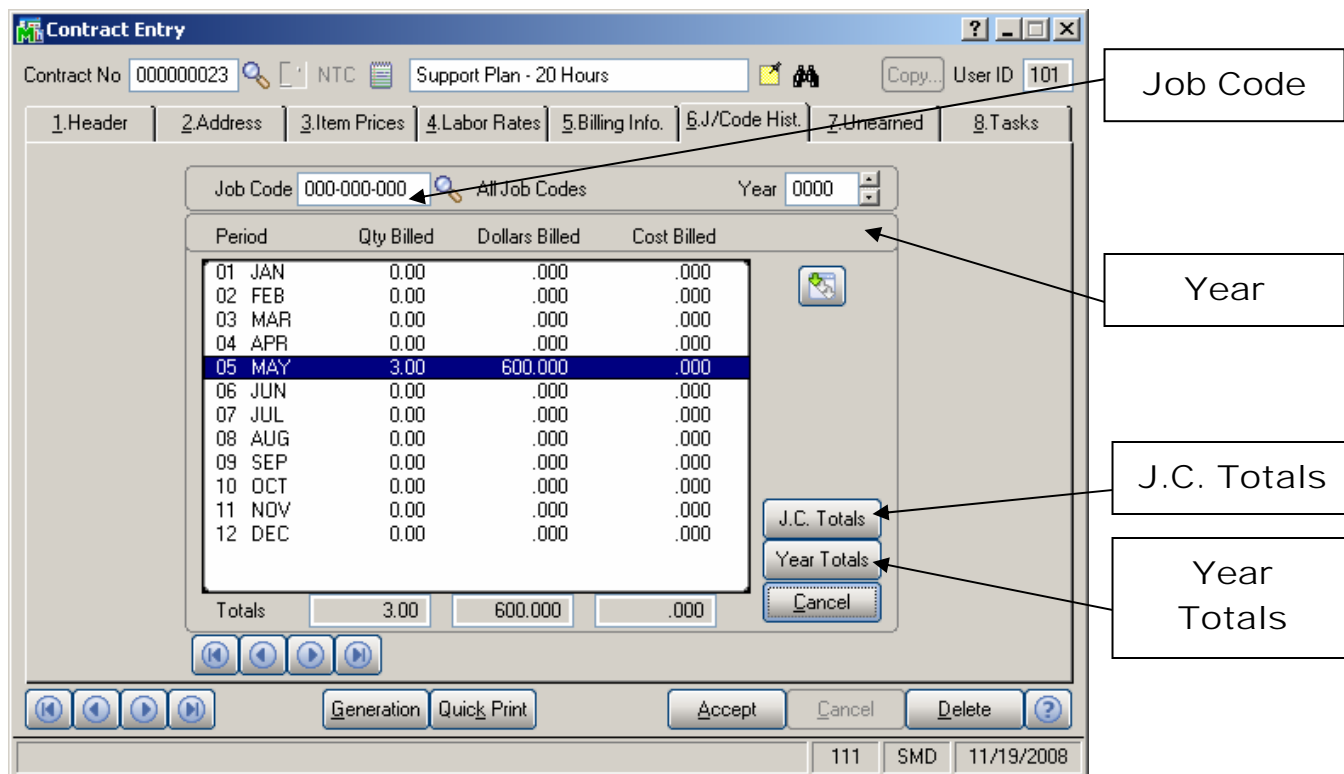
The fifth tab on the Contract Entry Screen (**Billing Info.**) appears as follows:



This tab will show all the invoices billed against the current contract.

J/Code History Tab

The sixth tab on the **Contact Entry** screen (**Job Code History**) appears as follows:



This tab will display contract history information broken out by Job Code. Whenever a Sales Order or a Sales Order Invoice is processed in MAS 90, and that order or invoice has a contract number specified on it, all the line information will be posted to the Contract File, organized by Job Codes.

Use the **Job Code** entry field to specify the Job Code entries you wish to view.

Use the **Year** field to see all the postings for the specified Job Code in that specified year.

Use the **J.C. Totals** button to see total information for all the Job Codes specific to the current contract.

Use the **Year Totals** button to view the postings to a specific job code for all years.

Unearned Tab

The **Unearned** tab of the **Contract Entry** screen allows user to set amounts and periods of payment during task accomplishment, before task closing.

Per	Date	Journal	Posting Remark	Trans. Amt	Unearned Acc.	Sales Acc.
01	10/01/2007			125.00		
01	11/20/2007			125.00		
01	01/09/2008			125.00		
02	02/29/2008			125.00		
04	04/19/2008			125.00		
06	06/08/2008			125.00		
07	07/28/2008			125.00		
09	09/17/2008			125.00		

Checking the **Unearned Revenue** box brings up the following **Revenue Schedule** screen:

The **Total Amount** is the amount to be paid during the task accomplishment.

Period Number divides the time between the **Starting** and **Ending Dates** into the entered number of periods. The amount will be divided evenly according to this schedule.

Check the **Ending Date of Period** box if you want the amounts be paid on the closest Ending Dates of Periods instead of the dates suggested by the schedule. Ending Dates are set in the **Fiscal Year Maintenance** program under the General Ledger Setup menu.

Compare the distributions with and without **Ending Date of Period** box checked.

The schedule with the **Ending Date of Period** box checked looks like this:

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

- Contract No: 000000001
- Contract Name: Contract 1
- User ID: 34
- Navigation tabs: 1.Header, 2.Address, 3.Item Prices, 4.Labor Rates, 5.Billing Info., 6.J/Code Hist., 7.Unearned, 8.Tasks
- Unearned Revenue: Date: [] Trans. Amount: .00
- Buttons: OK, Undo, Del
- Table:

Per	Date	Journal	Posting Remark	Trans. Amt	Unearned Acc.	Sales Acc.
01	01/31/2008			100.00		
01	01/31/2008			100.00		
01	01/31/2008			100.00		
02	02/29/2008			100.00		
04	04/30/2008			100.00		
06	06/30/2008			100.00		
07	07/31/2008			100.00		
09	09/30/2008			100.00		
- Summary: No Revenue Schedule Planned 800.00 Unearned .00 Sales .00
- Buttons: Generation, Quick Print, Accept, Cancel, Delete
- Status: Check this box to Unearned Revenue SMD 8/13/2007

And the schedule without checking the **Ending Date of Period** box looks like this:

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

- Contract No: 000000001
- Contract Name: Contract 1
- User ID: 34
- Navigation tabs: 1.Header, 2.Address, 3.Item Prices, 4.Labor Rates, 5.Billing Info., 6.J./Code Hist., 7.Unearned, 8.Tasks
- Unearned Revenue: Date: [] Trans. Amount: [] .00
- Buttons: OK, Undo, Del
- Table with columns: Per, Date, Journal, Posting Remark, Trans. Amt, Unearned Acc., Sales Acc.
- Table Data:

Per	Date	Journal	Posting Remark	Trans. Amt	Unearned Acc.	Sales Acc.
01	10/01/2007			125.00		
01	11/20/2007			125.00		
01	01/09/2008			125.00		
02	02/29/2008			125.00		
04	04/19/2008			125.00		
06	06/08/2008			125.00		
07	07/28/2008			125.00		
09	09/17/2008			125.00		
- Bottom controls: No Revenue Schedule, Planned, 1,000.00, Unearned: [] .00, Sales: [] .00
- Buttons: Generation, Quick Print, Accept, Cancel, Delete
- Status bar: Check this box to Unearned Revenue, SMD, 8/13/2007

You can add, delete or modify transfer dates and amounts. If you delete all the periods, you can clear and check the Unearned Revenue anew to create new schedule in the Revenue Schedule screen.

Planned, Unearned and **Sales** amounts are displayed at the bottom of the tab.

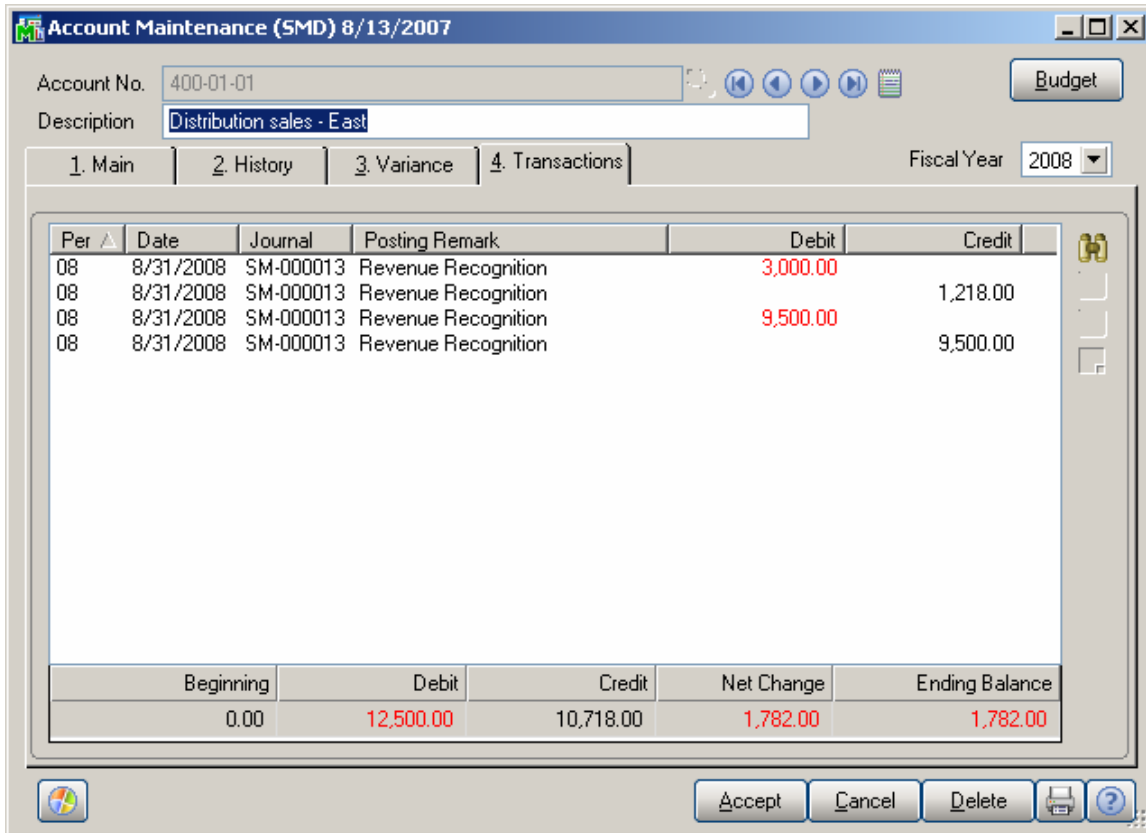
When running **Auto Contract Invoice Generation** from the **Service Management Main** menu, or when generating the invoice by clicking the **Generate** button from the **Contract Entry** (the **Generation Document** should be **Standard Invoice** in the **Header** tab), the sales account is replaced with the Unearned Revenue account. This account can be set up in the [Division Maintenance](#) program in the **Accounts Receivable Setup** menu. The account will not be replaced when manually creating invoice in the **Invoice Data Entry** program.

Here is the **Auto Contract Invoice Generation** screen:

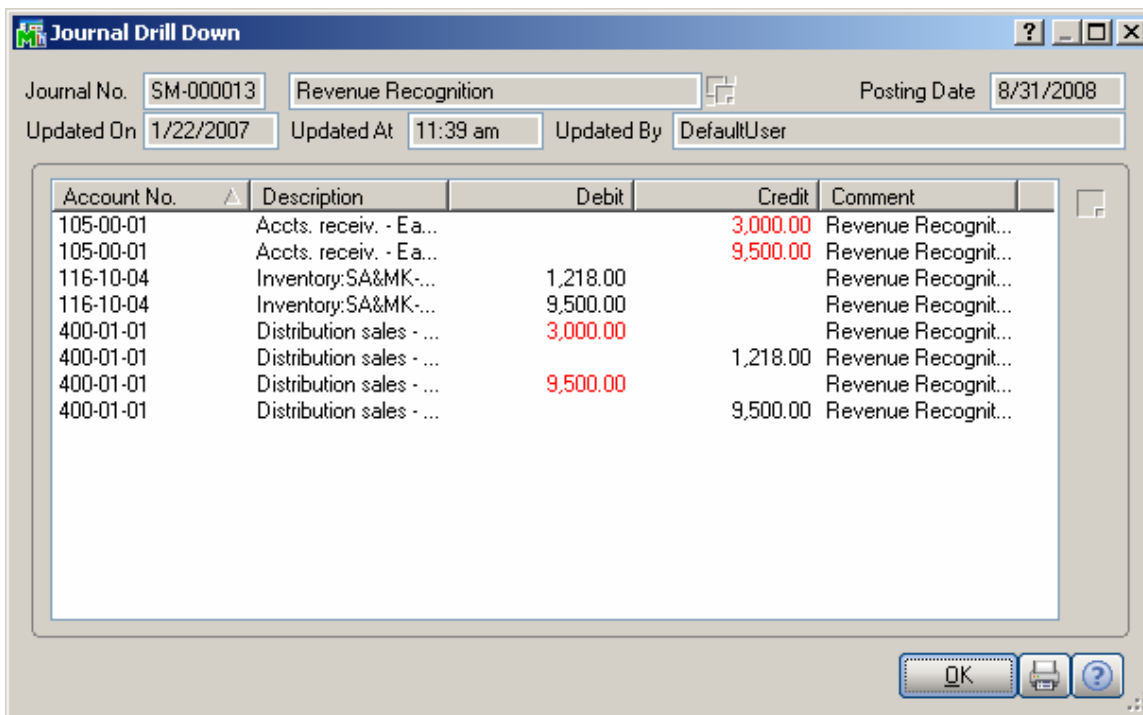
Contract No.	Customer No.	Renew Date	Freq.	Unearned	Amount From	Total Amnt.	Gen. Document	Incl
000000001	01-ABF	08/25/2008	B	YES	Header	1,000.00	Standard Invoice	<input checked="" type="checkbox"/>

After running **Daily Sales Reports/Updates** from the **Sales Order Main** menu the amount is transferred to the Unearned Revenue account.

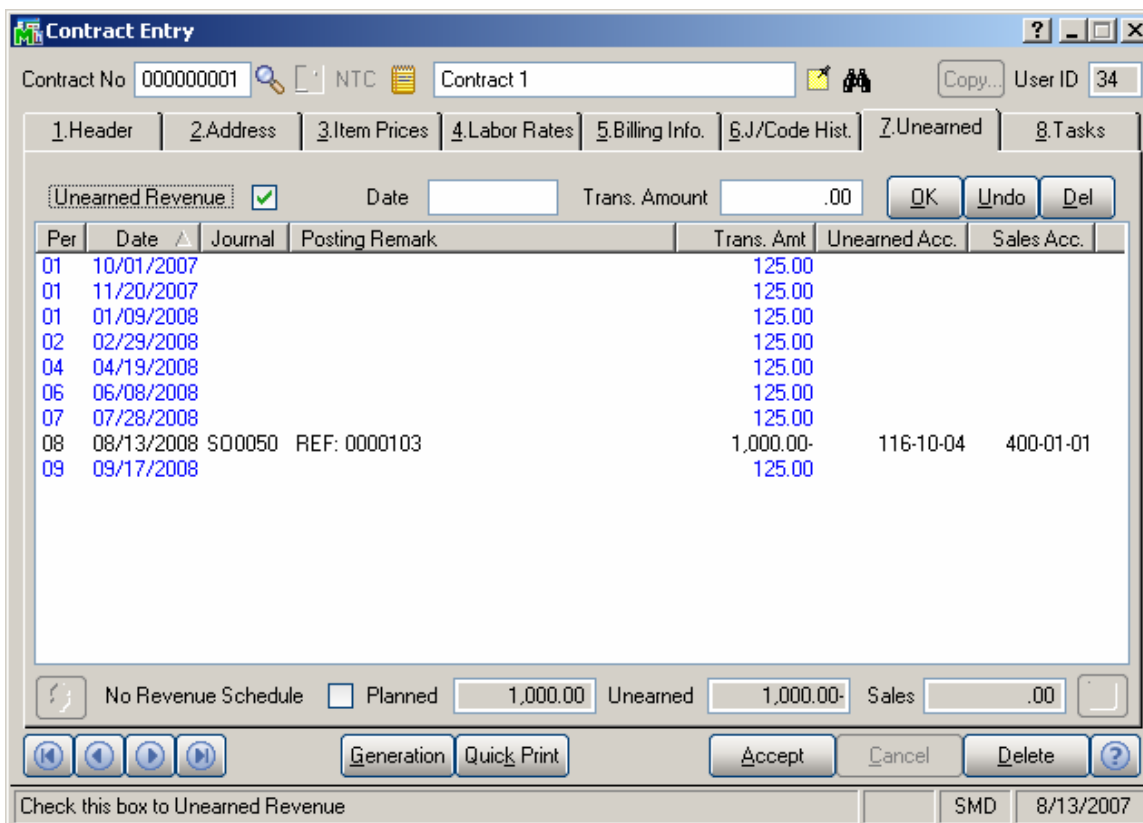
This transaction can be viewed in the **Account Maintenance** program from the **General Ledger Main** menu. Select the account set for the Unearned Revenue, and go to the **Transactions** tab.



Select the last transaction and click the **Journal Zoom** button. Here is the **Journal Drill Down** screen:



The same transaction can be seen in the **Unearned** tab of the **Contract Entry** screen:



The **No Revenue Schedule** can be checked to postpone the revenue scheduling (the **No Revenue Schedule** and the **Unearned Revenue** should be checked together). The amount and the period of payment during task accomplishment will be set after invoice generation for the current contract.

On the **Unearned** tab, check the **No Revenue Schedule**.

Click the **Generate** button.

After running **Daily Sales Reports/Updates** from the **Sales Order Main** menu the amount is transferred to the Unearned Revenue account.

The transaction and the new schedule can be seen in the **Unearned** tab of the **Contract Entry** screen:

The screenshot shows the 'Contract Entry' window with the 'Unearned' tab selected. At the top, the contract number is 000000001 and the contract name is 'Contract 1'. The 'Unearned Revenue' checkbox is checked. Below this is a table of transactions:

Per	Date	Journal	Posting Remark	Trans. Amt	Unearned Acc.	Sales Acc.
01	10/01/2007			125.00		
01	11/20/2007			125.00		
01	01/09/2008			125.00		
02	02/29/2008			125.00		
04	04/19/2008			125.00		
06	06/08/2008			125.00		
07	07/28/2008			125.00		
08	08/13/2008	SO0050	REF: 0000103	1,000.00-	116-10-04	400-01-01
08	08/13/2008	SO0051	REF: 0000104	1,000.00-	116-10-04	400-01-01
09	09/17/2008			125.00		

At the bottom of the window, there are input fields for 'No Revenue Schedule' (checked), 'Planned' (1,000.00), 'Unearned' (2,000.00), and 'Sales' (.00). There are also buttons for 'Generation', 'Quick Print', 'Accept', 'Cancel', and 'Delete'. A status bar at the very bottom shows 'Check this box to Unearned Revenue', 'SMD', and '8/13/2007'.

When running the **Revenue Recognition Register** program from the **Service Management Main** menu, the amount will be transferred to sales account.

CONTRACT NUMBER	G/L ACCT	DEBIT	CREDIT
000000001	116-10-04 400-01-01	875.00	875.00
CONTRACT 000000001 TOTALS:		875.00	875.00

This also can be seen in the **Contract Entry** screen:

Contract No: 000000001 NTC Contract 1 User ID: 34

1.Header | 2.Address | 3.Item Prices | 4.Labor Rates | 5.Billing Info. | 6.J/Code Hist. | 7.Unearned | 8.Tasks

Unearned Revenue Date: [] Trans. Amount: .00 [OK] [Undo] [Del]

Per	Date	Journal	Posting Remark	Trans. Amt	Unearned Acc.	Sales Acc.
01	10/01/2007			125.00		
01	11/20/2007			125.00		
01	01/09/2008			125.00		
02	02/29/2008			125.00		
04	04/19/2008			125.00		
06	06/08/2008			125.00		
07	07/28/2008			125.00		
08	08/13/2008	S00050	REF: 0000103	1,000.00-	116-10-04	400-01-01
08	08/13/2008	S00051	REF: 0000104	1,000.00-	116-10-04	400-01-01
08	08/13/2008	SM0016	Revenue Recognition	875.00	116-10-04	400-01-01
09	09/17/2008			125.00		

No Revenue Schedule Planned Unearned: 1,000.00 Sales: 875.00

Generation Quick Print Accept Cancel Delete

Check this box to Unearned Revenue SMD 8/13/2007

All the amounts scheduled by dates before the Posting Date will be recognized, if there is enough invoiced amount. To check if the amount invoiced by the moment of recognition is enough, look at the **Unearned** and **Sales** fields at the bottom of the **Unearned** tab. If the amount of **Unearned** is more than the amount of **Sales**, the difference can be used for revenue recognition.

Tasks Tab

The **Tasks** tab of the **Contract Entry** screen allows the user to view all the tasks of the contract.

Auto Generate Task Selection

The **Auto Generate Task Selection** program can be used to create preventive maintenance tasks based on operator requested criteria.

MAS90 will locate the preventive maintenance contracts meeting your criteria, utilize the **Days in One PM Period** and **Last Task Generation Date** fields on the contract, and determine whether it is time for another PM to take place.

Selection	All	Starting	Ending
PM Code	<input checked="" type="checkbox"/>		ZZ
Contract Number	<input type="checkbox"/>	000000001	000000001
Customer Number	<input type="checkbox"/>	02-ALLENAP	02-ALLENAP
Item Number	<input type="checkbox"/>	1001-HON-H252	1001-HON-H252
Date Up To		11/19/2008	

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The **Generate Tasks for all Contract Items** check box enables generating tasks for either only Contract Default Item or all the Contract Items.

If this check box is cleared, tasks will be generated only for the **Contract Default Item** (displayed on the **Header** tab of the **Contract** screen).

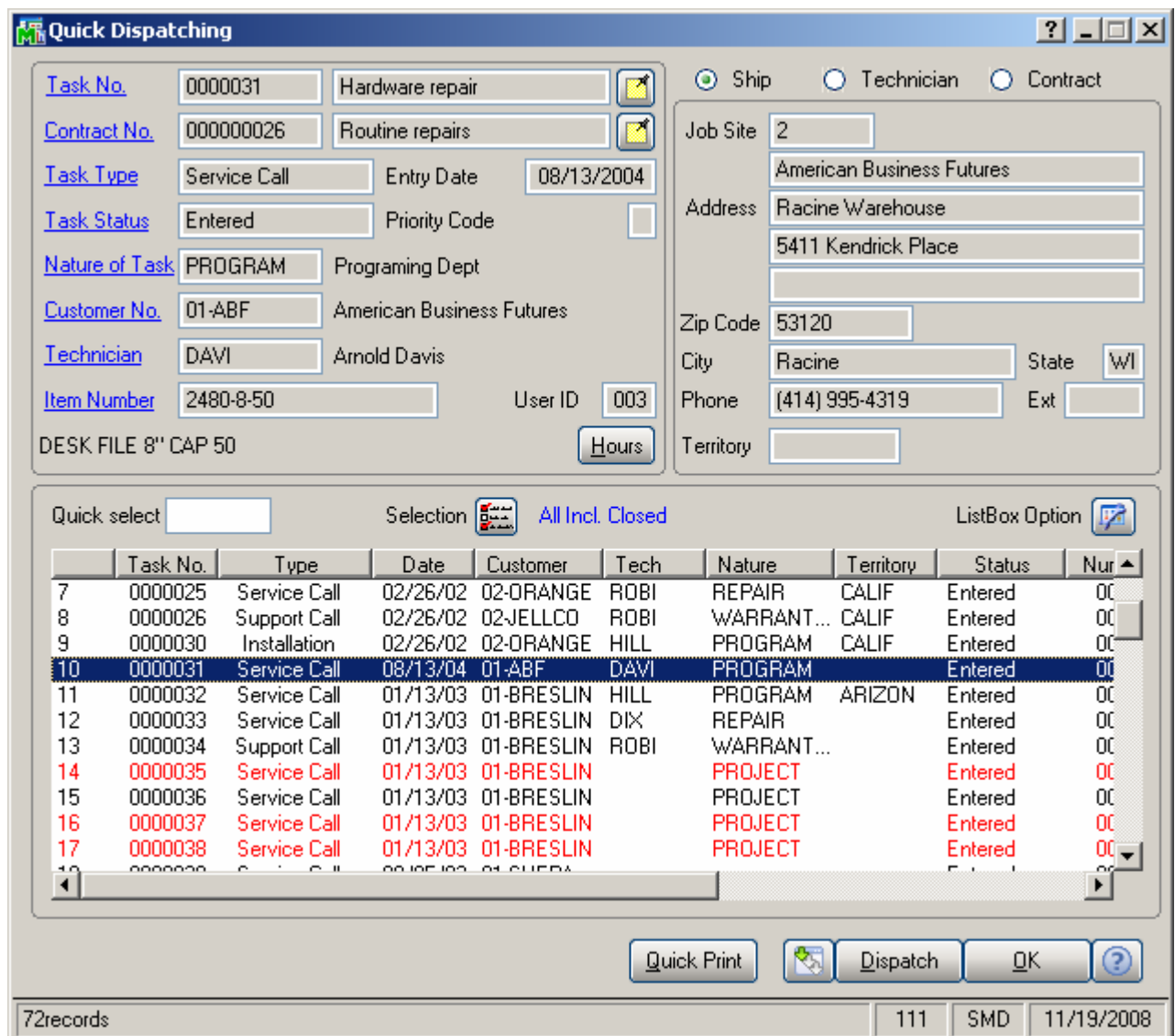
If the box is checked, the program will try to generate tasks for all the items of the contract. The tasks will be generated for the lines that have the PM Code specified and it is the time of generating tasks based on the date of generation.

You can select to generate tasks for the contracts in the specified ranges of **PM Codes**, **Contract Numbers**, **Customer Numbers**, **Item Numbers**.

Quick Dispatching

The **Quick Dispatching** program can be used to:

- View tasks sorted by all the fields.
- Filter the tasks.
- Quickly assign a Task for dispatch.



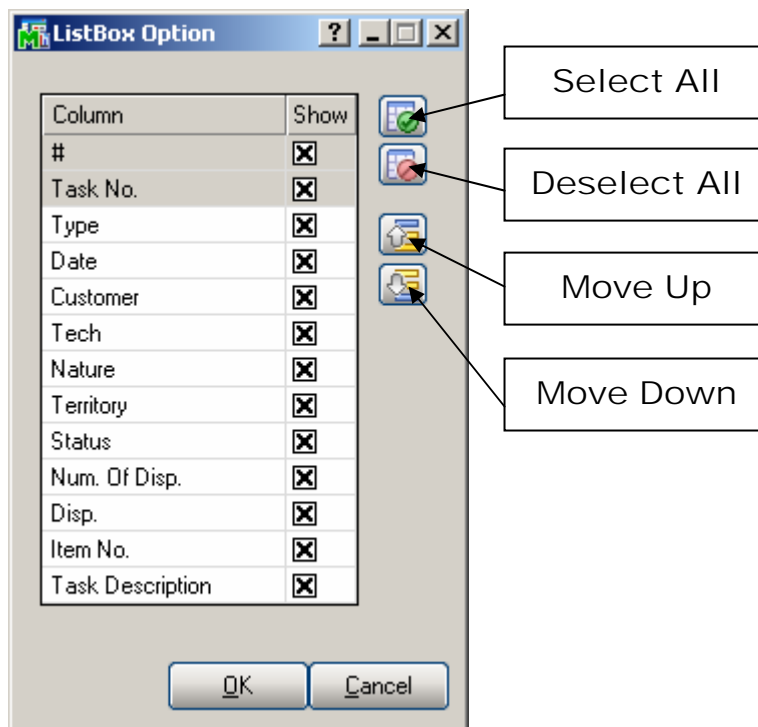
Select a task by clicking on the line. The task information will be displayed in the top part of the screen.

Click the above links to open the corresponding inquiry/maintenances with appropriate codes.

You can view Ship, Technician or Contract information by selecting the corresponding radio button at the right top of the screen.

Specify the number of the Task in the **Quick Select** field to quickly find the corresponding line.

Click the **ListBox Options** button to open the corresponding screen.



Select the field you want to see on the **Quick Dispatching** screen.

Select All – click to select all the check boxes.

Deselect All – click to deselect all the check boxes.

Move Up – click to move the selected field up one level.

Move Down – click to move the selected field down one level.

Click the **Selection** button to open the **Task Selection Options** screen.

Selection	All	Negate	Filter Condition	Starting	Ending
Contract No.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Begins with		
Task Date	<input type="checkbox"/>	<input type="checkbox"/>	Equal to	01/13/2003	
Customer Number	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Begins with		
Nature of Task	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Begins with		
Technician Code	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Begins with		
Territory Code	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Begins with		
Task Status	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Begins with		
Task Type	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Begins with		

Only Not Dispatched
 Exclude Closed Dispatched

OK Cancel ?

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Check the **Only Not Dispatched** box if you wish to display only tasks which have not been dispatched.

Check the **Exclude Closed Dispatched** box to exclude tasks whose dispatches have been closed.

If you wish to view tasks for a range of dates, select corresponding value in the **Filter Condition** column and specify appropriate information:

Begins with, Ends with, Contains, Less than, Greater than – specify corresponding value

Range – specify the starting and ending values

Equal to – select the corresponding value

Selectively – you can select up to 5 values.

Hours

XXXX -Open Dispatches/ YYYYY - Total Number of Dispatches

Zoom Dispatch

Dispatch

Date	Customer	Tech	Nature	Territory	Status	Num. Of Disp.	Disp.	Item No.
01/13/03	01-BRESLIN	HILL	PROGRAM	ARIZON	Entered	0002/0002	Y	8953
01/13/03	01-BRESLIN	DIX	REPAIR		Entered	0002/0002	Y	LEATHER PAC...
01/13/03	01-BRESLIN	ROBI	WARRANT...		Entered	0002/0002	Y	8973
01/13/03	01-BRESLIN		PROJECT		Entered	0000/0000	N	D1400
01/13/03	01-BRESLIN		PROJECT		Entered	0001/0001	Y	D1400
01/13/03	01-BRESLIN		PROJECT		Entered	0000/0000	N	D1400
01/13/03	01-BRESLIN		PROJECT		Entered	0000/0000	N	D1400

Click the **Zoom Dispatch** button to open the **Dispatch Inquiry** of the selected line.

Use the **Dispatch** button to access a dispatched task to enter material or labor, or to dispatch a technician to the task. See **Dispatch Data Entry** for more details.

Use the **Hours** button to view the opening and closing hours at the customer job site.

XXXX/YYYY – **XXXX** represents the Number of Open Dispatches while **YYYY** represents the Total Number of Dispatches.

Quick Dispatch Line Entry

The **Quick Dispatch Line Entry** screen enables you to create Dispatch Lines for a specific Technician without going through all the usual steps. You can add a Dispatch for an existing Task or create a new Task for a new Dispatch not connected to any Customer or Contract.

The screenshot shows the 'Quick Dispatch Line Entry' window. At the top, three callout boxes are present: 'Customer Memo' pointing to a memo icon, 'More Info' pointing to a magnifying glass icon, and 'Close Dispatch' pointing to a red 'X' icon. The interface includes fields for Technician Code (EVA), Customer No. (01-ABF), Task Number (0131287), Contract No. (000000031), Dispatch No. (0001), and Disp.Date (08/16/2007). Below these are fields for Labor/Skill Code (INSTALL), Description (Installation Services), Retainer (1.00), Tax Class (NT), Disc % (.00%), Start Time (4:12PM), End Time (4:12PM), Hours Spent (10.000), Billing Rate (2.00), and Extension (20.00). A table at the bottom displays a single entry with columns for Task No., Disp. No., Disp. Date, Customer No., Contract, Labor/Skill, Tax, Disc, Hours, Rate, Extension, and Desc. At the bottom right, there are 'Accept', 'Totals', and '?' buttons. A callout box labeled 'Totals' points to the 'Totals' button. The status bar at the very bottom shows 'Enter the Billing Rate (Hourly Cost = 90.000), Profit Margin % = ****', 'SMD', and '8/16/2007'.

Set Focus to Field can be used to set starting point for entering information. This starting field is set separately for each technician. The focus will be set to this field next time you select that technician from the list.

Check the **No Messages** box to suppress displaying information and warning messages and memos when selecting Dispatch Lines.

The setting of the **No Messages** box is stored for each Technician Code separately.

Check the **No Auto Budgeting** box to suppress the prompt about creating Budgeting Line when entering new line in the **Quick Dispatch Line Entry**.

Click the **Customer Memo** button on the **Quick Dispatch Line Entry** screen to select Memo for current customer.

Click the **Close Dispatch** button to close the selected dispatch directly from this screen.

The **Search Contract, Task, Labor Description** buttons open the corresponding search screens. The search will be performed among all the dispatches in the system. The screens work as they do in the Task, Contract and Labor Entry screens.

Click the **More Info** button to enter some additional information on Bill Frequency Code, creating Separate Invoice, Quote Hours and Amount.

Select **Labor/Skill Code** and enter Hours Spent, Billing Rate, Extension if needed, and click **Ok** to create a Dispatch Line.

Clicking the **Totals** button displays the following screen:

The screenshot shows a dialog box titled "Technician Totals". It contains the following fields and controls:

- Starting Date: 8/1/2007
- Ending Date: 8/16/2007
- Include Closed Dispatches:
- Number of Dispatches: 1
- Total Hours: 10.000
- Total Amount: 20.00
- OK button

The **Technician Totals** screen displays summary of the Lines added for the selected Technician. The information can **Include Closed Dispatches** also and displays the Total of spent Hours and Amount.

The **Tax Class** field becomes visible if the **Calculate taxes on Labor** option is set to **Labor only** or **Labor with materials** in the **Service Management Options**, and the **Ship-to Address** of the Task has the **Calculate taxes on Labor** box checked. The **Tax Class** will be defaulted to the one of the selected **Labor/Skill Code**. If the setting is **Labor with material**, the Tax Classes of the Dispatch lines will be used only if the Dispatch contains material lines (inventory, miscellaneous, special items). Comments are not considered material lines.

The **Tax** column is hidden from the list, if the **Calculate taxes on Labor** option is set to **No**.

View Extended Description

Auto Spell Check

Spell Check

Check the **View Extended Description** box to display Extended Description of the selected line at the right of the dispatch lines list view.

The **View Extended Description** mode is particularly useful for quick spell checking the extended descriptions of all the lines in the list. In this mode, you can use the *Arrow* keys on the keyboard to move from one line to another, and press the *Tab* key to move the cursor to the Extended Description view pane. Use the **Spell Check** button to check the spelling of the text in the Extended Description pane. After the Spell Checking is finished, the current dispatch line will be automatically selected in the list. If the text has been edited in the Extended Description view pane, pressing *Tab* will move the focus to the dispatch line in the list. You can always press *Shift+Tab* on the keyboard to return to the Dispatch Line list. The changes in the Extended Description will be saved automatically when selecting another line. To discard the changes, click the **Undo** button.

In the **View Extended Description** mode, you can check the **Auto Spell Check** box to automatically start spell checking the Extended Description as the line is selected. With this **Auto Spell Check** option selected, all you have to do for spell checking all the Extended

Descriptions in the Dispatch Lines list is to press the *Down* (or *Up*) key on the keyboard to go through all the Dispatch Lines.

The **Billing Rate** will be determined by the terms of a contract (if any) covering this task. If there is no contract, the rate will be based on the **Billing Rate Calculation Priority** in the **Service Management Options** program, where the priority of the technician, skill, and labor rates is indicated.

If the **Rate** is changed, it will be used for the selected combination of Technician, Labor/Skill, Customer, and Contract, next time when entering line for that combination.

Click the **Start** button to register start of working at the selected Line. The Start button will be changed to **Finish**.

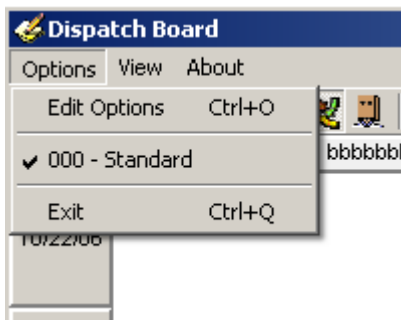
After finishing working at the Line, open the Dispatch and select the Line, then click the **Finish** button. The program will calculate the time between the start and finish of the work and add that time to the **Hours Spent** value. When the work is started (the button is **Finish**), hold the mouse over the button, to view the Start Date/Time in the tool tip.

Dispatch Board

In order to have the Dispatch Board working integrated with Map Point/ Map Quest it is necessary to purchase also the SMM4.40 (Map Point for SMP)/SMQ4.40 (Map Quest for SMP) enhancements.

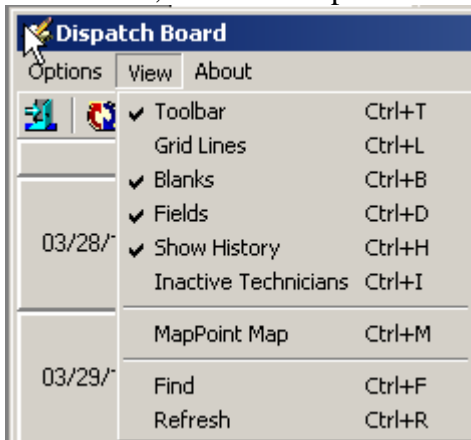
The **Dispatch Board** displays tasks in cells with task dates and technicians placed vertically on the board or horizontally across the top of the board.

The **main menu** located in the upper left corner of the Dispatch Board screen, contains the following submenus.

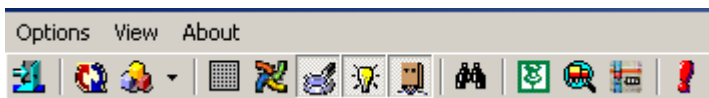


In the **Options** menu, you can select an existing **Options Type**, and **Edit Options** in the **Options for User** dialog box (described later). Current Options Type is indicated with a checkmark.

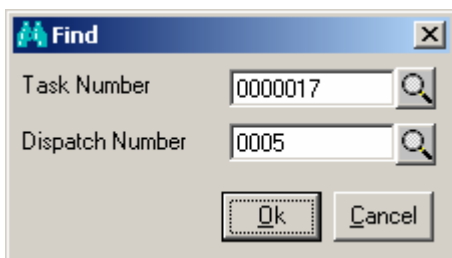
In the **View** menu, you can select to Show/Hide **Toolbar**, **Grid Lines**, **Fields**, **Blanks** (blank rows and columns), **Show History**, **Inactive Technicians**, **Refresh** the Dispatch Board view, and **Find** a specific Task or Dispatch on the Board.



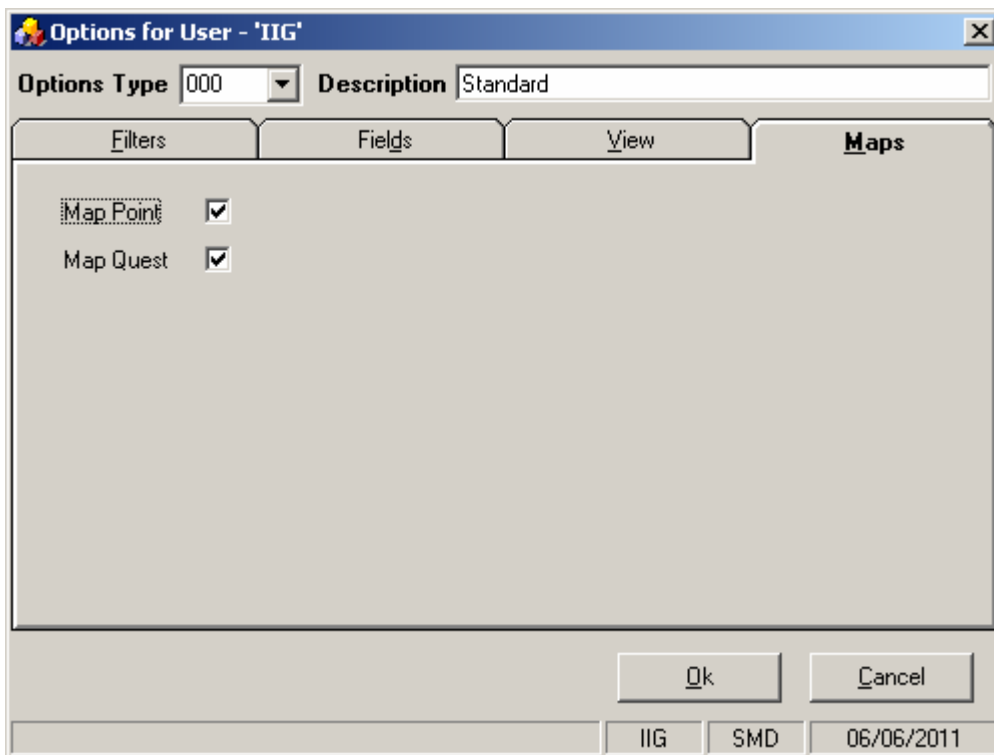
The **Toolbar** enables you to quickly **Exit** the Dispatch Board, **Refresh** the view, **Edit Options**, select **Options Type**, **Show/Hide Grid Lines**, **Blanks**, **Fields**, **Show/Hide History**, **Inactive Technicians**, **Find** Task/Dispatch. Current Options Type is unavailable (already selected).



Find allows searching a specific task/dispatch on the Board. When a task has dispatches you will be warned to enter also the dispatch number. A Task Number cannot be found and displayed when it doesn't exist or some options should be changed in order to display it.

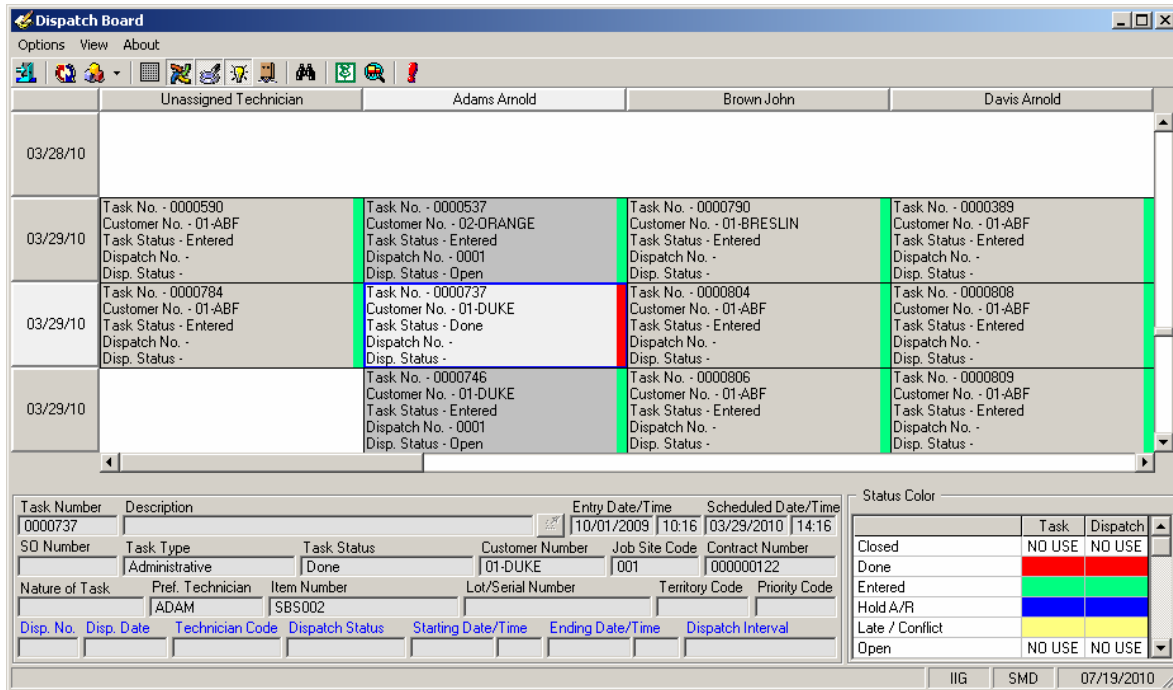


The **MapPoint** and **Map Quest** buttons are available only if the SMM4.40 (Map Point for SMP) and SMQ4.40 (Map Quest for SMP) enhancements are installed and enabled in the Dispatch Board Options:



Map Point and **Map Quest** fields become enabled after installing correspondingly SMM4.40 and SMQ4.40 enhancements.

User specified information for each task or dispatch is displayed in a cell or span of cells. Each type of data in the cell (e.g., Customer, Task Number, Contract Number) can be color-coded for easier visibility. Also display names of data fields can be changed (for example, shortened). Color bars for Task/Dispatch Statuses can be displayed in each cell. Displaying the cell in a color different from other dispatches can highlight an Overdue Dispatch. The user can also filter the tasks by requesting only those tasks with data falling in certain ranges.



To see the details of a Task/Dispatch in the lower part of the screen, click on the cell containing that Task/Dispatch.

You can place technicians or dates horizontally across the top or vertically on the board. Also you can view duplicates of technician codes or dates if several tasks/dispatches have been assigned to the same technician and should be done on the same period of time.

You can also view the duration of each task. The span of the cells displays the Scheduled and Due Date/Time of the Task or the Starting and Ending Date/Time of the Dispatch.

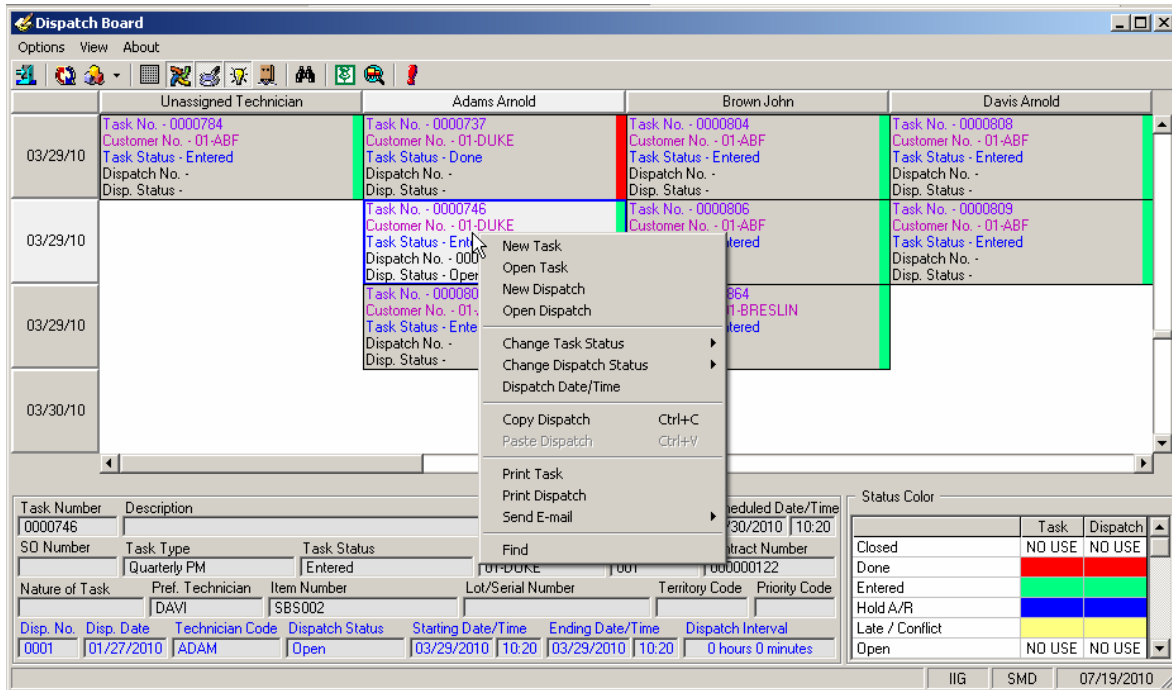
You can change the width of the cells. Click anywhere between the names of Technicians at the top of the board, and drag the mouse to the right to increase the width or to the left to decrease it. The status bar displays the column count. All the columns will have equal widths when you release the mouse. The number of columns will remain unchanged when you resize the window, so you can adjust cell width by resizing window too. Rows will only have whole cells.

A cell can be dragged to another date or technician, and the system will update the corresponding dispatch. A tool tip displays the destination date and technician name while dragging. The cursor is changed, if the move is not allowed (closed dispatch, moving to the Unassigned Technician column, moving without Date change).

Cells can be selected using keyboard Arrows, Page Up, Page Down keys.

Pressing Enter from the keyboard opens the selected task in the **Task Data Entry** screen. Pressing Enter when an empty cell is selected displays the **Task Data Entry** screen ready for new task entry.

Right-clicking on a cell (or using the Windows Application key on the keyboard) displays popup menu, from which you can quickly run some programs for the dispatch. To pass focus to the cells part of the screen (for example, after using Refresh), press Ctrl+G. The left upper cell of the displayed cells will be selected.



New Task displays the **Task Data Entry** screen ready for new task entry. The **Next Task Number** is selected, and the **Scheduled Date/Time** is set equal to the selected cell Date/Time. The selected cell **Technician** is loaded after selecting the **Customer**.

Open Task displays the Task Data Entry screen for the current task. You can also open the Task Data Entry screen by double clicking on the task cell. If there is a dispatch for current Task pressing the CTRL key and double clicking on the cell will open the **Dispatch Data Entry**.

New Dispatch displays the Dispatch Data Entry screen ready for new dispatch entry for the selected task.

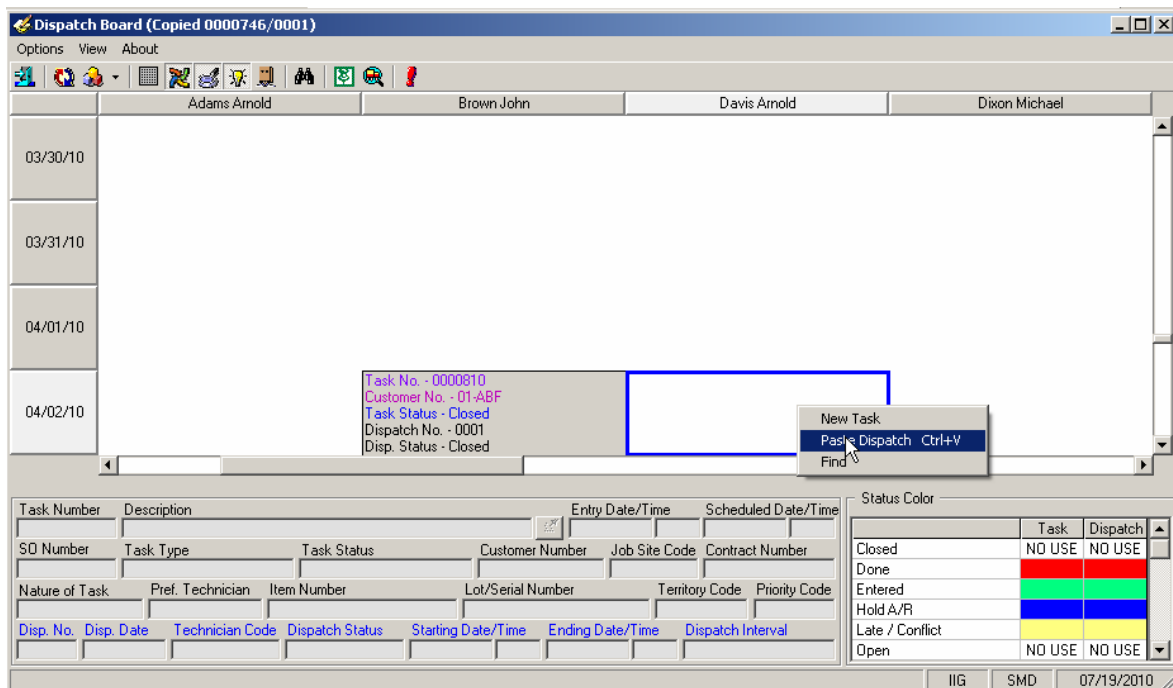
Open Dispatch displays the Dispatch Data Entry screen for the current dispatch. If the Dispatch Status is Closed, the Dispatch Inquiry screen is displayed instead.

You can **Change Task/Dispatch Status**. If the program cannot change the status, a message appears explaining the problem. (For example, you cannot close a task that has open dispatches.)

Dispatch Date/Time displays the **Change Dispatch Date/Time** dialog box where you can change starting and ending date and time of the dispatch.

The Dispatch **Copy/Paste** feature allows the user to easily assign another technician to the same task. If some cell with Dispatch is selected then the user can copy it (right click and select **Copy Dispatch**), and paste to another position on the board. This will result in creation of a new dispatch for the same task, using the Technician Number and Start Date/Time of the paste location. The Dispatch End Time is set automatically so that the duration of the newly created dispatch to be the same as the ones from which it has been copied.

The user can use also the **CTRL+C** and **CTRL+V** key combinations for Copy/Paste function. After the cell is copied corresponding Task/Dispatch numbers are displayed in the Dispatch Board caption.



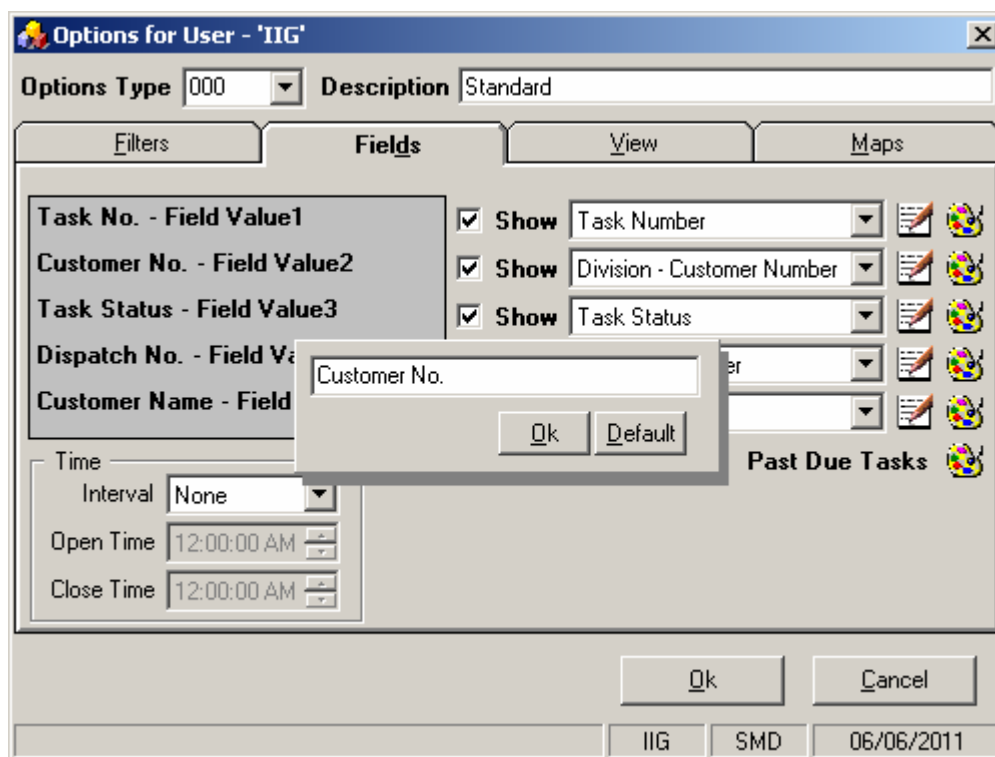
Print Task and **Print Dispatch** open the Crystal Report Printing.

Send E-mail opens mail client. You can send mails to Technician, Customer, or Both.

The **Dispatch Board** is automatically refreshed when Accepting changes in the Task and Dispatch Data Entries, Closing tasks, creating new tasks and dispatches.

To control which data fields appear in the cells (and their colors), select the **Edit Options** submenu from the **Options** menu.

Click the **Fields** tab in the displayed **Options for User** dialog box.



You can choose five data fields to be displayed in the cells of the board. Select fields from the drop-down lists, and see preview on the left.

You can hide fields if you do not need all five fields displayed. Uncheck the boxes next to fields that you do not want to be displayed.

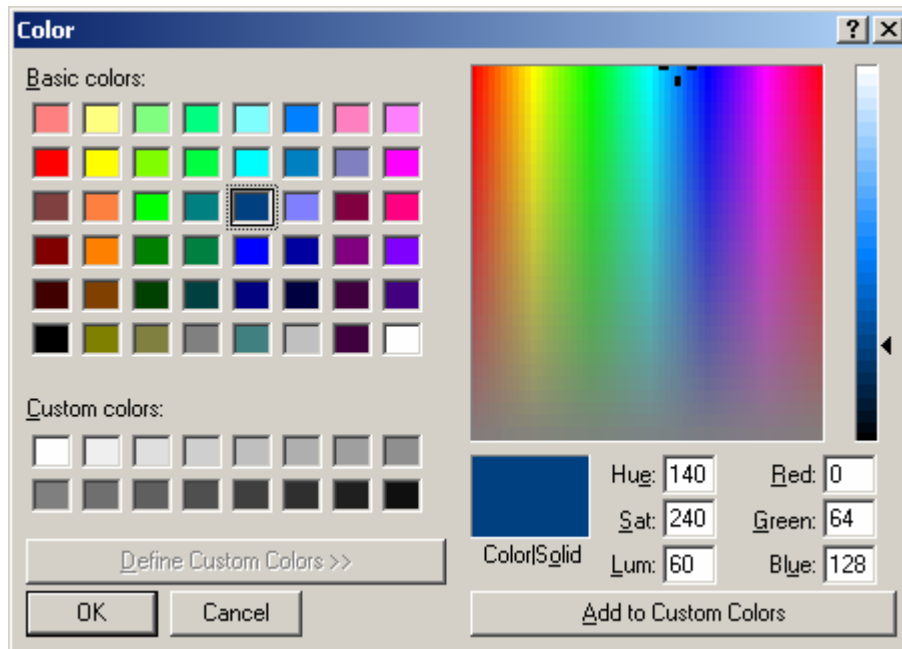
Besides, you can change the display name of selected fields. Click the **Edit** button. An edit box is displayed, where you can type a shorter or more convenient name for the field. (You can even delete the name at all, if you have highlighted the field with color or simply remember which one it is.)

Click the **Default** button to reset the name to the default.

Click **OK** to save the new display name.

To change the color of a field, click its **Color** button.

Select color in the standard Windows **Color** dialog box.



You can select a background color for **Past Due Tasks** cells. The cells representing dispatches with Ending Date earlier than current system date will be displayed with that color.

In the **Time** section you can enter the **Open Time** and **Close Time** and specify the Time Interval of tasks/dispatches. When no time interval is selected (**None** is selected in the **Interval** field), Open Time and Close Time fields will be disabled (tasks on the board will be shown only by Dates).

On the **Filters** tab, you may request to see only those task/dispatches meeting certain criteria.

Click the **Technician Number** line to set a range of technicians (or just one technician),

Options for User - 'IIG'

Options Type: 000 Description: Standard

Filters Fields View Maps

Field Name All Starting Ending

Technician Number ADAM WILL

Fields	Starting	Ending
<input checked="" type="checkbox"/> Date	01/01/1900	12/31/2099
<input checked="" type="checkbox"/> Technician Number	ADAM	WILL
<input checked="" type="checkbox"/> Task Number		////////
<input checked="" type="checkbox"/> Division - Customer Number	00-	99-////////
<input checked="" type="checkbox"/> Task Status		Z
<input checked="" type="checkbox"/> Task Type		Z
<input checked="" type="checkbox"/> Task Priority		Z
<input checked="" type="checkbox"/> Skip To Code		////

Show Unchecked Lines Only

Ok Cancel

IIG SMD 06/06/2011

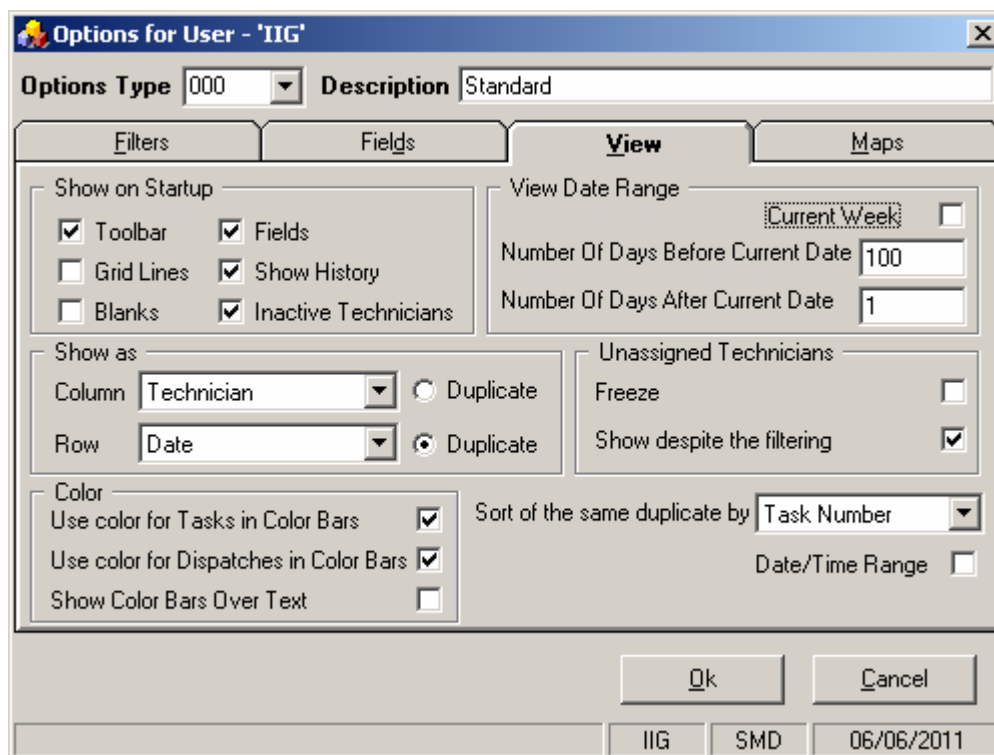
Enter the Starting and Ending **Technician Numbers** and click the **Save Change** icon to the right.

To undo the range selection, place a check in the box to the left of the field name. This checkbox means that all possible values of the field will be displayed on the board.

Repeat the process to select a range of data for any other fields you may wish to limit. Use the **OK** button when you are done.

Check the **Show Unchecked Lines Only** box to display only lines with limitations of range.

Go to the **View** tab.



Check the corresponding boxes in the **Show on Startup** section to show **Toolbar, Grid Lines, Fields, Blanks, History, Inactive Technicians** each time the Dispatch Board starts. The **Show History** option enables displaying **Closed** tasks (with their dispatches) on the Dispatch Board.

*Note: It is necessary to have the **Retain Task Entry History** option turned on in the SM Options so that the Closed tasks to be displayed on the Board.*

The cells with closed tasks are viewed only; they cannot be changed or moved. The **Open Task, Open Dispatch** and **Print Task** commands from the drop-down menu will open correspondingly the **Task History Inquiry, Dispatch Inquiry** and the **Task History Printing** screens.

You can set the **Numbers Of Days Before** and **After Current Date**. This can be useful to locate tasks and dispatches more easily and also to shorten refresh time of the Board. If both are set to 0, all the Dates are displayed.

The **Current Week** checkbox is intended for displaying only the data of current week. If this checkbox is selected the display is from Sunday to Saturday of the current week based on the system date.

You can form the Board based on the **Show as Column** and **Show as Row** fields. Select what should be displayed on the top across the board (for instance, it can be technician or dates), and what should be displayed vertically. Select the **Duplicate** checkbox if you want

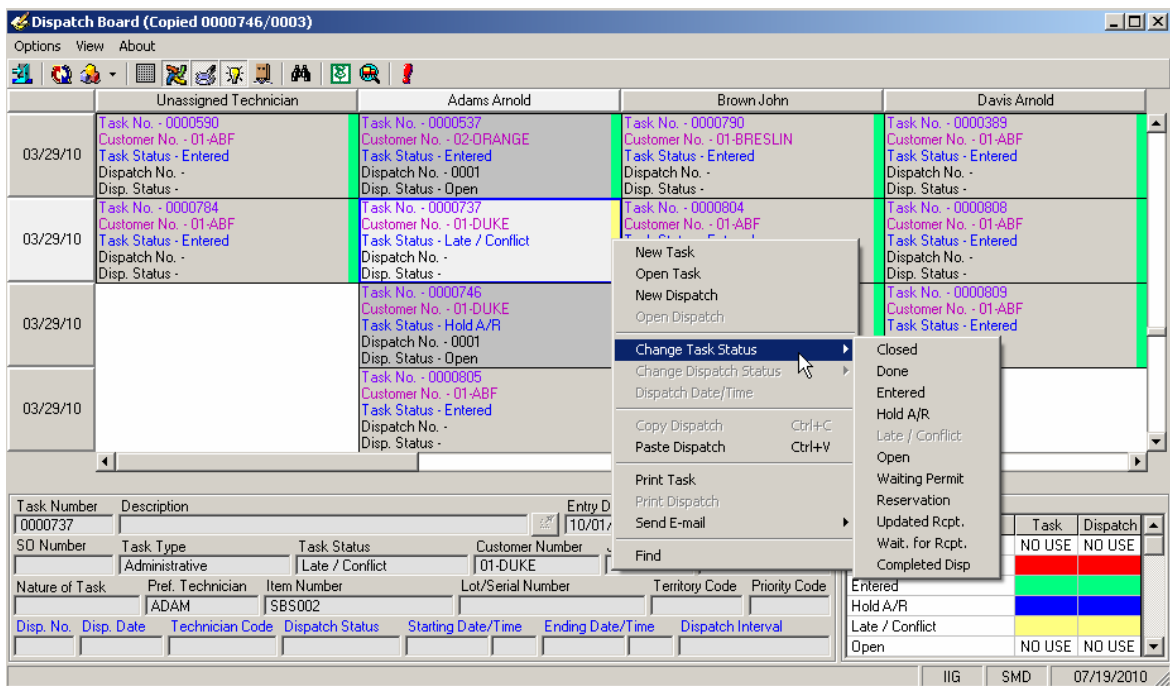
to see duplicated columns or rows (in case the same tasks are assigned to the same technician and should be done on the same period of time).

The **Unassigned Technicians** section is intended for displaying/hiding unassigned Technicians on the Dispatch Board.

The **Freeze** option allows freezing the **Unassigned Technician** row/column. If there is more than one **Unassigned Technician** row/column only the first one will be frozen.

The **Show despite the filtering** checkbox provides an option of displaying the **Unassigned Technician** row/column on the Board regardless the filtering applied to the **Technician Number** field.

Check the **Use color for Tasks and Dispatches in Color Bars** boxes to display the color bars with the colors corresponding to the tasks and dispatches statuses. Check the **Show Color Bars Over Text** box to display the color bars over the text in cells, to view the colors more clearly.



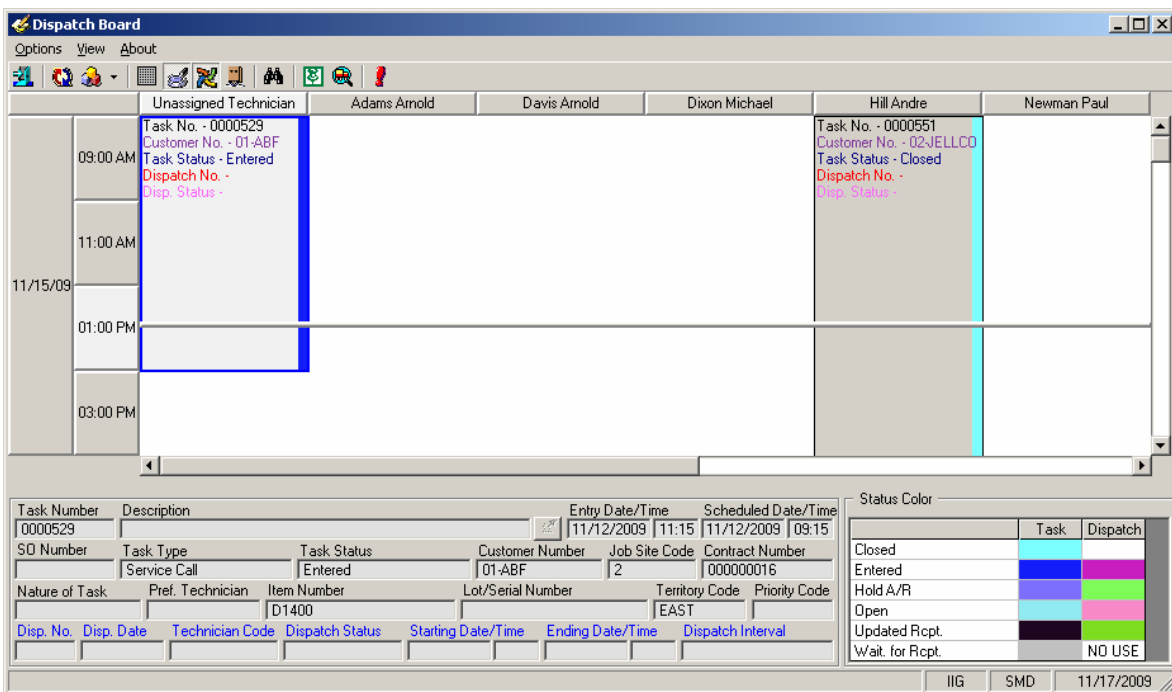
Changing the status of the task/dispatch will change also the colors.

If you want to view the span of the cells, select the **Date/Time Range** checkbox. When this checkbox is selected, the **Duplicate** checkbox will be disabled for **Show Row/Column as Date** case.

In the **Sort of the same duplicate by** field select the field (Task Number, Priority Code, Scheduled or Start Time, Scheduled Time, Dispatch Start Time) based on which sorting within the same duplicates (for instance, Technicians or Dates) should be done. But in

some cases, in order to avoid using extra spaces on the board, the sorting order may be contravened by inserting the tasks/dispatches (or span of tasks/ dispatches) in fitting free spaces.

The user can change the **Task Scheduled /Dispatch Starting** and **Task Due/ Dispatch Ending Dates/Times** by changing the size of the cell on the **Dispatch Board**. No need to change the date/time of the Task/Dispatch from the Task/Dispatch Data Entry when a technician is required to stay an extra day or has completed the task earlier. Click on the starting/ending edge of the cell and move the cursor to the desired Date Time. Cell resizing is available only if the **Date/Time Range** checkbox is selected and for the cells with active Tasks and Dispatches.



The **Status Color** legend in the lower right hand corner next to the Task/Dispatch data displays the colors specified for corresponding Task/Dispatch statuses.

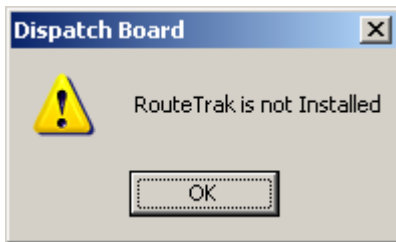
By default, the displayed fields, names, ranges and colors are saved for each user and each company separately under Options Type 000 Standard. You can create different views. Enter new **Options Type** and **Description**. Make your changes, and click **OK**. The view will be saved under current Options Type. Next time opening the dialog box you can select any of existing Options Types. Note that entering new Type code will clear all the settings to defaults.

Map Point-Dispatch Board

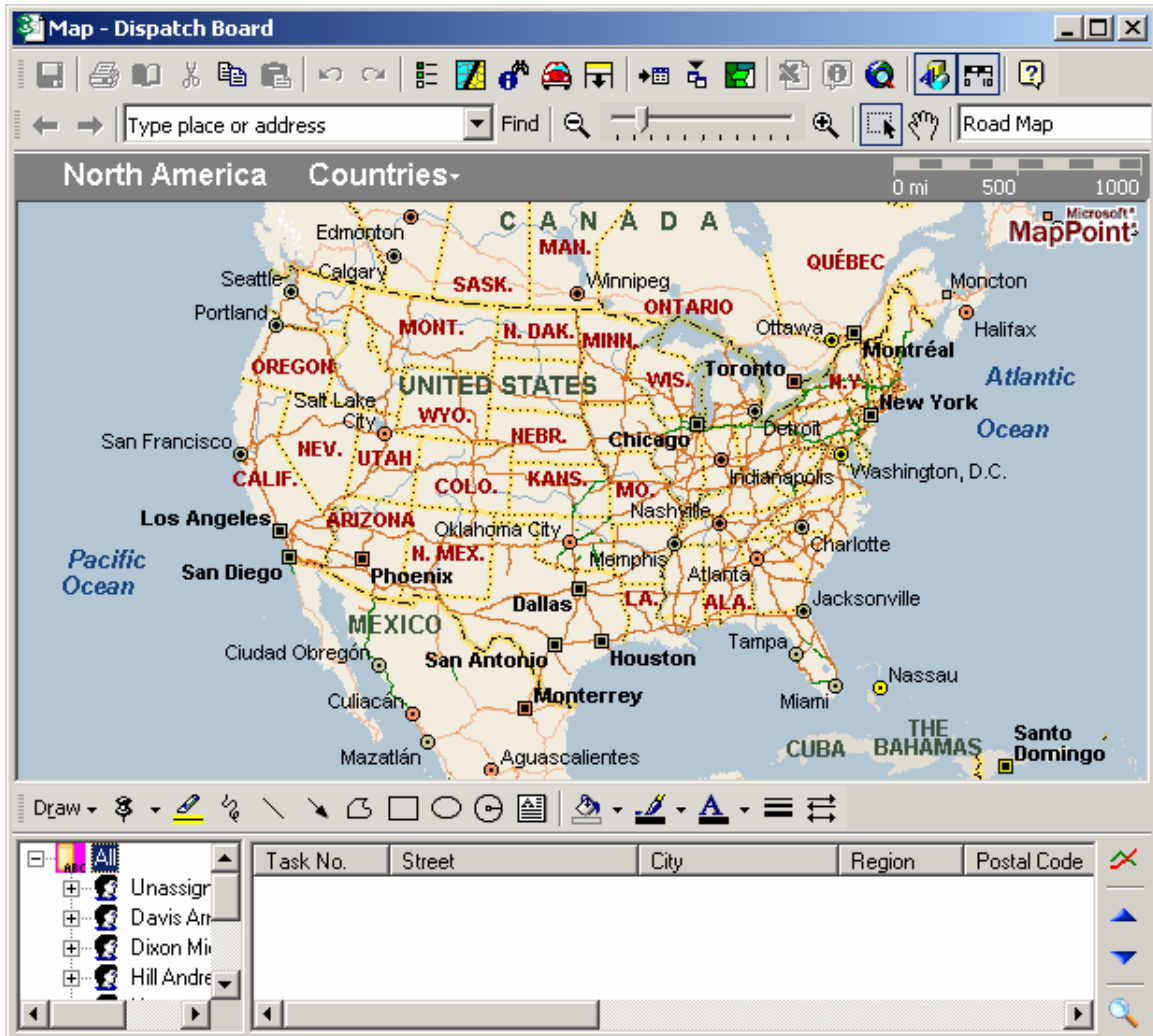
Note: In order to enable the Map Point button on the toolbar program, it is necessary to have IIG's SMM4.40 (Map Point for SMP) enhancement installed and enabled in the Dispatch Board Options.

It is necessary also to have the RouteTrack program installed, since vehicle and truck information set for each technician is taken from RouteTrack program database.

When trying to open the **Map-Dispatch Board** program without having installed RouteTrack program the following message is displayed:



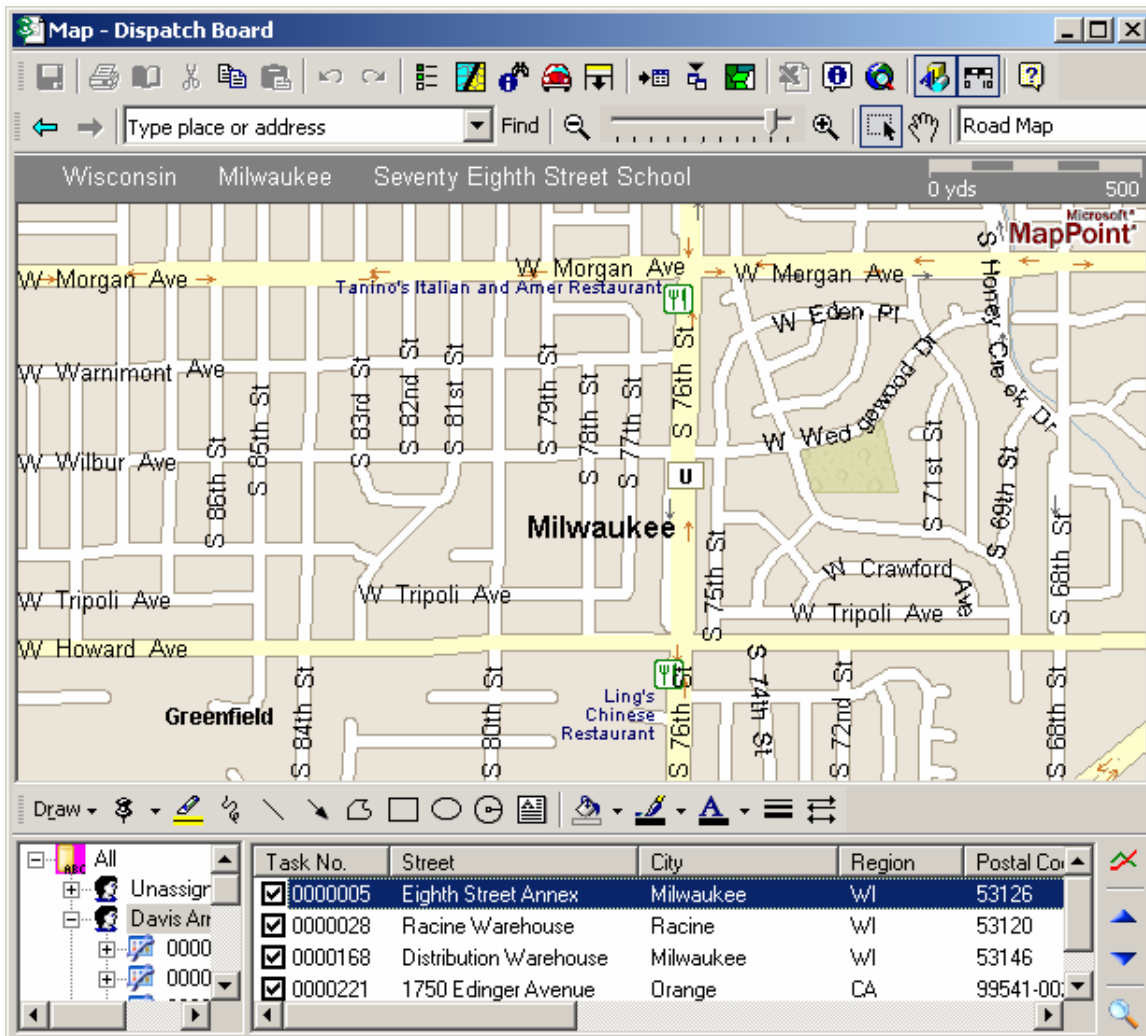
In the opened **Map-Dispatch Board**, at the bottom of the window, the tree-control on the left lists the **Technicians** displayed in the Board.



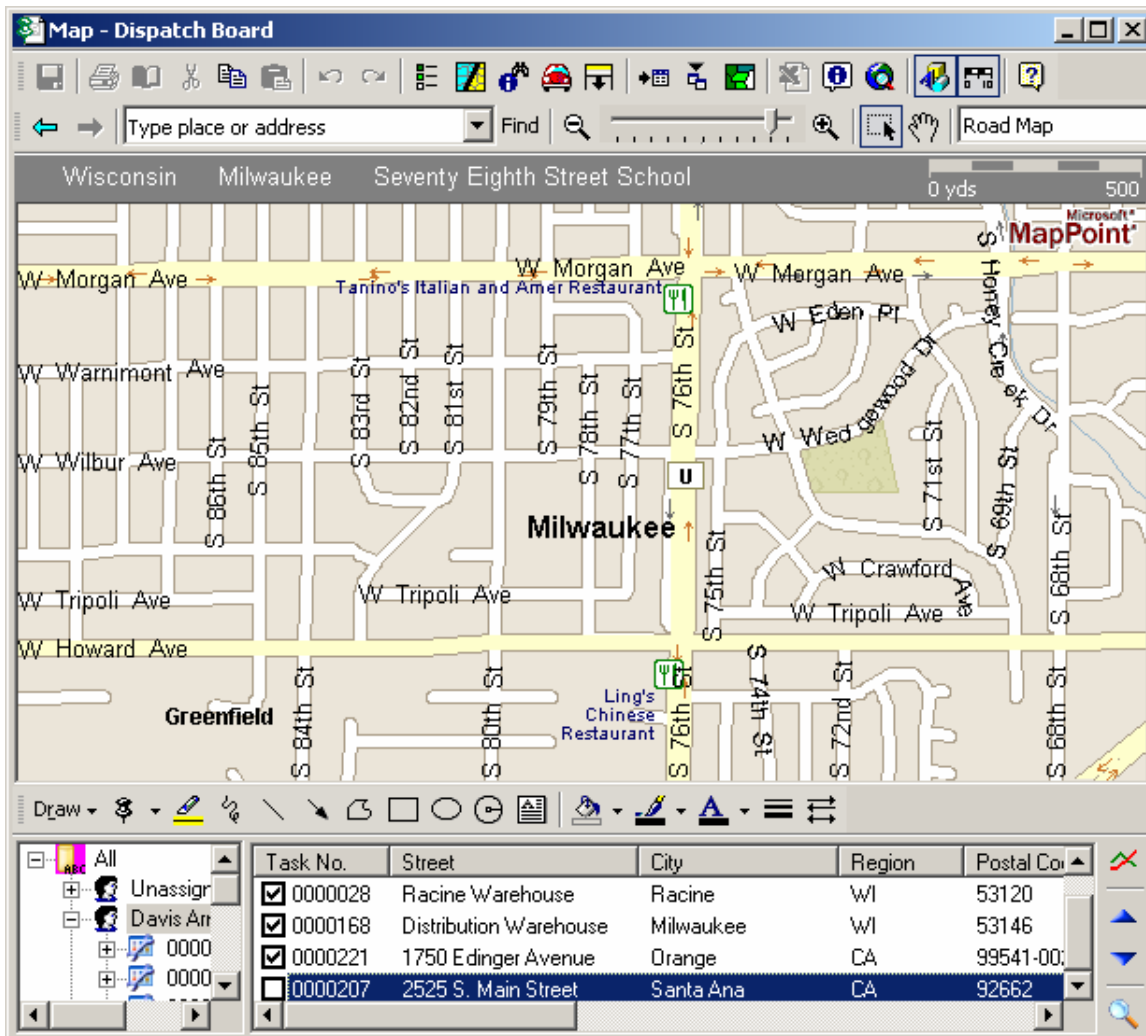
When clicking a **Technician**, Tasks assigned to that technician are displayed on the right (as it is on the Board):



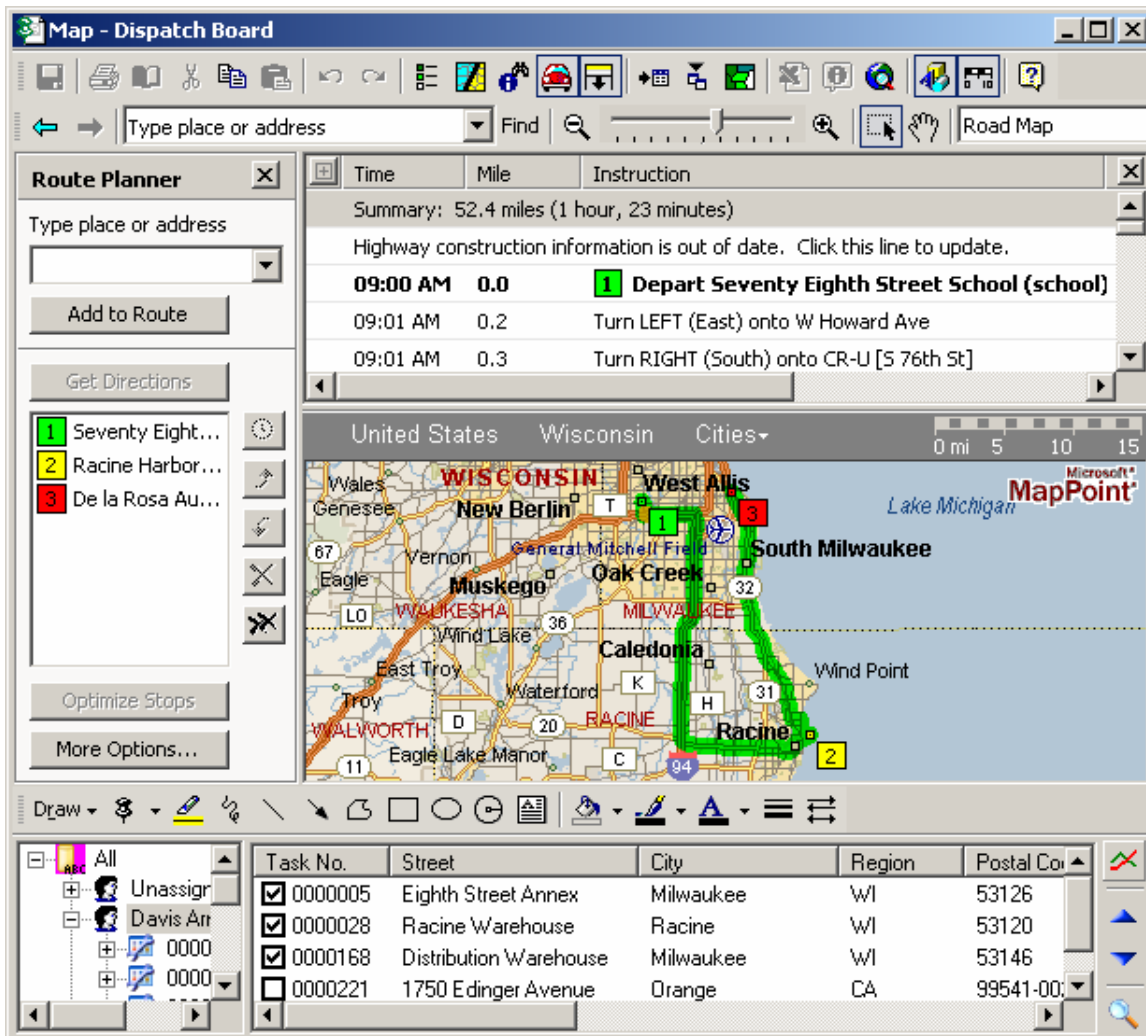
When selecting a task from the list, City map of the region is displayed.



If the program cannot find the place on the map, the checkmark is removed from that row:



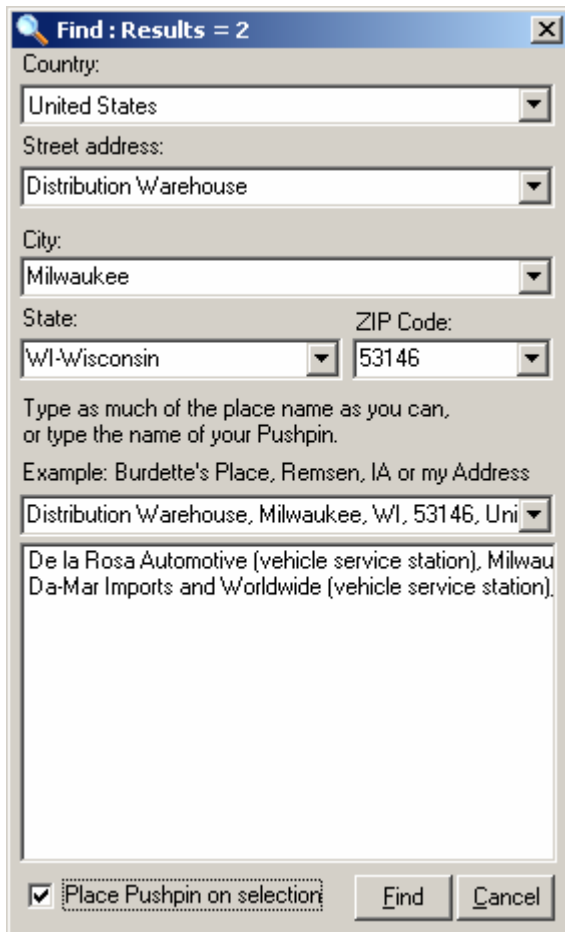
The **Calculate** button can be used for route calculation.



The route is calculated for the tasks with checkmarks, and displayed on the map and in the summary.

The **arrows** in the right bottom of the window allow rearranging the rows order for more optimal route calculations.

The **Find** button opens the **Find** window:



The screenshot shows a window titled "Find : Results = 2". It contains several dropdown menus for search criteria: Country (United States), Street address (Distribution Warehouse), City (Milwaukee), State (WI-Wisconsin), and ZIP Code (53146). Below these is a text input field with the text "Distribution Warehouse, Milwaukee, WI, 53146, Uni". Underneath the input field is a list of search results: "De la Rosa Automotive (vehicle service station), Milwau" and "Da-Mar Imports and Worldwide (vehicle service station)". At the bottom, there is a checkbox labeled "Place Pushpin on selection" which is checked, and two buttons labeled "Find" and "Cancel".

This window is always on-top.

If a **Task** is selected in the **Map** window, the address is automatically loaded in the **Find** window.

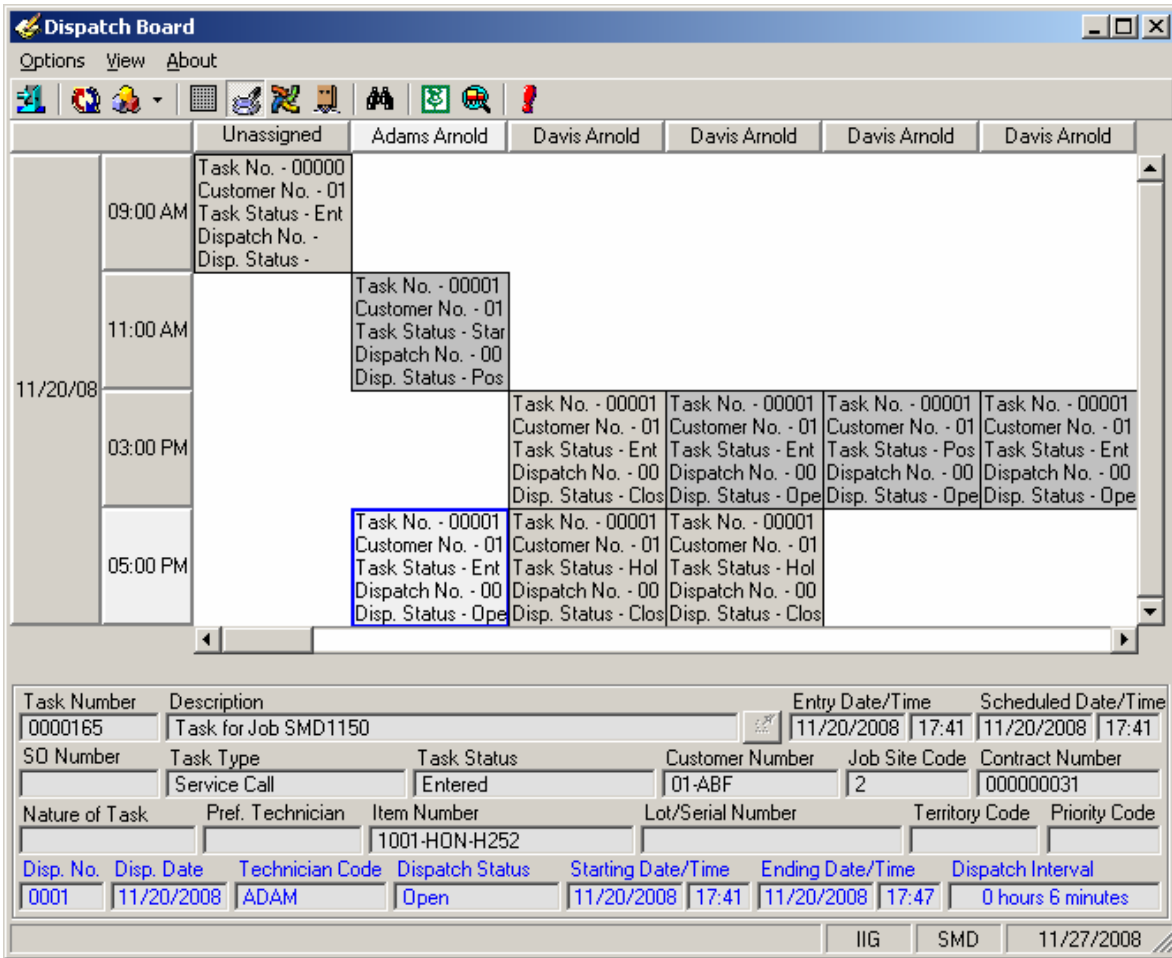
The **Place Pushpin on selection** box can be checked to place a Pushpin for the selected place.

The screenshot displays a software interface titled "Map - Dispatch Board". It features a map of Milwaukee, Wisconsin, with various streets and landmarks labeled. A yellow pin is placed on the map, with a tooltip that reads "Da-Mar Imports and World... MapPoint" and "This is the address you selected!".

Below the map is a table with the following data:

Task No.	Street	City	Region	Postal Coi
<input checked="" type="checkbox"/> 0000005	Eighth Street Annex	Milwaukee	WI	53126
<input checked="" type="checkbox"/> 0000168	Distribution Warehouse	Milwaukee	WI	53146
<input checked="" type="checkbox"/> 0000028	Racine Warehouse	Racine	WI	53120
<input type="checkbox"/> 0000221	1750 Edinger Avenue	Orange	CA	99541-00

Other interface elements include a search bar at the top, a legend on the left, and a task list on the right with columns for Time, Mile, and Instruction. The task list shows a summary of 32.3 miles (54 minutes) and provides instructions for a route starting at 09:00 AM.



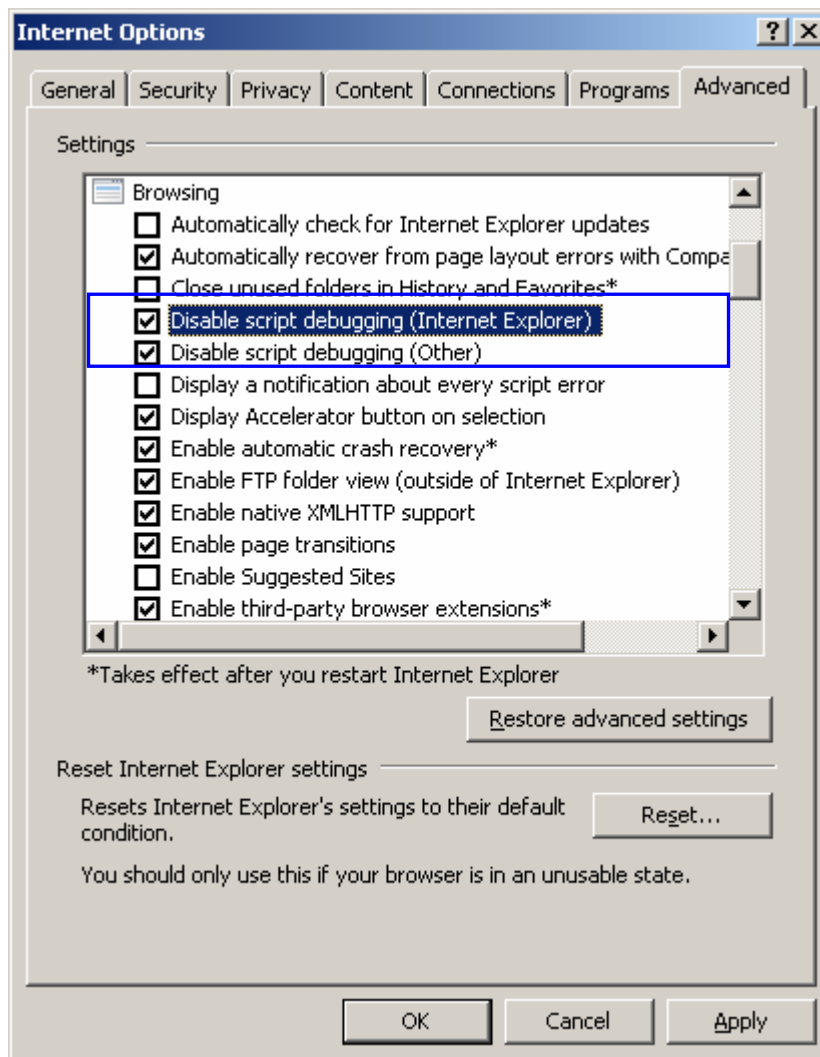
The **Route Trak** button launches the RouteTrak program.

Map Quest- Dispatch Board

This enhancement provides integration with Map Quest allowing the users to see on a US map the tasks displayed on a dispatch board view. It provides also:

- Getting directions (fastest, shortest, optimal) from one location to the next
- Assigning the task to a technician by viewing all technicians and their tasks on the map board

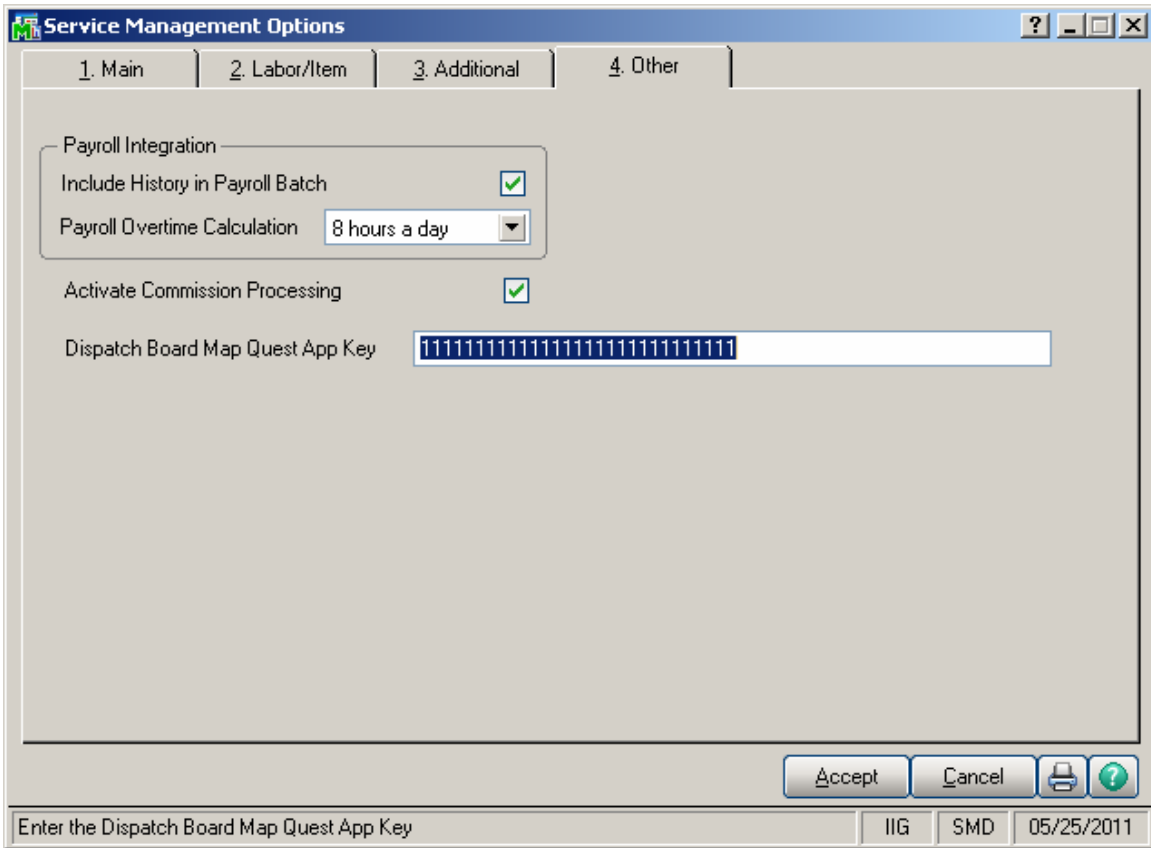
Important Note: In order to have **Map Quest_ Dispatch Board** to work properly it is necessary to have Windows Internet Explorer 8 installed and configured as follows:



Service Management Options

Before starting to use Map Quest in the Dispatch Board it is necessary to register at the: <http://developer.mapquest.com/> and get the Application Key.

The **Dispatch Board Map Quest App Key** field has been added to **Service Management Options** -> **Other** tab to allow entering the Application Key provided by Map Quest.



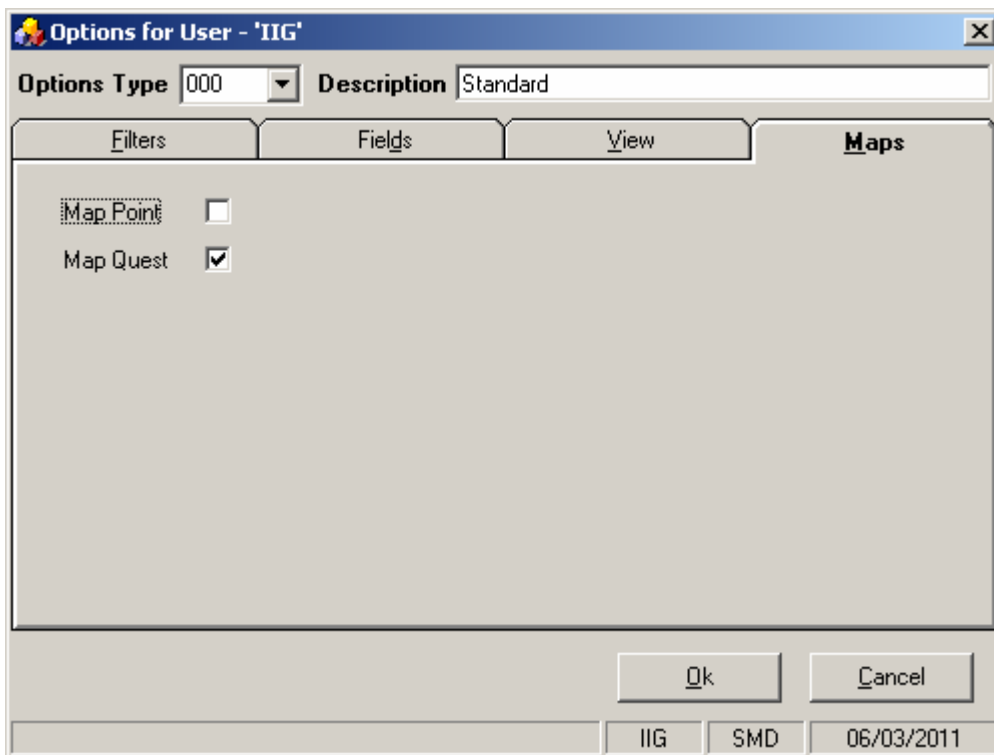
The following message will appear when trying to launch Map Quest from Dispatch Board if there is not Application Key specified in the S/M Options.



In case the Application Key entered in the S/M Options is not valid no maps will be available in the **Map_Dispatch Board** screen.

Map Quest-Dispatch Board

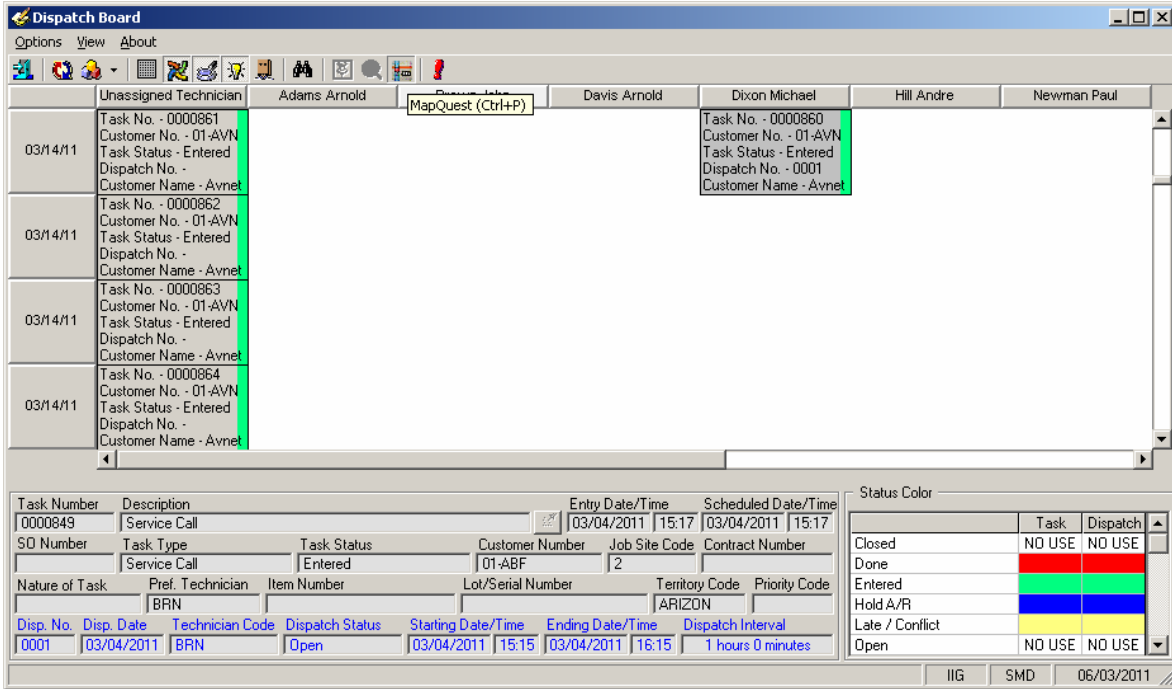
A new **Maps** tab with two options: **Map Point** and **Map Quest**, has been added to the Dispatch Board Options screen to allow selecting the Maps to work integrated with Dispatch Board.



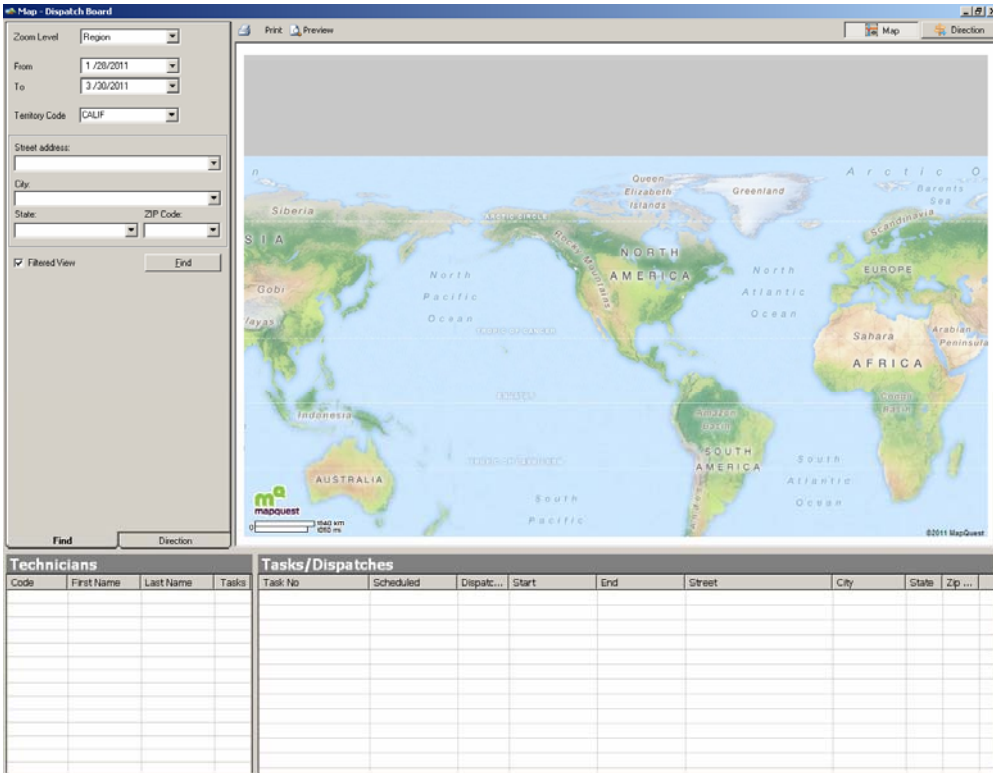
Select the **Map Quest** checkbox to enable Map Quest for Dispatch Board.

The Dispatch Board integration with Map Quest allows the users to enter a region, specify date range and display on the map- board the technicians in the filtered region for the specified date(s).

Note: Refer to p. 137 of SMP440.pdf for information about Map Point integration.



Click the **Map Quest** button added to the Dispatch Board toolbar to open the **Map – Dispatch Board** screen.

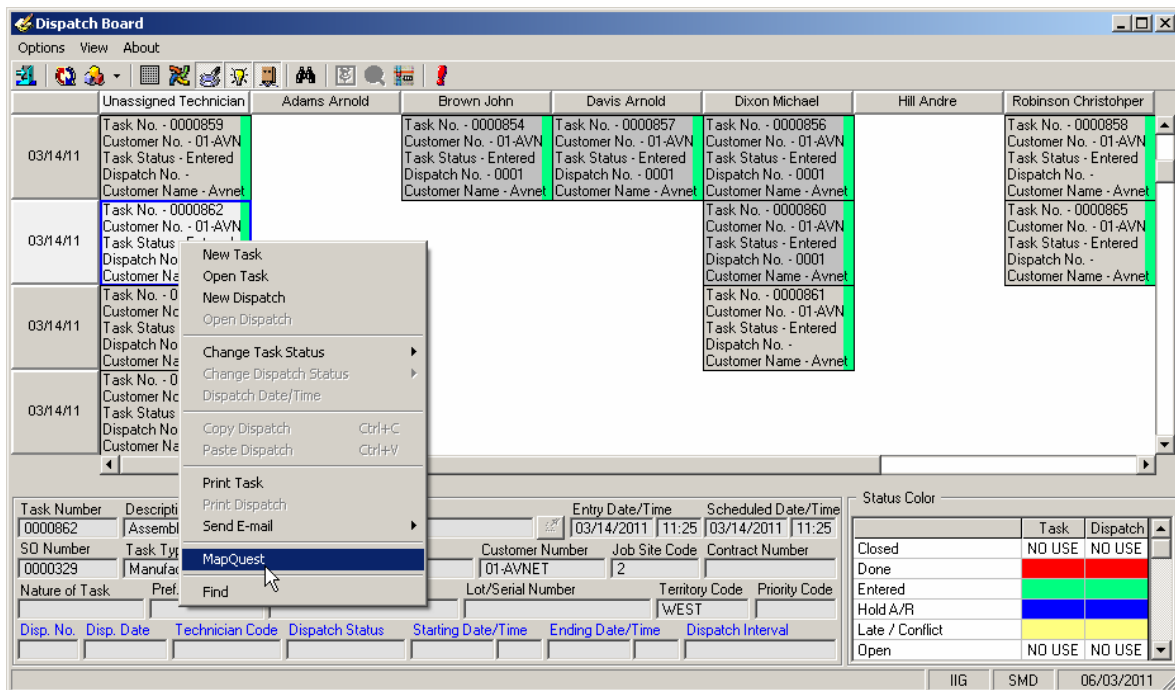


The **Filtered View** checkbox is selected by default. It allows applying the filters set in the Dispatch Board options. Only the Date filters are not taken into account. The **From** and **To Dates** on the **Map-Dispatch Board** screen are populated with corresponding Dates based on the current system date taking into account the **Number of Days before Current Date** and **Number of Days after Current Date** values set in the Board options for current view.

On the **Map – Dispatch Board** screen enter the address information and the Territory Code to be searched. Click the **Find** button to find the Technicians having open tasks assigned to that Territory. Each Task will be displayed as an individual Point on the Map. Select a Technician to have the Technician’s Task/Dispatches loaded in the Tasks/Dispatches grid.

The Map-Dispatch Board can be launched also from the Pop Up menu opened by right clicking on the task cell.

When the Map-Dispatch Board is opened from the Task the Job Site Code address information from the Task’s More Info screen is automatically loaded into the respective address fields on the Map-Dispatch Board:



In this case the **From** and **To Dates** are populated with corresponding values based on the Task’s Scheduled Date or the Dispatch Starting and Ending Dates.

Code	First Name	Last Name	Ta...
HILL	Andre	Hill	1
BRN	John	Brown	1
WILL	Allen	Williams	1
DIX	Michael	Dixon	3
DAVI	Arnold	Davis	1
ROBI	Christopher	Robinson	2

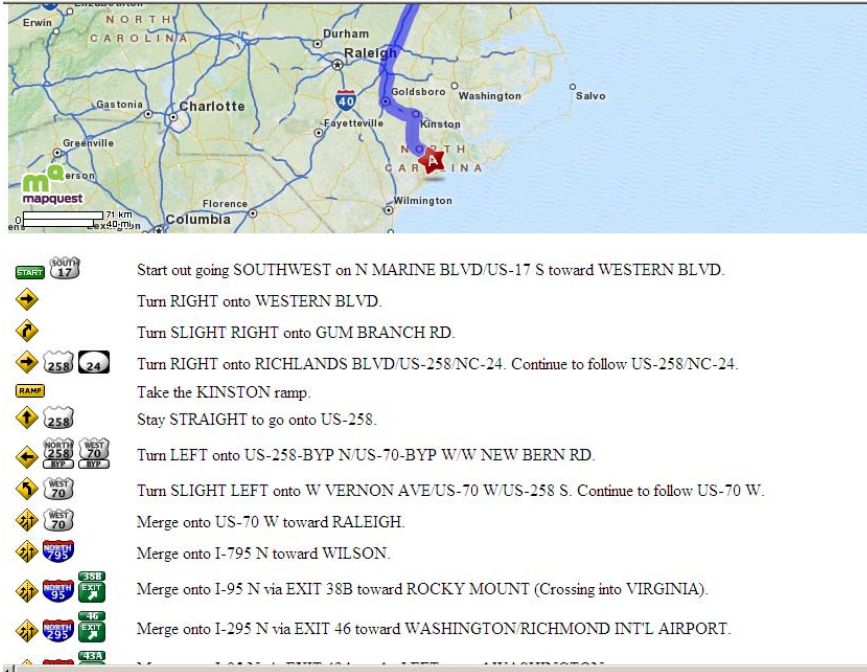
Task No	Scheduled	Dispa...	Start	End	Street	City	St...	Zi...
0000862	03/03/2011 ...				56 Technology	IRVINE	CA	92...

The Map is opened with the Ship To addresses already found and flagged.

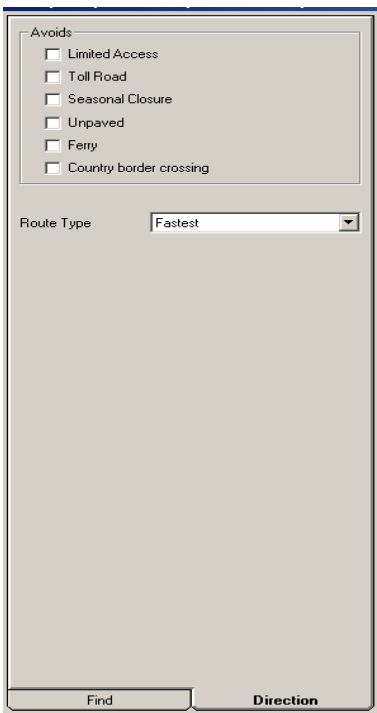
Code	First Name	Last Name	Ta...
HILL	Andre	Hill	1
BRN	John	Brown	1
WILL	Allen	Williams	1
DIX	Michael	Dixon	3
DAVI	Arnold	Davis	1
ROBI	Christopher	Robinson	2

There is an option for assigning Technician to the Task and Showing the Direction to the required address.

Just right click in a row of Task/Dispatch grid and select Assign Technician to have the Technician selected in the Technicians list (on the left) assigned to current Task.



Map-Quest provides additional options for directions. The Directions are shown based on the Route Type selected in the Directions screen.



The Print and Preview buttons allow the user to Print/Preview current view of Map Dispatch Board.

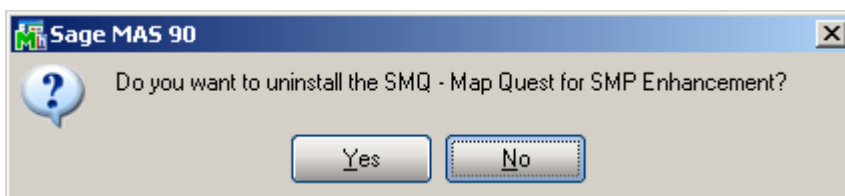
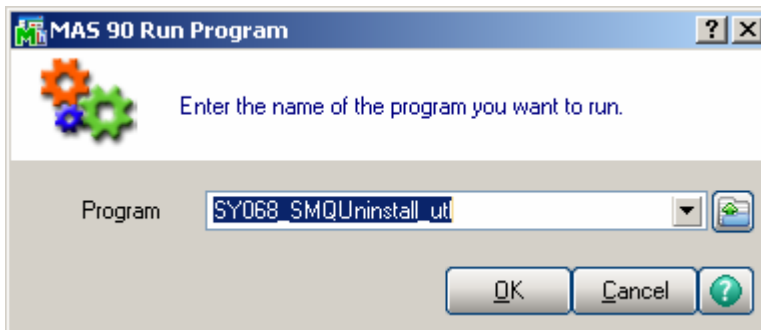


The Map and Direction buttons allow for switching between the Map and Direction screens.

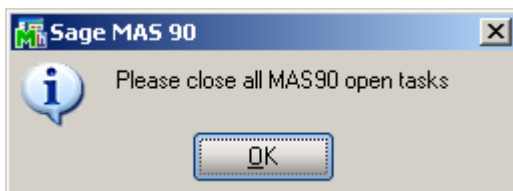


SMQ/SMM Enhancement Uninstaller

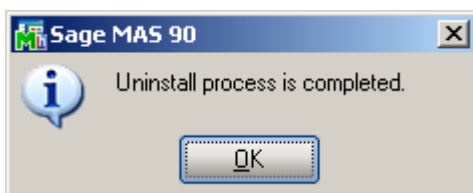
The **SY068_SMQUninstall_utl** and **SY068_SMMUninstall_utl** programs have been developed to allow removing SMQ4.40/SMM4.40 enhancement from your SM MAS 90/200 System. Run the uninstall utility for an enhancement you would like to uninstall from **File->Run** menu:



Select Yes to proceed with uninstall process.



The following message appears after the enhancement is uninstalled from your system:



After uninstalling the enhancement the Map Quest related fields in the S/M Options and Dispatch Board Options screens are disabled.

Auto Invoice Generation

The **Auto Invoice Generation** program can be used to easily create Invoices with automatic generation.

The screenshot shows the 'Auto Invoice Generation' window. It has a selection grid at the top with columns: Selection, All, Starting, and Ending. Below this is a table of dispatches with columns: Contract No., Task No., Disp. No., Customer No., Billing Type, Invoice Format, Incl, and (%). At the bottom, there are buttons for Proceed, Clear, Cancel, and Generation, along with a status bar showing '111 SMD 11/19/2008'.

Selection	All	Starting	Ending
Customer Number	<input checked="" type="checkbox"/>	00-	99-//
Contract Number	<input checked="" type="checkbox"/>		//
Dispatch Date	<input checked="" type="checkbox"/>		12/31/2999
Dispatch Status	<input checked="" type="checkbox"/>		Z
Bill Freq. Code	<input type="checkbox"/>		

Contract No.	Task No.	Disp. No.	Customer No.	Billing Type	Invoice Format	Incl	(%)
000000006	0000008	0003	02-ORANGE	Time and Material	T&M Entry Text	<input type="checkbox"/>	
000000006	0000030	0001	02-ORANGE	Time and Material	T&M Entry Text	<input type="checkbox"/>	
000000006	0000030	0002	02-ORANGE	Time and Material	T&M Entry Text	<input type="checkbox"/>	
000000006	0000030	0003	02-ORANGE	Time and Material	T&M Entry Text	<input type="checkbox"/>	
000000009	0000009	0001	02-CAPRI	Time and Material	T&M Entry Text	<input checked="" type="checkbox"/>	
000000009	0000009	0002	02-CAPRI	Time and Material	T&M Entry Text	<input checked="" type="checkbox"/>	
000000009	0000009	0003	02-CAPRI	Time and Material	T&M Entry Text	<input checked="" type="checkbox"/>	
000000010	0000026	0001	02-JELLCO	Time and Material	T&M Entry Text	<input checked="" type="checkbox"/>	
000000010	0000026	0002	02-JELLCO	Time and Material	T&M Entry Text	<input checked="" type="checkbox"/>	

Tasks Without Contract

Include Grouped By Contract

Buttons: Proceed, Clear, Cancel, Generation

Status: 111 SMD 11/19/2008

You can choose to process all the customers and contracts or select only those with numbers falling into the range set by starting and ending. Also you can select dispatches by date and status, by Bill Frequency Code of the Task and Bill Type.

Check the **Tasks without Contract** box to select the tasks not having contract assigned in addition to the other selections.

After making selections, click the **Proceed** button to display the list of dispatches matching these selections. The Proceed button adds newly selected dispatches to the list of already selected ones.

Click the **Clear** button, if you want to remove dispatches from the list according to the selections.

The **Cancel** button sets the Customer Number, Contract Number, Dispatch Date and Billing Type to default selections.

Place or remove checkmarks in the **Include** column of the list. Auto generation will generate invoices only for checked dispatches. If the **Include Grouped By Contract** check box is selected, then while setting or removing any checkmark in the **Include** column, all the lines' checkmarks of current Contract No. will be selected or deselected. If the **Include Grouped By Contract** check box is not selected, then while setting or removing any checkmark in the **Include** column, only current Disp. No of the Contract will be selected or deselected.

To start generating invoices, click the **Generation** button.

For the Fixed Upon Complete, Fixed Percent Complete and Fixed On Going billing types, amount of the invoice is calculated from the contract total amount taking into account already paid invoices. For Fixed Percent Complete type, this is done by percents of completion. You should enter the percent of completion in the (%) column if the Billing Type is For Fixed Percent Complete. Invoices will be generated for the contracts, which Percent Complete has been changed since the last invoice generation. For these three Billing Types, Special item will be added to the generated invoice, to balance the Invoice Total against the contract's total amount (percent of it, if Fixed Percent Complete).

If the contract has a task generated from a Sales Order with deposit, separate invoice will be generated for that Sales Order, irrespective of the Separate Invoice option for its tasks. The total amount of the generated invoice will be subtracted from the sales order deposit. If the invoice is deleted, the deposit of the sales order will be restored.

Auto E-Mail Generation

The **Auto E-mail Generation** program can be used to easily create E-mails.

Task No.	Disp. No.	Customer No.	Tech.	Task Type	Task Status	Disp. Status	Incl	Customer E-mail Address	Incl	Tech
0000020	0001	01-ABF	WILL	Support Call	Entered	Open	<input checked="" type="checkbox"/>	artie@abf.com	<input type="checkbox"/>	
0000020	0002	01-ABF	ROBI	Support Call	Entered	Open	<input checked="" type="checkbox"/>	artie@abf.com	<input type="checkbox"/>	
0000025	0001	02-ORANGE	ROBI	Service Call	Entered	Open	<input type="checkbox"/>		<input type="checkbox"/>	
0000025	0002	02-ORANGE	WILS	Service Call	Entered	Open	<input type="checkbox"/>		<input type="checkbox"/>	
0000026	0001	02-JELLCO	ROBI	Support Call	Entered	Entered	<input type="checkbox"/>		<input type="checkbox"/>	
0000026	0002	02-JELLCO	ROBI	Support Call	Entered	Open	<input type="checkbox"/>		<input type="checkbox"/>	
0000026	0003	02-JELLCO	ADAM	Support Call	Entered	Open	<input type="checkbox"/>		<input type="checkbox"/>	
0000030	0001	02-ORANGE	HILL	Installation	Entered	Entered	<input type="checkbox"/>		<input type="checkbox"/>	
0000030	0002	02-ORANGE	BRN	Installation	Entered	Open	<input type="checkbox"/>		<input type="checkbox"/>	
0000030	0003	02-ORANGE	SANT	Installation	Entered	Open	<input type="checkbox"/>		<input type="checkbox"/>	
0000031	0003	01-ABF	DIX	Service Call	Entered	Open	<input checked="" type="checkbox"/>	artie@abf.com	<input type="checkbox"/>	
0000032	0001	01-BRESLIN	HILL	Service Call	Entered	Open	<input type="checkbox"/>		<input type="checkbox"/>	
0000032	0002	01-BRESLIN	DIX	Service Call	Entered	Open	<input type="checkbox"/>		<input type="checkbox"/>	

You can choose to process all the customers, technicians and tasks or select only those with codes falling into the range set by starting and ending. Also you can select tasks and dispatches by Type and Status.

You can **Send To** mails to Contacts, Customers, Technicians.

Check the **Group Sending** box to send mails by groups. If there are multiple mails to be sent to the same person, they will be grouped and sent as a single mail.

Check the **Attach Report** box to send reports attached to the mails.

Enter the E-mail addresses of Customers, Contacts, and Technicians in the corresponding columns.

The **Proceed** button adds newly selected dispatches to the list of already selected ones.

Click the **Clear** button, if you want to remove dispatches from the list according to the selections.

The **Cancel** button sets the selection criteria to defaults.

Place or remove checkmarks in the **Include** column of the list. Auto generation will generate e-mails only for checked dispatches.

To start generating mails, click the **Generation** button.

After generating mails, corresponding lines will be removed from the list.

Auto Contract Invoice Generation

The **Auto Contract Invoice Generation** program can be used to easily generate Invoices, Standard Orders and Price Quotes for the items of Contracts. Tasks of the contract are not taken into account.

Contract No.	Customer No.	Renew Date	Freq.	Unearned	Amount From	Total Amnt.	Gen. Document	Incl
000000024	01-ABF	02/27/2008		NO	Items	440.00	Standard Order	<input checked="" type="checkbox"/>
000000025	01-ABF	10/27/2008		NO	Header	1,000.00	Standard Order	<input checked="" type="checkbox"/>
000000028	01-BRESLIN	01/13/2008		NO	Header	.00	Standard Invoice	<input type="checkbox"/>
000000029	01-SHEPARD	03/05/2008		NO	Header	.00	None	<input type="checkbox"/>
000000030	02-CAPRI	09/05/2009		NO	Header	5,000.00	None	<input type="checkbox"/>
000000031	01-ABF	08/24/2008		NO	Header	500.00	None	<input type="checkbox"/>
000000032	02-AMERCON	08/24/2004		NO	Header	.00	None	<input type="checkbox"/>
000000033	02-ORANGE	08/24/2008		NO	Header	15,000.00	Standard Order	<input checked="" type="checkbox"/>
T00000006	02-CUSTOM	02/27/2008		NO	Header	900.00	None	<input type="checkbox"/>
T00000007	01-ABF	02/27/2009		NO	Header	200.00	None	<input type="checkbox"/>

You can choose to process all the customers and contracts or select only those with numbers falling into the range set by starting and ending. Also you can select by Bill Frequency Code.

If you want to select only contracts with unearned revenue, check the **Only Unearned Revenue** box.

Renew Contract field can be used to renew **Contract Ending Date** directly from here. When selecting contracts and proceeding with the selection, in the grid, the Renew Date field shows the Contract Ending Date set on the Contract Entry screen. From the Renew Contract, select Days or Months and enter the number of days or months by which the Contract Ending Date should be prolonged. Or you can select Date from the drop down box and enter the renew date that should be set as new Contract Ending Date (do not forget to Clear the selection before proceeding with renew dates). In the grid, all the selected contracts' Renew Dates will be changed. You can also change the renew date directly in the grid for each contract separately. The Contract Ending Date changes will be reflected after invoices generation (click the Generation button to apply them). The Contract Ending Dates of the selected contracts will be prolonged only (that is, if the renew dates are before the contract ending dates, no changes will take place with those contracts ending dates).

After making selections, click the **Proceed** button to display the list of contracts matching these selections. The Proceed button adds newly selected contracts to the list of already selected ones.

Click the **Clear** button, if you want to remove contracts from the list according to the selections.

The **Cancel** button sets the selections to defaults.

Place or remove checkmarks in the **Include** column of the list. Auto generation will generate invoices only for checked contracts.

To start generating invoices, click the **Generation** button.

Revenue Recognition Register

When running the **Unearned Revenue Recognition Register** program from the **Service Management Main** menu, the amount posted to Unearned Revenue Account is transferred to sales account.

Here is an example of printout:

CONTRACT NUMBER	GL ACCT		DEBIT	CREDIT
000000026	999-00-0100	Unearned Revenue 1	150.00	
	400-01-0100	Distribution sales - East		150.00
CONTRACT 000000026 TOTALS:			150.00	150.00

This also can be seen in the **Contract Entry** screen:

Contract Entry [?] [] [X]

Contract No: 000000026 [] [] NTC [] Routine repairs [] [] Copy... User ID: 003

1.Header | 2.Address | 3.Item Prices | 4.Labor Rates | 5.Billing Info | 6.J/Code Hist | 7.Unearned | 8.Tasks | UDF fields

Unearned Revenue

Per	Date	Journal	Posting Remark	Trans. Amt	Unearned Acc.	Sales Acc.
04	04/04/2003			150.00		
05	05/31/2003	SO0030	American Business REF:0100085	70.00-	999-00-0100	400-01-0100
05	05/31/2003	SO0030	American Business REF:0100085	30.00-	999-00-0100	400-01-0100
05	05/31/2003	SO0030	American Business REF:0100085	200.00-	999-00-0100	400-01-0100
05	05/31/2003	SM0022	Revenue Recognition	150.00	999-00-0100	400-01-0100
06	06/24/2003			150.00		
09	09/13/2003			150.00		
12	12/03/2003			150.00		
02	02/22/2004			150.00		
05	05/13/2004			150.00		

No Revenue Schedule
 Planned
 900.00 Unearned
 300.00- Sales
 150.00

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Payroll Batch Entry

Select the **Payroll Batch Entry** program under the **Service Management Main** menu.

	Employee No	Employee Name	ECD	Earn CD Desc	Rep. Hrs	Upd Hrs	Dif. Hrs	Chg	OT	OT Hrs
1	0000150	ALLEN DAR HARVEY	01	Regular	2.00	2.00	0.00	<input type="checkbox"/>	<input type="checkbox"/>	0.00

To create new batch, enter **Starting** and **Ending** Dates or use calendar clicking the **Lookup** buttons. When selecting the **Starting** date, the **Ending** date is automatically calculated by adding a week to the **Starting** date. The **Ending** date can be changed after that, if needed. When the screen is opened first, the dates are set to define the last week, that is, the **Ending** date is set to the current system date, and the **Starting** date is calculated respectively.

Click the **Select** button.

The program displays the Labor lines of the dispatches corresponding to the selected time period.

Check the **Include History** box to search for labor lines of current period in history too. By default this setting will be the same as the **Include History in Payroll Batch** in the **Service Management Options** screen, and can be changed for the current batch.

	Employee No	Employee Name	ECD	Earn CD Desc	Rep. Hrs	Upd Hrs.	Dif. Hrs	Chg	OT	OT Hrs.
1	0000150	ALLENDAR HARVEY	01	Regular	25.00	25.00	0.00	<input type="checkbox"/>	<input type="checkbox"/>	0.00

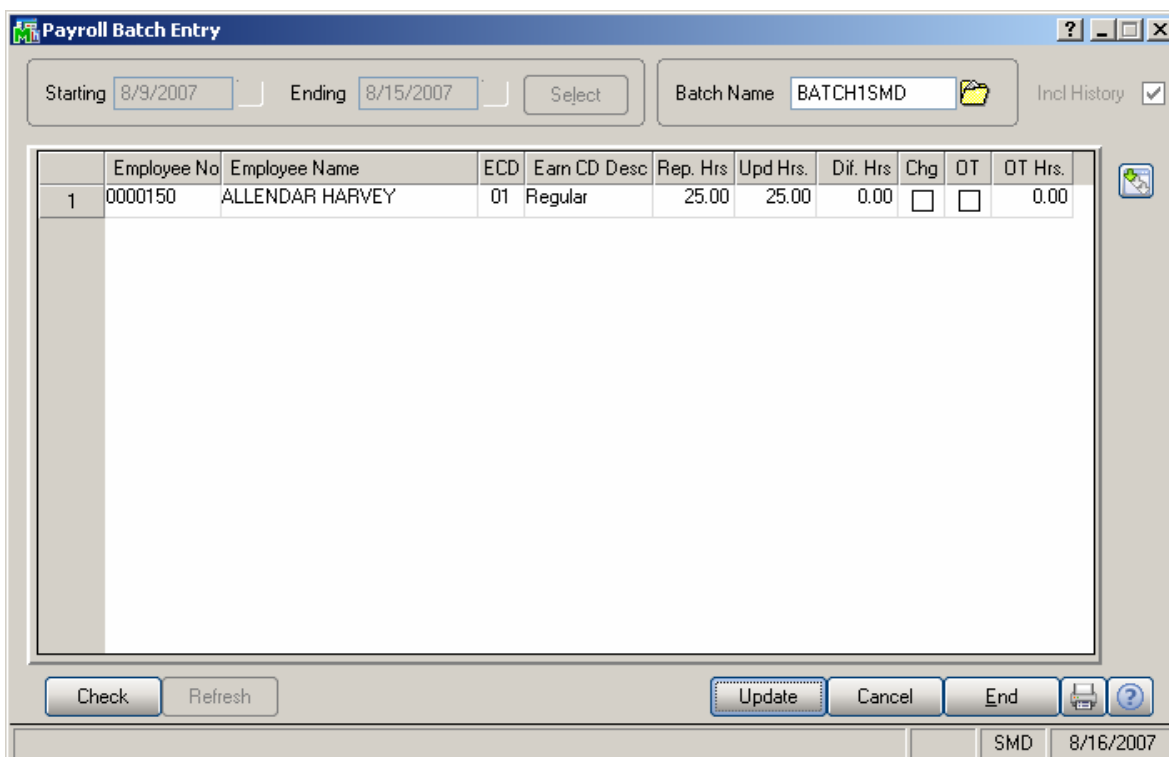
To open an existing batch, click the **Open Batch** button, and select the previously saved batch.

The **Updated Hours** field displays the information from the Labors for the dispatches and cannot be changed. When trying to change or delete a Labor line already included in a Payroll Batch, from the Dispatch Data Entry program, a warning message is displayed to confirm the change.

The **Reported Hours** fields in the list can be modified. If the batch is already saved, it can be opened for reviewing and modifying the entered Reported Hours.

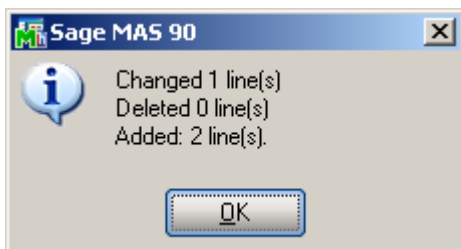
Difference Hours fields display differences between **Reported** and **Updated** Hours. Difference is displayed in blue if it is negative, and in red if it is positive.

For a new batch, enter the **Batch Name** and click the **Generate** button. The batch is generated and saved.



For a previously entered batch, click the **Check** button to find out if the Labor lines in dispatches have been changed, added or removed since the entry of the batch.

The following message displays the numbers of changed or deleted, and added lines.



Click the **Refresh** button to reflect the changes.

When a Payroll Batch is used in the Payroll Data Entry, the Updated Hours are payable.

Select a line and click the **Drill Down** button to see the details of hours for the selected Employee.

The Drill Down for the Line 1 before Refresh looked like this:

Employee Drill Down [?] [-] [] [X]

Employee No. ALLENDAR HARVEY Updated Hours
Earn CD Regular Overtime Hours

Task-Disp. No	Date	Labor	Hours	Status
0000001-0009	8/10/2007	INSTALL	0.50	Open
0000001-0009	8/10/2007	INSTALL	24.50	Open

[OK] [Print]

SMD 8/16/2007

Click the **Print** button in the **Employee Drill Down** screen. Here is an example of Drill Down information printout:

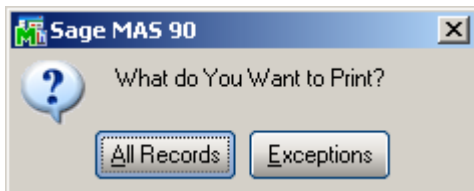
The screenshot shows a window titled "Payroll Drill Down" with a sub-header "SM Demo Data Compa". The main content is a table with the following data:

TASK-DISPATCH No.	DATE	LABOR	HOURS	STATUS
0000001-0009	08/10/2007	INSTALL	0.50	Open
0000001-0009	08/10/2007	INSTALL	24.50	Open
			<hr/>	
REGULAR:			25.00	
OVERTIME:			0.00	
REPORTED HOURS:			25.00	
NOT TURNED IN:			0.00	

At the top right of the window, it says "0000150 ALLENDAR HARVEY 01 Reg". At the bottom, there are navigation buttons and a "Page:1" indicator.

In the **Payroll Batch Entry** screen, click the **Print** button.

The following message asks whether to print all the lines or only those with non-zero Difference Hours:



Here is an example of printout:

EMPLOYEE No.	EARN CD	HRS. REP.	HRS. UPD.	NOT TURNED IN	OVERTIME
0000150 ALLENDAR HARVEY	01 Regular	25.00	25.00	0.00	0.00

TASK-DISPATCH No.	DATE	LABOR	HOURS	STATUS
0000001-0009	08/10/2007	INSTALL	0.50	Open
0000001-0009	08/10/2007	INSTALL	24.50	Open
			25.00	

In the **Payroll Batch Entry**, click the **Update** button to save changes in the file.

Close Contract Selection

The **Close Contract Selection** program added under the **Service Management Main** menu is intended for selective closing of Contracts.

The screenshot shows the 'Close Contract Selection' dialog box. It features a title bar with the text 'Close Contract Selection' and standard window controls. The main area is divided into several sections:

- Selection:** Radio buttons for 'All', 'Starting', and 'Ending'.
- Contract Number:** A checked checkbox and an empty text input field with a magnifying glass icon.
- Contract End Date:** A checked checkbox, an empty text input field with a calendar icon, and a date field containing '12/31/2999' with a calendar icon.
- Contract Status:** A checkbox, a text input field containing 'H,N,O' with a magnifying glass icon.
- Options:** Four checkboxes on the right: 'Contracts with Active Tasks', 'Contracts with Active Dispatches', 'Close Tasks for Closed Contracts', and 'Close Dispatches for Closed Contracts'.
- Grid:** A table with columns: Contract No., Task No., Description, Start Date, End Date, Status, Disp. Count, and Incl. The grid is currently empty.
- Buttons:** 'Proceed' (highlighted with a dashed border), 'Clear', 'Cancel', and 'Close Contract' (with a help icon).
- Status Bar:** Fields for 'IIG', 'SMD', and '1/14/2009'.

Click on the **Proceed** button and the grid will be filled in with the Contracts not having active Tasks/Dispatches. The Contracts having no tasks and the Contracts for which all dispatches are closed will be displayed in the grid as well.

Selections by **Contract Number**, **Contract End Date** and **Contract Status** are available. If some range is selected for the **Contract End Date** the grid will be filled in with the Contracts, which **Contract Ending Date** falls in the selected Date range.

If the **Contract Status** box is checked the selected statuses will be excluded from selection. By default all statuses are displayed in the **Value** field. Upon clicking the **Lookup** button the **Contract Status** window is opened allowing the user to select the statuses to be included/excluded.

Close Contract Selection

Selection: All Starting Ending

Contract Number:

Contract End Date: 1/4/2005 1/4/2009

Contract Status: Negate Value: H,N,O

Contracts with Active Tasks:

Contracts with Active Dispatches:

Close Tasks for Closed Contracts:

Close Dispatches for Closed Contracts:

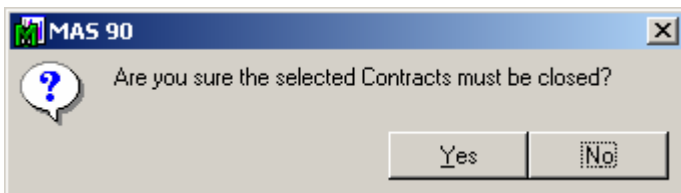
Contract No.	Task No.	Description	Start Date	End Date	Status	Disp. Count	Incl.
000000051			11/27/2008	11/27/2008	New	0/0	<input checked="" type="checkbox"/>
000000052			11/28/2008	11/28/2008	New	0/0	<input checked="" type="checkbox"/>
000000053			11/28/2008	11/28/2008	New	0/0	<input checked="" type="checkbox"/>
000000059	0000265		12/4/2008	12/4/2008	New	1/1	<input checked="" type="checkbox"/>
000000059	0000266		12/4/2008	12/4/2008	New	1/1	<input checked="" type="checkbox"/>
000000063	0000267		12/5/2008	12/5/2008	New	2/2	<input checked="" type="checkbox"/>
000000064			12/8/2008	12/8/2008	New	0/0	<input checked="" type="checkbox"/>
000000065	0000296		12/10/2008	12/10/2008	New	1/1	<input checked="" type="checkbox"/>
000000066			12/12/2008	12/12/2008	New	0/0	<input checked="" type="checkbox"/>


Buttons: Proceed Clear Cancel Close Contract ?

Footer: IIG SMD 1/14/2009

The **Close Dispatches for Closed Contracts** and **Close Tasks for Closed Contracts** options will force the Contract closing process. Upon selecting the **Close Tasks for Closed Contracts** box the **Close Dispatches for Closed Contracts** option will be automatically set On and disabled. These options force the Tasks and Dispatches of the selected Contracts to be closed upon closing the Contract.

The following message will appear if you click the **Close Contract** button.



If after selecting **Yes** the lines in the grid are marked with the  symbol, it means the selected Contracts cannot be closed as they don't meet some conditions required for Contract closing.

Close Contract Selection

Selection All Starting Ending

Contract Number Contracts with Active Tasks

Contract End Date 12/31/2999 Contracts with Active Dispatches

Selection Negate Value

Contract Status H,N,D Close Tasks for Closed Contracts

Close Dispatches for Closed Contracts

	Contract No.	Task No.	Description	Start Date	End Date	Status	Disp. Count	Incl.
	000000068	0000317	Shipping	12/08/2008	12/09/2008	New	0/0	<input checked="" type="checkbox"/>
	000000069	0000311		01/15/2009	01/15/2009	New	0/0	<input checked="" type="checkbox"/>
	000000069	0000312		01/15/2009	01/15/2009	New	0/0	<input checked="" type="checkbox"/>
	000000069	0000313		01/15/2009	01/15/2009	New	0/0	<input checked="" type="checkbox"/>
	000000069	0000314		01/15/2009	01/15/2009	New	0/0	<input checked="" type="checkbox"/>
	000000069	0000315		01/15/2009	01/15/2009	New	0/0	<input checked="" type="checkbox"/>
	000000069	0000316		01/15/2009	01/15/2009	New	0/0	<input checked="" type="checkbox"/>

Proceed Clear Cancel Close Contract ?

IIG SMD 1/16/2009

Close Task Selection

The **Close Task Selection** program allows closing multiple tasks at once.

Task No.	Task Description	Task Date	Task Status	Customer No.	Contract No.	Incl
0000002	Assistance with initial upgrad	2/26/2002	Open	02-JELLCD	000000012	<input checked="" type="checkbox"/>
0000017	Call to Schedule training	2/26/2002	Entered	02-ORANGE	000000011	<input checked="" type="checkbox"/>
0000019	Final inspection	2/26/2002	Entered	02-ALLENAP	000000013	<input checked="" type="checkbox"/>
0000031	Hardware repair	8/13/2004	Entered	01-ABF	000000026	<input checked="" type="checkbox"/>
0000035	Contact ASP	1/13/2003	Entered	01-BRESLIN		<input checked="" type="checkbox"/>
0000037	Contact ASP	1/13/2003	Entered	01-BRESLIN		<input checked="" type="checkbox"/>
0000038	Install driver at ASP	1/13/2003	Entered	01-BRESLIN		<input checked="" type="checkbox"/>
0000040	Contact ASP	9/5/2003	Entered	01-SHEPARD		<input checked="" type="checkbox"/>
0000042	Send welcome / PC intro lette	8/5/2004	Entered	02-CAPRI	000000030	<input checked="" type="checkbox"/>
0000043	Call to Schedule Site Survey	8/5/2004	Entered	02-CAPRI	000000030	<input checked="" type="checkbox"/>

Tasks can be selected by **Customer Number**, **Task Number**, **Task Date**, **Task Status**, **Contract Number**.

Only tasks not having active dispatches are displayed in the grid.

The **Exclude Tasks Dispatched after** field allows the user to exclude from selection the tasks for which there are not dispatches created after the specified date.

The **Clear** button logic doesn't affect this date selection as it does on other selections.

The **Task/Contract Zoom** button enables drill-down to the **Task Data Entry** and **Contract Maintenance**. If the focus falls in the **Contract No.** column the **Contract Maintenance** screen is opened otherwise the **Task Data Entry** will be opened.

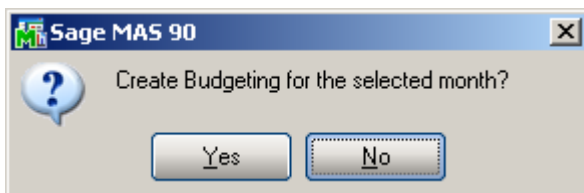
Place the checkmarks for the tasks you want to close, and click the **Close Tasks** button.

After changing the statuses of the included tasks, Closed is displayed in the **Task Status** column. If the program cannot close a task, its status will be displayed in red.

Budgeting Maintenance

The **Budgeting Maintenance** allows planning hours for specific Jobs, Contracts, and Tasks assigned to Technicians.

When opened first, no budgeting exists for the current month, and the program suggests that you create budgeting:



At this point, answer **No** to set the **Master** budgeting first.

After the **Master** budgeting is created, you can answer **Yes** when opening a new month, to create the table for all the Technicians copying from Master budgeting and collecting available information for the month.

When you select **No**, the list remains empty.

Check the **Master** box to specify the standard hours applicable for Technicians for all the months.

Year: 2008 Month: June Master: Calendar

Auto Calculate Actual Information: Calculate

Tech.	Bud. Hours	Bud. Amt	Act. Hours	Actual Amt	Last Name	First Name
A	0.00	0.00	0.00	0.00	technic	technic
ADAM	0.00	0.00	0.00	0.00	Smith	Adam
BOB	0.00	0.00	0.00	0.00	Bob	Jackson
BRN	0.00	0.00	0.00	0.00	Brown	John
EVA	12.00	1200.00	0.00	0.00	Smith	Eva
SANT	0.00	0.00	0.00	0.00	3333333333333	44444444444
WILL	0.00	0.00	0.00	0.00	111	2222

Workday Count 21 x 8 hours = 168 End [Print] [Help]

SMD 8/16/2007

Double-click on a Technician row to enter the hours:

Year 2008 Month < June > Master Calendar

Display Actuals for exact Contract/Task Summarize by Job

Technic. Code EVA Smith Eva Workday Count 21

Job Code WF&A -000 Job WF&A Hours 168

Contract No. 000000003 Contract 3

Task Number 0000035 reeeee

Hours 7.00 Amount 700.00

Comment

Job Code	Contract No	Task No	Hours	Amount	Act. Hours	Act. Amt	Cc
480-500-000	000000010		5.00	500.00	0.00	0.00	
WF&A -000	000000003	0000035	7.00	700.00	0.00	0.00	

Total 12.00

Workday Count 21 x 8 hours = 168

All Technicians

SMD 8/16/2007

Enter lines. Note that multiple lines can be entered for the same Job, Contract, Task combination.

Total below the list displays the sum of the entered hours.

Year and **Month** can be selected to view/edit budgeting, if **Master** is not checked.

When budgeting is created for a new month, **Master** budgeting is copied, after which you can add month-specific hours.

Use the **All Technicians** button to return to all Technicians list.

Tech.	Bud. Hours	Bud. Amt	Act. Hours	Actual Amt	Last Name	First Name
A	0.00	0.00	0.00	0.00	technic	technic
ADAM	0.00	0.00	0.00	0.00	Smith	Adam
BOB	0.00	0.00	0.00	0.00	Bob	Jackson
BRN	0.00	0.00	0.00	0.00	Brown	John
EVA	12.00	1200.00	0.00	0.00	Smith	Eva
SANT	0.00	0.00	0.00	0.00	33333333333333	444444444444
WILL	0.00	0.00	0.00	0.00	111	2222

Workday Count 21 x 8 hours = 168

SMD 8/16/2007

In the **All Technicians** mode, you can check the **Auto Calculate Actual Information** box to make the program automatically calculate the Actual Hours and Amounts for all the Technicians each time new month or/and year is selected. This is convenient if you are browsing by months to review both budgeting and actual information at once for all the technicians. But this might take rather long to bring the selected month's information on large systems. To quickly review only budgeting information, clear the **Auto Calculate Actual Information** box, to save time. In this mode, you can always use the **Calculate** button, to calculate and display actual information only for the currently selected month.

Double-click to edit budgeting for the selected month:

Year 2008 Month June Master Calendar

Display Actuals for exact Contract/Task Summarize by Job

Technic. Code EVA Smith Eva Workday Count 21

Job Code Hours 168

Contract No.

Task Number

Hours 0.00 Amount 0.00

Comment

Job Code	Contract No	Task No	Hours	Amount	Act. Hours	Act. Amt	Cc
480-500-000	000000010		5.00	500.00	0.00	0.00	
WF&A -000	000000003	0000035	7.00	700.00	0.00	0.00	

Total 12.00

Workday Count 21 x 8 hours = 168

Enter Job Code SMD 8/16/2007

Workday Count for the selected month and technician can be entered, and the **Hours** are calculated by the 8 hours a day schedule.

The **Workday Count of the calendar** (same for all the technicians) for the selected month is displayed in black at the bottom, along with the **Hours**.

Initially, the **Workday Count** (which can be changed later) is calculated according to the **Calendar**, equal to the Workday Count of the selected month.

The **Total** of the budgeted hours at the bottom becomes red, if the budgeted hours exceed the **Hours**.

The **Display Actuals for exact Contract/Task** option, when selected, allows display of actual hours in the line with corresponding contract/tasks only. If cleared, enables

displaying actual hours not having corresponding budgeted line with exact contract/task in the line of the same job (without contract/task specified).

The **Summarize by Job** option switches to another display, where lines with different (or blank) **Contracts** and **Tasks** are summarized by **Job Code**, thus displayed as **single line per Job Code**.

Year 2008 Month < June > Master Calendar

Display Actuals for exact Contract/Task Summarize by Job

Technic. Code EVA Smith Eva Workday Count 21

Job Code Hours 168

Contract No.

Task Number

Hours 0.00 Amount 0.00

Comment

Job Code	Hours	Amount	Act. Hours	Act. Amt
480-500-000	5.00	500.00	0.00	0.00
WF&A -000	7.00	700.00	0.00	0.00

Total 12.00

Workday Count 21 x 8 hours = 168

All Technicians

Enter Job Code SMD 8/16/2007

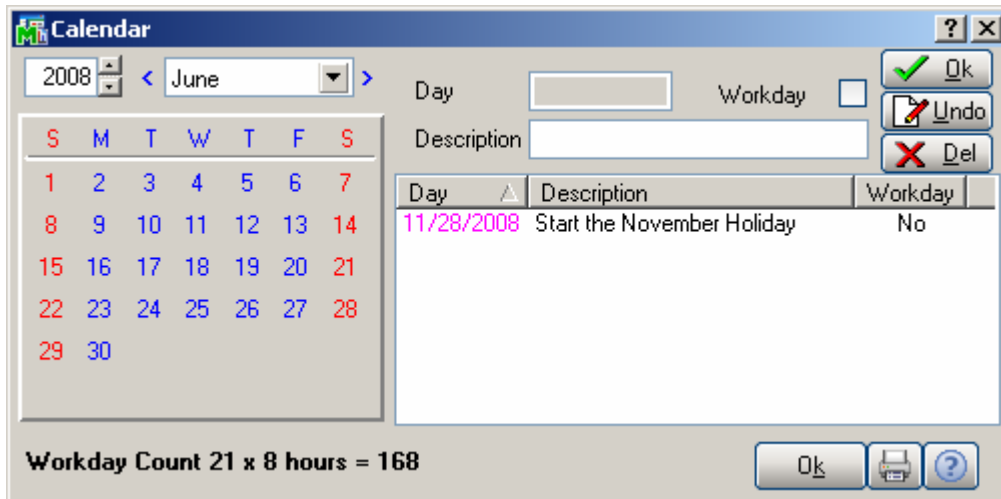
You can switch between **Master** and specific month modes for the selected Technician without going to the All Technicians list.

Lines are displayed in red, if the Actual hours spent exceed budgeted Hours.

Lines in the list are displayed in blue, if they are calculated from the dispatches and have Actual hours, but haven't been budgeted (Hours is zero).

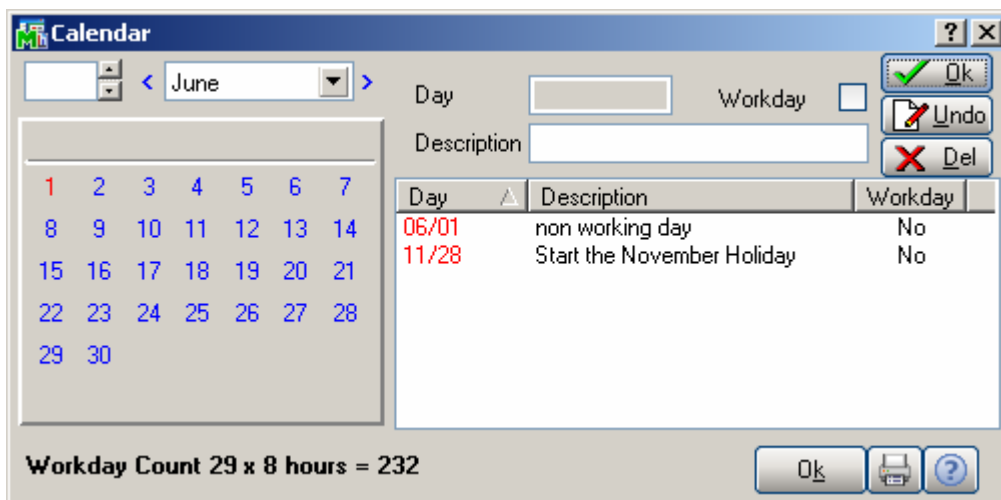
You can have system automatically create budgeting lines according to the actual hours at the moment they are entered in the **Quick Dispatch Line Entry**, by clearing the **No Auto Budgeting** option in the **Settings** for the selected Technician.

Click the **Calendar** button to specify Workdays and Holidays for all the years or specific year, for the company. Calendar is the same for all the technicians, no matter edited from All Technicians screen or individual Technician screen. Only common holidays are specified, not vacations or days off.



Clear the year field to enter non-year-specific Holidays/Workdays for the selected month.

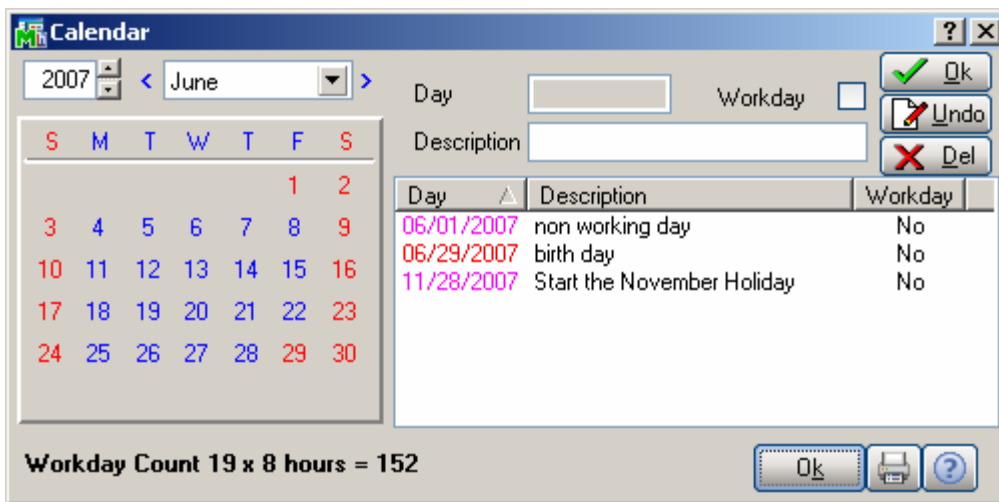
When a Workday is selected (displayed in blue) by clicking in the calendar days part, the **Workday** check box is cleared. When a holiday is selected (displayed in red), the **Workday** check box is checked. So, it makes easier toggling the days with simply clicking **Ok** (also perhaps description can be entered) after selecting it.



If year is selected, days of week are displayed, Sundays and Saturdays being regarded as holidays (red).

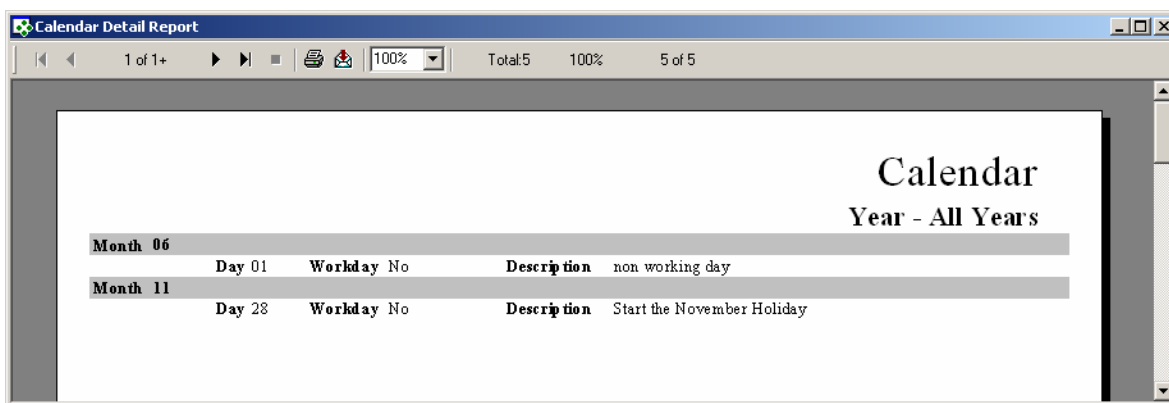
You can add year-specific holidays or workdays.

The entire year exception workdays and holidays are listed, including the non-year-specific holidays.



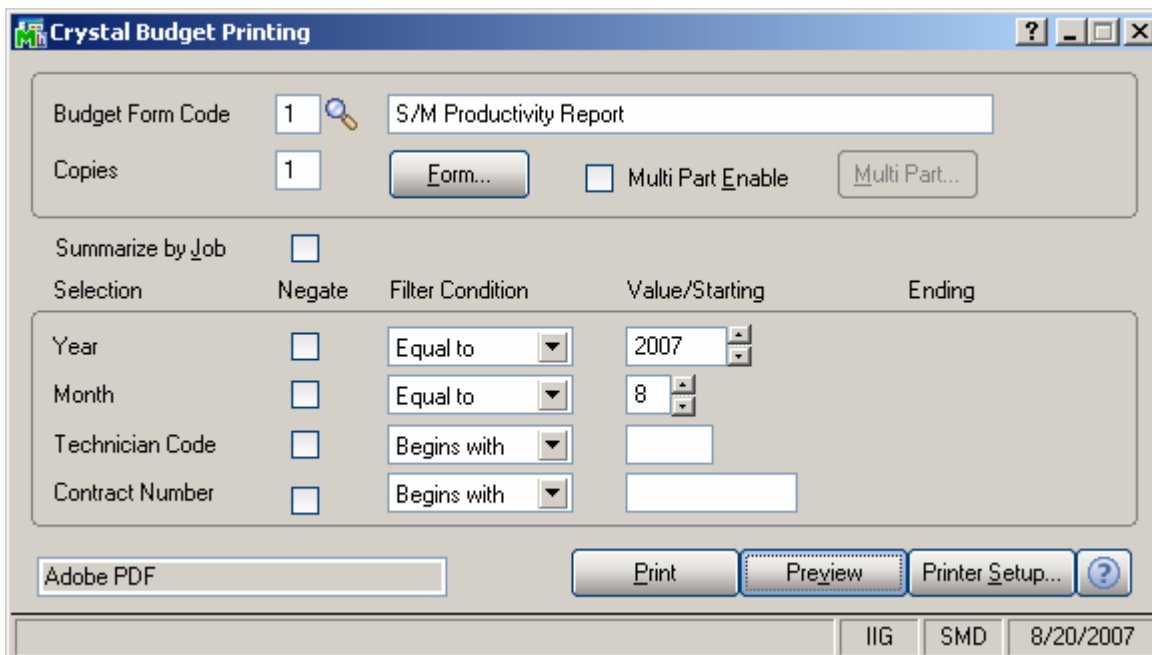
Workdays are displayed in blue, year-specific holidays in red, and non-year-specific in magenta.

Click **Print** to print the list of holidays and workdays.



From the **Budgeting Maintenance** screen, click the **Print** button to print the **Budgeting report**.

The Report can be printed in **Summarize by Job** mode by checking the corresponding box.



Crystal Budget Printing

Budget Form Code: 1 S/M Productivity Report

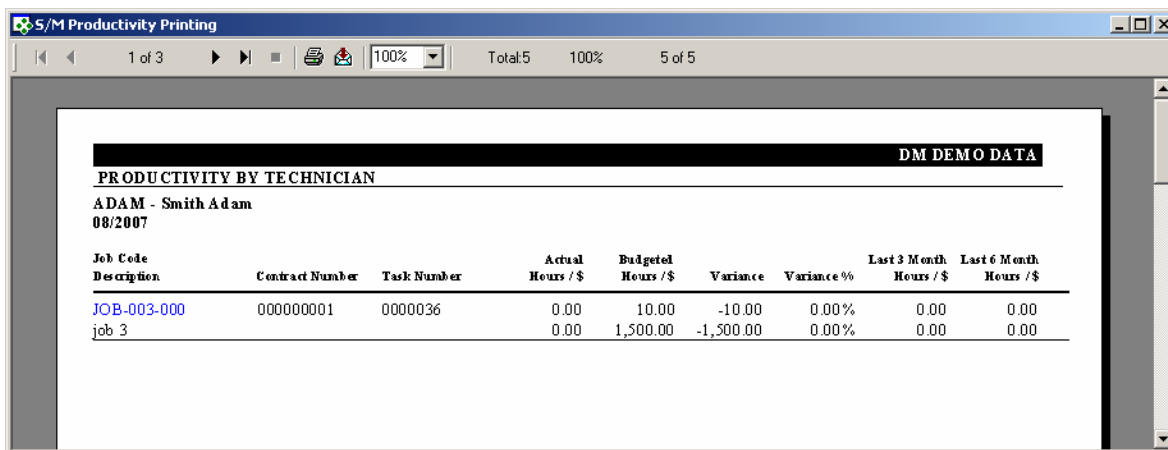
Copies: 1 Form... Multi Part Enable Multi Part...

Summarize by Job:

Selection	Negate	Filter Condition	Value/Starting	Ending
Year	<input type="checkbox"/>	Equal to	2007	
Month	<input type="checkbox"/>	Equal to	8	
Technician Code	<input type="checkbox"/>	Begins with		
Contract Number	<input type="checkbox"/>	Begins with		

Adobe PDF Print Preview Printer Setup...

IIG SMD 8/20/2007



S/M Productivity Printing

1 of 3 Total: 5 100% 5 of 5

DM DEMO DATA

PRODUCTIVITY BY TECHNICIAN

ADAM - Smith Adam
08/2007

Job Code	Contract Number	Task Number	Actual Hours / \$	Budgeted Hours / \$	Variance	Variance %	Last 3 Month Hours / \$	Last 6 Month Hours / \$
JOB-003-000	000000001	0000036	0.00	10.00	-10.00	0.00%	0.00	0.00
job 3			0.00	1,500.00	-1,500.00	0.00%	0.00	0.00

The Job Codes with Actual Hours exceeding Budgeted are displayed in red.

Daily Transaction Register

Daily Transaction Register is provided in Service Management module.

View Daily Transaction Register
powered by crystal

Preview

Daily Transaction Register
SM Demo Data Company (SMD)

Postings For: 5/31/2003

Source Journal	Account Number	Account Description/Posting Comment	Debit	Credit
SM-000022	400-01-0100	Distribution sales - East Revenue Recognition		150.00
	999-00-0100	Unearned Revenue 1 Revenue Recognition	150.00	
Journal 000022 Totals:			150.00	150.00
Source Journal	Account Number	Account Description/Posting Comment	Debit	Credit
SM-000023	400-01-0100	Distribution sales - East Revenue Recognition		230.00
	999-00-0100	Unearned Revenue 1 Revenue Recognition	230.00	
Journal 000023 Totals:			230.00	230.00
Source SM Totals:			380.00	380.00
5/31/2003 Totals:			380.00	380.00
Report Totals:			380.00	380.00

The Inquiries Menu

Task Inquiry

The **Task Inquiry** program enables viewing the active tasks.

The screenshot shows the 'Task Inquiry' application window. The title bar reads 'Task Inquiry'. The main area contains several input fields and buttons:

- Task Number: 0000003
- Description: Assistance with driver install
- User ID: 101
- Entry Date: 02/26/2002
- Entry Time: 6:51PM
- Task Type: Installation
- Task Status: Entered
- Priority Code: []
- Buttons: Credit..., More Info..., Item Info..., Quick Print...
- Customer No.: 02-ATOZ (A To Z Carpet Supply)
- Job Site Code: 5 (A To Z Carpet Supply)
- Contract No.: 000000004 (Install driver)
- Nature of Task: PROGRAM (Install Program)
- Preferred Tech.: NEW (Newman Paul)
- Item Number: 6657-24-20-12 (SOUND CVR 24.5"W 20"D 12"H)
- Lot/Serial No.: []
- Territory: CALIF
- Region: California

Below the form is a table of dispatches:

Dispatch No.	Dispatch Date	Technician	Technician Name	Status
0001	02/26/02	BRN	Brown John	Open
0002	02/26/02	HILL	Hill Andre	Closed
0003	02/26/02	DAVI	Davis Arnold	Closed
0004	02/26/02	SANT	Santana Juan	Open

At the bottom of the window are navigation buttons (back, forward, search, etc.), an 'OK' button, and a status bar showing 'IIG SMD 11/19/2008'.

You can use the buttons to view the additional information on the selected task.

Select a Dispatch in the dispatches list, and click the **Drill Down** button to view the **Dispatch Inquiry** screen.

Task History Inquiry

The **Task History Inquiry** screen is used to locate and view tasks that have been closed.

Task History Inquiry

Task Number: 0000001 Description: Assistance in downloading User ID: 101
 Close Date: 05/10/2007 Entry Date: 02/26/2002 Entry Time: 18:30

Task Type: Installation Cust PO: Priority Code: [Item Info...](#)
 Customer No.: 02-JELCO Jellco Packing [More Info...](#) [Credit...](#)
 Job Site Code: 3 Jellco Packing [Quick Print...](#) [Clear History](#)
 Contract No.: 00000012 Initial upgrade and downloadin Ext
 Nature of Task: PROGRAM Install Program
 Preferred Tech.: NEW Paul Newman
 Item Number:
 Lot/Serial No.: Territory: CALIF Region California

Dispatch No.	Dispatch Date	Technician	Technician Name	Status
0001	02/26/02	NEW	Newman Paul	Closed
0002	02/26/02	BRN	Brown John	Closed
0004	02/26/02	SANT	Santana Juan	Closed

Navigation: [Ok](#)

IIG SMD 11/19/2008

The Reports Menu

Contract Billing Report

The **Contract Billing Report** prints revenues and expenses posted to contracts through job codes. The **Contract Number**, **Job Code** and **Customer Number** options are available for report sorting.

By checking the appropriate box, you may request the printing of the:

- Quantity Billed
- Dollars Billed (revenues)
- Profit Percent ($100 * (\text{revenues} - \text{expenses}) / \text{revenues}$)
- Cost of Goods Sold (expenses)

Starting and ending range options are provided for **Contract Number**, **Job Code**, and **Customer Number**. Posting year(s) may also be specified.

Task/Dispatch Report

The **Task/Dispatch Report** program enables you to print various reports on tasks and dispatches information. The information to be displayed can be filtered using the selection options. Each field can be set to be **Begins with, Ends with Contains, Less than, Greater than, Range, Equal to** values. Alternatively, you can set a Range with Starting and Ending values for a field.

Checking the corresponding box can negate each condition.

The screenshot shows the 'Task/Dispatch Report' application window. It features a table with columns for 'Selection', 'Negate', 'Filter Condition', 'Value/Starting', and 'Ending'. The table lists various fields such as Customer Number, Contract Number, Task Number, and Dispatch Number, each with a corresponding filter condition and a text input field. Below the table, there are checkboxes for 'Exclude Closed Dispatched', 'Exclude Material Items', and 'Include ALL selected Tasks/Dispatches'. At the bottom, there are buttons for 'Proceed', 'List View', 'Cancel', and a help icon. The status bar at the bottom right shows 'IIG SMD 1/15/2009'.

Selection	Negate	Filter Condition	Value/Starting	Ending
Customer Number	<input type="checkbox"/>	Begins with		
Contract Number	<input type="checkbox"/>	Begins with		
Contract Billing Type	<input type="checkbox"/>		T,U,P,O	
Task Number	<input type="checkbox"/>	Begins with		
Task Entry Date	<input type="checkbox"/>	Less than		
Task Technician Code	<input type="checkbox"/>	Begins with		
Task Type	<input type="checkbox"/>	Begins with		
Task Status	<input type="checkbox"/>	Begins with		
Nature of Task	<input type="checkbox"/>	Begins with		
Dispatch Number	<input type="checkbox"/>	Begins with		
Dispatch Starting Date	<input type="checkbox"/>	Less than		
Dispatch Technician Code	<input type="checkbox"/>	Begins with		
Dispatch Status	<input type="checkbox"/>	Begins with		
Line Technician Code	<input type="checkbox"/>	Begins with		
Labor Code	<input type="checkbox"/>	Begins with		
Skill Code	<input type="checkbox"/>	Begins with		
Exclude Closed Dispatched	<input type="checkbox"/>	Include ALL selected Tasks		<input type="checkbox"/>
Exclude Material Items	<input type="checkbox"/>	Include ALL selected Dispatches		<input type="checkbox"/>
Tasks/Dispatches		Active		

Filtering fields include task, dispatch and dispatch line information.

Task specific fields are **Customer Number, Contract Number, Contract Billing Type, Task Number, Entry Date, Technician Code, Type, Status** and **Nature of Task**.

Dispatch specific fields are **Dispatch Number, Starting Date, Technician Code** and **Status**.

Line specific fields are **Line Technician Code, Labor** and **Skill Codes**.

You can also use additional options to adjust selection to your needs.

Check the **Exclude Closed Dispatches** box to exclude dispatches with the Closed status from the report.

Check the **Exclude Material Items** box to exclude material items from the report.

Check the **Include ALL Selected Tasks** box to include all the tasks satisfying task specific selections unaffected by the dispatch specific selections.

Check the **Include All Selected Dispatches** box to include all the dispatches satisfying dispatch specific selections unaffected by the line specific selections.

You can select to include **Task/Dispatches** that are Active, From History, or Both.

Click the **Proceed** button to fill the list with the records satisfying your selections. You can view this list by clicking List View. The program will print the records selected with the Proceed button, and disregard any filter changes made after last Proceed.

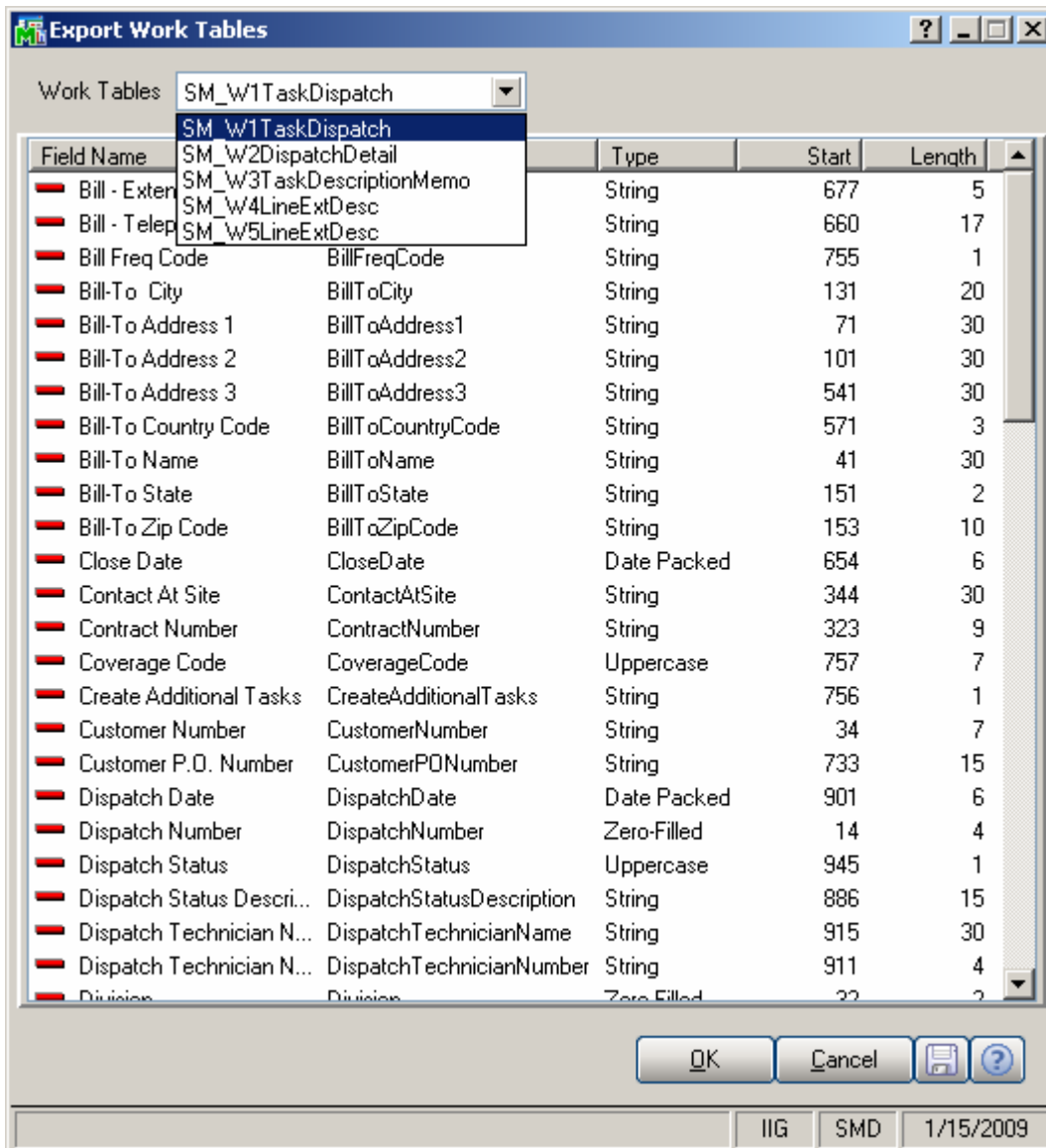
Click the **List View** button to review the records you have selected during last Proceed, in the Task/Dispatch Work Tables screen.

Contract No.	Task No.	Disp. No.	Customer No.	Task Date	Disp. St/Date	Task Type	Nature	Task Stat
000000012	0000002	0001	02-JELCO	2/26/2002	2/26/2002	Installation	PROGRAM	Open
000000012	0000002	0002	02-JELCO	2/26/2002	2/26/2002	Installation	PROGRAM	Open
000000012	0000002	0003	02-JELCO	2/26/2002	2/26/2002	Installation	PROGRAM	Open
000000004	0000003	0001	02-ATOZ	2/26/2002	2/26/2002	Installation	PROGRAM	Entered
000000004	0000003	0002	02-ATOZ	2/26/2002	2/26/2002	Installation	PROGRAM	Entered
000000004	0000003	0003	02-ATOZ	2/26/2002	2/26/2002	Installation	PROGRAM	Entered
000000004	0000003	0004	02-ATOZ	2/26/2002	2/26/2002	Installation	PROGRAM	Entered
000000008	0000005	0001	01-RSSUPPL	2/26/2002	2/26/2002	Service Call	PROJECT	Entered
000000008	0000005	0002	01-RSSUPPL	2/26/2002	2/26/2002	Service Call	PROJECT	Entered
000000008	0000005	0003	01-RSSUPPL	2/26/2002	2/26/2002	Service Call	PROJECT	Entered
000000001	0000006	0001	02-ALLENAP	2/26/2006	2/26/2002	Installation	PROGRAM	Entered
000000001	0000006	0002	02-ALLENAP	2/26/2006	2/26/2002	Installation	PROGRAM	Entered
000000001	0000006	0003	02-ALLENAP	2/26/2006	2/26/2006	Installation	PROGRAM	Entered
000000001	0000006	0004	02-ALLENAP	2/26/2006	2/26/2002	Installation	PROGRAM	Entered
000000001	0000006	0005	02-ALLENAP	2/26/2006	2/26/2002	Installation	PROGRAM	Entered
000000006	0000008	0001	02-ORANGE	2/26/2002	2/26/2002	Service Call	PROJECT	Entered
000000006	0000008	0002	02-ORANGE	2/26/2002	2/26/2002	Service Call	PROJECT	Entered
000000006	0000008	0003	02-ORANGE	2/26/2002	2/26/2002	Service Call	PROJECT	Entered
000000006	0000008	0004	02-ORANGE	2/26/2002	11/20/2008	Service Call	PROJECT	Entered
000000009	0000009	0001	02-CAPRI	2/26/2002	2/26/2002	Installation	PROGRAM	Entered
000000009	0000009	0002	02-CAPRI	2/26/2002	2/26/2002	Installation	PROGRAM	Entered
000000009	0000009	0003	02-CAPRI	2/26/2002	2/26/2002	Installation	PROGRAM	Entered
000000011	0000017	0001	02-ORANGE	2/26/2002	2/26/2002	Service Call	TRAINING	Entered
000000011	0000017	0002	02-ORANGE	2/26/2002	2/26/2002	Service Call	TRAINING	Entered
000000011	0000017	0003	02-ORANGE	2/26/2002	2/26/2002	Service Call	TRAINING	Entered
000000013	0000019	0001	02-ALLENAP	2/26/2002	2/26/2002	Support Call	WARRANTY	Entered
000000013	0000019	0002	02-ALLENAP	2/26/2002	2/26/2002	Support Call	WARRANTY	Entered
000000013	0000019	0003	02-ALLENAP	2/26/2002	2/26/2002	Support Call	WARRANTY	Entered
000000014	0000020	0001	01-ABF	2/26/2002	2/26/2002	Support Call	BUILDING	Entered
000000014	0000020	0002	01-ABF	2/26/2002	2/26/2002	Support Call	BUILDING	Entered
000000017	0000025	0001	02-ORANGE	2/26/2002	2/26/2002	Service Call	REPAIR	Entered

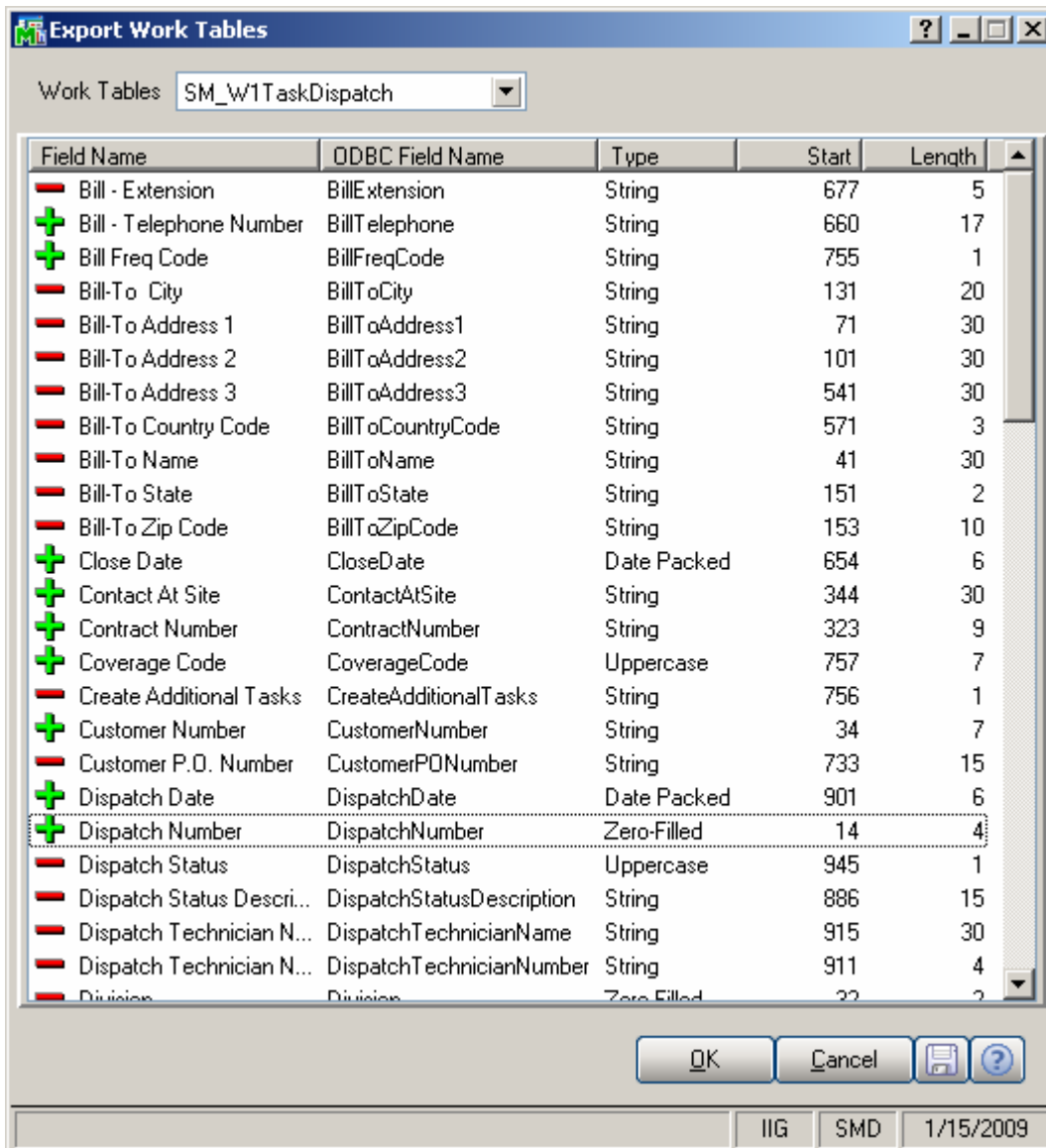
Export... Cancel


IIG SMD 1/15/2009

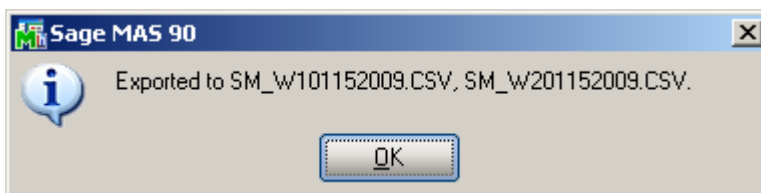
The **Export** button allows the user to export the worktables into a .csv file (in the ..\HomeTextout folder of the system). Upon clicking the **Export** button the Export Work tables window is opened allowing the user to select the desired tables and fields to be exported.



After selecting a worktable from the drop-down list, select a field and double click on it to add the selected field in the file being exported.



Save the selections through the  button and click OK.



Here is an example of the work table exported to a .csv file.

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	BillTelephone	BillFreqCo	CloseDate	ContactAt	ContractN	CoverageC	Customer	DispatchD	DispatchNumber				
2	(714) 687-9451			Mary Winfi	12		JELCCO	?20226	1				
3	(714) 687-9451			Mary Winfi	12		JELCCO	?20226	2				
4	(714) 687-9451			Mary Winfi	12		JELCCO	?20226	3				
5	(714) 675-2231			Allen Able:	4	HSRV	ATOZ	?20226	1				
6	(714) 675-2231			Allen Able:	4	HSRV	ATOZ	?20226	2				
7	(714) 675-2231			Allen Able:	4	HSRV	ATOZ	?20226	3				
8	(714) 675-2231			Allen Able:	4	HSRV	ATOZ	?20226	4				
9	(414) 785-5587			Kent Quinl	8		RSSUPPL	?20226	1				
10	(414) 785-5587			Kent Quinl	8		RSSUPPL	?20226	2				
11	(414) 785-5587			Kent Quinl	8		RSSUPPL	?20226	3				
12	(714) 552-3121			Jeff Allen	1		ALLENAP	?20226	1				
13	(714) 552-3121			Jeff Allen	1		ALLENAP	?20226	2				
14	(714) 552-3121			Jeff Allen	1		ALLENAP	?60226	3				
15	(714) 552-3121			Jeff Allen	1		ALLENAP	?20226	4				
16	(714) 552-3121			Jeff Allen	1		ALLENAP	?20226	5				
17	(714) 554-7823			Harold Eng	6		ORANGE	?20226	1				
18	(714) 554-7823			Harold Eng	6		ORANGE	?20226	2				

Click the **Print** button to open the **Task/Dispatch Report Printing** screen.

Select **Report Form Code** and number of **Copies**.

Click the **Form** button to edit the form.

Click the **Report List** button to view the list of existing reports, add new reports and delete existing ones.

Report Name	Description
SMWRWA1	Task/Dispatch Report Printing
SMWRWA2	Productivity By Territory Report
SMWRWA3	Technician Dispatch History
SMWRWA4	Customer Billing History
SMWRWA5	Billing by Labor Code and Technician
SMWRWA6	Customer Billing History with Open Invoices
SMWRWA7	Non-Billable Report
SMWRWA8	Hours By Labor Code

Click the **Form List** button to view the list of existing forms. You can delete selected forms. Multi-selection is available.

Code	User	Company	Description
1	###	###	Task/Dispatch Report Printing
1	###	SMD	Task/Dispatch Report Printing

End Del

IIG SMD 11/19/2008

Customer Open Sales Details Report

The **Customer Open Sales Details Report** prints expected payments and deposits information for the selected Customers.

Customer Open Sales Details Printing (SMD) 11/19/2008

Report Setting: STANDARD Save

Description: Customer Open Sales Details Report

Setting Options:

Type: Public Print Report Settings: Number of Copies: 1

Default Report: Three Hole Punch: Collated:

Sort Report By: Customer Number Recalc Aging

Options:

Print only customers with debts: Include Deposit Starting Date: 10/20/2008

Exclude Applied Invoice: Include Deposit Ending Date: 11/19/2008

Include Updated Deposits:

Sum Up Payments:

Selections:

Select Field	Operand	Value
Customer Number	All	

Adobe PDF Keep Window Open After: Print Preview Print Preview Setup ?

Print only customers with debts – if not checked, the Customers which balance is 0 will not be displayed in the report.

Exclude Applied Invoice – if checked, Invoices with non positive balance will not be printed.

Include Updated Deposits – if checked, the deposit amounts coming from SO module will be also printed for history Invoices if their balances are negative.

Sum Up Payments – if selected, the payments will be displayed summed up.

Click the **Preview** button to display the report:

View Customer Open Sales Printing

powered by crystal

Customer Open Sales Printing
Sorted by Customer Number

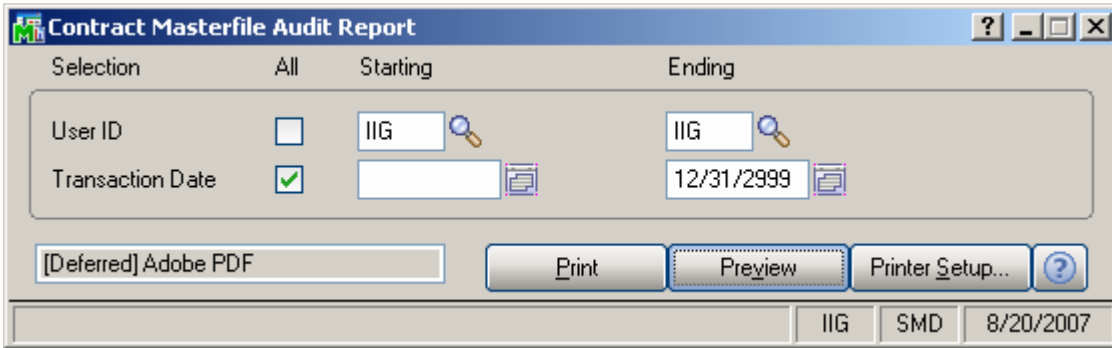
SM Demo Data Company (SMD)

Customer Number: 01-ABF Name: American Business Futures

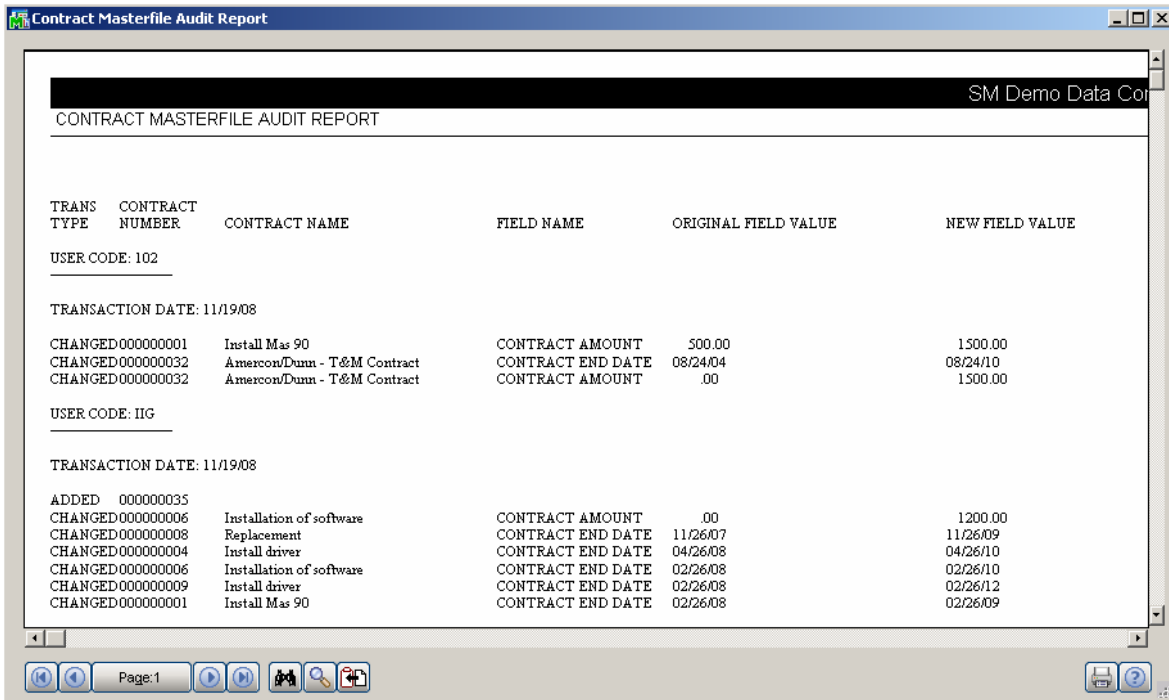
Source	Number	Date	Apply To	Deposit Ref.	Amount	Deposit	Balance
SO	0000182	2/26/2002			319.10	0.00	319.10
SO	0000191	6/14/2002			161.70	0.00	161.70
SO	0000192	6/14/2002			2,310.00	0.00	2,310.00
SO	0000194	1/13/2003			168.00	0.00	168.00
SO	0000153	5/11/2003			485.06	0.00	485.06
SO	0000115	5/18/2003			7,856.10	0.00	7,856.10
Total Sales Orders							11,299.96
SO-INVC	0100094	5/10/2007			1,357.52	0.00	1,357.52
SO-INVC	0100096	5/10/2007			550.35	0.00	550.35
Total SO Invoices							1,907.87
AR-INVC	0100063	1/7/2002			31.50	0.00	31.50
AR-INVC	0100064	2/27/2002			169.51	0.00	169.51
AR-INVC	0100065	2/27/2002			262.00	0.00	262.00
AR-INVC	0100081	6/14/2002			814.80	0.00	814.80
AR-INVC	0100082	6/14/2002			504.00	0.00	504.00
AR-C/M	0100087	1/13/2003			-237.90	0.00	-237.90
AR-INVC	0100085	1/13/2003			315.00	0.00	315.00

Contract Masterfile Audit Report

The **Contract Masterfile Audit Report** prints the contract changing information according to the **Track Contract Masterfile Changes** setting in the **Service Management Options**.



Selections by **Transaction Date** and **User ID** (or Terminal ID, if there is no user defined in the system) are available.



Weekly Productivity Report

The **Weekly Productivity Report** is intended for printing the billing of the technicians.

Weekly Productivity Report

Selection All Starting Ending

Technician Code

Selection Negate Value

Contract Billing Type T,U,P,O

Year 2009

Month January

TH 168

Proceed Clear Cancel

Check this box to select all Technician Codes

IIG SMD 1/14/2009

Enter a range of **Technician Codes** for which you want to print weekly productivity report, or select the **All** check box to include all technicians.

The **Year** and **Month** fields are defaulted to the current and the **TH** (Technician Hours) field is set to 168 by default.

The **Contract Billing Type** selection is intended for printing the productivity report filtered by Contract billing type. All types are selected by default. If the **Contract Billing Type** box is checked the selected Billing types will be excluded from the report. In order to change the Contract Billing Type Value click the lookup button and select the desired types.

Contract Billing

Billing Type	Incl
Time and Material	<input checked="" type="checkbox"/>
Fixed Upon Complete	<input type="checkbox"/>
Fixed Percent Complete	<input type="checkbox"/>
Fixed On Going	<input checked="" type="checkbox"/>

OK Cancel

Weekly Productivity Report Printing

1 of 1 100% Total:2 100% 2 of 2

Weekly Productivity Report **SM Demo**

2008, November

Technician Name	Total Hours	Non Billable Hours	Billable Hours	Total Amount	Total Hours	Non Billable Hours	Billable Hours	Total Amount	Total Hours	Non Billable Hours	Billable Hours	Total Amount	Total Hours	Non Billable Hours	Billable Hours	Total Amount	Total Hours
Adams Arnold	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	10.00	0.00	10.00	850.00	0.00	0.00	0.00	0.00	0.00
Hill Andre	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	12.00	0.00	12.00	1,640.00	0.00	0.00	0.00	0.00	0.00
Totals				\$-				\$-				\$2,490.00				\$-	

MONTH BILLING				BUDGET	CURRENT	COMMENT	TH	WH	STA
Adams Arnold			850.00	14.00	60.7		168	10.00	
Hill Andre			1,640.00	30.00	54.7		168	12.00	
			2,490.00	44.00			Total Hours		

Task Hours/Amount Productivity Report

The **Hours/Amount Productivity Report** added under the **Service Management Reports** menu allows tracking the actual Hours/Amount for each contract by task.

The **Amount by Task** and **Hours by Task** selections are available for **Report Type**.

Selection	All	Starting	Ending
Contract Number	<input checked="" type="checkbox"/>	<input type="text"/>	<input type="text"/>
Customer Number	<input checked="" type="checkbox"/>	00- <input type="text"/>	99- <input type="text"/>
Dispatch Date	<input type="checkbox"/>	12/18/2008	1/15/2009
Bill Freq. Code	<input checked="" type="checkbox"/>	<input type="text"/>	Z

Selection	Negate	Value
Contract Billing Type	<input type="checkbox"/>	T,U,P,O

The **Report Freq.** can be set either to **Weekly** or **Monthly** for both **Report Types**. Additional selections have been provided to allow the user printing the report for the records filtered by certain selection criteria; such as: **Contract Number, Customer Number, Dispatch Date, Bill Freq. Code, Contract Billing Type**.

The following additional options can be applied to this report:

- **Show only Active Contracts**
- **Show by Technician**
- **Print Over Budget Contracts**
- **Include all dispatches for selected Contracts**
- **Exclude Contracts don't having dispatches**

Show only Active Contracts- this option will exclude those Contracts, which status is **Closed**.

Show by Technician-this option allows users to print the report sorted by Technician code.

Print Over Budget Contracts- this option allows the user to include in the report the Contracts, which **Total Amount** is less than the **Actual Amount** calculated as sum of the Dispatch(es) amounts.

Include all dispatches for selected Contracts –this option is enabled only if the **Print Over Budget Contract** option is turned on. If this option is turned On all Dispatches regardless the **Dispatch Starting Date** will be taken into account, otherwise only the Dispatches, which starting date falls in the selected **Date Range** will be included.

Exclude Contracts don't having dispatches –this option allows excluding the Contracts for which no dispatches have been created.

Here is an example of printout for **Amount by Task** report (**Weekly**).

Technician Code	Task No	Description	Planned Start Date	Planned End Date	Planned Amount	Actual To-Date	% Budget VS Actual	11/20/2008
	0000122	Manufacturing step	11/20/2008	11/20/2008	0.00	3,780.00	0%	3,780.00
	0000125	Manufacturing step	11/20/2008	11/20/2008	0.00	3,780.00	0%	3,780.00
	0000128	Manufacturing step	11/20/2008	11/20/2008	0.00	3,780.00	0%	3,780.00
	0000131	Manufacturing step	11/20/2008	11/20/2008	0.00	3,780.00	0%	3,780.00
	0000134	Manufacturing step	11/20/2008	11/20/2008	0.00	1,800.00	0%	1,800.00
WILL	0000130	Install driver at ASP	11/20/2008	11/20/2008	6,505.00	1,650.00	25%	1,650.00
Total								18,570.00

The **Planned Start Date** field shows the **Scheduled Date** of the Task specified on the **More Info** screen.

The **Planned End Date** field shows the **Due Date** of the Task specified on the **More Info** screen.

Planned Amount field displays the value of the **Quote Amount** field entered in the **More Info** screen of the **Task**.

The **Actual To-Date** displays the amount of all dispatches created for the Task.

The **%Budget VS Actual** field displays the percent of Budget versus to Actual and it is calculated as **Actual Amount/Planned Amount*100%**.

Here is an example of printout for the **Hours By Task** type report:

Task Hours Productivity Report Printing

10 of 10+ 100% Total: 46 100% 46 of 46

Contract Number: 000000039 Install Reporting Type: Weekly
 Customer Number: 01-ABF American Business Futures
 Contract Billing Type: Time and Material

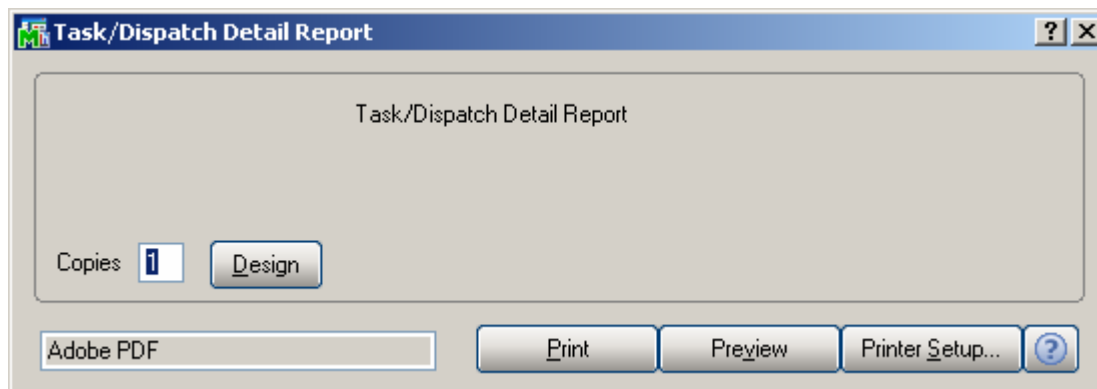
Technician Code	Task No	Description	Planned Start Date	Planned End Date	Hours on Enh Pricing	Total Hours	11/20/2008
	0000122	Manufacturing step	11/20/2008	11/20/2008	0.00	0.00	0.00
	0000125	Manufacturing step	11/20/2008	11/20/2008	0.00	0.00	0.00
	0000128	Manufacturing step	11/20/2008	11/20/2008	0.00	0.00	0.00
	0000131	Manufacturing step	11/20/2008	11/20/2008	0.00	0.00	0.00
	0000134	Manufacturing step	11/20/2008	11/20/2008	0.00	0.00	0.00
WILL	0000130	Install driver at ASP	11/20/2008	11/20/2008	20.00	40.00	40.00
Total							40.00

The **Hours on Enh.Pricing** field displays correspondingly the **Quote Hours** of the Task More Info screen and the **Total Hours** field displays the is the total of hours from the Dispatch labor lines.

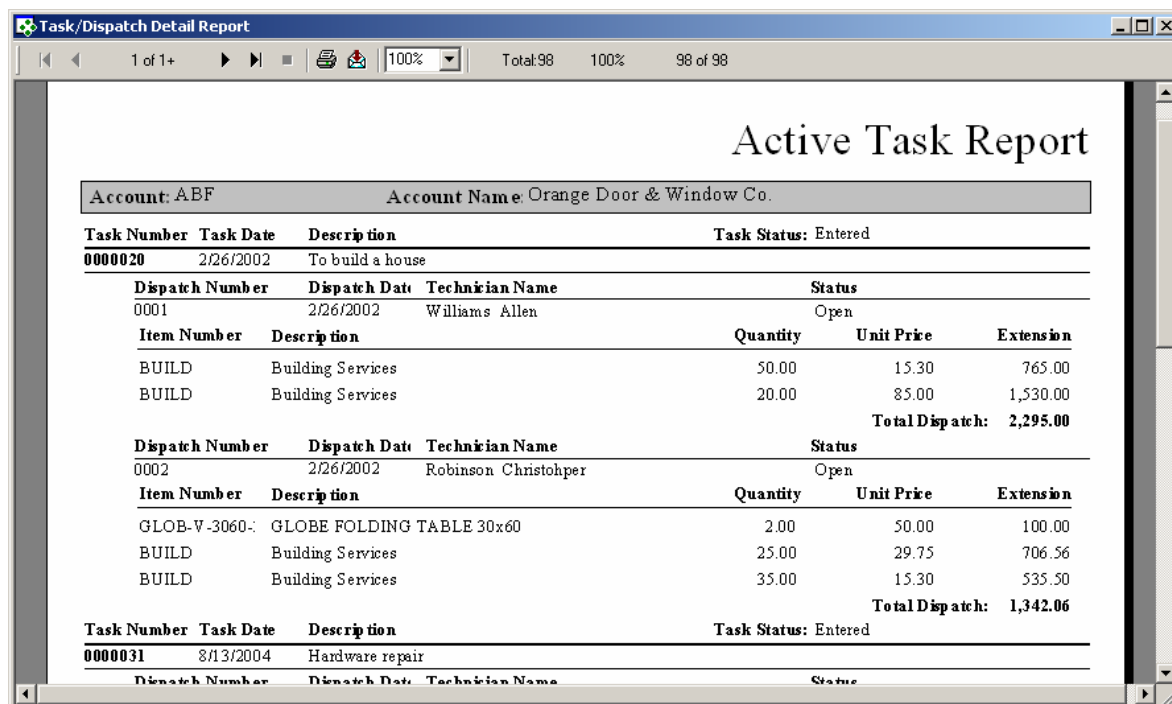
The Custom Reports Menu

Task/Dispatch Detail Report

The **Task/Dispatch Detail Report** prints Task/Dispatch information. If the task includes dispatches, then they will also be printed.



Here is an example of printout:



Modules and Programs in MAS 90 Modified for Service Management

A/R Memo Manager Maintenance

The **Contract Maintenance**, **Quick Dispatch Line Entry**, **Task History Inquiry**, **Task Data Inquiry** and **Task Data Entry** tasks have been added to the **Memo Manager Maintenance** program of **Accounts Receivable** module.

Memo Manager Maintenance (SMD) 11/19/2008

Module: Accounts Receivable
Memo Type: Customer
Role: Default (Default Role for All Users)

	Task	Memo Options	Auto Display
12	RMA Inquiry	Hide	<input checked="" type="checkbox"/>
13	RMA Receipts Entry	Hide	<input checked="" type="checkbox"/>
14	RMA Data Entry	Hide	<input checked="" type="checkbox"/>
15	Contract Maintenance	Show	<input checked="" type="checkbox"/>
16	Quick Dispatch Line Entry	Show	<input checked="" type="checkbox"/>
17	Task History Inquiry	Show	<input checked="" type="checkbox"/>
18	Task Data Inquiry	Show	<input checked="" type="checkbox"/>
19	Task Data Entry	Show	<input checked="" type="checkbox"/>
20	SO Invoice Data Entry	Hide	<input type="checkbox"/>

Buttons: Purge..., Copy..., Accept, Cancel, Print, Help

Sales Order Options

New options have been added to the **Entry** tab for **Bill To Customer** processing in the **Sales Order Options** affecting both **Sales Order** and **Accounts Receivable** modules.

Sales Order Options (SMD) 11/19/2008

1. Main | 2. Entry | 3. Line Entry | 4. Forms | 5. Printing | 6. History

Batch Processing

Description	Enable	Next Batch
Invoice Data Entry	<input checked="" type="checkbox"/>	00001

Require Job Number During Data Entry
 Allow Jobs to be Created Automatically

Bill to Customer

Customer To Update: Bill To
 Salesperson Commission: Bill To Customers
 Use Credit Card: Bill To Customers
 Use Bill To Customer for Divisional Account Substitution
 Use Bill To Customer Terms Code

Next Automatic Sales Order Number: 0000213
 Next Automatic Invoice/Shipping Number: 0100119

Check for Duplicate Customer PO Numbers
 Split Commissions Between Salespersons
 Default Warehouse for Order/Invoice Header: 001
 Use Shipping Code to Calculate Freight: Yes

Accept Cancel [Print] [Help]

Set **Bill To** in the **Customer To Update** field if you want the postings to be updated for Bill To Customer only, or set it to **Bill To and Ship To**, if you want the postings to be updated for both.

If the **Bill To and Ship To** is selected, you can choose to set **Salesperson Commission** to **Bill To Customers** or **Ship To Customers**.

You can choose to **Use Credit Card** of **Bill To Customers** or **Ship To Customers**, independent of other settings.

Check the **Use Bill To Customer for Divisional Account Substitution** box if you want to use the accounts set for the Division of the Bill To Customer.

Check the **Use Bill To Customer Terms Code** box if you want to use the **Terms Code** set for the Bill To Customer.

Item Maintenance

The **Track Customer Site Inventory** and **Generate Multiple Contracts** fields have been added to the **Main** tab of the **Item Maintenance** screen.

Item Maintenance (SMD) 5/12/2010

Item Code: 1001-HON-H252
Description: HON 2 DRAWER LETTER FILE W/O LK

1. Main | 2. Additional | 3. Quantity | 4. History | 5. Transactions | 6. Orders | 7. Cost Detail

Product Line: WF&A WORKSTATION FURN & ACCES
Product Type: Finished Good | Weight: 35
Valuation: FIFO | Volume: 0.0000
Procurement: Buy | Inventory Cycle: B

Unit of Measure
Standard: EACH
Purchases: EACH | No. of EACH: 1
Sales: EACH | No. of EACH: 1

Price Code: STD STANDARD QUANTITY PRICING
Default Whse: 000 CENTRAL WAREHOUSE
Primary Vendor: 01-CONT Container Corporation Of Usa
Warranty Code: 30 DAY 30 days from shipment

Allow Back Orders
Allow Trade Discount
Allocate Landed Cost
Track Customer Site Inventory
Generate Multiple Contracts

Sales
Retail Price: 84.000
Standard Price: 84.000
Last Sold: 5/31/2003

Purchases
Standard Cost: 32.750
Average Cost: 32.622
Last Receipt: 11/20/2008

Last Costs
Item: 29.475
Allocated: .100
Total: 29.575

Accept | Cancel | Delete | [Print] | [Help]

Check the **Track Customer Site Inventory** box to be able to track the Inventory sold to the Customer when entering item for the task.

If the **Generate Multiple Contracts** box is selected, use the **Contract No.** field added on the **Additional** tab of the **Item Maintenance** to enter a **Template Contract Number** or select it from the Lookup. Separate contracts will be generated automatically for each unit when selling the item.

Item Maintenance (SMD) 5/12/2010

Item Code: 1001-HON-H252
Description: HON 2 DRAWER LETTER FLE W/D LK

1. Main | 2. Additional | 3. Quantity | 4. History | 5. Transactions | 6. Orders | 7. Cost Detail

Confirm Cost Increase in Receipt of Goods
Print Receipt Labels: Yes
Explode Kit Items: Prompt
Next Lot/Serial Number:

Commission Method: Standard
Commission Rate: 0.000%
Base Commission: .00
Commission Code:

Allow Returns:
Restocking Charge Method: None
Restocking Charge Rate: .000%

Sales Tax Class: TX Taxable
Purchases Tax Class: TX Taxable

Routing No.:
Buyer Code:
Planner Code:
Image: abc_1001-hon-h252.jpg

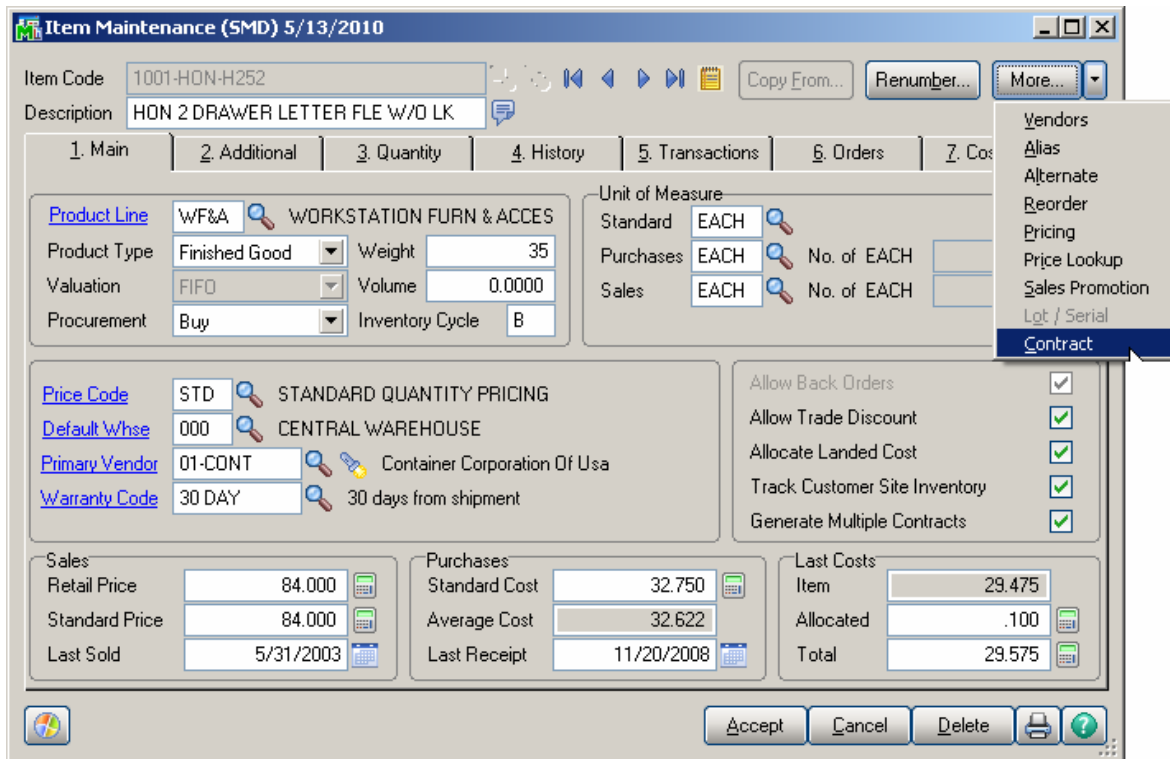
Categories:
COLOR: BLACK STYLE: MODERN
SIZE: 29X15X18 CATALOGUE REF: P0011-0007

Job Code: 405-000-000 Software - Initial Package
Contract No.: 000000026 Routine repairs

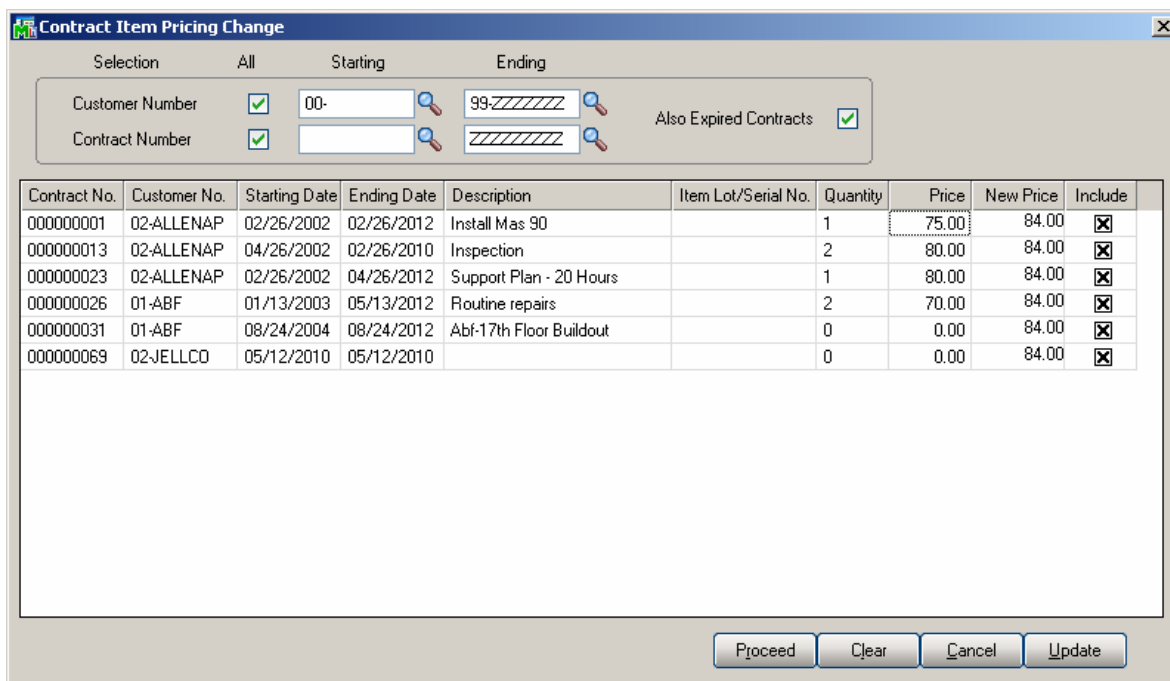
Accept Cancel Delete

If Commission Code is set up to the item and that item has been used in SO, then Commission Method is determined by the pair of Salesperson Code of the invoice header and Commission Code of the Item, in other words by the corresponding line of the Salesperson Maintenance. If there is no such line for that item, then calculation is done by standard.

Use the **Job Code** field to enter the desired Job Code for a given item. Whenever the item is sold against a contract, appropriate costing and billing information will be posted to the contract file, organized by Job Code.



The **Contract** button added to the **More** menu buttons allows opening the **Contract Item Pricing Change** screen and update the Price if needed.



After making the required selections click **Proceed** to load corresponding records in the grid.. Click **Update** to apply the **New Price**.

Contract Item Pricing Change

Selection: All Starting Ending

Customer Number: 00- 99- Also Expired Contracts:

Contract Number:

Contract No.	Customer No.	Starting Date	Ending Date	Description	Item Lot/Serial No.	Quantity	Price	New Price	Include
000000001	02-ALLENAP	02/26/2002	02/26/2012	Install Mas 90		1	84.00	84.00	<input checked="" type="checkbox"/>
000000013	02-ALLENAP	04/26/2002	02/26/2010	Inspection		2	84.00	84.00	<input checked="" type="checkbox"/>
000000023	02-ALLENAP	02/26/2002	04/26/2012	Support Plan - 20 Hours		1	84.00	84.00	<input checked="" type="checkbox"/>
000000026	01-ABF	01/13/2003	05/13/2012	Routine repairs		2	84.00	84.00	<input checked="" type="checkbox"/>
000000031	01-ABF	08/24/2004	08/24/2012	Abf-17th Floor Buildout		0	84.00	84.00	<input checked="" type="checkbox"/>
000000069	02-JELLCO	05/12/2010	05/12/2010			0	84.00	84.00	<input checked="" type="checkbox"/>

Proceed Clear Cancel Update

Product Line Maintenance

Product Line Maintenance (SMD) 5/13/2010

Product Line: SRV
Description: Services

1. Main | 2. Accounts

Product Type: Finished Good
Valuation:
Procurement: Buy
Inventory Cycle: C
Allow Back Orders:
Allow Trade Discount:
Explode Kit Items: Prompt

Unit of Measure
Standard: EACH
Purchases: EACH No. of EACH: 1
Sales: EACH No. of EACH: 1

Sales Tax Class: TX Taxable
Purchases Tax Class: TX Taxable

Print Receipt Labels: Yes
Price Code: STD STANDARD QUANTITY PRI
Warranty Code: 30 DAY 30 days from shipme

Commission Method:
Commission Rate: 0.000%
Base Commission: .00

Confirm Cost Increase in Receipt of Goods:
Allocate Landed Cost:

Commission
Calculate Zero Cost: Extension: 0.000%

Allow Returns:
Restocking Charge Method: None
Restocking Charge Rate: .000%

Job Code: 400-000-000 Service Revenue

Accept Cancel Delete [Printer] [Help]

Use the **Job Code** field to enter the desired Job Code for a given product line. Whenever items from this product line will be sold against a contract, appropriate costing and billing information will be posted to the Contract File, organized by Job Code.

The program will search for Job Codes based on priorities. It will search first in the Inventory Master File, then in the Product Line Master File. If the system fails to find Job Codes in either of these master files, then it will use a **Material Job Code** from the **Service Management Options** program.

Check the **Calculate Zero Cost** box to have the programs calculate commission on invoice lines with zero cost. Available only when **Commission Processing** is activated in **Service Management Options**.

Bill of Materials Maintenance

The **Routing Number** is used in the manufacturing/repair/installation of current Bill. The user can enter it manually or select from the Routing Numbers list opened through the Lookup button. The Routing Numbers that are set up in the SM Routing Maintenance will be listed here.

Bill of Materials Maintenance (SMD) 6/9/2010

Bill Number: BEL2850
Revision: 000
Bill Type: Kit
Description 1: Printer Unit
Description 2:

1. Header | 2. Lines

Drawing Number:
Drawing Revision:
Routing Number: POS INSTALLATION
Current Revision: 000
Date Last Used:
Maximum Lot Size: 0

Print Components:
Bill Has Options:

Option Categories:

1	<input type="checkbox"/>	Required
2	<input type="checkbox"/>	Required
3	<input type="checkbox"/>	Required
4	<input type="checkbox"/>	Required
5	<input type="checkbox"/>	Required
6	<input type="checkbox"/>	Required
7	<input type="checkbox"/>	Required
8	<input type="checkbox"/>	Required
9	<input type="checkbox"/>	Required

Accept Cancel Delete

Note: In order to have the WO Routing Numbers listed in the lookup, if the Work Order module is installed; it is necessary to have those Routing Numbers setup also in the SM.

Customer Maintenance

The **Territory Code** field and the **Hours** button have been added under the **Main** tab in the **Customer Maintenance** screen.

Bill to Customer No. is defaulted to the selected customer number and can be changed if necessary by entering/selecting another customer number.

The **Bill To Customer** information is included in the **Customer Listing** printout.

The **Bill to Name** field displays the description of the Bill to Customer.

The **Territory Code** can be entered from the **Main** tab when the customer does not have several **Ship To Addresses**. The **Territory Code** also can be entered from the **Customer Ship To Address** portion of the **Customer Maintenance** screen. Together with the **Territory Code** in the **Technician Master File**, this code can be used to filter out the tasks that can be dispatched to a given technician.

The “**Calculate taxes on Labor item**” checkbox is available on the **Main** tab of the **Customer Maintenance** if the “**Calculate taxes on Labor based on**” option is not set to **None** in the S/M options. Check this box to use the **Tax Classes** on Dispatch Lines.

Use the **Hours** button to enter the **Customer Ship to Hours** screen to maintain the daily opening and closing times for the customer job site. These hours can be viewed during **Task Data Entry** and **Dispatch Data Entry**.

Customer Hours Maintenance

Customer No. 01-ABF American Business Futures

	Open Time	Close Time
Monday	9:00AM	6:00PM
Tuesday	9:00AM	7:00PM
Wednesday	9:00AM	6:00PM
Thursday	10:00AM	7:00PM
Friday		
Saturday		
Sunday		

OK Cancel

Customer Ship-To Address Maintenance

Location Code: 1

Name: American Business Futures

Address: Distribution Warehouse
3121 W. 24th Street

ZIP Code: 53146

City: Milwaukee State: WI

Country: USA United States of America

Telephone: (414) 655-4311 Ext:

Fax: Batch Fax:

E-mail Address:

Contact: ARTIE JOHN Artie Johnson

Warehouse:

Salesperson: 0100 Jim Kentley

Territory Code: ARIZON Region Arizona

Sales Tax: Tax Schedule: WI MILMIL Milwaukee

Calculate taxes on Labor Items:

Buttons: Accept, Cancel, Delete, Hours, Exemptions...

The **Territory Code** field has been added to the **Customer Ship To Address** portion of the **Customer Maintenance** screen. In conjunction with the **Territory Code** in the **Technician Master File**, this code can be used to filter out the tasks that can be dispatched to a given technician.

Use the **Hours** button to enter the **Customer Ship to Hours** screen to maintain the daily opening and closing times for the customer job site. These hours can be viewed during **Task Data Entry** and **Dispatch Data Entry**.

Check the **Calculate taxes on Labor** box to use the **Tax Classes** on Dispatch Lines, when the Ship to Address is selected for the task. This option is unavailable if the “**Calculate taxes on Labor based on**” option is set to “**None**” in the **S/M options**.

Customer Maintenance (SMD) 7/19/2010

Customer No. 01-ABF
Name American Business Futures

1. Main | 2. Additional | 3. Statistics | 4. Summary | 5. History | 6. Invoices | 7. Transaction | 8. S/Os

Comment Call Ed for credit approval.
Open Item Customer Internet Enabled
Temporary Customer

Data Entry
Price Level 1
Dflt Pymt Type CREDIT CARD American Express
Discount Rate .000 %
Fin Charge Rate 1.500 % Bill Freq Code ▲
Item Code WIDGET
8" x 10" Widgets

Printing
Sort AMER
Customer Type A2
Statement Cycle M
Print Dun Message
Batch Fax

Primary Credit Card Information
CC Number *****9999
CC Pymt Type AMEX American Express
Cardholder Name John A. Smith
Expiration Date 9/2003

Contract is Required for Task
 Customer PO Number is Required for Task
Default Task Number

Accept Cancel Delete

Enter a letter or number for the **Bill Frequency Code** to denote a scheme of Billing Frequency.

The **Contract and Customer PO Number is Required for Task** check boxes have been added to the **Additional** tab of the **Customer Maintenance** screen.

When one of the boxes is checked, the program will not accept Task Entries without **Contract** or **Customer PO** specified, correspondingly.

You can select the **Default Task Number** to be displayed automatically when selecting the customer in the **Quick Dispatch Line Entry** program.

Customer Maintenance (SMD) 7/20/2010

Customer No. 01-ABF Copy From... Renumber... More...

Name American Business Futures

1. Main 2. Additional **3. Statistics** 4. Summary 5. History 6. Invoices 7. Transaction 8. S/Os 9. S/Ms

Last Payment Date 5/31/2003 Last Payment Amount 864.25
 Last Statement Date 4/30/2003 Highest Balance 850.00
 Last Finance Charge Date 4/30/2003 Unpaid Finance Charges 43.89

Average Days to Pay 4 Credit Hold
 Average Days Overdue 0 Credit Limit 120,000.00
 Date Established 1/1/2002 **First Sales Date 11/20/2008**
 Date of Last Activity 5/31/2003

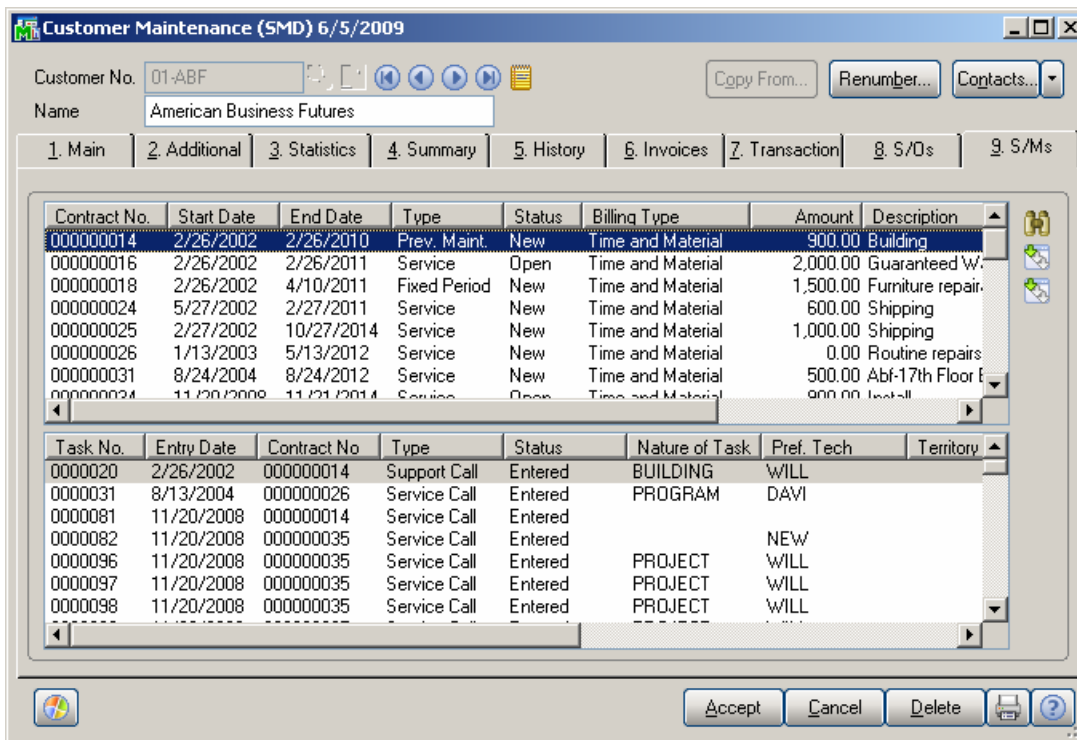
Aging as Of 5/10/2007

Balance	Current	30 Days	60 Days	90 Days	120 Days
7,265.35	0.00	0.00	0.00	0.00	7,265.35

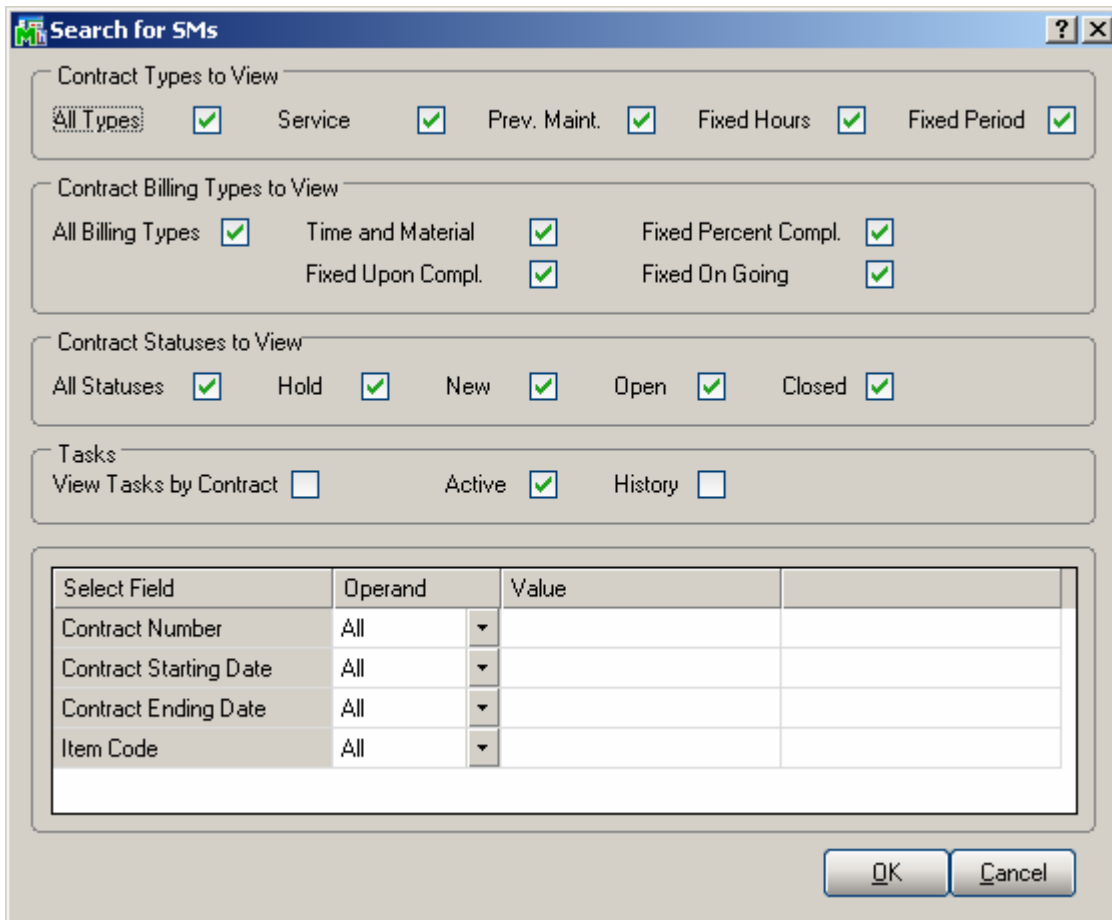
Accept Cancel Delete [Print] [Help]

The [First Sales Date](#) field added on the statistics tab of the Customer Maintenance is intended for calculating the Commission Duration.

The **S/Ms** tab represents a list box, which displays all Contracts and Tasks for current Customer. Contract and Task Nos display all Contracts and Tasks sequentially. The Contract's **Total Amount** is displayed in the **Amount** field.

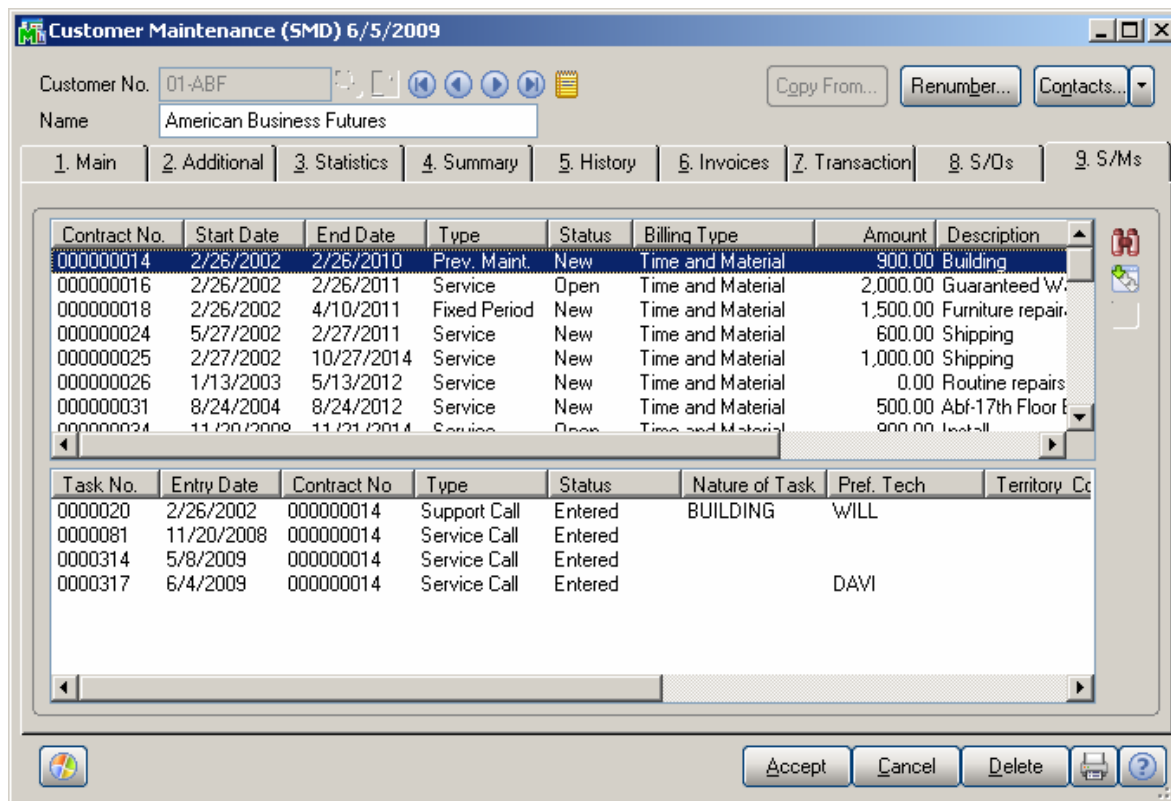


Use the **Search** button located to the right of the list box to search for Contracts/Tasks by applying additional selection filters.




Select the **View Tasks by Contract** to load in the list box only the Tasks associated with the selected Contract.

The **Active** checkbox is selected by default to view Active Tasks. Select the **History** checkbox to view also the Tasks from History (with status “Closed”).



By default **All Types**, **All Billing Types** and **All Statuses** are selected for **Contracts** to view.

Selection of Contracts by Item Code is also available. If **Item Code** is selected the program will load only the Contracts with the selected Item specified on the **Contract Header**.

Use the  buttons located to the right to access correspondingly the **Contract Maintenance** and **Task Data Entry**.

The **S/Ms** list box has been provided also in the **Customer Inquiry**. From the **S/Ms** tab of the **Customer Inquiry** drill down to the **Task Inquiry** is available.

Sales Order Entry

Here are the changes on the **Sales Order Entry** screen.

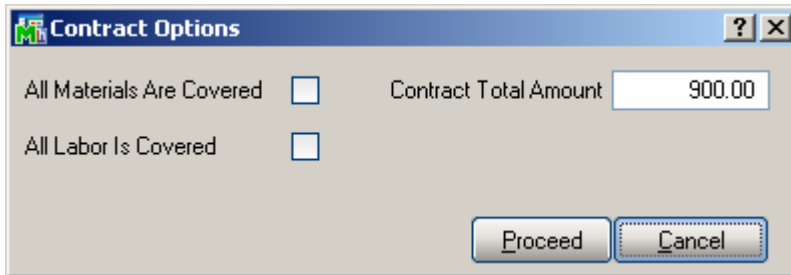
The **Bill To Customer No.** field displays the customer number set in the **Customer Maintenance** program. You can select a different Bill To Customer for the current order.

Use the **Contract No.** field to enter a **Contract Number** in order to sell items against that contract. Any existing contract can be selected using the **Lookup** button (the Template contracts are not displayed in the lookup).

Click the **Contract Memo** button to specify Memo for current customer.

You can also create a new contract clicking the **Next Contract No.** button.

The **Contract Options** screen is opened to allow setting the **All Materials Are Covered**, **All Labor Is Covered** options and enter **Contract Total Amount**.



The image shows a Windows-style dialog box titled "Contract Options". It has a blue title bar with a question mark icon and a close button (X). The main area is light gray and contains two unchecked checkboxes: "All Materials Are Covered" and "All Labor Is Covered". To the right of these is a text input field labeled "Contract Total Amount" containing the value "900.00". At the bottom right, there are two buttons: "Proceed" and "Cancel".

Note that attached contract can be changed for each item separately. If the **Use Item contract instead of Order Contract** box is checked in the **Service Management Options** program, items generating tasks will have attached contracts specified for them in the **Inventory Maintenance** program.

The **Address** tab includes the Bill To Customer Address information.

The program displaying Credit information checks the Credit Limit for the Bill To Customer instead of the main (Ship To) Customer.

Select a line on the **Lines** tab of the **Sales Order Entry** screen. Click in the **Unit Price** field to see the **Average Cost** information in the status line at the bottom of the screen.

Sales Order Entry (SMD) 11/19/2008

Order Number: 0000217

1. Header | 2. Address | 3. Lines | 4. Totals

	Item Code	Ordered	Back Ordered	Unit Price	Extension	
1	1001-HON-H252	2.00	.00	84.000	168.00	
2		.00	.00	.000	.00	

Quick Row: 1

Description	HON 2 DRAWER LETTER FLE W/O LK
Warehouse	001
Unit Of Measure	EACH
Shipped	.00

(Average Cost = 34.250) Total Amount: 168.00

Buttons: Quick Print..., Recalc Price, Accept, Cancel, Delete

The **Item Price Lookup** screen opened from the **Lines** tab of **Sales Order Entry** has been modified to display **Contract Price** for all the **Steps**, if there is **Contract** on the Sales Order and the selected Item has Price specified on the **Item Prices** tab of that Contract.

Item Price Lookup [?] [X]

Item Code: 1001-HON-H252 HON 2 DRAWER LETTER FLE W/O LK

Price Level: 1 Price Code-Price Level: STD-1Standard
 Pricing Method: Price Discount %
 Std Cost: 32.750 Std Price: 84.000

Sale Starting Date: 5/15/2003
 Sale Ending Date: 5/31/2003
 Sale Price: 79.800

Contract Number - 000000014
 Starting Date: 2/26/2002 Ending Date: 2/26/2009 All Materials Are Covered

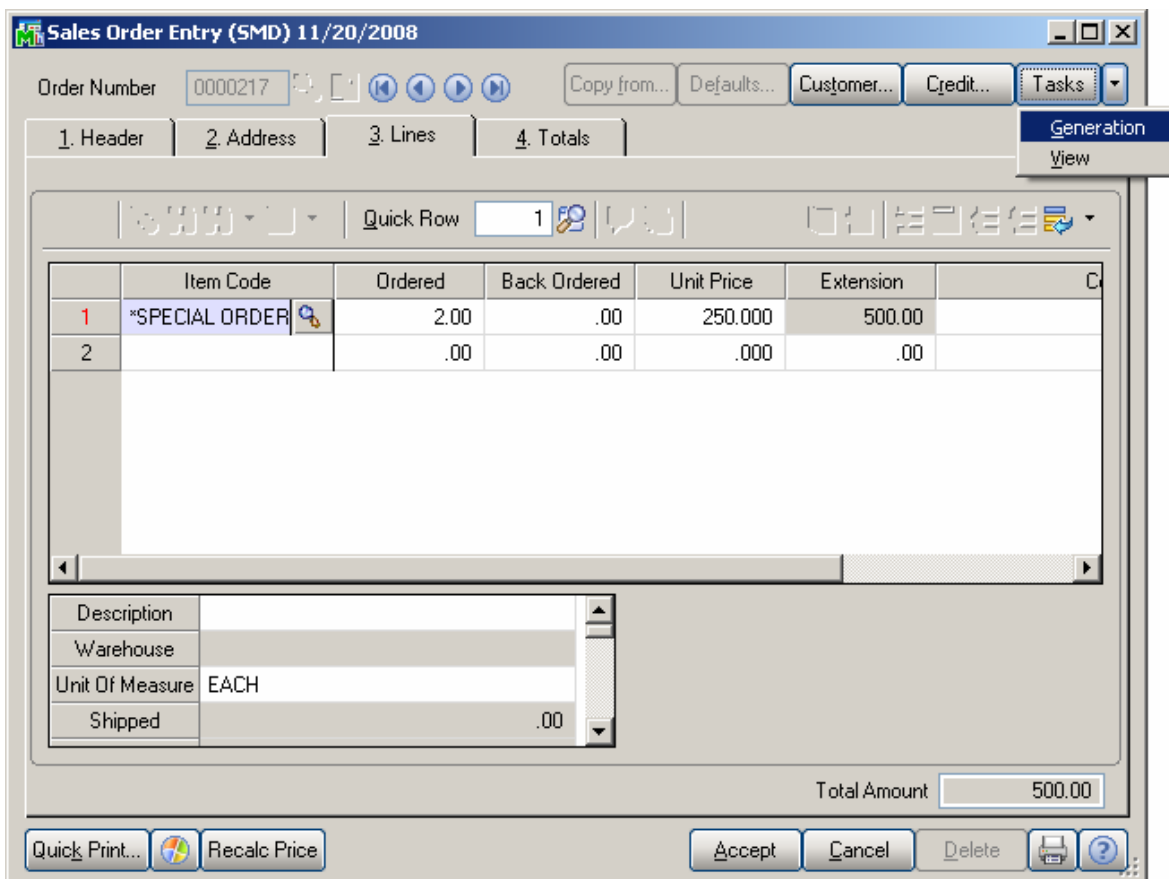
Order Qty: 2.00 U/M: EACH Unit Price: 84.000 Extension: 168.00

Step	From Qty	To Qty	% Discount	Unit Price
1	1.00	4.00	.000	84.000
2	5.00	9.00	3.000	81.480
3	10.00	24.00	7.000	78.120
4	25.00	999,999.00	10.000	75.600
5	.00	.00		

[OK] [Cancel] [?]

The **Generation** button added under the **Tasks** menu button allows generating tasks for the Sales Order Header as well as for specific lines of the order.

In the **Lines** tab, tasks can be generated only for order lines with miscellaneous or special items.



Click the **Generation** button to generate a task for Header. The **Generate Tasks** screen is displayed with the **Generate Tasks For Header** check box selected and disabled.

In the **Task Fields** section, you can change the **Next Task Number**, **Contract No.** for the task being generated.

Generate Tasks

Generate Tasks for Header

Task Fields

Next Task Number: 0000080

Customer No.: 01-ABF American Business Futures

Contract No.: 000000034 Install

Routing Number: [Blank]

Bill Number: D1400 EXECUTIVE DESK ENSEMBLE

Options: A1,B2,C3

Generate Cancel

When generating tasks for Header the Routing and Bill number fields can be left blank. Once the task has been generated for Sales Order Header the **Generate** button becomes disabled.

When generating tasks for a line the Routing and Bill number fields are required and the **Generate** button is enabled only after entering/selecting the Bill or Routing number.

Generate Tasks

Generate Tasks for Header

Task Fields

Next Task Number: 0000082

Customer No.: 01-ABF American Business Futures

Contract No.: 000000035 Install

Routing Number: MAS90_INSTALLATION MAS90 Installation Steps

Bill Number: [Blank]

Options: [Blank]

Generate Cancel

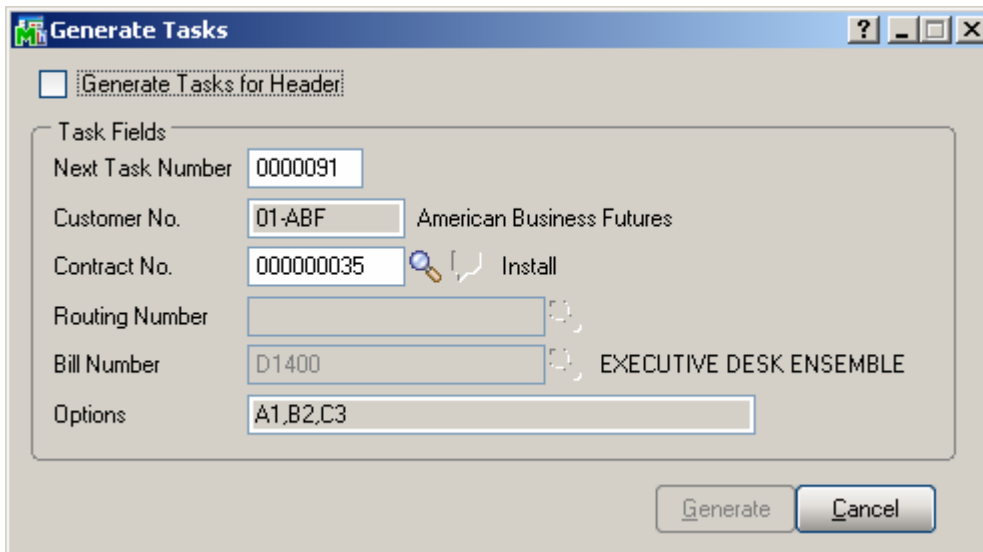
When the **Routing Number** is specified, tasks will be generated for those steps of that routing, which have the **Generate Task** checked in the **Routing Maintenance**.

The selected Routing will be used when generating tasks.

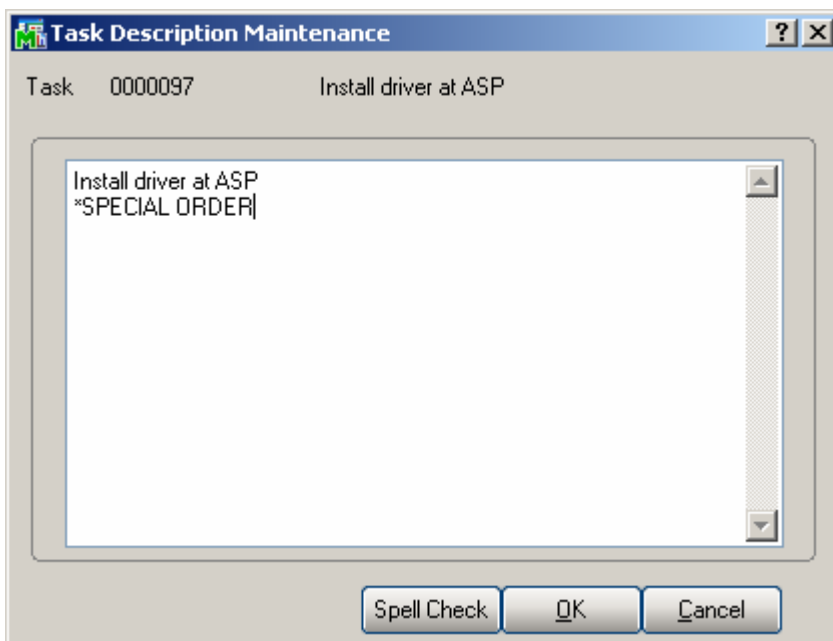
If you select a Bill Number, the **Options Selection** screen will be displayed, where you can change options.

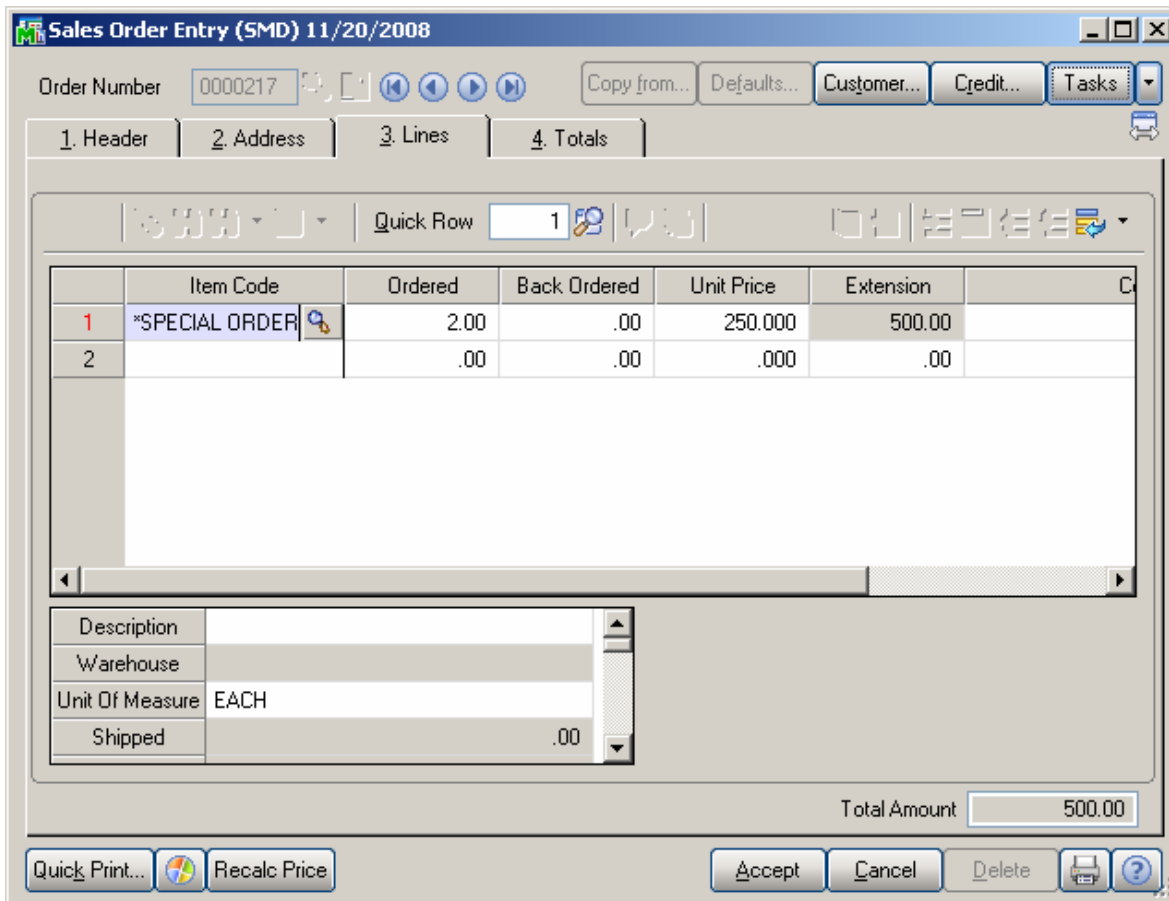
Once tasks are generated, this operation cannot be repeated, but the method of generation applied to a special item can be viewed.

Click the **Generate** button to open the **Generate Tasks** screen. The fields are now display-only.



The Number of Special or Miscellaneous Item from which a task was generated is written in the Extended Task Description. It can be viewed from the Task Data Entry screen by clicking the corresponding button.





You can change the information related to the tasks generated for Sales Order Header and Order lines.

Click the **View** button to display the **Sales Order Tasks List** screen.

Task No.	Description	Task Date	Quote Hours	Quote Amount	Tech. Code	Type
1 0000082	Generation from Sales Order	11/20/2008	.00	.00		Service Call
2 0000096	Contact ASP *SPECIAL ORD...	11/20/2008	.00	.00	WILL	Service Call
3 0000097	Install driver at ASP *SPECIAL...	11/20/2008	.00	.00	WILL	Service Call
4 0000098	Contact ASP *SPECIAL ORD...	11/20/2008	.00	.00	WILL	Service Call
5 0000099	Install driver at ASP *SPECIAL...	11/20/2008	.00	.00	WILL	Service Call
6 0000100	Contact ASP *SPECIAL ORD...	11/20/2008	.00	.00	WILL	Service Call
7 0000101	Install driver at ASP *SPECIAL...	11/20/2008	.00	.00	WILL	Service Call
8 0000102	Contact ASP *SPECIAL ORD...	11/20/2008	.00	.00	WILL	Service Call
9 0000103	Install driver at ASP *SPECIAL...	11/20/2008	.00	.00	WILL	Service Call

The **Task #** and **Task Date** are display-only fields.

You can edit **Description** and open for editing **Task Description Maintenance** using the corresponding button.

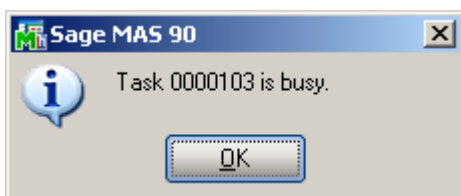
Task 0000096 Contact ASP

Contact ASP
*SPECIAL ORDER

Spell Check OK Cancel

The **Quote Hours** and **Quote Amount** fields for generated tasks can be entered from the **Sales Order Tasks List** screen.

If you are trying to change Quotes for a task in use, the following message will be displayed:



There is not **Technician Code** on the Task generated for the Header. The **Technician Code** can be typed in directly or selected from the list by clicking the Lookup button. Another Lookup button will appear with the list of technicians with preferred skills for performing the task.

The Technician field is populated with the **Technician Code** automatically if there is a Technician specified in the **Nature of Task Maintenance** for the **Nature of Task** and **Task type** pair set on the selected **Routing Number**.

Task No.	Description	Amount	Tech. Code	Type	Status	Nature of Task	Disp.
1	0000082 Generation from Sales Order	.00	NEW	Service Call	Entered		<input type="checkbox"/>
2	0000096 Contact ASP *SPECIAL ORD...	.00	WILL	Service Call	Entered	PROJECT	<input type="checkbox"/>
3	0000097 Install driver at ASP *SPECIAL...	.00	WILL	Service Call	Entered	PROJECT	<input type="checkbox"/>
4	0000098 Contact ASP *SPECIAL ORD...	.00	WILL	Service Call	Entered	PROJECT	<input type="checkbox"/>
5	0000099 Install driver at ASP *SPECIAL...	.00	WILL	Service Call	Entered	PROJECT	<input type="checkbox"/>
6	0000100 Contact ASP *SPECIAL ORD...	.00	WILL	Service Call	Entered	PROJECT	<input type="checkbox"/>
7	0000101 Install driver at ASP *SPECIAL...	.00	WILL	Service Call	Entered	PROJECT	<input type="checkbox"/>
8	0000102 Contact ASP *SPECIAL ORD...	.00	WILL	Service Call	Entered	PROJECT	<input type="checkbox"/>
9	0000103 Install driver at ASP *SPECIAL...	.00	WILL	Service Call	Entered	PROJECT	<input checked="" type="checkbox"/>

The **Type**, **Status**, **Nature of Task** fields are display-only.

If a task has dispatches, the **Disp.** Column is checked.

The **Line** column shows the line number of the line for which the task is generated, or it is empty when the tasks are generated for the Sales Order Header.

You can use the **Task Zoom** button to open the **Task Inquiry** screen to view the selected task information.

The screenshot shows the 'Task Inquiry' window with the following data:

- Task Number: 0000103
- Description: Install driver at ASP
- User ID: IIG
- SO Number: 0000217
- Entry Date: 11/20/2008
- Entry Time: 11:37AM
- Task Type: Service Call
- Task Status: Entered
- Priority Code: []
- Customer No.: 01-ABF (American Business Futures)
- Job Site Code: 2 (American Business Futures)
- Contract No.: 000000035 (Install)
- Nature of Task: Contract Memo, Alt-H project
- Preferred Tech: WILL (Williams Allen)
- Item Number: []
- Lot/Serial No.: []
- Territory: []

Buttons on the right side include: Credit..., More Info..., Item Info..., and Quick Print....

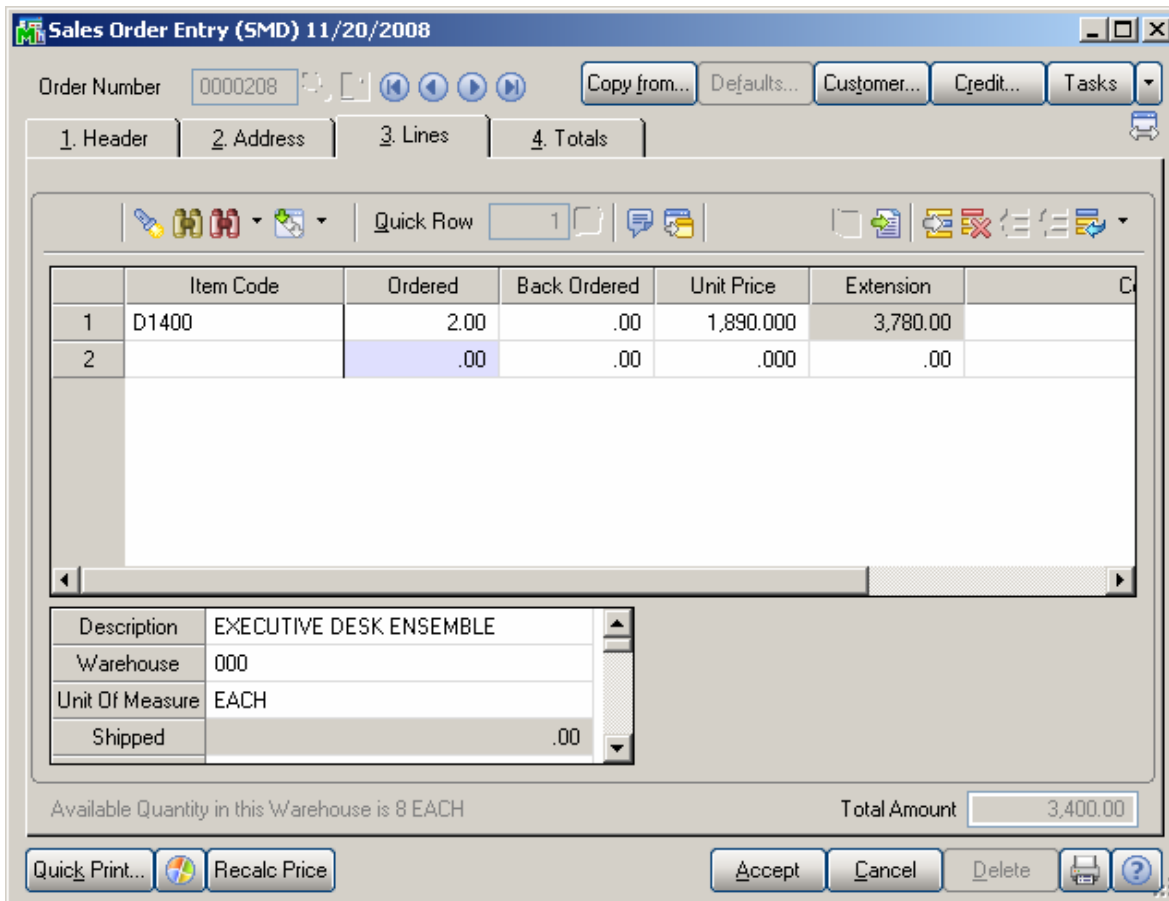
Dispatch No.	Dispatch Date	Technician	Technician Name	Status
0001	11/20/08	ADAM	Adams Arnold	Open

At the bottom right, there are 'OK' and '?' buttons. The status bar at the bottom shows: IIG | SMD | 11/20/2008

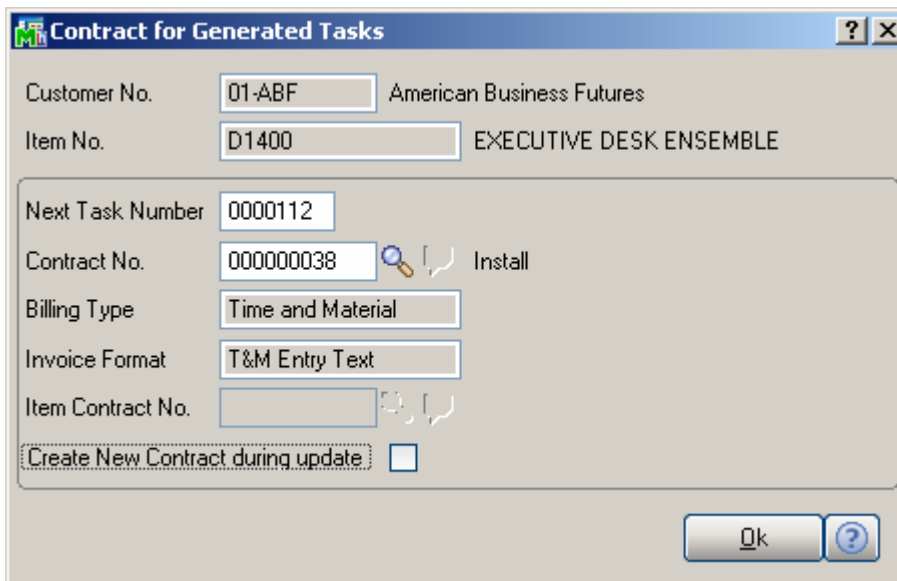
The **Customer Memo** and **Contract Memo** buttons are available on the **Task Inquiry** screen.

Task Generation for Bill Items

If a Bill of Materials item is being entered, and that Bill of Materials Item has Routing with steps marked as generating tasks; tasks will be generated at the moment the line is accepted. The program can also generate contract for these newly created tasks.



For Bill of Materials, after clicking the **OK** button to accept the line, the **Contract for Generated Tasks** screen is displayed.



The **Contract Number** field displays the Contract Number specified on the **Header** tab of the Sales Order. If the **Use Item contract instead of Order contract** box is checked in the **Service Management Options** program, the contract set for the item in the **Inventory Maintenance** program will be used instead of the contract of the Sales Order. In this case, the **Create New Contract during update** box will be cleared automatically, and the **Item Contract Number** field will be disabled. The specified Contract Number will be assigned to the generated Task. If the **Contract Number** is a number of a template contract (Contract Number starts with T), a new contract will be created at the moment of clicking the **Ok** button. The generated contract will have the **Total Amount** equal to the **Extension** of the Line.

The following fields are visible only for regular items, not generated from the labor lines of dispatch.

Vendor No and **Purchasing Cost** set in the Inventory Maintenance can be changed here for the selected line.

After generating Purchase Order in the [Auto Generate Orders Selection](#) program, the **PO Number** is displayed. The **Adjusted Cost** displays the cost of receiving along with the **Receipt Number**, after updating corresponding Receipt of Goods.

If the specified **Purchase Cost** exceeds the Price, the following warning is displayed:



	Item Code	Ordered	Back Ordered	Unit Price	Extension
1	D1400	2.00	.00	1,890.000	3,780.00
2	1001-HON-H252	3.00	.00	84.000	252.00
3		.00	.00	.000	.00

PD Number	
Adjusted Cost	.000
Receipt No.	
Create Contract	<input type="checkbox"/>
Gen. Mult. Contr.	<input type="checkbox"/>
Cont. Bill. Item	<input type="checkbox"/>
Commiss. Contr.	<input type="checkbox"/>
Item Contract	
Ship Date	11/20/2008

Contract Bill Item Row: 2 Total Amount 4,032.00

The **Create Contract**, **Generate Multiple Contracts**, and **Item Contract** fields display the settings of the **Contract for Generated Tasks** screen for the Bill of Materials Items, and the settings of the Inventory Maintenance screen for all other items.

If no contract is specified for the item, the **Create new Contract during update** box is cleared. It can be checked, and then a Contract number can be selected in the **Item Contract** field.

The Contract number in the **Item Contract** field can be changed to generate a contract other than specified in the Inventory Maintenance.

Check the **Generate Multiple Contracts** box to generate separate contract for each unit. (In this case, the number of generated contracts will be equal to the Quantity Ordered of the Line.)

According to the **Contract Bill Item** check box it is determined to which contract the Invoice will be billed to during Invoice update. If the check box is selected for entire line, the Invoice will be billed to current Item's generating contract.

These tasks might be viewed and dispatched further in Service Management’s Task Data Entry and Dispatch Data Entry programs.

When a **Bill Item** with **Routing** having **Manufacturing Step** is entered in a Sales Order, after Task generation, Dispatch is created under that Task, and Labor Charge line is created in that Dispatch with the **Labor/Skill** and **Technician** specified for that Step of the Routing.

Here are the Tasks generated for the Bill Items:

Task No.	Description	Type	Status	Nature of Task	Disp.	Line
1	0000120 Contact ASP	Service Call	Entered	PROJECT	<input type="checkbox"/>	1
2	0000121 Install driver at ASP	Service Call	Entered	PROJECT	<input type="checkbox"/>	1
3	0000122 Manufacturing step	Service Call	Entered	REPAIR	<input checked="" type="checkbox"/>	1
4	0000123 Contact ASP	Service Call	Entered	PROJECT	<input type="checkbox"/>	1
5	0000124 Install driver at ASP	Service Call	Entered	PROJECT	<input type="checkbox"/>	1
6	0000125 Manufacturing step	Service Call	Entered	REPAIR	<input checked="" type="checkbox"/>	1
7	0000126 Contact ASP	Service Call	Entered	PROJECT	<input type="checkbox"/>	1
8	0000127 Install driver at ASP	Service Call	Entered	PROJECT	<input type="checkbox"/>	1
9	0000128 Manufacturing step	Service Call	Entered	REPAIR	<input checked="" type="checkbox"/>	1
10	0000129 Contact ASP	Service Call	Entered	PROJECT	<input type="checkbox"/>	1
11	0000130 Install driver at ASP	Service Call	Entered	PROJECT	<input type="checkbox"/>	1
12	0000131 Manufacturing step	Service Call	Entered	REPAIR	<input checked="" type="checkbox"/>	1

Here is the Dispatch generated for the Manufacturing Step:

Dispatch Data Entry

Task Number: 0000122 Manufacturing step Quick Print... Iabs... User ID: IIG

Dispatch No.: 0001 Starting: 11/20/2008 3:31PM Ending: 11/20/2008 3:31PM

Dispatch Date: 11/20/2008 Status: 0 Open Tech. Code: DAVI Davis Arnold

Item / Kit Number: D1400 Description: EXECUTIVE DESK ENSEMBLE Tax Class: DC DS CM TX

Disc %: .00%

Whse	PL	U/M	Ordered	Unit Cost	Unit Price	Extension
000	1	EACH	2.00	850.000	1890.000	3,780.00

Line	Item Number	Description	SE	TC	DC	DS	CM	Disc %
	Whse	PL	U/M	Ordered	Unit Price	Extension		
1	D1400	EXECUTIVE DESK ENSEMBLE	Y	TX	Y	N	Y	.00%
	000	1	EACH	2.00	1890.000	3,780.00		

Total Amount: 3,780.00

IIG SMD 11/20/2008

Labor Charge Data Entry

Task Number: 0000122 Dispatch No.: 0001 Dispatch Date: 11/20/2008 Starting: 11/20/2008 3:31PM Ending: 11/20/2008 3:31PM

Technician Code: DAVI Davis Arnold Tax Class: NT

Labor/Skill Code: MAKING Desc: Making

Starting Date/Time: 11/20/2008 3:31PM Disc %: .00% Hours Spent: 0.00 Billing Rate: 85.000 Extension: .00 Imported to JC:

Line	Technician No.	Technician Name	Hours Spent	Billing Rate	TC	Disc %
	Labor/Skill Code	Description			Extension	
1	DAVI	Davis Arnold			NT	.00%
	MAKING	Making	0.00	85.000	.00	.00

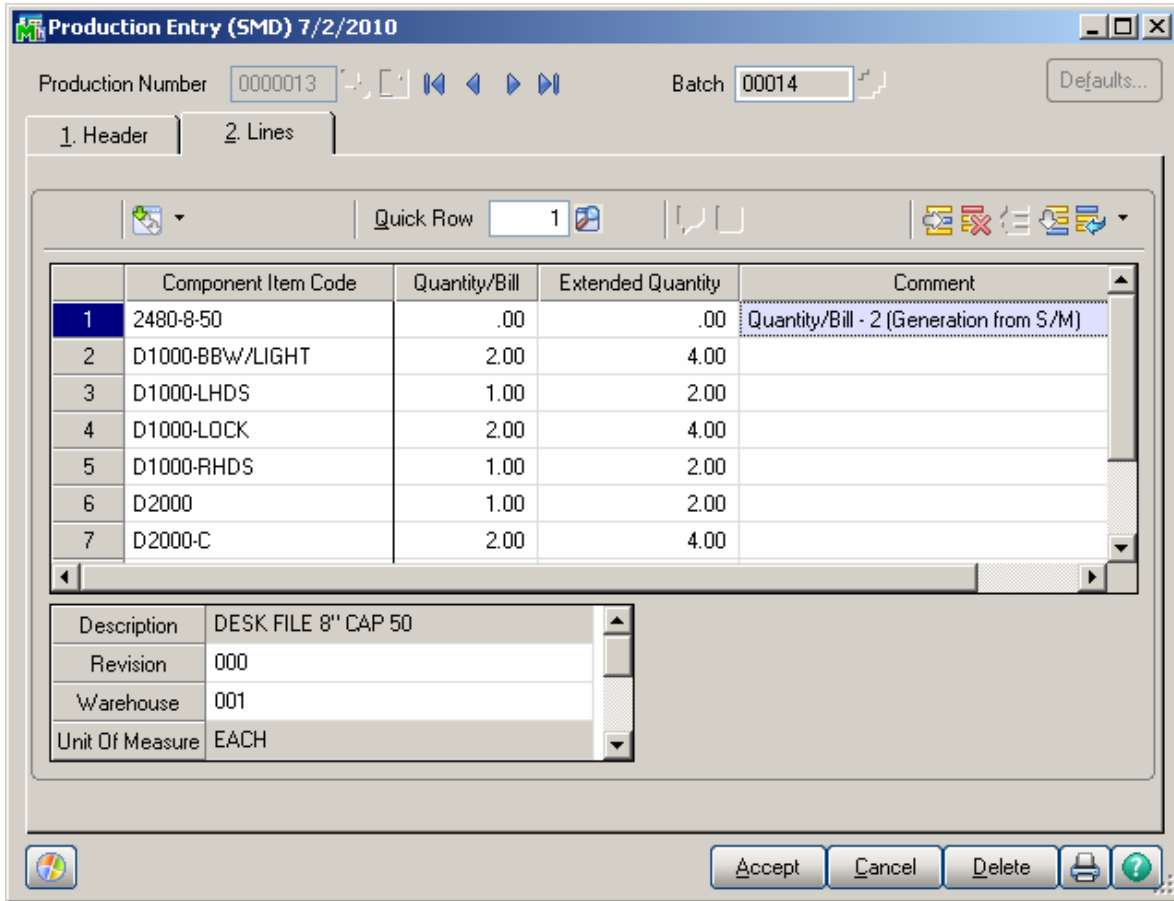
Overtime: 2.00 Total Amount: .00

IIG SMD 11/20/2008

When Manufacturing Dispatch is Closed, the program displays the Production Entry screen, with the Bill number and Quantity loaded.

Specify the **Lot/Serial Number**, if the Bill number represents a Lot/Serial Item, then go to the **Lines** tab, make distribution for Lot/Serial items, if any, and finish creating Production entry with the **Accept** button.

If **Production** is generated for a **Bill Number** with Lot/Serial component the Quantity/Bill is set to 0. The **Comment** field indicates the Quantity/Bill, which the user may enter and distribute manually.



Production Entry (SMD) 6/18/2010

Production Number 0000005 Batch 00006 Defaults...

1. Header 2. Lines

Quick Row 1

	Component Item Code	Quantity/Bill	Extended Quantity	Comm
1	D1000-BBW/LIGHT	2.00	4.00	
2	D1000-LHDS	1.00	2.00	
3	D1000-LOCK	2.00	4.00	
4	D1000-RHDS	1.00	2.00	
5	D2000	1.00	2.00	
6	D2000-C	2.00	4.00	
7	D2000-CD	1.00	2.00	

Description	BOOK BIN W/FLUORESCENT LIGHT
Revision	
Warehouse	000
Unit Of Measure	EACH

Accept Cancel Delete

No **Sales Order** or **Invoice** is generated for **Manufacturing Dispatches** during **Dispatch Closing**.

For Bill number, which represents Lot/Serial Item the Lot/Serial number specified on the Production header will be carried over to the corresponding Contract Header during the Production Register/Update in case no Lot/Serial number is specified on the Contract being generated during Task generation in the Sales Order Entry.

S/O Invoice Data Entry

The screenshot shows the 'S/O Invoice Data Entry (SMD) 11/20/2008' window. It features a navigation bar with tabs for '1. Header', '2. Address', '3. Lines', and '4. Totals'. The main area contains several sections:

- Invoice Info:** Invoice No. (0100110), Invoice Date (11/20/2008), Invoice Type (Standard Invoice), Sales Order Number, Customer No. (01-ABF), Contract No. (000000038), and Bill To Customer No. (02-ORANGE).
- Customer Details:** American Business Futures (Ship To), Orange Door & Window Co. (Bill To).
- Order Details:** Order Status (1 Step), Ship Date (11/20/2008), Due Date (12/20/2008), Discount Date (11/20/2008), Warehouse (001), and Sales Tax (WI).
- Shipping & Billing:** Ship To Addr (2), Terms Code (01), Ship Via (UPS BLUE), Confirm To (John Quinn), E-mail (artie@abf.com), and Salesperson (0100).

 Callout boxes on the right side of the window point to:

- Contract Memo:** Points to the Contract No. field.
- Contract No.:** Points to the Contract No. field.
- Bill To Customer No.:** Points to the Bill To Customer No. field.

The added **Bill To Customer No.** field displays the customer number set in the **Customer Maintenance** program. You can select a different Bill To Customer for the current invoice.

The **Address** tab includes the Bill To Customer Address information.

The program displaying Credit information checks the Credit Limit for the Bill To Customer instead of the main (Ship To) Customer.

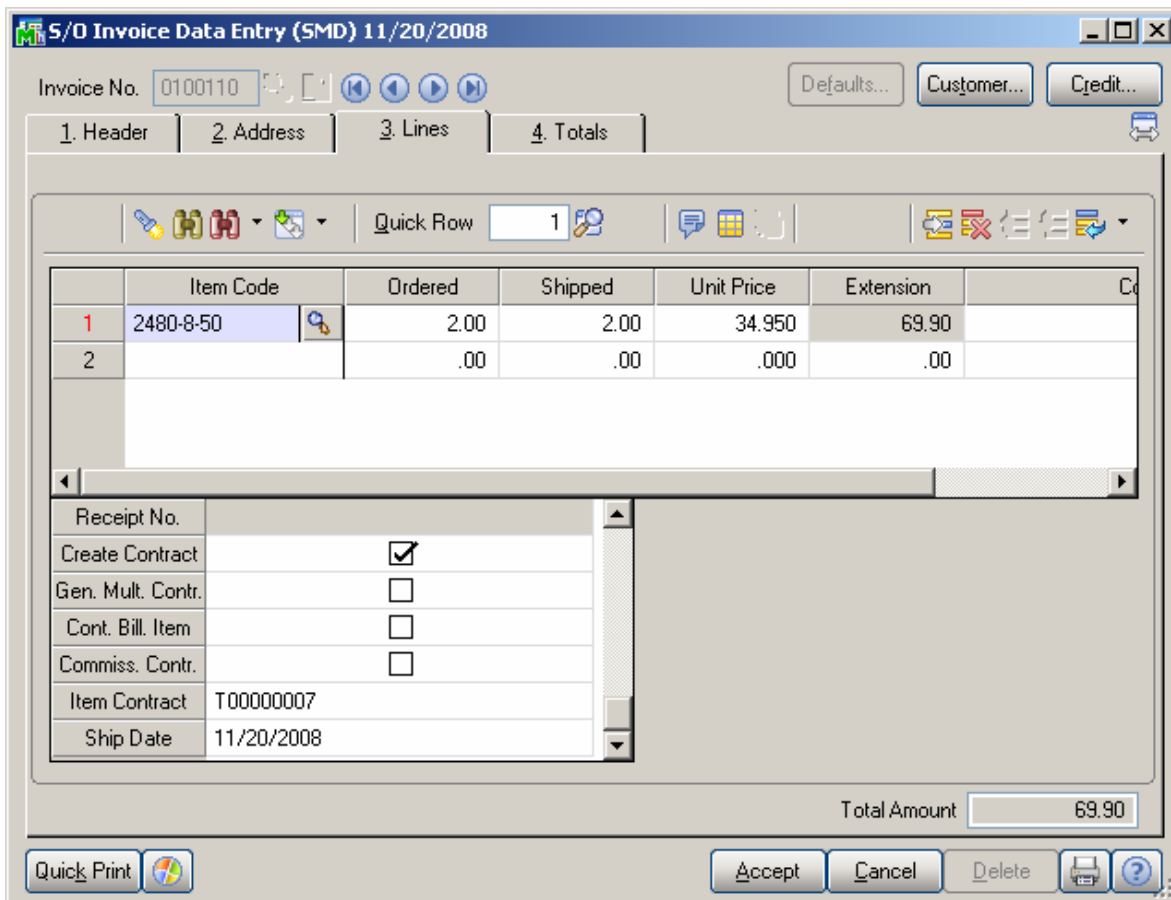
Enter the **Contract Number** to sell items against that contract. Any existing contract can be selected using the **Lookup** button (the Template contracts are not displayed in the lookup).

Select **Contract Memo** for current Contract.

If the **Use Item contract instead of Order contract** box is selected in the **Service Management Options**, the contracts set for the items in the **Inventory Maintenance**

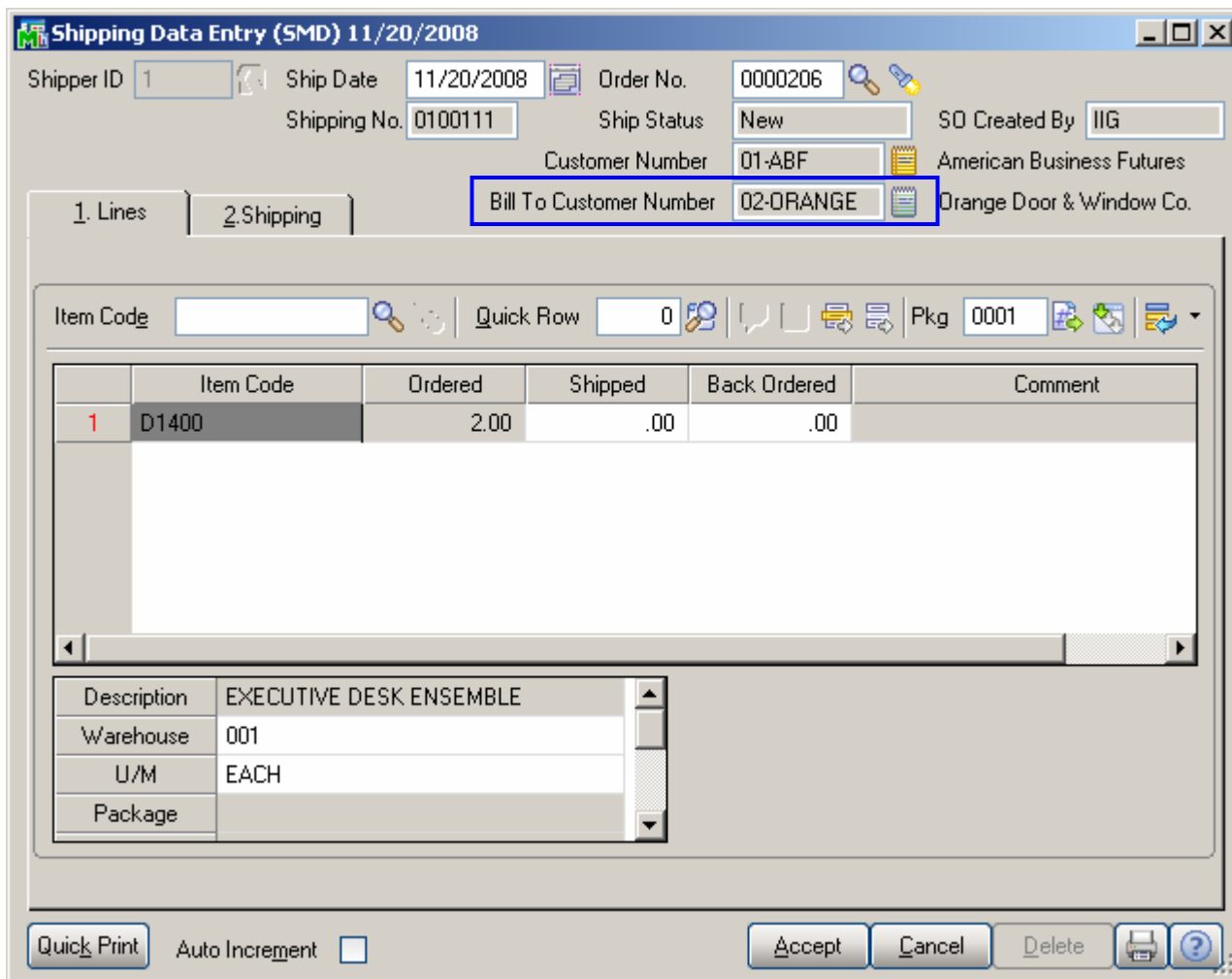
program for the items will be used instead of the contract of the Sales Order (or Invoice) to generate contracts during invoice update.

The **Create Contract**, **Generate Multiple Contracts**, and **Item Contract** fields work similar to the corresponding fields in the Sales Order Entry program.



Shipping Data Entry

The **Bill To Customer Number** field has been added to the **Shipping Data Entry** screen. It displays the corresponding Bill To Customer Number set in the Sales Order.



The program checks the Credit Limit for the Bill To Customer instead of the main (Ship To) Customer.

S/O Auto Generate Order Selection

Order Type to Generate From: Master Orders

Select Orders on Hold:

Select Expired Orders:

Prompt for Contract assigning to Tasks:

Select Field	Operand	Value
Sales Order Number	All	
Sales Order Date	All	
Customer Number	All	
Salesperson	All	
Cycle Code	All	

Buttons: Clear, Proceed, Cancel, Print, Help

Check the **Prompt for Contract assigning to Tasks** box to have the program display the **Contract for Generated Task** screen for each task generated for items of the orders.

Customer No.: 01-AVNET Avnet Processing Corp

Item No.: D1400 EXECUTIVE DESK ENSEMBLE

Next Task Number: 0000182

Contract No.: 000000054 Shipping

Billing Type: Time and Material

Invoice Format: T&M Entry Text

Item Contract No.:

Create New Contract during update:

Buttons: Ok, Help

If the check box is cleared, no Contract is assigned to the generated task.
 The task generation logic is similar to the one performed from Sales Order Entry. Follow the link [Task Generation for Bill Items](#) for details

P/O Auto Generate Orders Selection

Sales Order Types to Generate From

All Types Back Orders Master Orders
 Standard Orders Quotes Repeating Orders

Select Orders on Hold
 Select Expired Orders

Add SD Main Comment to PO Main Comment
 Add Sales Order Customer Detail as a Comment Line
 Include Sales Order Comment Lines

Summarize Multiple Items by Line
 Summarize Drop Ships by Primary Vendor

Base Order Quantity On
 Update Unit Cost With

Use S/O Vendor And Purchasing Cost

Select Field	Operand	Value
Sales Order Number	All	
Sales Order Date	All	
Customer Number	All	
Salesperson	All	

Clear Proceed Cancel [Print] [Help]

Check the **Use S/O Vendor And Purchasing Cost** box to have the **Vendor** and **Purchasing Cost** set in the Sales Order used instead of the settings in the **Inventory Maintenance** program.

Sales Order and Invoice Printings

The **Plain** Form Code of Sales Order, S/O Invoice and A/R Invoice Printings (graphical Crystal reports) have been modified to print the **Contract Number** and **Bill To Customer** Number. The Sold To and Ship To customers information is printed, where Ship To is the main customer, and Sold To is the Bill To customer.

Form Code: ME
Description: Plain

Number of Copies: 1 Collated: Multi-Part Form Enabled:

Sort Orders By: Order Number
Order Number
Warehouse Code
Line Ship Date

Order Type to Print: All Print Comments: Partial Print Bill Options:

Line 1 Message:
Line 2 Message:

Select Field	Operand	Value
Order Number	All	
Warehouse Code	All	

Adobe PDF Alignment Print Preview Setup ?

The **Line Ship Date** option added to the **Sort Orders By** drop-down list allows printing the report sorted by the Order line's Ship Date.

View Sales Order Printing

100% 1 / 1

powered by crystal

Page: 1

Sales Order

SM Demo Data Company

Order Number: 0000231
Order Date: 12/3/2008

Salesperson: 0100
Customer Number: 01-ABF
Bill To Customer Number: 02-ORANGE
Contract Number:

Sold To:
 Orange Door & Window Co.
 1750 Edinger Avenue
 Orange, CA 92668-0024

Ship To:
 American Business Futures
 Racine Warehouse
 5411 Kendrick Place
 Racine, WI 53120

Confirm To:
 John Quinn

Customer P.O. **Ship VIA** **F.O.B.** **Terms**
 UPS BLUE Net 30 Days

Item Number	Unit	Ordered	Shipped	Back Order	Price	Amount
D1000-RHDS	EACH	2.00	0.00	0.00	COMPONENT	
DESK DRAWER SET - RIGHT HAND			Whse: 001			Ship Date: 11/30/2008
D1000-LOCK	EACH	4.00	0.00	0.00	COMPONENT	
LOCK SET FOR D1000 DRAWER SET			Whse: 001			Ship Date: 12/1/2008
D2000	EACH	2.00	0.00	0.00	COMPONENT	
DESK 84" X 48"			Whse: 001			Ship Date: 12/2/2008

S/O Sales Journal printing

The Bill To Customer is included in the Daily Sales Order Sales Journal printout.

View Daily Sales Order Sales Journal

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Preview

Daily Sales Order Sales Journal
 Journal Posting Date: 11/20/2008
 Register Number: SO-000037

Invoice No./ Customer No	Invoice Date	Order Number	Terms Code	Sls Prsn	Tax Schedule	Taxable Sales Amount	Nontaxable Sales Amount	Discount Amount	Freight Amount
0100113-IN 01-AVNET	11/20/2008	0000213	01	0200	CA	3,780.00	0.00	189.00	0
Bill To Customer Number: 01-AVNET									
0100114-IN 01-AVNET	11/20/2008	0000215	01	0200	CA	0.00	0.00	0.00	0
Bill To Customer Number: 01-AVNET									
0100115-IN 01-AVNET	11/20/2008	0000216	01	0200	CA	1,800.00	0.00	90.00	0
Bill To Customer Number: 01-AVNET									

If the Commission Processing is enabled in the S/M Options the **Gross Profit** journal printed during the Sales Journal reflects also the Commission Amounts calculated based on the S/M Commission processing logic. Refer to [Commission Processing](#) for details.

View Sales Order Gross Profit Journal

2 / 5 150%

BusinessObjects

Invoice #	Date	Net Invoice Total	Commission Rate	Customer	Commission %	Commission Amount
0100177 - IN	7/20/2010	255.00	10.00%	01 - ABF Orange Door & Window Co.	12.75%	
1001-HON-H252		11,160.00			97.35% Yes	1,116.00
SALES ACCT: 400-01-0200						
COGS ACCT: 450-01-0200						
Sales Subject To Commission:		11,160.00	295.75	10,864.25	97.35%	1,116.00
Net Invoice Total		11,160.00	295.75	10,864.25	97.35%	
0100178 - IN	7/20/2010	11,160.00	10.00%	01 - ABF Orange Door & Window Co.	97.35%	15,000.00
1001-HON-H252		11,160.00			97.35% Yes	15,000.00
SALES ACCT: 400-01-0200						
COGS ACCT: 450-01-0200						
Sales Subject To Commission:		11,160.00	295.75	10,864.25	97.35%	15,000.00
Net Invoice Total		11,160.00	295.75	10,864.25	97.35%	
Salesperson 1: 01-0100 Jim Kentley						10,000.00
Salesperson 2: 02-0400 Ginny Hernandez					Commission %: 33.333%	5,000.00
Slsprsn 01-0100 Total:		23,171.00	1,159.25	22,011.75	95.00%	
Net Invoice Total		24,501.00	1,742.25	22,758.75	92.89%	

Invoice History Inquiry

After running **Daily Sales Reports/Updates**, you can view the invoice in the **Invoice History Inquiry** program under **Sales Order Inquiries** menu.

A/R Invoice History Inquiry (SMD) 11/20/2008

Invoice No. 0100116 Type INV Date 11/20/2008
 Source S/O Order No. 0000217

1. Main 2. Lines

Customer No. 01-ABF Orange Door & Window Co. Bill To Customer No. 02-ORANGE
 Ship To 2 American Business Futures
 Contract No. 000000035 Source Journal SO-000037 RMA No. Addresses...

Terms Code 01 Net 30 Days Ship Date 11/20/2008
 Ship Via UPS BLUE Schedule WI
 FOB Ship Zone Tracking...
 Customer PO Weight
 Salesperson 01-0100 Jim Kentley Apply To
 Ignore Commission Duration IT User ID
 Confirm To John Quinn
 Comment
 E-mail artie@abf.com
 Fax Batch Fax

Taxable	.00
Nontaxable	500.00
Freight	.00
Sales Tax	.00
Discount	.00
Invoice Total	500.00
Deposit	.00
Net Invoice	500.00

Balance 500.00

OK [Print] [Help]

The **Bill To Customer No.** field displays the Bill To Customer Number.

Click the **Addresses** button to view the Bill To and Ship To addresses.

The Credit information is displayed for the Bill To Customer instead of the main (Ship To) Customer.

Invoice History Printing (graphical Crystal reports) has been modified to include the Bill To customer number.

A/R Division Maintenance

Enter the **Unearned Revenue** account number for the selected division. This account will be used for payments during task accomplishment, before task closing. When periods end, the amount will be transferred from this Unearned Revenue account to the account it was aimed for.

The screenshot shows a software window titled "A/R Division Maintenance (SMD) 11/20/2008". At the top, there are navigation buttons and a "Division No." field containing "01". Below that is a "Description" field containing "EAST SALES OFFICE".

The main area contains a list of account categories with corresponding account numbers and descriptions:

Accounts Receivable	105-00-0100	Accts. receiv. - East Warehse
Cash Sales	111-00-0000	Other Receivables
Discounts Allowed	950-02-0400	Discounts allowed
Freight	400-03-0100	Freight charges - East
Sales Tax	235-01-0000	Sales tax payable - East Cnty
Finance Charge	960-00-0400	Miscellaneous
Unearned Revenue	999-00-0100	Unearned Revenue 1

Below this list is a "Post to" section with a "Location" field containing "0200" and a description "West Sales Office".

At the bottom right, there are buttons for "Accept", "Cancel", "Delete", a printer icon, and a help icon.

Payroll Data Entry

Select **Payroll Data Entry** under the **Payroll Main** menu. The **Pay Cycle** screen is opened.

The screenshot shows the 'Payroll Data Entry' application window. A 'Pay Cycle' dialog box is open in the foreground. The dialog box contains the following fields and options:

- Pay Cycle:** Weekly (dropdown menu)
- Period Ending Date:** 11/20/2008
- Deduction Period:** 1 (dropdown menu)
- Days Worked:** 5
- Weeks Worked:** 1
- Standard Earnings Code:** 01 Regular
- Manual Taxes:** (unchecked)
- Auto Deductions:** (checked)
- Print Checks:** (checked)

Buttons in the dialog box include: Iabs..., Auto Pay..., SM Hours..., Clear, OK, Cancel, and ?.

The background window shows fields for Employee No., Entry No., Soc. Sec. No., Pay Cycle, and Pay Method. At the bottom of the background window, there are navigation buttons: Deductions, Pay Cycle..., Taxes..., Accept, Cancel, Delete, and a printer icon. The status bar at the bottom right shows 'IIG SMD 11/20/2008'.

Select **Weekly** in the **Pay Cycle** field and click the **SM Hours** button.

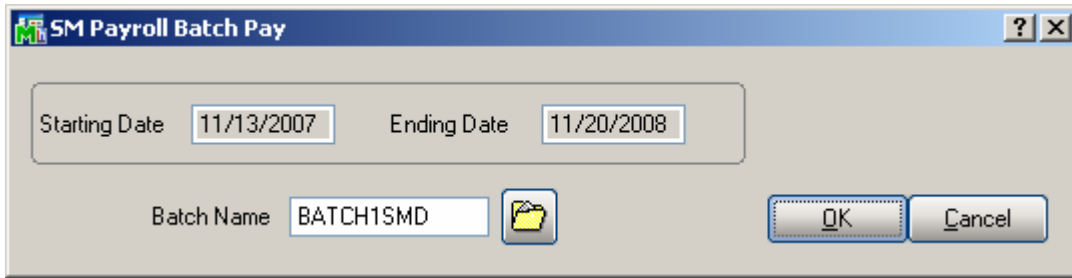
This feature allows user to fill in the hours from the **Payroll Batch** entered in the **Service Management** module. (See the **Payroll Batch Entry** section in this manual.)

The screenshot shows the 'SM Payroll Batch Pay' dialog box. It contains the following fields and buttons:

- Starting Date:** [Empty text box]
- Ending Date:** [Empty text box]
- Batch Name:** [Empty text box]
- Buttons:** OK, Cancel

Click the **Open Batch** button.

Select the batch created in the **Payroll Batch Entry**.



The screenshot shows a dialog box titled "SM Payroll Batch Pay". It contains the following fields and controls:

- Starting Date: 11/13/2007
- Ending Date: 11/20/2008
- Batch Name: BATCH1SMD
- A folder icon button next to the Batch Name field.
- OK and Cancel buttons.

Click **OK** to generate **Payroll Data Entries** for the Employees in the batch.

Payroll Data Entry

Employee No. 55-0000430 LEWIS, JOHN

Entry No. 1 Soc. Sec. No. 498-76-4310 Pay Cycle Monthly Pay Method Salary

1. Header 2. Lines

Type: Earning Code: 01 Regular State: CA Local: Dept: 55 Labor Code: 0000005 W/C Code: Rate: 46.155 Hours: 173.33 Amount: 8,000.00

Line	E/D	Cd	ST	Loc	Dept	Labor Description	W/C Code	Rate	Hours	Amount
1	E	01	CA		55	Regular Officers		46.155	173.33	8,000.00
2	E	03	CA		55	Doubletime Officers		92.309	4.00	369.24

Hours: 177.33 Earnings: 8,369.24 Vol Deduct: .00 Taxes: .00 Net Amount: 8,369.24

Buttons: Ins, Del, Deductions, Pay Cycle..., Taxes..., Accept, Cancel, Delete, Print, Help

Status: IIG SMD 11/20/2008

If the generated Payroll Data Entries are **Cleared** in the **Pay Cycle** program, the corresponding batch will be restored from the history.

Sage MAS 90

Line is Restored in S/M Payroll Batch - BATCH1SMD.

OK

Job Cost Integration

Job Masterfile Maintenance

The **Contract No.** field has been moved and replaced with the **S/M Contract No.** field on the **Job Masterfile Maintenance** screen.

When entering new **Job**, click the **S/M Contract Maintenance** button to create **Contract** with the automatically assigned **Next Number**. The **Contract Maintenance** screen will be opened.

The **Customer** is taken from the **Job**, and the **Comment** displays the originating **Job Number**.

Enter other necessary information for the contract and accept it.

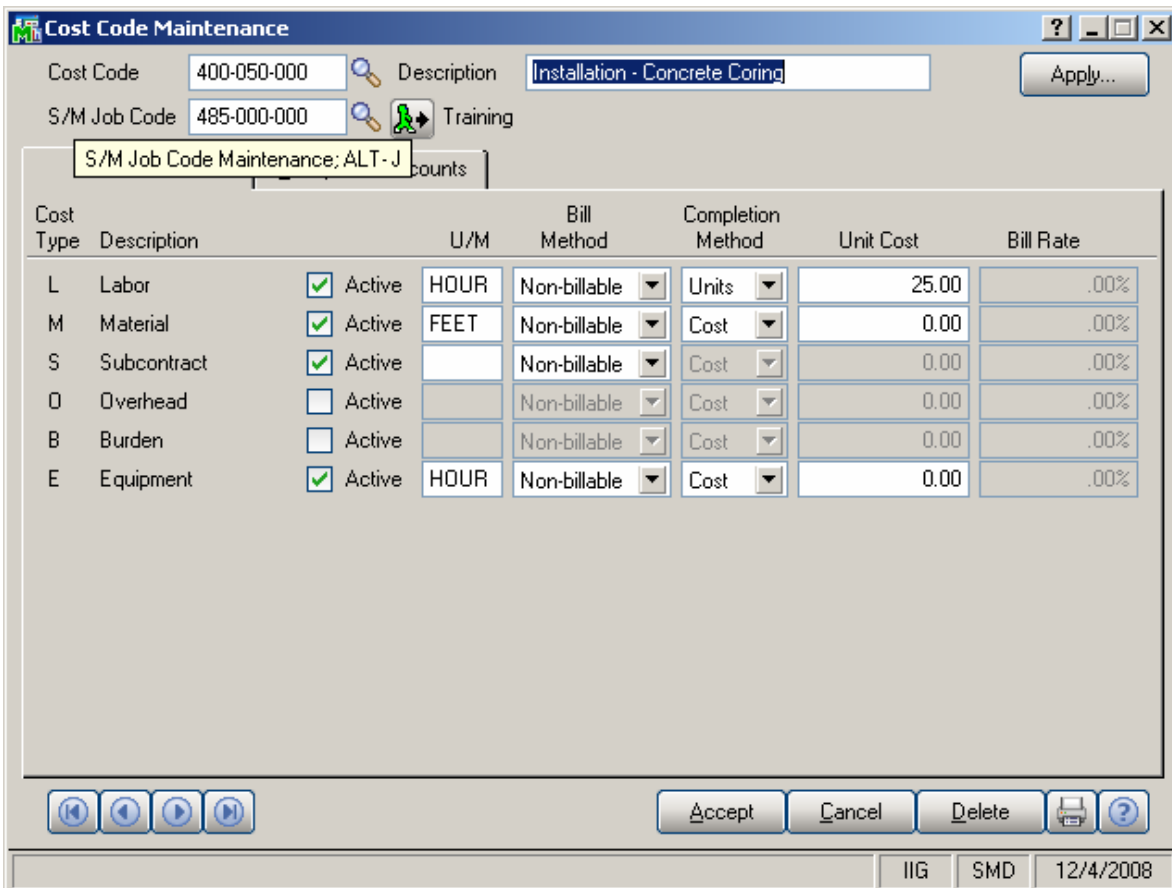
After the new contract is accepted, the program returns to the **Job Masterfile Maintenance** and automatically loads the newly created **Contract Number** in the **Contract No.** field.

You can select any existing Contract from the lookup.

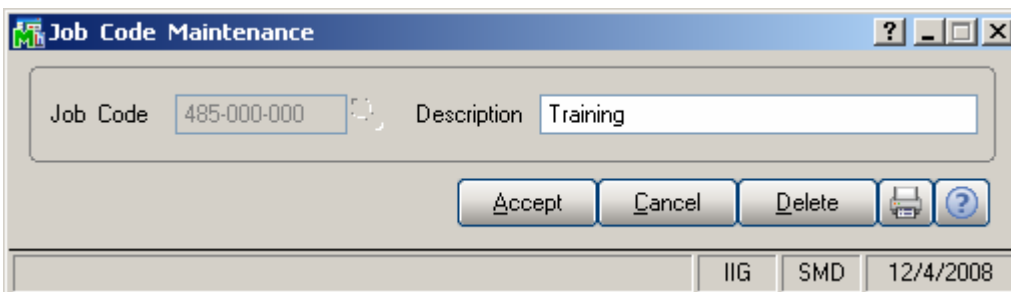
When a contract is selected in the **Contract No.** field, click the **S/M Contract Maintenance** button to open the selected contract.

Cost Code Maintenance

The **S/M Job Code** field has been added on the **Cost Code Maintenance** screen under the **Job Cost Setup** menu.



Click the **S/M Job Code Maintenance** button to open the **Job Code Maintenance** suggesting new **Job Code** corresponding to the **Cost Code**:



After the new Job Code is accepted, the program returns to the **Cost Code Maintenance** and automatically loads the newly created **Job Code** in the **S/M Job Code** field.

A/P Invoice Data Entry

The **Contract No.** field has been added to the **A/P Invoice Data Entry Header** screen. This default value will be used for the invoice lines entered for Job Numbers not having S/M Contract specified.

The **Contract Memo** button has been added near the **Contract No.** field to allow specifying Memo for current Vendor.

The lines can be displayed either with GLs or with JC (depending which one of **General Ledger** or **Job Cost** check boxes is selected in the **Accounts Payable Options**).

The **Contract Number** and **Job Code** fields have been added to the **Task Fields** section.

Contract Number and **Job Code** are provided for lines also in the Crystal Reports' work files of AP Invoice.

If **General Ledger** is selected in the **Accounts Payable Options**, the **A/P Invoice Data Entry** screen will be displayed by the following way.

A/P Invoice Data Entry (SMD) 11/20/2008

Vendor No. 01-AIRWAY
 Name Airway Property
 Invoice No. 011111

1. Header 2. Lines

Quick Row 1

	G/L Account	Amount	Comment
1	555-00-0300	250.00	
2		.00	

Contract Number: 000000040
 Job Code: 400-050-000

Distribution Balance 0.00 Total 250.00

Accept Cancel Delete

Cost information of invoice line is stored on the **S/M Contract** specified on the **Job Number** and **S/M Job Code** specified on the **Cost Code** selected for that line.

If the selected **Cost Code** does not have **S/M Job Code** specified, the default 000-000-000 will be used.

If the invoice line's **Job Number** does not have **S/M Contract** specified, default values of the Invoice **Header** will be used.

If **Job Cost** is selected in the **Accounts Payable Options**, the **A/P Invoice Data Entry** screen will be displayed by the following way.

The screenshot displays the 'A/P Invoice Data Entry (SMD) 12/4/2008' window. The header section includes the following fields:

- Vendor No.: 01-AIRWAY
- Name: Airway Property
- Invoice No.: 11111

The main data area contains a table with the following columns: Job Number, Cost Code, Type, Unit Cost, Units, and Amount. The first row is highlighted:

Job Number	Cost Code	Type	Unit Cost	Units	Amount
1 SMD1150	400-050-000	Labor	25.00	.00	.00
2			.00	.00	.00

Below the table, the following fields are visible:

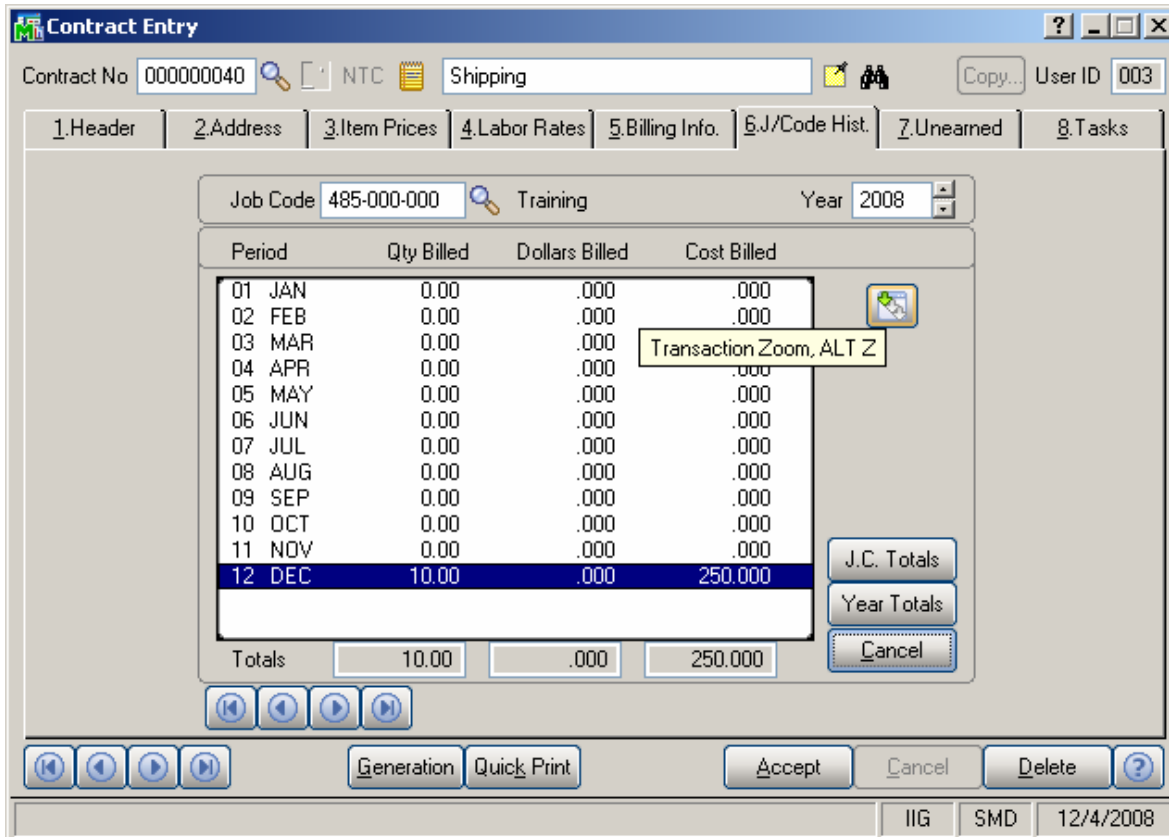
- Contract Number: 000000040
- Job Code: 485-000-000

At the bottom of the window, the 'Distribution Balance' and 'Total' are both 0.00. Navigation buttons include 'Accept', 'Cancel', and 'Delete'.

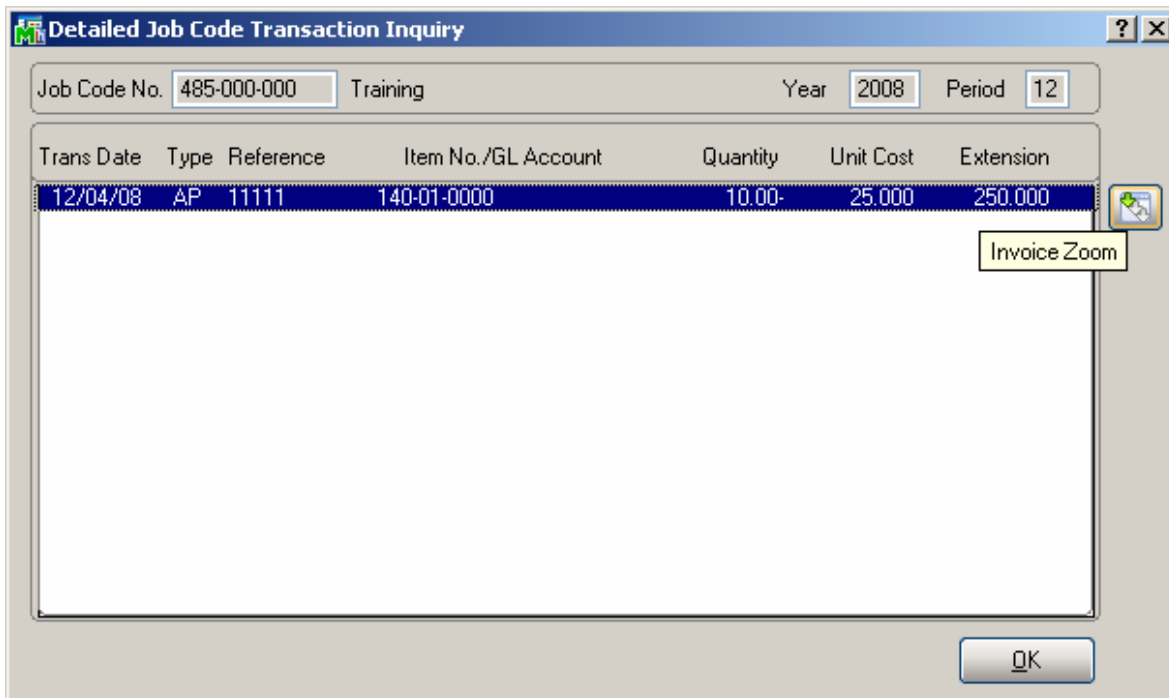
If the selected **Cost Code** has Job Code specified, then by selecting Cost Code, its Job Code will be populated in the corresponding field.

If there is no **JC** module installed and setup in the system, the **S/M Contract** and **Job Code** fields are displayed instead, and the SMP processing is activated.

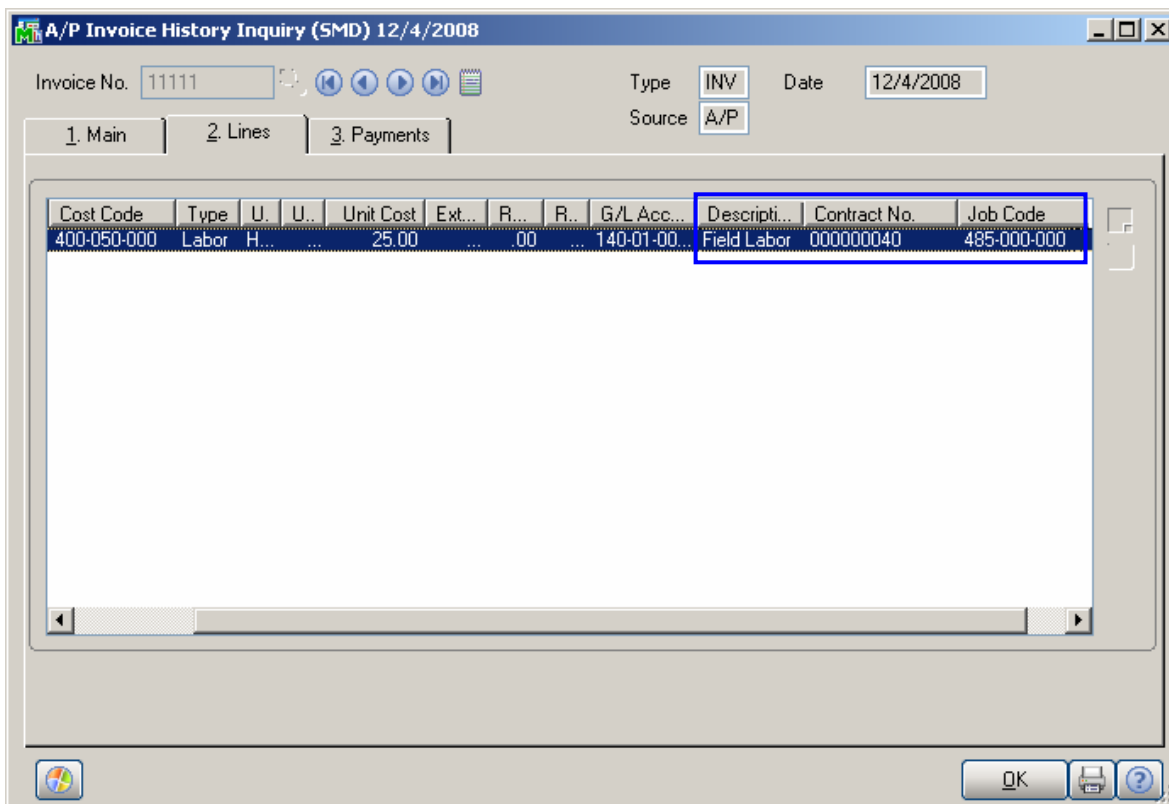
The A/P information is displayed on the **J/Code Hist.** tab of **Contract Entry**.



Click the **Transaction Zoom** drill down button to view the details of Job Code Transaction.



Click the **Invoice Zoom** button for current line to open the **A/P Invoice History Inquiry** screen, where the **Contract No.** and **Job Code** fields have been added.



Job Masterfile Inquiry

The **Contract No.** field has been modified to S/M **Contract No.** field on the **Job Masterfile Inquiry** screen.

Job Masterfile Inquiry

Job No. Description

1. Main | 2. Job Status | 3. Change Orders | 4. Billing History

Customer No. American Business Futures

Job Address

Contact

Phone Extension

Comment

Estimator Manager

Job Status

Status Date

Estimated Start Date

Estimated Completion Date

Actual Start Date

Job Type STANDARD JOB TYPE

Acctg Method

Bill Method Retention %

Contract No. Shipping

Sort Field

Retain Transaction Detail

Unit of Measure

Total SQUARE FT

Calculate Sales Tax

IIG SMD 12/4/2008

Job Posting Entry

The **Import** button has been added to the **Job Posting Entry** screen. To enable this button, select **Direct Cost** as **Posting type**, specify the **Batch No.** and **Credit G/L Account** numbers.

Click the **Import** button. The **Import Dispatch Lines** screen will be displayed, where it is possible to specify the selection criteria: range of customer numbers, contract numbers, task and dispatch numbers, dates, and labor codes.

Selection	All	Starting	Ending
Customer Number	<input checked="" type="checkbox"/>	00-	99-////
Contract Number	<input checked="" type="checkbox"/>		////
Task Number	<input checked="" type="checkbox"/>		////
Dispatch Number	<input checked="" type="checkbox"/>		////
Dispatch Date	<input checked="" type="checkbox"/>		12/31/2999
Labor Code	<input checked="" type="checkbox"/>		////

Check this box to select all Customer Numbers IIG SMD 11/20/2008

After making the selection and clicking the **Proceed** button, the Service Management information (Customer, Contract, Task, Dispatch, Date and Labor information) will be processed and loaded as **Job Posting Entry** lines.

Posting Type: Direct Cost Batch No.: 0000005 Credit Account: 111-00-0000

Job No.: SMD1150 Cost Code: 100-010-000 Cost Type: Labor Vendor No.:
 Abf-17th Floor Buildout Underground Work - Digging

Reference: 11/20/08 Posting Date: 11/30/2008 G/L Account: 150-01-0000

Posting Comment: 0000165/0001/ADAM U/M: HOUR Unit Cost: 20.00 Units: 2.00 Extension: 40.00

Line	Job No.	Cost Code	Cost Type	Vendor No.	Reference	Date	G/L Account	Extension
1	SMD1150	100-010-000	L		11/20/08	11/30/08	150-01-0000	40.00
		0000165/0001/ADAM	HOUR					2.00
2	SMD1150	400-050-000	M		11/20/08	11/30/08	150-01-0000	80.00
		0000165/0001/ADAM	FEET					4.00

Batch Total: 120.00

The **Unit Cost** is set to the **Labor Cost** (for a given technician) entered in the **Technician Code Maintenance**, and the **Units** is set to the **Hours Spent** of the line.
When substituted Cost Code doesn't exist, the **Cost Type** will be grayed out and **U/M** will be set to **L** (Labor).

The **Cost Type** is set to **Material**, if it is **Active** for the substitute **Cost Code**.
If the **Post to G/L for Work in Process** option is not selected in the **Job Cost Options**, and there is **G/L Account** specified for the **Material Cost Type** of the substitute **Cost Code**, it will be set for the imported line.
If there is no **G/L Account** specified for the **Material Cost Type** of the substitute **Cost Code**, the **Def G/L Acct for Job Posting Entry** specified in the **Service Management Options** will be used.
If the **Post to G/L for Work in Process** option is selected in the **Job Cost Options**, the **Def G/L Acct for Job Posting Entry** will be used.

If the substituted **Job** is **Closed**, Dispatch will not be imported.

A/R Invoice Data Entry

Select the **Invoice Data Entry** program from the **Accounts Receivable Main** menu.

A/R Invoice Data Entry (SMD) 11/20/2008

Invoice Number 0100045-IN Customer... Credit...

1. Header 2. Lines 3. Totals

Customer No. 01-ABF American Business Futures

Bill To Customer No. 02-ORANGE Orange Door & Window Co.

Customer PO

Invoice Date 11/20/2008 Terms Code 01 Net 30 Days

Due Date 12/20/2008 Ship Method UPS BLUE

Discount Date 11/20/2008 Salesperson 0100 Jim Kentley

Net Invoice Amt .00 Comment

Sales Tax Schedule WI MILMIL Milwaukee

Print Invoice Fax Batch Fax

E-mail artie@abf.com

Quick Print... Accept Cancel Delete

The added **Bill To Customer No.** field displays the customer number set in the **Customer Maintenance** program. You can select a different Bill To Customer for the current invoice.

The program displaying Credit information checks the Credit Limit for the Bill To Customer instead of the main (Ship To) Customer.

The A/R Invoices are processed based on the settings in the **Sales Order Options**, similar to S/O Invoices.

R/A processing with Bill To Customers

Return Merchandise Authorization Entry

Select the **Return Merchandise Authorization Entry** program from the **Return Merchandise Authorization Main** menu.

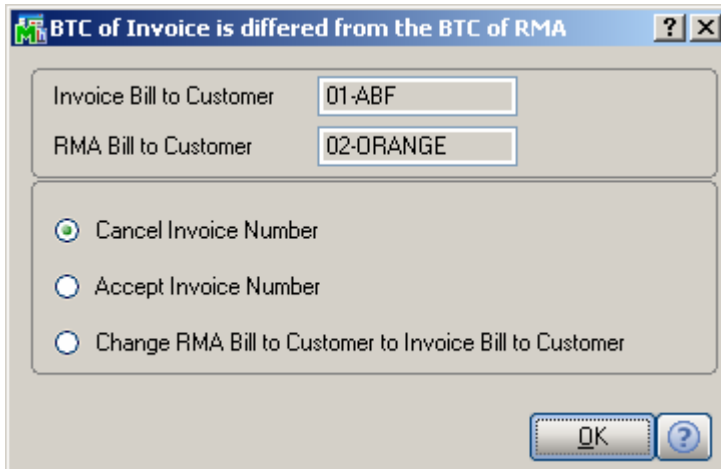
The **Contract No.** field with its **Contract Memo** has been added to the **Header** tab of **RMA Entry** screen.

The added **Bill To Customer No.** field displays the customer number set in the **Customer Maintenance** program. You can select a different Bill To Customer for the current entry.

The program displaying Credit information checks the Credit Limit for the Bill To Customer instead of the main (Ship To) Customer.

All the documents generated from RMA are generated for the Bill To Customer.

The **Invoices** available for selection in the **Lines** tab are checked to have the same **Bill To Customer** as the **RMA Entry** itself. If they do not match, the following screen is popup to allow the user to cancel the Invoice number, accept it or replace the Bill to Customer of the RMA with the Bill to Customer of the Invoice.



BTC of Invoice is differed from the BTC of RMA

Invoice Bill to Customer: 01-ABF

RMA Bill to Customer: 02-ORANGE

Cancel Invoice Number

Accept Invoice Number

Change RMA Bill to Customer to Invoice Bill to Customer

OK ?

RMA Receipts Entry

The **Bill To Customer** field has been added to the **RMA Receipts Entry** screen.

RMA Receipts Entry (SMD) 11/20/2008

RMA No. 0000012

1. Header | 2. Address | 3. Lines

Receipt Date 11/20/2008 | Customer No. 01-ABF | Contract No. 000000039 | Bill To Customer No. 02-ORANGE

RMA Date 11/20/2008 | RMA Status 1 Step

Return Via MAIL | Return To 0000 | DEFAULT RETURN TO ADD | Return Addr...

Ship To 2 | Confirm To John Quinn | Comment Call Ed for credit approval.

E-mail artie@abf.com | Fax No.

Inspect on Receipt | Cross Ship | Apply Restocking Charges

Accept | Cancel | Delete | ?

The **Contract No.** field with its **Contract Memo** has been added to the **Header** tab of **RMA Receipts Entry** screen.

The **Address** tab displays the **Bill To** and **Ship To** addresses.

RMA Inquiry and Invoice History Inquiry

The **Bill To Customer** field has been added to the **RMA Inquiry** screen.

The **Contract No.** field with its **Contract Memo** has been added to the **Header** tab of **RMA Inquiry** screen.

The **Address** tab displays the **Bill To** and **Ship To** addresses.

The **Credit** information is displayed for the **Bill To Customer** instead of the main (**Ship To**) Customer.

The **Bill To Customer No.** field has been added to the **Invoice History Inquiry** screen (**Inquiries** menu of the **RMA** module).

A/R Invoice History Inquiry (SMD) 11/20/2008

Invoice No. 0100116 Type INV Date 11/20/2008
 Source S/O Order No. 0000217

1. Main 2. Lines

Customer No. 01-ABF Orange Door & Window Co. Bill To Customer No. 02-ORANGE
 Ship To 2 American Business Futures
 Contract No. 000000035 Source Journal SO-000037 RMA No. Addresses...

Terms Code 01 Net 30 Days Ship Date 11/20/2008
 Ship Via UPS BLUE Schedule WI
 FOB Tracking...
 Customer PO
 Salesperson 01-0100 Jim Kentley Apply To
 Ignore Commission Duration IT User ID
 Confirm To John Quinn
 Comment
 E-mail artie@abf.com
 Fax Batch Fax

Taxable	.00
Nontaxable	500.00
Freight	.00
Sales Tax	.00
Discount	.00
Invoice Total	500.00
Deposit	.00
Net Invoice	500.00

Balance 500.00

OK [Print] [Help]

Clicking the **Address** button displays the **Bill To** and **Ship To** addresses (**A/R Invoice History – Address** screen).

A/R Invoice History - Addresses

Bill-To Address

Name Orange Door & Window Co.
 Address 1750 Edinger Avenue
 ZIP Code 99541-0024
 City Orange State CA
 Country USA United States of America

Ship-To Address

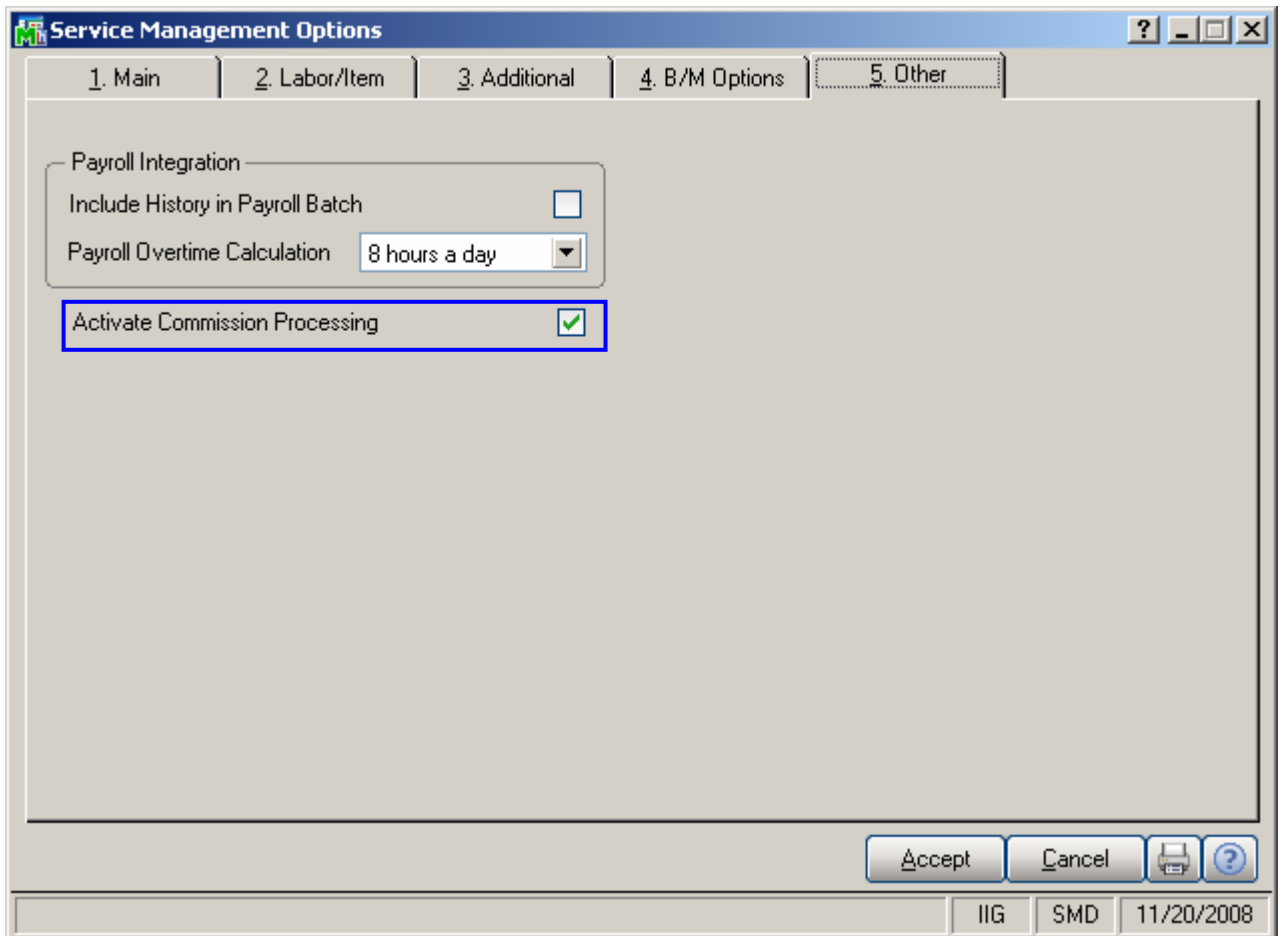
Name American Business Futures
 Address Racine Warehouse
 5411 Kendrick Place
 ZIP Code 53120
 City Racine State WI
 Country USA United States of America
 Residential Address

OK [Help]

Commission Processing

Commission Processing Activation

To use the **Commission Processing** with Service Management, check the **Activate Commission Processing** box on the **Other** tab of **Service Management Options**.



The screenshot shows the 'Service Management Options' dialog box with the 'Other' tab selected. The 'Payroll Integration' section contains the following options:

- Include History in Payroll Batch:
- Payroll Overtime Calculation: 8 hours a day (dropdown menu)
- Activate Commission Processing:

At the bottom right, there are buttons for 'Accept', 'Cancel', a printer icon, and a help icon. The status bar at the bottom shows 'IIG SMD 11/20/2008'.

Salesperson Maintenance

The **Commission** Tab has been added to the **Salesperson Maintenance** program under the **Accounts Receivable Setup** menu.

Salesperson No. 01-0100
Name Jim Kentley

1. Main | 2. History | 3. Commission

	Commission Code	Method	Percent	Amount	Duration
1	COM	Gross Profit Amount	2.000	.00	10
2	COM1	Product Amount	3.000	.00	20
3	COM2	Flat Amount	0.000	1,000.00	30
4		Gross Profit Amount	0.000	.00	0

2nd Slsp No.	02-0400
2nd Slsp Name	Ginny Hernandez
Percent2	0.000
Amount2	.00

Quick Row 3

Accept Cancel Delete ?

Select the **Salesperson Number**.

Multiple Commission Codes with different Methods can be specified for the Salespersons located on the main grid, and also for the Salespersons located on the secondary grid.

Enter new **Commission Code**, and select the **Method**.

The available Methods are **Gross Profit Amount** (a discount by a percentage of the item's Gross Profit), **Product Amount** (a discount by a percentage of the amount by which the item has been sold) and **Flat Amount** (a fixed amount, set beforehand to the item).

Enter **Percent** for the selected **Gross Profit Amount** or **Product Amount** Methods, and enter **Amount** for the **Flat Amount** Method.

You can also specify **2nd Salesperson Number** and **Percent** in the corresponding fields.

When **Gross Profit Amount** Method is selected and the item cost is set to 0, then no commission amount will be calculated for that item.

If the **Calculate Zero Cost** check box is selected in the **Product Line Maintenance**, then while calculating Commission for the items of that Product line with 0 cost, the cost will be taken based on the **Extension** percent. In other words the cost is calculated by the following method: percent of net specified in the Extension field is subtracted from net.

The screenshot shows the 'Product Line Maintenance' window for Product Line 'DC' (Description: DATA COMMUNICATIONS). The 'Commission' section is highlighted with a blue box and contains the following settings:

- Commission Method: Standard
- Commission Rate: .000
- Base Commission: .00
- Inventory Cycle: [Empty]
- Calculate Zero Cost:
- Extension: 3.00%

Other visible settings include Product Type (Finished Good), Valuation (Serial), Price Code (STD), Procurement (Buy), Receipt Labels (Yes), and Explode Kit (Prompt). The bottom status bar shows 'IIG SMD 8/22/2007'.

The **Duration** is the time period in months, for which the **Duration** will be valid, if duration is not valid the calculation will be done by standard.

Salesperson Maintenance (SMD) 8/22/2007

Salesperson No. 00-0100

Name Jim Kentley

1. Main | 2. History | 3. Commission

	Commission Code	Method	Percent	Amount	Duration
1	COM	Gross Profit Amount	2.000	.00	10
2	COM1	Product Amount	3.000	.00	20
3	COM2	Flat Amount	0.000	1,000.00	30
4		Gross Profit Amount	0.000	.00	0

2nd Sisp No. 99-0000

2nd Sisp Name Web Sales

Percent2 0.010

Amount2 .00

Quick Row 1

Accept Cancel Delete

The Commission Duration starts calculating from the date specified in the **First Sales Date** field on the **Statistics** tab of the **Customer Maintenance**. But if a contract is specified on the current Invoice, which is commissionable, then the Duration will start calculating from the date of that contract (not the one specified in the First Sales Date field).

If the **Ignore Commission Duration** check box is selected on the **Header** tab of the **S/O Invoice Data Entry/Sales Order Entry** screen, the Duration set in the **Salesperson Maintenance** will be ignored.

The screenshot displays the 'S/O Invoice Data Entry (SMD) 11/20/2008' window. At the top, the title bar shows the window name and standard OS controls. Below the title bar, there are navigation buttons (Defaults..., Customer..., Credit...) and a tabbed interface with '1. Header', '2. Address', '3. Lines', and '4. Totals'. The main area contains several sections: 'Invoice Info' with fields for Invoice No. (0100118), Invoice Date (11/20/2008), Invoice Type (Standard Invoice), and Sales Order Number; 'Customer Info' with Customer No. (01-ABF), Contract No., and Bill To Customer No. (02-ORANGE); 'Order Status' with a dropdown set to '1 Step'; 'Shipping/Logistics' with Ship Date (11/20/2008), Due Date (12/20/2008), Discount Date (11/20/2008), Warehouse (001), and Ship Via (UPS BLUE); 'Salesperson' with Salesperson (0100) and a checked 'Ignore Commission Duration' checkbox; and 'Contact Info' with Confirm To (John Quinn), E-mail (artie@abf.com), and Fax No. The bottom of the window features a 'Quick Print' button and a row of 'Accept', 'Cancel', 'Delete', and 'Help' buttons.

The **Bill To Customer No.** field displays the customer number set in the **Customer Maintenance** program. You can select a different Bill To Customer for the current Invoice.

First Sales Date

The **First Sales Date** is automatically set to the posting date when the first sale is updated for the customer. The date can be also set manually if needed.

Customer Maintenance (SMD) 11/20/2008

Customer No. 01-ABF
 Name American Business Futures

1. Main | 2. Additional | 3. Statistics | 4. Summary | 5. History | 6. Invoices | 7. Transactions | 8. S/Os

Last Payment Date: 5/31/2003 | Last Payment Amount: 864.25
 Last Statement Date: 4/30/2003 | Highest Balance: 850.00
 Last Finance Charge Date: 4/30/2003 | Unpaid Finance Charges: 43.89

Average Days to Pay: 4 | Credit Hold:
 Average Days Overdue: 0 | Credit Limit: 120,000.00
 Date Established: 1/1/2002 | **First Sales Date: 11/20/2008**
 Date of Last Activity: 5/31/2003

Aging as Of: 5/10/2007

Balance	Current	30 Days	60 Days	90 Days	120 Days
7,265.35	0.00	0.00	0.00	0.00	7,265.35

Accept | Cancel | Delete | [Print] | [Help]

The **Gross Profit Journal** report displays the information of the Salespersons (main, split, override & secondary) calculated by the methods mentioned above.

Journal Posting Date: 1/31/2007
Register Number: SO-000043

Invoice Number	Invoice Date	Order Number	Net Sales Amount	COGS Amount	Gross Profit Amount	Profit Percent	Comm	Commission Amount
0000094 - IN	1/31/2007							
			Commission Rate:	10.00%	Customer:	01 - ABF American Business Futures		
	1001-HON-H252		168.00	68.50	99.50	59.23%	Yes	2.00
	SALES ACCT: 400-01-00							
	COGS ACCT: 450-01-00							
	1001-HON-H252LK		231.00	111.45	119.55	51.75%	Yes	11.55
	SALES ACCT: 400-01-00							
	COGS ACCT: 450-01-00							
	Sales Subject To Commission:		399.00	179.95	219.05	54.90%		13.55
	Net Invoice Total:		399.00	179.95	219.05	54.90%		
	Salesperson 1:	01-0100 Jim Kentley			Split %:	62.000%		5.53
	Salesperson 2:	01-0200 Shelly Westland			Split %:	12.000%		1.07
	Salesperson 3:	02-0200 Jonathan Miller			Split %:	10.000%		0.89
	Salesperson 4:	02-0400 Ginny Hernandez			Split %:	16.000%		1.43
	Salesperson 5:	02-0300 Harvey Earlight			Commission %:	34.096%		4.62
	Salesperson 6:	99-0000 Web Sales			Commission %:	0.074%		0.01
Report Total:	Sales Subject To Comm:		399.00	179.95	219.05	54.90%		13.55
	Net Invoice Total:		399.00	179.95	219.05	54.90%		

The lines with Salesperson 5 and Salesperson 6 display information of secondary salespersons.

Generating Commissionable Contracts

The **Commissionable Contract** check box has been added to the **Lines** Tab of the **Sales Order Entry** and **Invoice Data Entry**.

The screenshot shows the 'Sales Order Entry (SMD) 11/20/2008' window. The 'Order Number' is 0000220. The 'Lines' tab is active, showing a table with the following data:

	Item Code	Ordered	Back Ordered	Unit Price	Extension	
1	1001-HON-H254	2.00	.00	131.000	262.00	
2	2480-8-50	2.00	.00	34.950	69.90	
3		.00	.00	.000	.00	

Below the table, the 'Gen. Mult. Contr.' checkbox is unchecked, 'Cont. Bill. Item' is unchecked, and 'Commiss. Contr.' is checked. The 'Item Contract' is T00000007. The 'Total Amount' is 331.90.

The check box is available if the **Create Contract** box is selected.

If you select the **Commissionable Contract** box, the contract created during update will be marked as **Commissionable**.

If contract is specified on the **Options** tab of the **Inventory Maintenance** program, the **Create Contract** check box will be automatically marked.

The **Commissionable Contract** display-only check box has been added to the **Header** tab of the **Contract Entry** screen.

Here is the created Commissionable Contract:

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

- Contract No:** 000000049
- Customer No:** 01-ABF (American Business Futures)
- Contract Date:** 11/20/2008
- Contract Starting Date:** 11/20/2008
- Contract Ending Date:** 11/21/2015
- Contract Type:** Service
- Contract Status:** New
- Invoice Format:** T&M Entry Text
- Billing Type:** Time and Material
- Job Site:** 2 (American Business Futures)
- Commissionable Contract:** (highlighted with a red box)
- Confirm To:** John Quinn
- Item No.:** 1001-HON-H254 (HON 4 DRAWER LETTER FLE W/O LK)
- Total Amount:** 262.00
- Lot/Serial No.:** (empty)
- Buttons:** Generation, Quick Print, Accept, Cancel, Delete
- Footer:** Enter contract description, IIG, SMD, 11/20/2008

Invoicing Tasks of Commissionable Contract

If the Task includes commissionable contract and SO is generated from the dispatch of that Task, then the salesperson is set to the generated SO which was specified on the invoice from which the commissionable contract had been generated.

Task Data Entry

Task Number: 0000166 Description: Entry Date: 11/20/2008 Entry Time: 6:33PM User ID: IIG

Task Type: S Service Call Priority Code: Copy from... Defaults...

Task Status: E Entered Cust PO: Credit...

Customer No.: 01-ABF American Business Futures More Info... Quick Print...

Job Site Code: 2 American Business Futures Item Info... Contract...

Contract No.: 000000049 Shipping Dispatching RMA

Nature of Task: Preferred Tech.: Item Number: 1001-HON-H254 HON 4 DRAWER LETTER FLE

Lot/Serial No.: Territory:

Dispatch No.	Dispatch Date	Technician	Technician Name	Status
0001	11/20/08	DAVI	Davis Arnold	Closed
0002	11/20/08	DAVI	Davis Arnold	Closed

Accept Cancel Delete ?

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All the sequential sales orders and invoices generated for that Contract will be generated for the same Salesperson with which the invoice has been updated.

Visual Integrator

It is possible to define and maintain import/export jobs for importing/exporting data of S/M (Service Management) module through the **Visual Integrator**.

Select the **Import Job Maintenance** from the **Visual Integrator Main** menu.
In the **V/I Import Job Selection**, enter the **Job Name**.

V/I Import Job Selection

Job Name: DISPDTF

Table Name:

Accept Cancel ?

Click the Lookup button to open the **Table List**.
The following SM data files have been added:

Table List

Table Name	Description	File
RA_ReturnTierDistribution	RA Return Tier Distribution	
RA_ReturnToAddressCode	RA Return To Address Code	
SM.CONT	S/M Contract Maintenance File	SM7
SM.CONTEXT	S/M Contract Extended Desc.	SM_K7
SM.CONT_IM	S/M Contract Items File	SM_IT
SM.DISP	S/M Dispatch Data File/Mater	SM5
SM.DISPEXT	S/M Dispatch Extended Line/Mat	SM_01
SM.LABOR	S/M Dispatch Data File/Labor	SM5
SM.LABOREX	S/M Dispatch Extended Line/Lab	SM_01
SM.TASK	S/M Task Entry Header File	SM1
SM.TASKEXT	S/M Task Extended Desc.	SM_...
SM.TECHNIC	S/M Technician Maintenancefile	SMG
SO_ARInvoiceHistoryLink	SO AR Invoice History Link	
SO_AutoGenerateInvoices	SO Auto Generate Invoices	
SO_AutoGenerateOrders	SO Auto Generate Orders	
SO_CancelReasonCode	SO Cancel Reason Code	

Accept Cancel ?

Here is the full description list of these data files:

- S/M Contract Maintenance File
- S/M Contract Extended Desc.
- S/M Contract Items File
- S/M Dispatch Data File/Material
- S/M Dispatch Extended Line/Material
- S/M Dispatch Data File/Labor
- S/M Dispatch Extended Line/Lab
- S/M Task Entry Header File
- S/M Task Extended Description
- S/M Technician Maintenance File

When selecting a Table Name, the **Import Job Maintenance** screen will be displayed. In the **File Name** field selected table name of the data file (in this case, S/M DISP) is displayed. It can be changed to extended data file.

Import Job Maintenance

Job Name: DISPDTF Compiled File Name: VIW100

1. Configuration 2. Data 3. Select 4. Records 5. Validation

Description: [Empty]

File Name: SM.CONT S/M Contract Maintenance File

File Type: Delimited Delimiter: , ASCII Value

Import File: [Empty] [Folder Icon]

Password: [Empty] Chain To: [Empty]

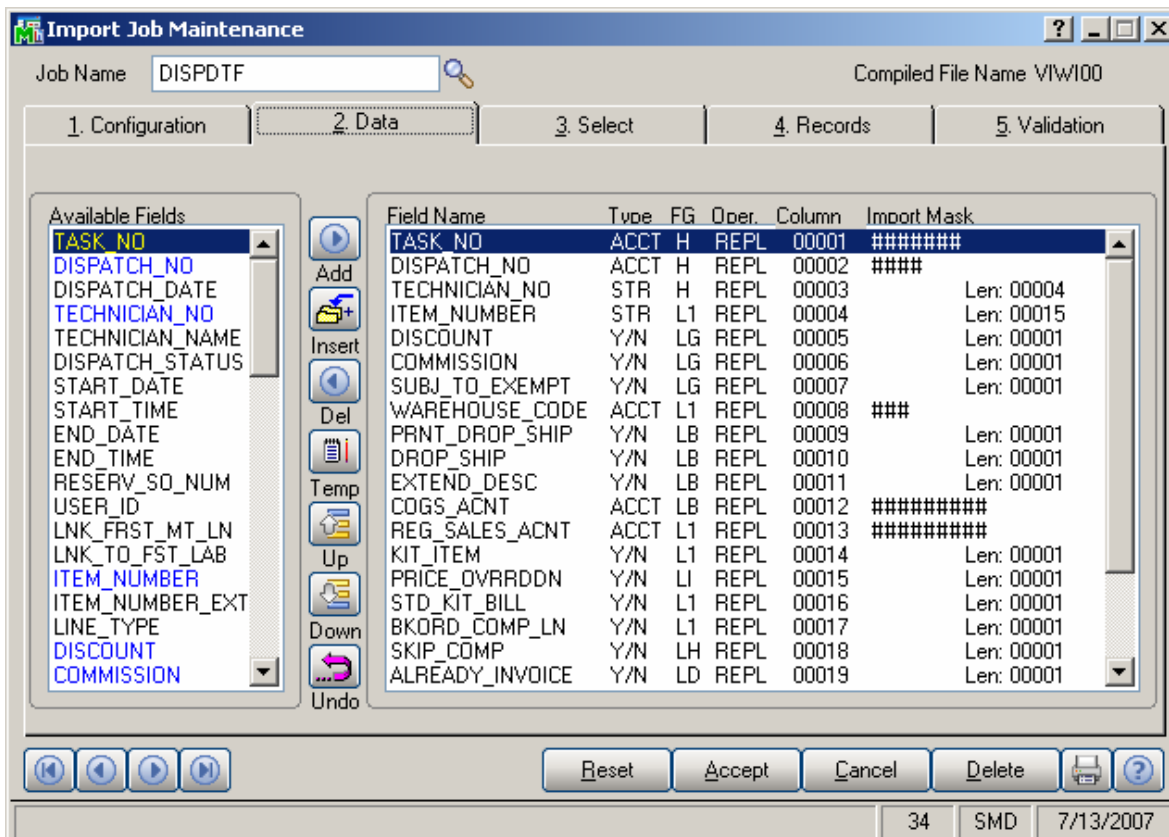
Insert All Required Fields During Setup
 Insert All Fields During Setup
 Header Information Included in Detail Line

Menu... Compile Cycle... Perform... Job Info...

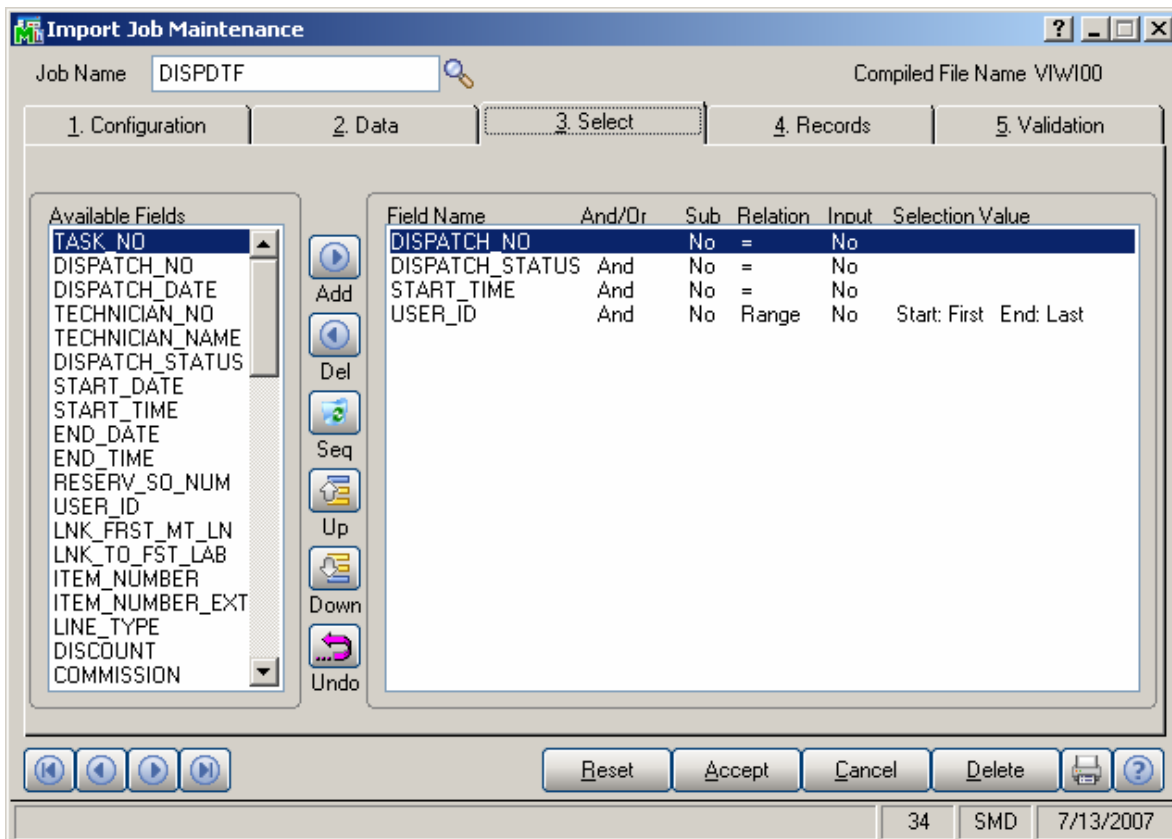
Reset Accept Cancel Delete [Print] [Help]

IIG SMD 8/22/2007

In the **Data** tab, select fields of the S/M data file to be assigned to the data fields being imported. You have also to specify the operations that should be performed with the imported data.



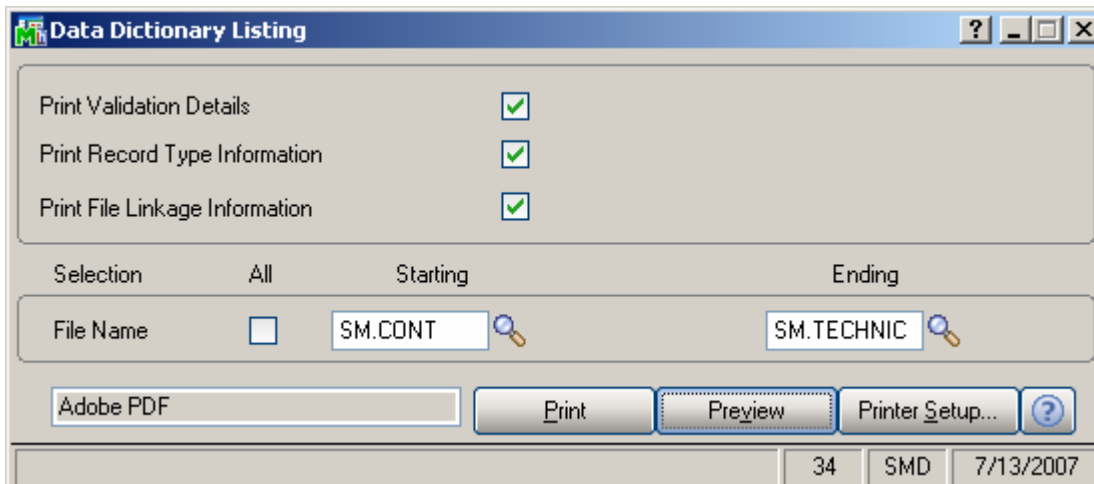
In the **Select** tab, specify selection ranges for data fields to determine which records to import or ignore.



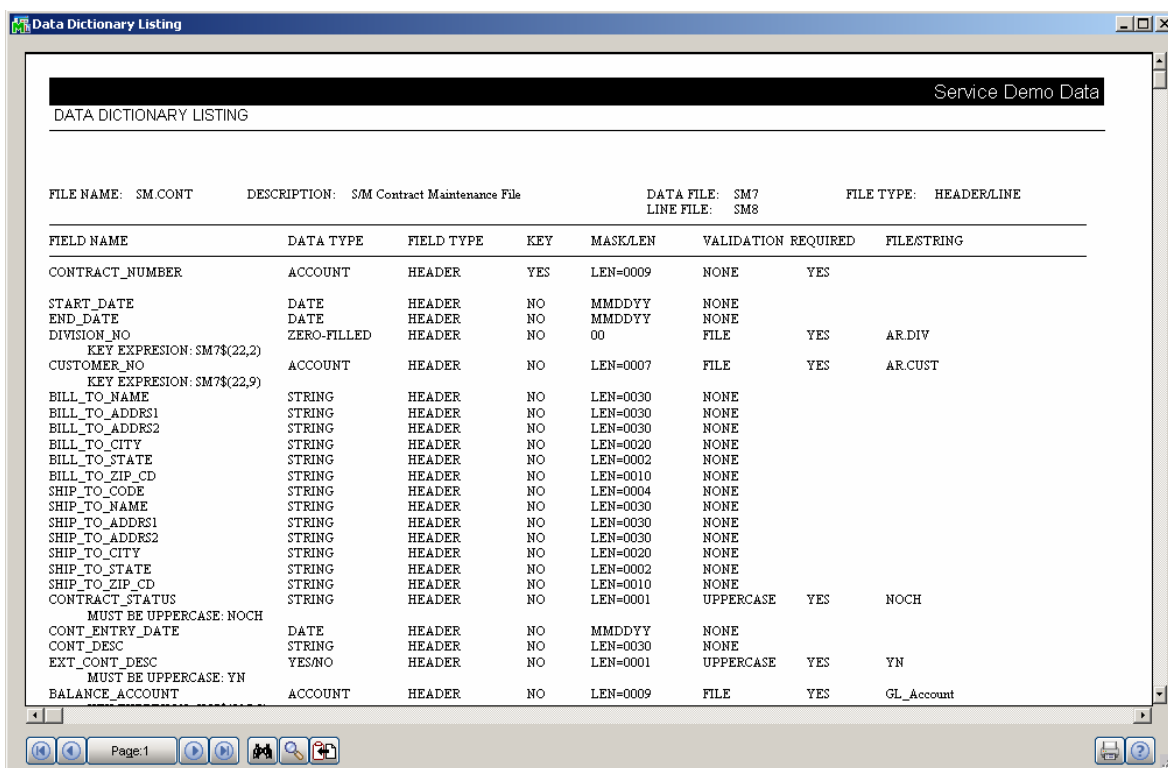
After accepting the job, it will be prepared for use, and then executed with assigned data fields of specified S/M data file.

The jobs can be created from the **Export Job Maintenance** for exporting these S/M data files.

In the **Data Dictionary Listing**, select data files and data items contained within each S/M data file in the Data Dictionary.



Here is the result of printout:



Business Insights Explorer

A/R Explore

The **SM Contracts** and **SM Tasks** items have been added to the **Preview** and **Explore** navigation panes of the **AR Customer View** program.

The screenshot shows the MAS 90 Business Insights Explorer - Customer window. The interface includes a menu bar (File, Edit, View, Data, Preview, Explore, Tasks, Tools, Help), a toolbar, and a Navigation Pane on the left. The Navigation Pane has a 'Preview' section with radio buttons for various data views, including 'SM Contracts' and 'SM Tasks', which are highlighted with a blue box. The main area displays a 'Customer' table with columns for Div, Customer, Name, Hold, Current Balance, and Aging 1-4. Below this is a 'Filter Builder' section and an 'SM Contracts Preview' table with columns for Contract, Entry Date, Description, Div, Customer, Bill To Name, Start Date, End Date, and Status.

Div	Customer	Name	Hold	Current Balance	Aging 1	Aging 2	Aging 3	Aging 4	Salespe
01	RSSUPPL	R & S Supply Corp.	No	\$0.00	\$0.00	\$0.00	\$0.00	\$11,126.62	Shelly \
01	SHEPARD	Shepard Motorworks	No	\$0.00	\$0.00	\$0.00	\$0.00	\$519,553.58	Shelly \
02	ALLENAP	Allen's Appliance Repair	No	\$10,106.17	\$0.00	\$0.00	\$0.00	\$64.35	Ginny F
02	AMERCON	American Concrete Service	No	\$0.00	\$0.00	\$0.00	\$0.00	\$16,679.68	Ginny F
02	ATOZ	A To Z Carpet Supply	No	\$0.00	\$0.00	\$0.00	\$0.00	\$10,699.76	Ginny F
02	AUTOCR	Autocraft Accessories	No	\$0.00	\$0.00	\$0.00	\$0.00	\$25,862.02	Harvey
02	BAYPYRO	Bay Pyrotronics Corp.	No	\$0.00	\$0.00	\$0.00	\$0.00	\$16,644.94	Ginny F
02	CAPRI	Capri Sailing Ships	No	\$0.00	\$0.00	\$0.00	\$0.00	\$64,739.53	Ginny F
02	CUSTOM	Custom Craft Products	No	\$20,189.02	\$0.00	\$0.00	\$0.00	\$7,928.89	Harvey
02	GREALAR	Greater Alarm Company	No	\$0.00	\$0.00	\$0.00	\$0.00	\$2,447.30	Harvey
02	JELCO	Jelco Packing	No	\$0.00	\$0.00	\$0.00	\$0.00	\$17,216.24	Harvey
02	ORANGE	Orange Door & Window Co.	No	\$0.00	\$0.00	\$0.00	\$0.00	\$10,887.69	Harvey

Contract	Entry Date	Description	Div	Customer	Bill To Name	Start Date	End Date	Status
000000006	02/26/2002	Installation of software	02	ORANGE	Orange Door & Window Co.	02/26/2002	02/26/2004	New
000000011	02/26/2002	Training	02	ORANGE	Orange Door & Window Co.	05/26/2002	03/10/2004	New
000000017	02/26/2002	To repair a house	02	ORANGE	Orange Door & Window Co.	02/26/2002	03/26/2003	Hold
000000020	02/26/2002	Installation of software	02	ORANGE	Orange Door & Window Co.	02/26/2002	04/26/2003	New
000000063	03/01/2006	Training	02	ORANGE	Orange Door & Window Co.	03/01/2006	12/15/2007	New
000000211	10/16/2006	Routine repairs	02	ORANGE	Orange Door & Window Co.	03/01/2006	06/30/2007	New

The screenshot displays the MAS 90 Business Insights Explorer - Customer window. The interface includes a menu bar (File, Edit, View, Data, Preview, Explore, Tasks, Tools, Help), a toolbar, and a navigation pane on the left. The navigation pane shows a tree view of data categories, with 'SM Contracts' expanded to show 'Standard', 'Public', and 'Private' sub-items. The main window is divided into two sections: 'Customer' and 'SM Tasks Preview'.

Customer Table:

Div	Customer	Name	Hold	Current Balance	Aging 1	Aging 2	Aging 3	Aging 4	Salespr
01	RSSUPPL	R & S Supply Corp.	No	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$11,126.62 Shelly \
01	SHEPARD	Shepard Motorworks	No	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$519,553.58 Shelly \
02	ALLENAP	Allen's Appliance Repair	No	\$10,106.17	\$0.00	\$0.00	\$0.00	\$0.00	\$64.35 Ginny F
02	AMERCON	American Concrete Service	No	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$16,679.68 Ginny F
02	ATOZ	A To Z Carpet Supply	No	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$10,699.76 Ginny F
02	AUTOOCR	Autocraft Accessories	No	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$25,862.02 Harvey
02	BAYPYRO	Bay Pyrotronics Corp.	No	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$16,644.94 Ginny F
02	CAPRI	Capri Sailing Ships	No	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$64,739.53 Ginny F
02	CUSTOM	Custom Craft Products	No	\$20,189.02	\$0.00	\$0.00	\$0.00	\$0.00	\$7,928.89 Harvey
02	GREALAR	Greater Alarm Company	No	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2,447.30 Harvey
02	JELCO	Jelco Packing	No	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$17,216.24 Harvey
02	ORANGE	Orange Door & Window Co.	No	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$10,887.69 Harvey

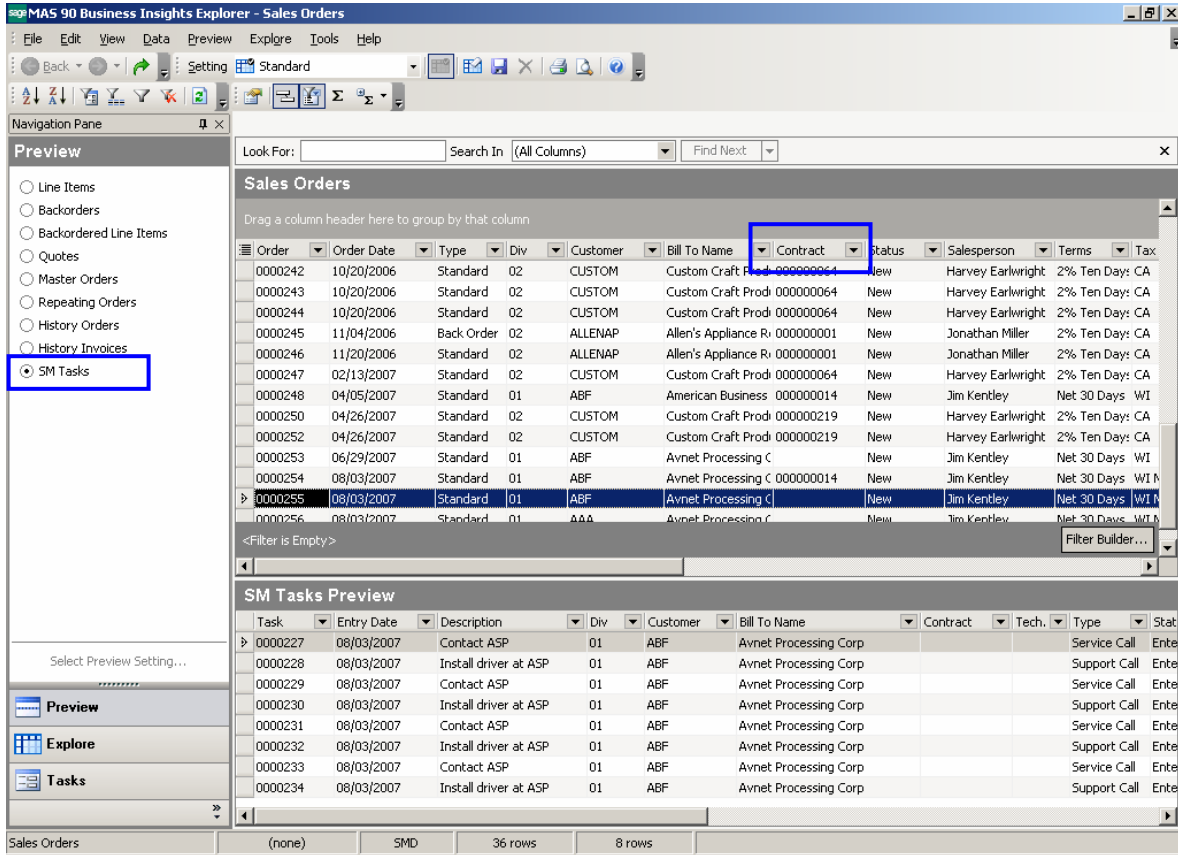
SM Tasks Preview Table:

Task	Entry Date	Description	Div	Customer	Bill To Name	Contract	Tech.	Type	
0000001	01/01/2009	Assistance in downloading	02	JELCO	Jelco Packing	00000012	NEW	Installation	E
0000026	02/26/2002	Warranty life	02	JELCO	Jelco Packing	00000010	ROBI	Support Call	E
0000047	02/26/2002	Network Administration	02	JELCO	Jelco Packing	00000012	NEW	Service Call	E
0000048	02/26/2002	Programming	02	JELCO	Jelco Packing	00000012	NEW	Service Call	E
0000049	02/26/2002	Implementation	02	JELCO	Jelco Packing	00000012	NEW	Service Call	E
0000050	02/26/2002	Training	02	JELCO	Jelco Packing	00000012	NEW	Service Call	E
0000051	02/26/2002	Network Administration	02	JELCO	Jelco Packing	00000012	HILL	Service Call	E
0000052	02/26/2002	Programming	02	JELCO	Jelco Packing	00000012	HILL	Service Call	E

The status bar at the bottom indicates: Customer (none) | SMD | 20 rows | 12 rows

S/O Explore

The **Contract** column has been added to the main data view of the **Sales Orders View** explore and the **SM Tasks** item has been added to the **Preview** and **Explore** navigation panes to allow displaying tasks that have been generated from Sales Order.



Navigation Pane

- Backorders
- Backordered Line Items
- Quotes
- Master Orders
- Repeating Orders
- History Orders
- History Invoices
- SM Tasks**
 - Standard
 - Public
 - Private

Sales Orders

Look For: Search In (All Columns) Find Next

Drag a column header here to group by that column

Order	Order Date	Type	Div	Customer	Bill To Name	Contract	Status	Salesperson	Terms	Tax
0000103	05/31/2003	Repeating	01	ABF	American Business		Hold	Jim Kentley	Net 30 Days	WI
0000104	04/20/2003	Repeating	02	ATOZ	A To Z Carpet Supp		Open	Ginny Hernandez	Net 30 Days	CA
0000105	04/20/2003	Master	01	AVNET	Avnet Processing C		Open	Shelly Westland	Net 30 Days	WI
0000111	05/01/2003	Back Order	02	JELCO	Jelco Packing		Open	Harvey Earwright	Net 30 Days	CA
0000143	05/15/2003	Back Order	02	ALLENAP	Allen's Appliance R		Open	Ginny Hernandez	2% Ten Day	CA
0000149	05/23/2003	Back Order	02	AMERCON	American Concrete		Open	Ginny Hernandez	Net 30 Days	CA
0000153	05/11/2003	Back Order	01	ABF	American Business		New	Jim Kentley	Net 30 Days	WI
0000159	05/18/2003	Back Order	02	GREALAR	Greater Alarm Com		New	Harvey Earwright	2% Ten Day	CA
0000161	05/14/2003	Back Order	01	HILLSB	Hillsboro Service Cr		New	Shelly Westland	2% Ten Day	WI
0000194	01/13/2003	Back Order	01	ABF	American Business		New	Jim Kentley	Net 30 Days	WI
0000218	12/20/2004	Back Order	01	ABF	American Business	000000026	New	Jim Kentley	Net 30 Days	WI
0000219	12/20/2004	Back Order	01	AVNET	Avnet Processing C	000000019	New	Shelly Westland	Net 30 Days	CA
0000221	03/23/2005	Back Order	01	ABF	American Business	000000026	Open	Jim Kentley	Net 30 Days	WI

<Filter is Empty> Filter Builder...

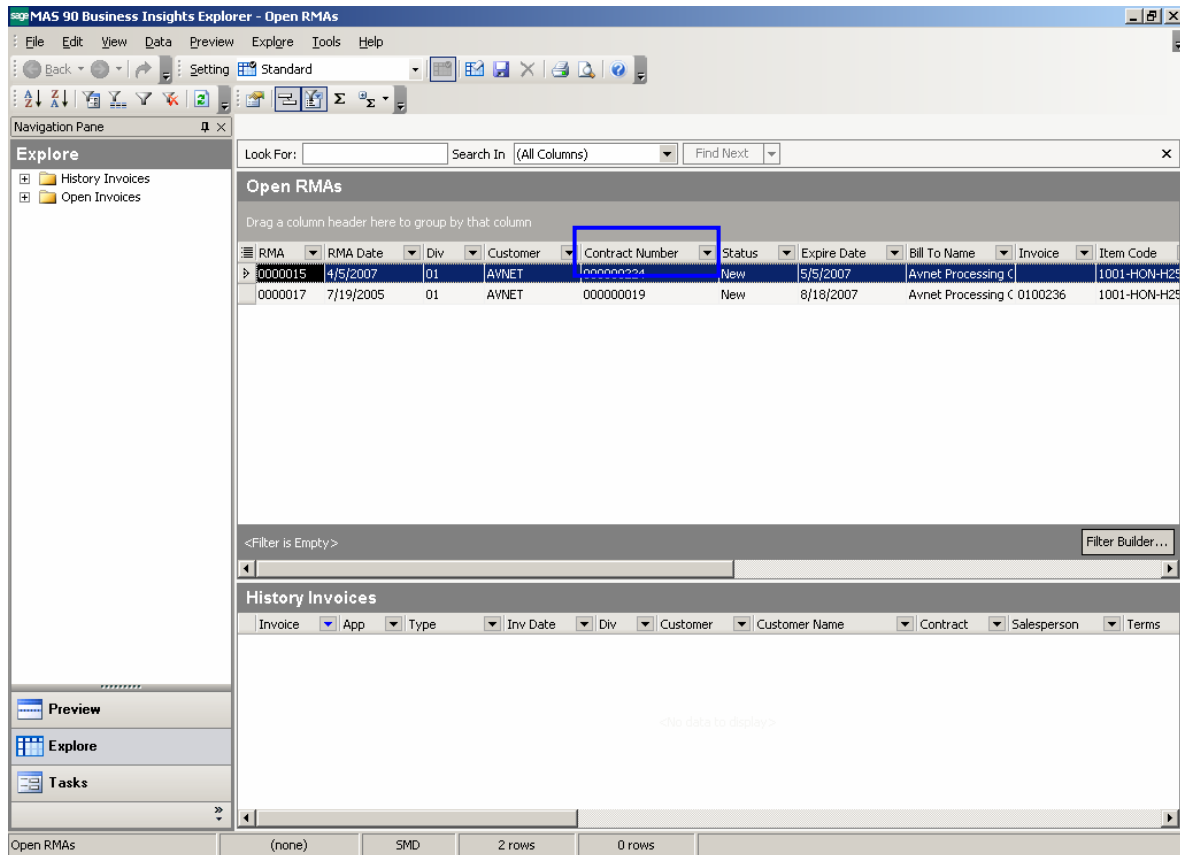
Line Items

Item Code	Item Code Description	Whse	UOM	Qty Ordered	Qty Shipped	Qty Bckdr	Unit Price
D1400	EXECUTIVE DESK ENSEMBLE	001	EACH	1.00	0	0	\$1,890.00
6655	PRINTER STAND W/ BASKET	001	EACH	3.00	0	0	\$179.00
8953	UNIVERSAL 3 1/2" SSDD FLEX DSK	001	EACH	100.00	0	0	\$4.23
ARS-9101	ART SPECIALTY WALNUT CNDL LAMP	001	EACH	1.00	0	0	\$89.95
GB-EL04MS-25	RJ-11 4 WIRE MOD CABLE 25 FT	001	EACH	10.00	0	0	\$4.61
*	HANDLING CHARGES		EACH	0	0	0	\$0.00
/C02				0	0	0	\$0.00
REFUND FOR DAMAGED GOODS IS ALLOWED ONLY IF RETURNED WITHIN 15 DAYS OF SHIPMENT							

Sales Orders (none) SMD 36 rows 9 rows

R/A Explore

The **Contract Number** column has been added to the main data view of the **Open RMA's View** explore opened from **Return Merchandise Authorization Explore** menu.

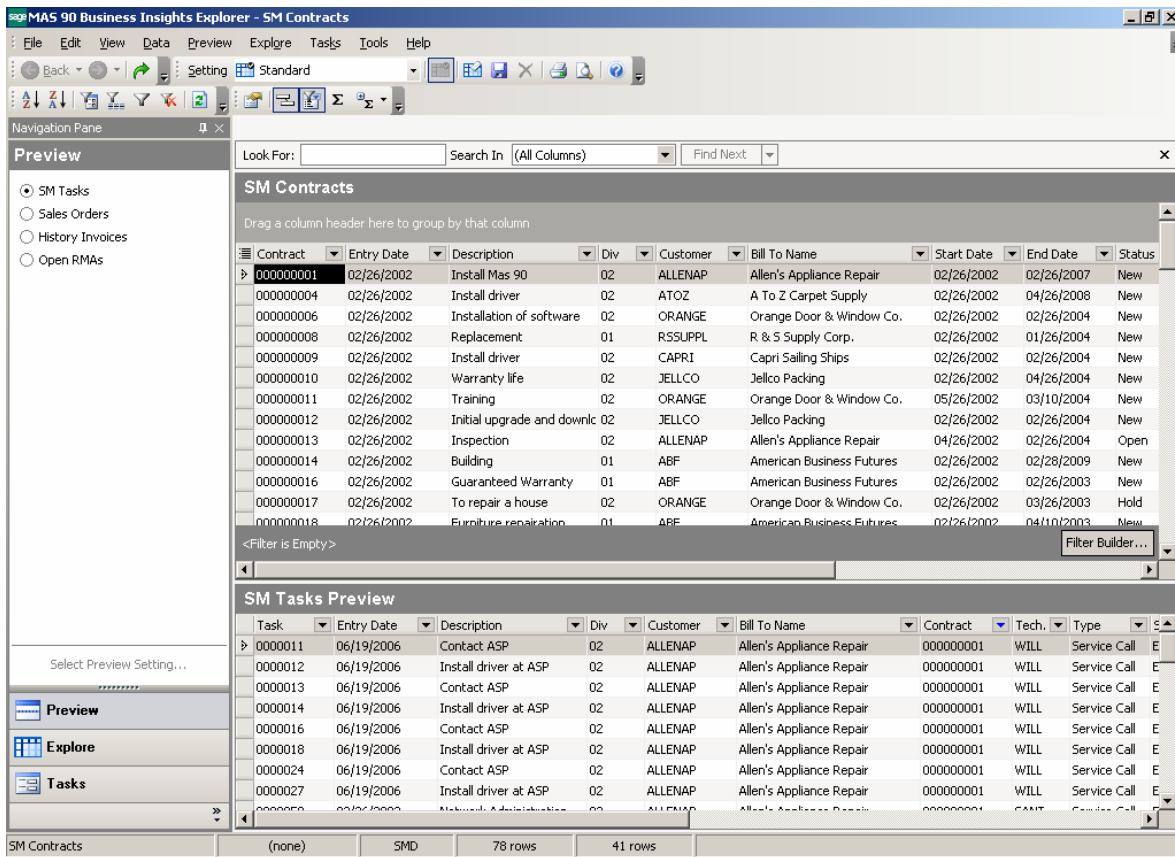


S/M Explore

The **Explore** menu has been added to the **Service Management** module.

In the **Look For** field type the value to search by.

In the **Search In** field select the column to search or select (All Columns) to search text within all columns in the Data View grid. Click **Find Next** to find the first row that contains the search value. If a match is found, the first row with the search value is selected. Click **Find Next** again to locate the next row of data that contains the search value. A message dialog box displays when no further matches are found. The specified record is located in the **Data View** grid.



The **Data View** grid is used to filter, sort, group, and summarize data. The columns can also be modified in the grid by showing and hiding columns, changing the column order, changing the column names, and formatting the data that appears in the columns. Changes to the Data View grid can be saved to a setting. The information in the Data View grid can also be printed and saved to a report.

The **Navigation pane** is used to explore data related to the selected view. The main groups on the Navigation pane are: **Explore, Preview, and Tasks**. In this pane select the **SM Tasks, Sales Order, History Invoices** or **Open RMAs** radio button to display corresponding data in the Preview pane.

The **Preview pane** is used to view related data from the Data View grid. The data in the Preview pane is filtered by the selected row in the Data View grid and by the option selected in the Preview group on the Navigation pane.

When clicking the **Enter Sales Orders, S/O Invoices** or **RMA**s from the **Tasks** menu, the **Contract** and **Customer Maintenance** information is populated automatically. And when selecting **Enter Sales Orders, S/O Invoices** or **RMA**s, corresponding screens are opened for entering related information.

Look For: Search In (All Columns) Find Next

SM Contracts

Drag a column header here to group by that column

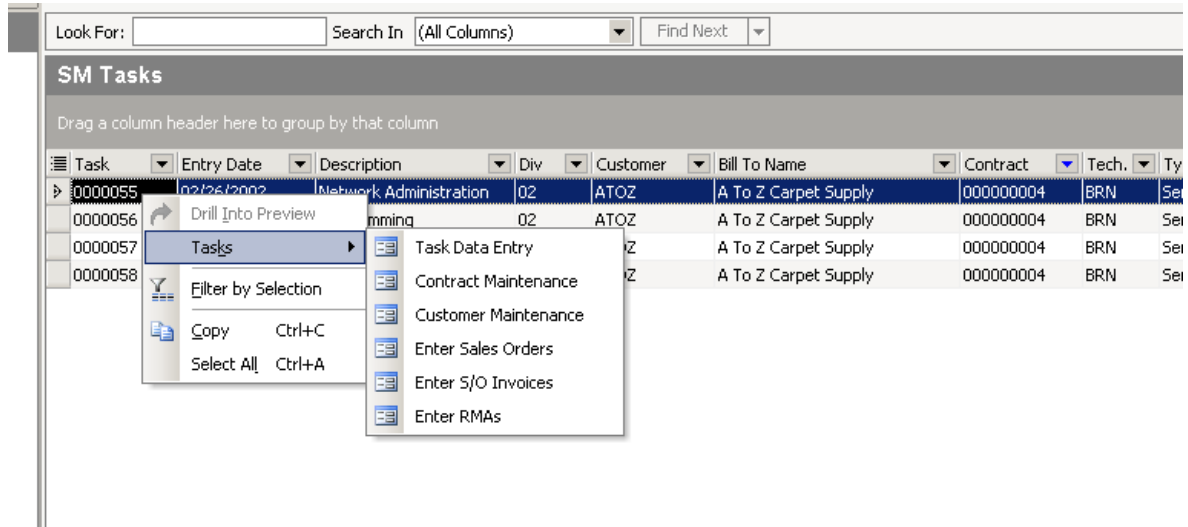
Contract	Entry Date	Description	Div	Customer	Bill To Name
000000001	02/26/2002	Install Mas 90	02	ALLENAP	Allen's Applianc
000000004	02/26/2002	software	02	ATOZ	A To Z Carpet S
000000006	02/26/2002	software	02	ORANGE	Orange Door &
000000008	02/26/2002		01	RSSUPPL	R & S Supply Co
000000009	02/26/2002		02	CAPRI	Capri Sailing Sh
000000010	02/26/2002				Jellco Packing
000000011	02/26/2002				Orange Door &
000000012	02/26/2002				Jellco Packing
000000013	02/26/2002				Allen's Applianc
000000014	02/26/2002				American Busin
000000016	02/26/2002				American Busin
000000017	02/26/2002	To repair a house	02	ORANGE	Orange Door &
000000018	02/26/2002	Furniture repairation	01	ABF	American Busin

<Filter is Empty>

SM Tasks Preview

Task	Entry Date	Description	Div	Customer	Bill To Name
0000055	02/26/2002	Network Administration	02	ATOZ	A To Z Carpet Su

When selecting the **Drill Into Preview** item from the list opened when right (or double) clicking in **Data View**, the **Preview pane** is displayed over the whole screen. In this case the **Task Data Entry** item is added to the list opened from **Tasks** menu.



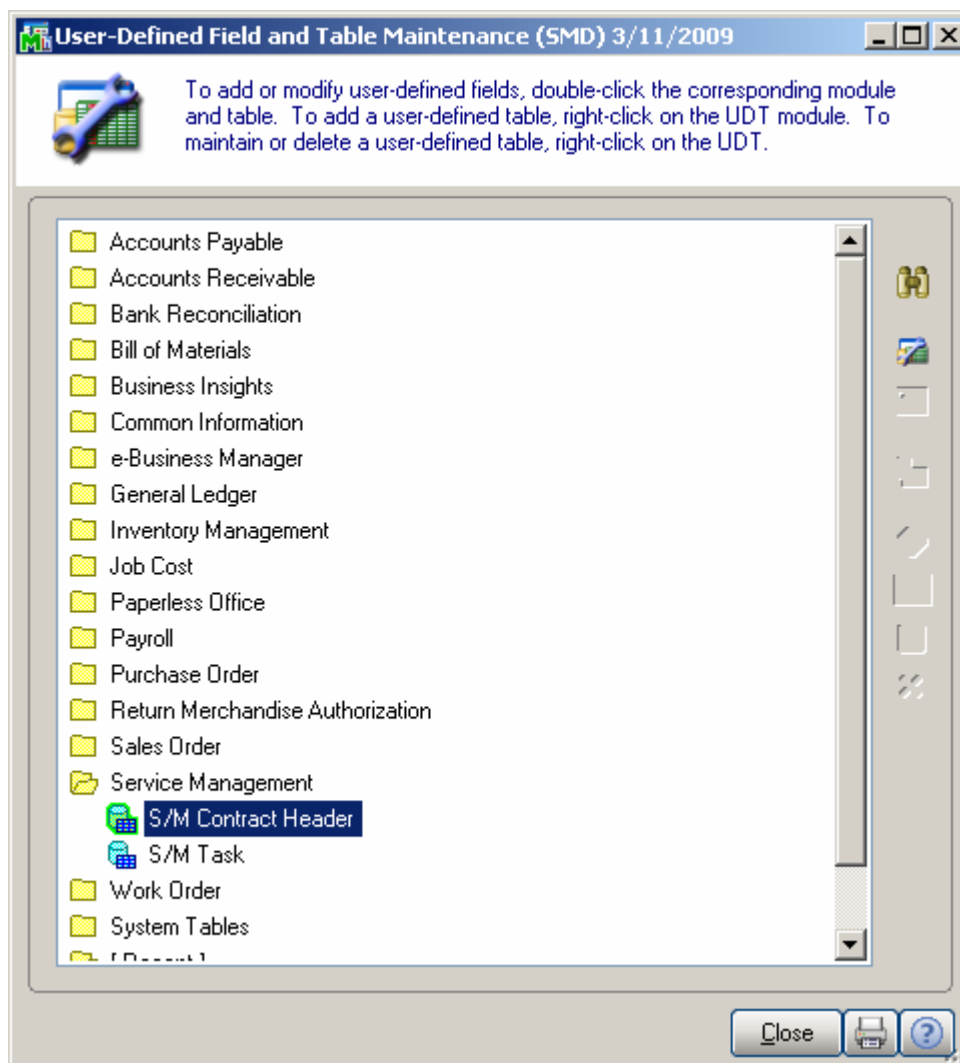
UDF-s in SM

UDF-s on the Contract Maintenance

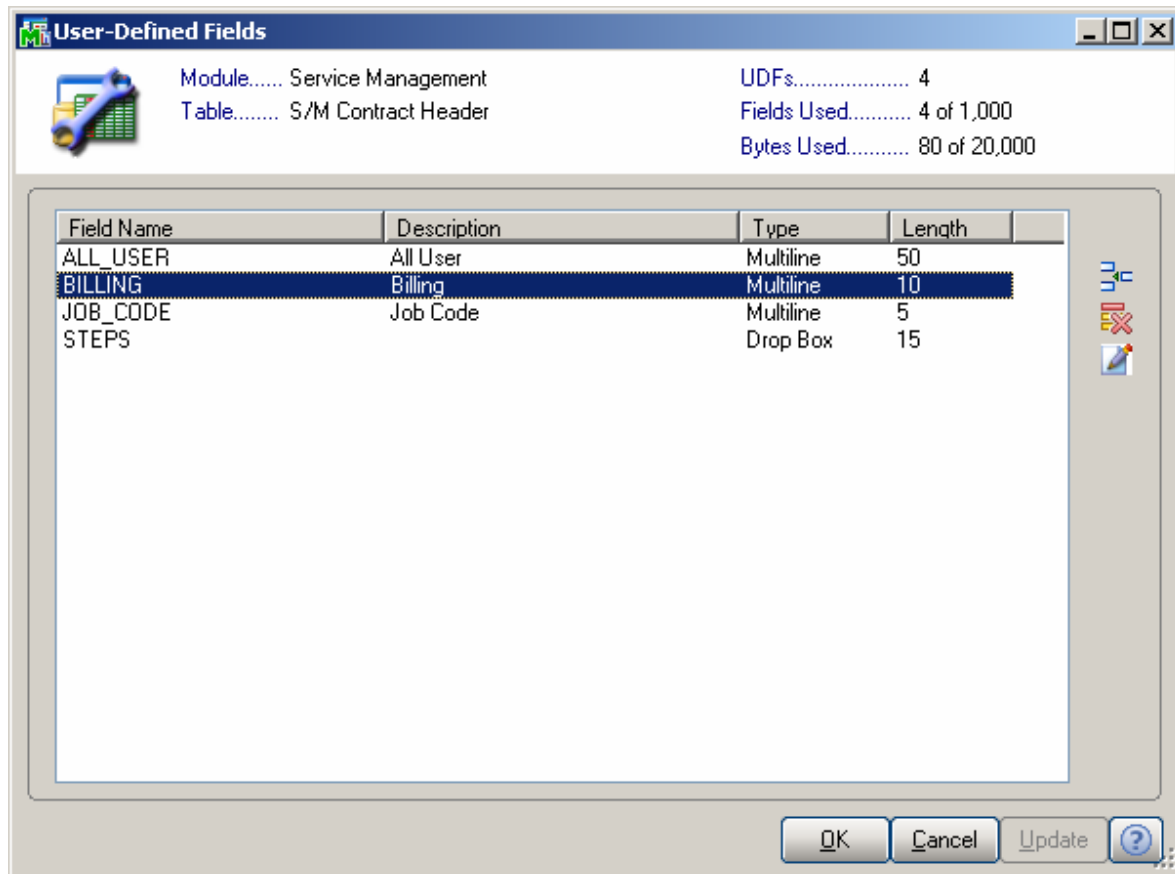
The Contract Maintenance program has been modified to support UDF fields in the Contract Entry and print the UDF-s on the report.

The Service Management module with **S/M Contract Header** and **S/M Task** tables has been added to the **User-Defined Field and Table Maintenance** screen.

The user can create the necessary UDF-s for **S/M Contract Header Masterfile** through the **Custom Office->User-Defined Field and Table Maintenance** program.



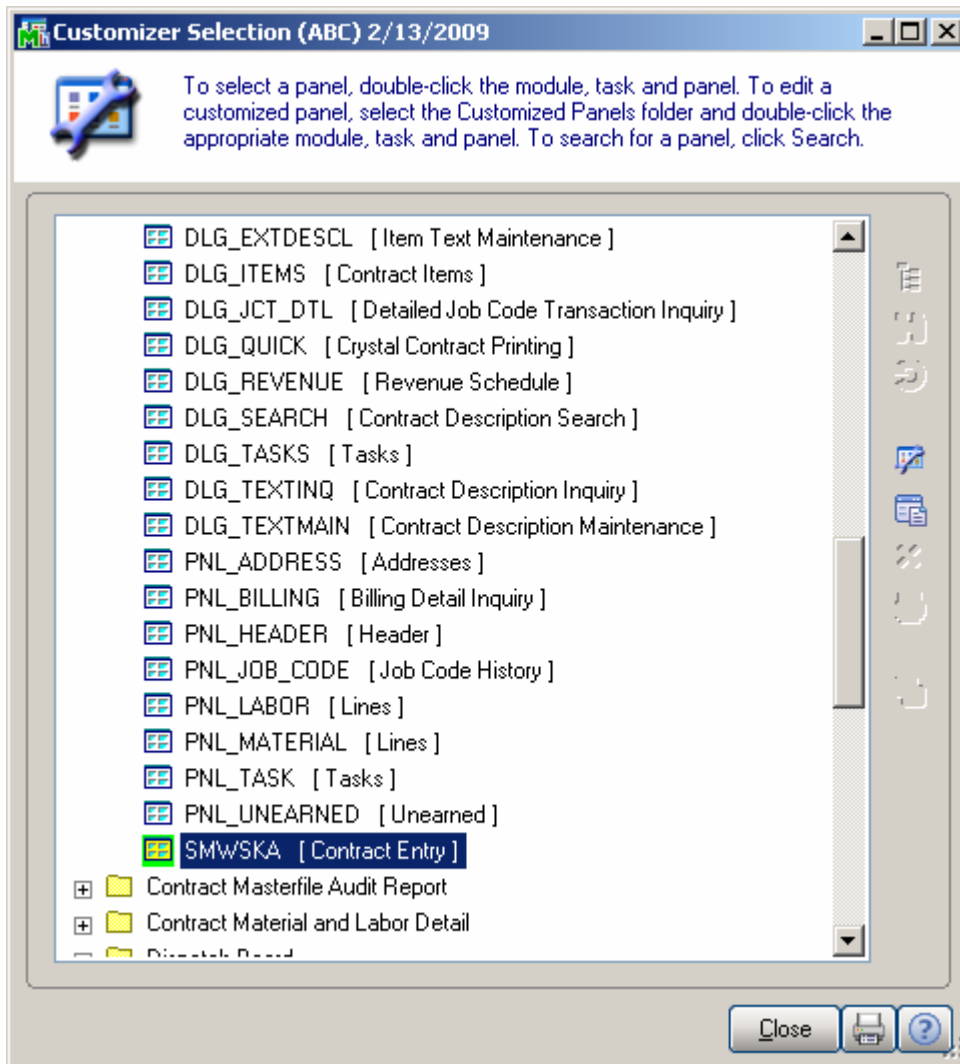
Different UDF types (Multiline, Check Box, Drop Box, etc...) are supported.

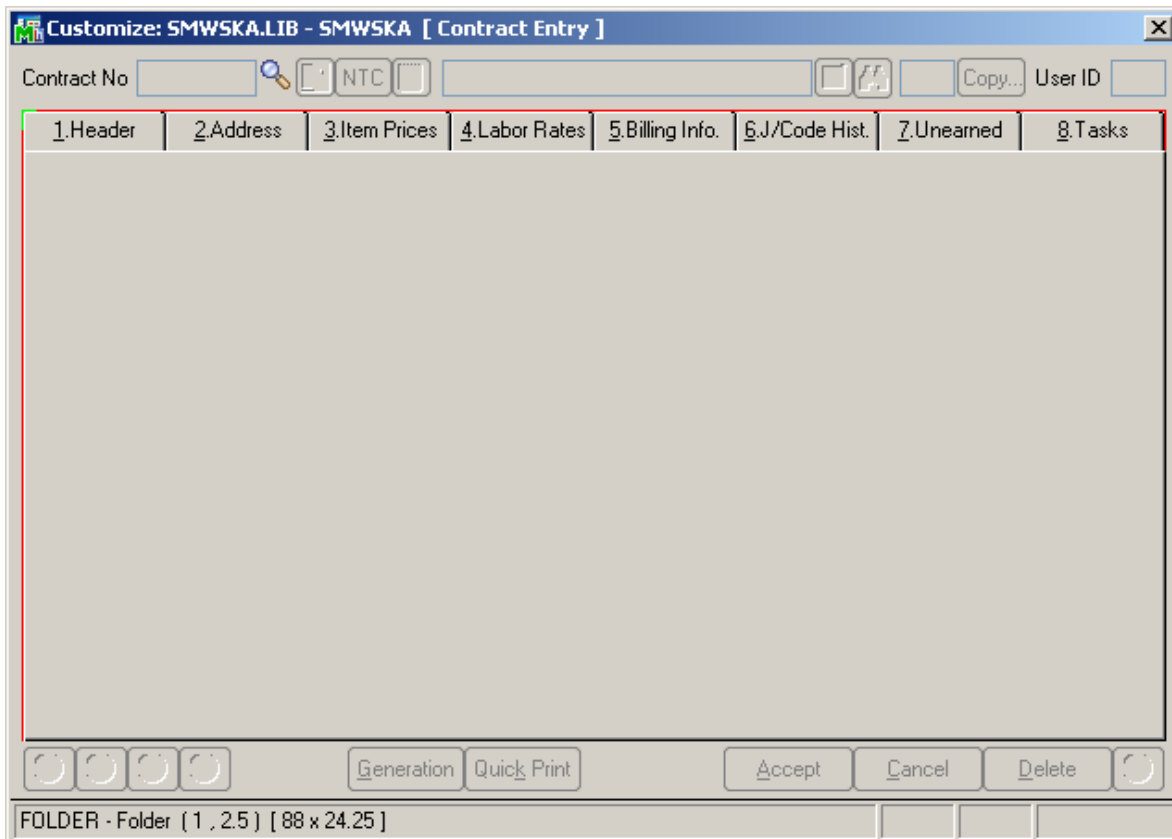


After adding the UDF-s needed for Contract Entry the user can add those UDF-s on any tab of the Contract Entry or add all the UDF-s fields to a new Tab.

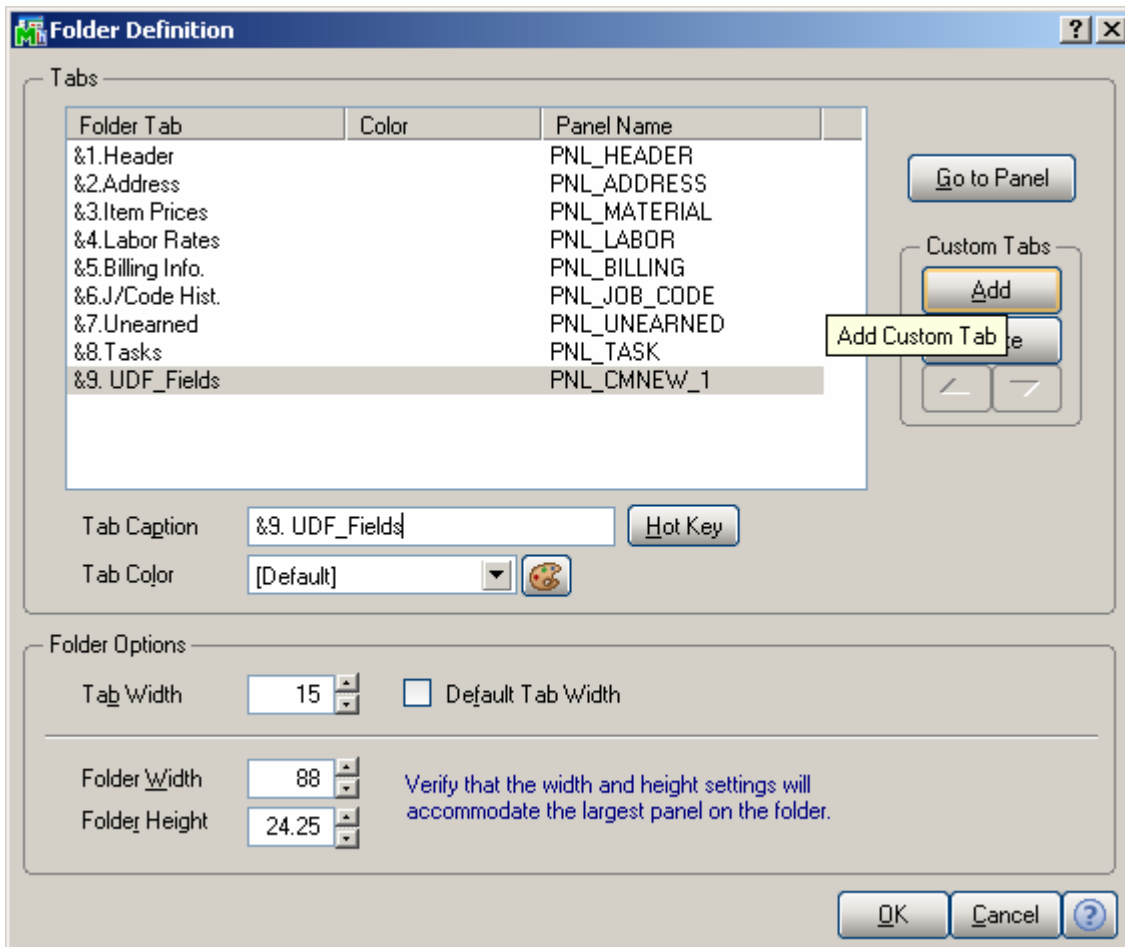
The below stated example demonstrates how to add a tab for UDF fields on the Contract Entry.

Open **Customizer Selection** and select the **SMWSKA [Contract Entry]** from **Service Management-> Contract Entry** menu.

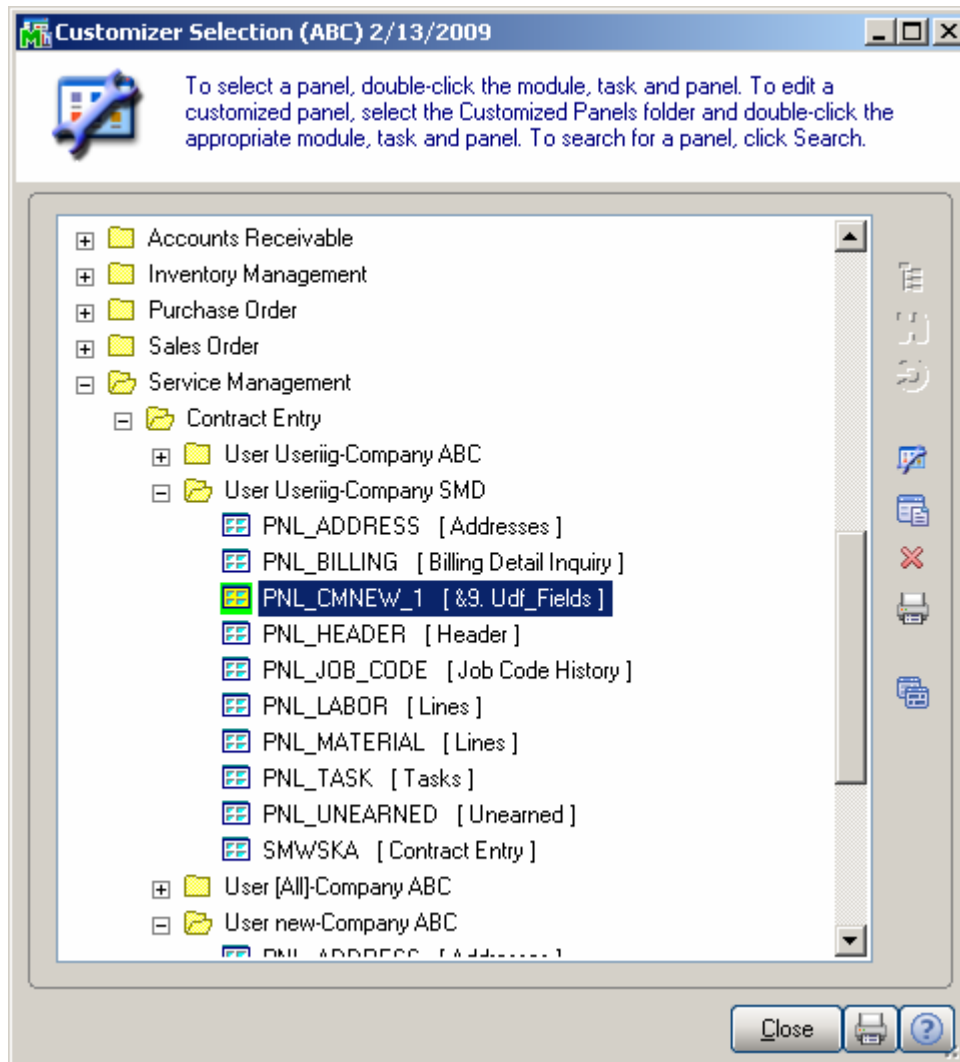




Double click on the selected panel to create new Customized Panel. Double click on the blank area of the opened screen to open the Folder Definition window and add the necessary custom tab.

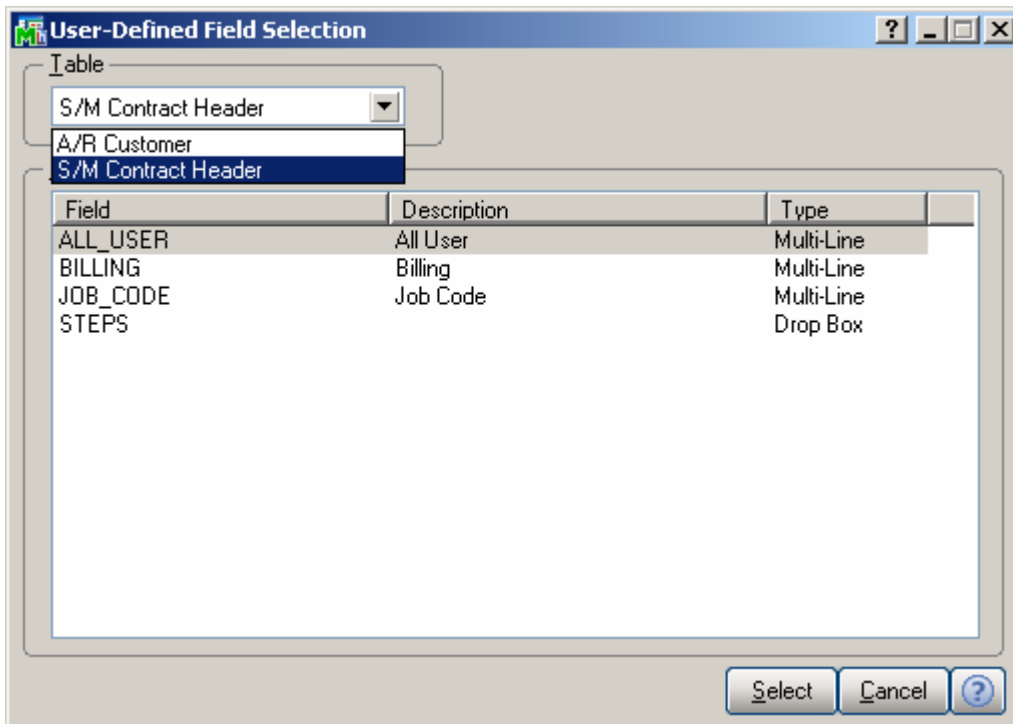


After adding the Custom tab, the user can select the customized panel and add the necessary UDF-s on the newly added tab.



In the Field Selection window the **A/R Customer** and **S/M Contract Header Masterfile** data sources with corresponding fields are available.

The fields selected from **S/M Contract Header Masterfile** data source can be maintained in the **Contract Entry**. The fields selected from **A/R Customer** can only be viewed.



Here is an example of customized Contract Entry screen with user-defined fields added on the **UDF_Fields Tab**.

Contract Entry [?] [] [X]

Contract No: 000000078 [] NTC [] New Contract [] Copy... User ID: IIG

1.Header | 2.Address | 3.Item Prices | 4.Labor Rates | 5.Billing Info. | 6.J./Code Hist | 7.Unearned | 8.Tasks | 9.UDF fields

Customer No. 01-ABF [] American Business Futures [Credit...]

Contract Date: 03/16/2009
Contract Starting Date: 03/16/2009
Contract Ending Date: 03/16/2009
Contract Type: Service []
Contract Status: New []
Invoice Format: T&M Entry Text []
Billing Type: Time and Material []

Generation Document: None []
Contract Amount From: Header []
Bill Freq Code: []

Job Site: 2 [] American Business Futures
Commissionable Contract: Fax: []
Confirm To: John Quinn [] Comment: []

Item No. [] Total Amount: .00
Lot/Serial No: [] [Items] All Materials Are Covered: All Labors Are Covered:

[] [] [] [] [Generation] [Quick Print] [Accept] [Cancel] [Delete] [?]

Enter Division and Customer Number: IIG SMD 3/16/2009

Contract No 000000078 NTC New Contract Copy... User ID IIG

1.Header 2.Address 3.Item Prices 4.Labor Rates 5.Billing Info. 6.J./Code Hist 7.Unearned 8.Tasks 9.UDF fields

Job Code 0001

Billing

Steps Design
Design
Construction
Energy Modeling

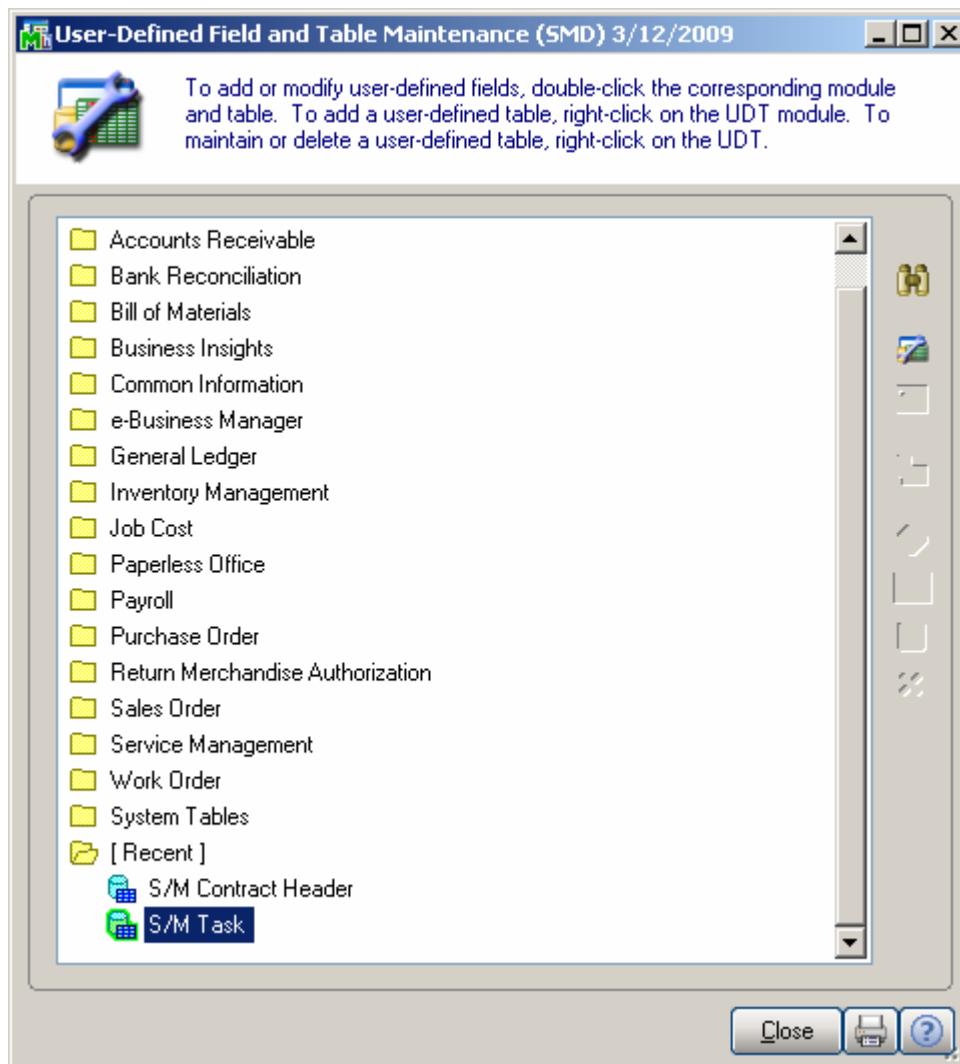
Customer Profile Prospect

Generation Quick Print Accept Cancel Delete

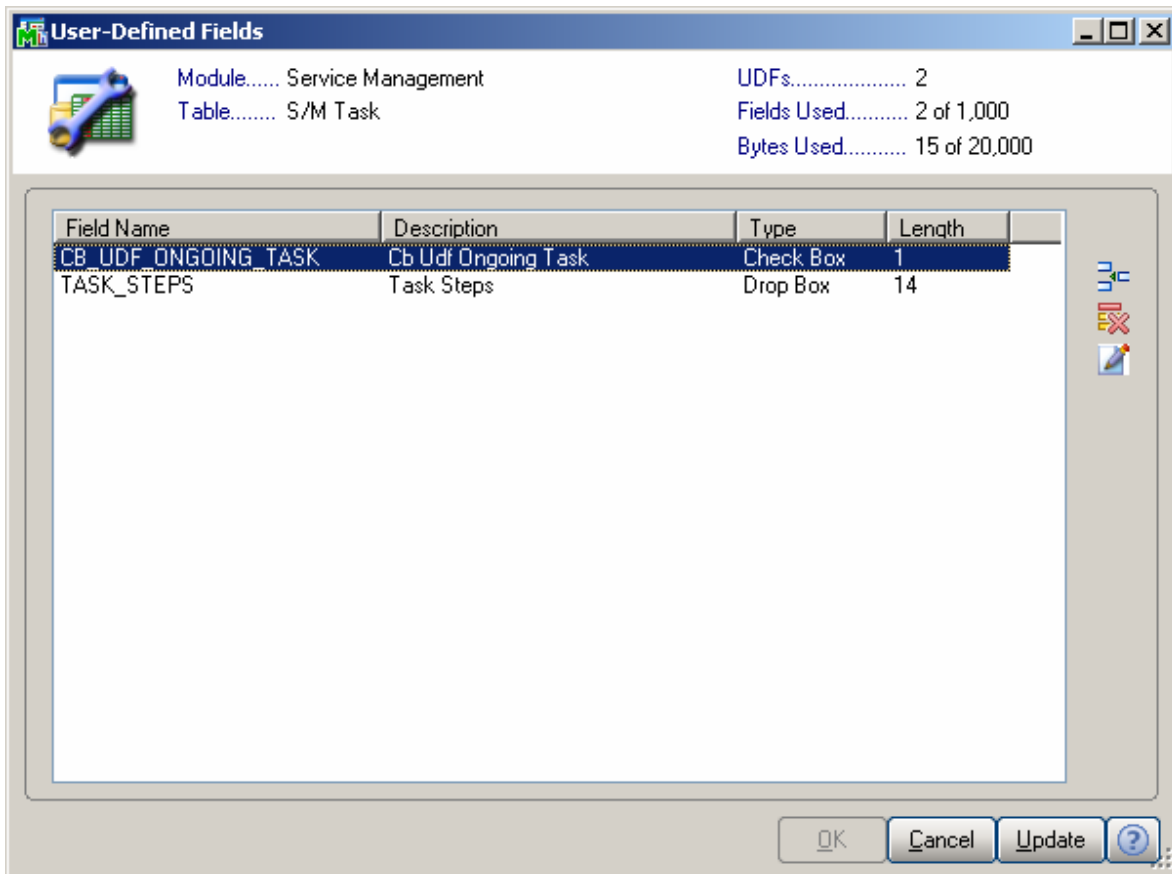
IIG SMD 3/16/2009

UDF-s on the Task Data Entry

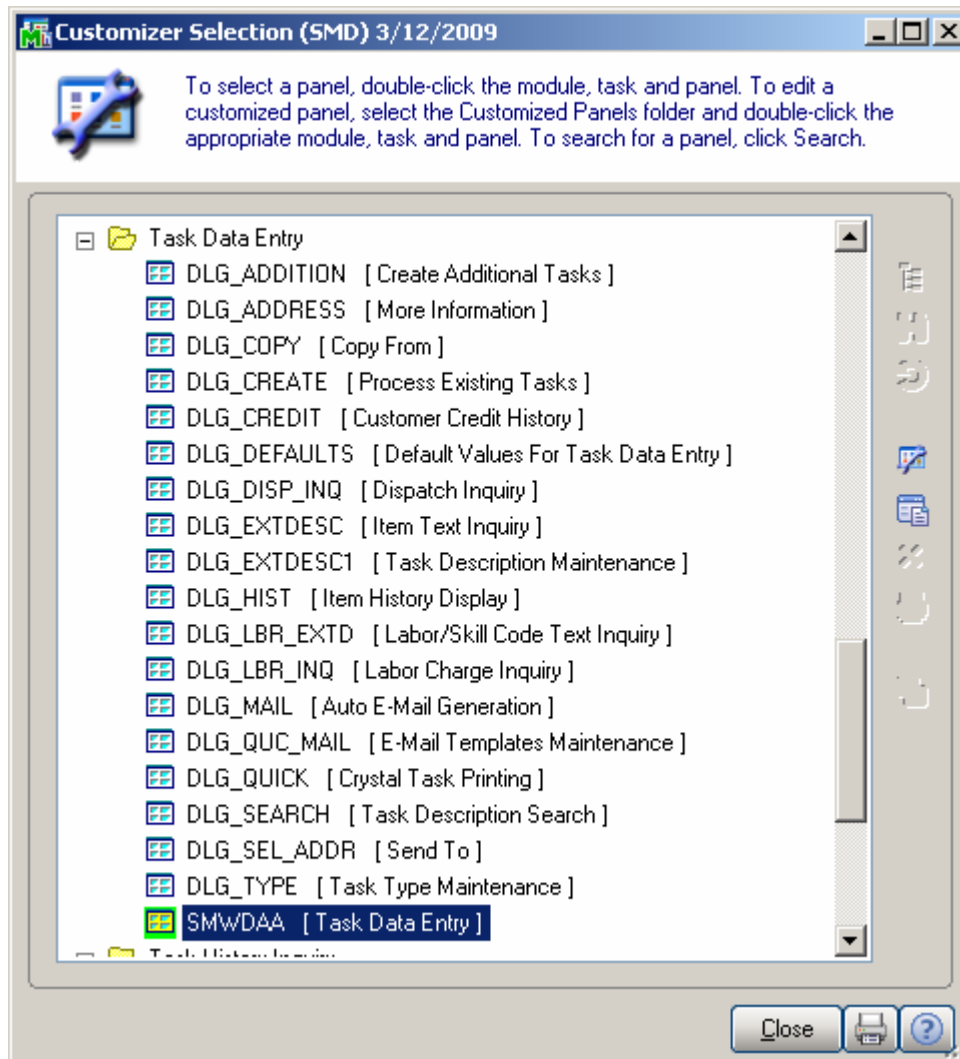
The S/M Task table has been added to the **User-Defined Field and Table Maintenance** to allow adding user defined fields on the Task Data Entry.



Different UDF types are supported (Multiline, Check Box, Drop Box, etc...).

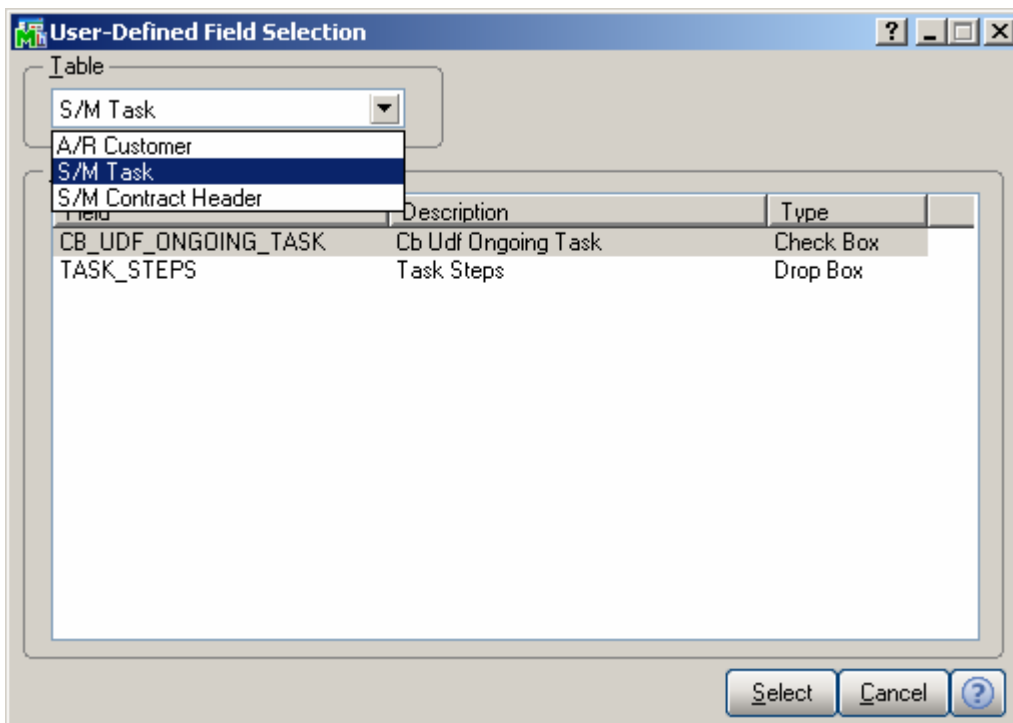


After adding the necessary fields the user can select the SMWDAA [Task Data Entry] panel and customize it as required.



The **A/R Customer**, **S/M Task** and **S/M Contract Header Masterfile** data sources with corresponding fields are available in the Field Selection window.

The fields added from **S/M Task** data source can be maintained in the **Task Data Entry**. The fields added from **A/R Customer** and **S/M Contract Header Masterfile** can be only viewed.



In order to make the UDF-s added on the Task Data Entry available in the **Task Inquiry** and **Task History Inquiry** screens it is necessary to customize accordingly the **Task Inquiry SMWIAA** panel and **Task History Inquiry SMWIHA** panel.

Below is an example of customized **Task Data Entry** and **Task Inquiry** screens with two user-defined fields added on it.

Task Data Entry

Task Number: 0000330 Description: [] Entry Date: 03/12/2009 Entry Time: 10:19AM User ID: IIG

Task Type: S Service Call Priority Code: [] Copy from... Defaults...

Task Status: E Entered Cust PO: [] Credit...

Customer No.: 02-ALLENAP Allen's Appliance Repair More Info... Quick Print...

Job Site Code: 5 Allen's Appliance Repair Item Info... Contract ...

Contract No.: 000000013 Inspection Dispatching RMA

Nature of Task: []

Preferred Tech: []

Item Number: 1001-HON-H252 HON 2 DRAWER LETTER FLE Task Steps: Design Billing: Upon co

Lot/Serial No.: [] Territory: CALIF Region: California

Dispatch No.	Dispatch Date	Technician	Technician Name	Status
[Empty Table]				

Dispatch [Disp]

Navigation: [Back] [Forward] [Home] [Refresh] Accept Cancel Delete ?

Status Bar: IIG SMD 3/12/2009

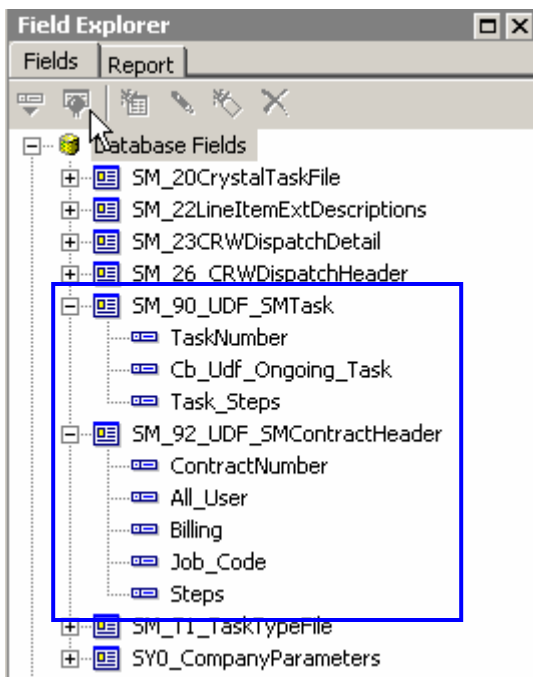
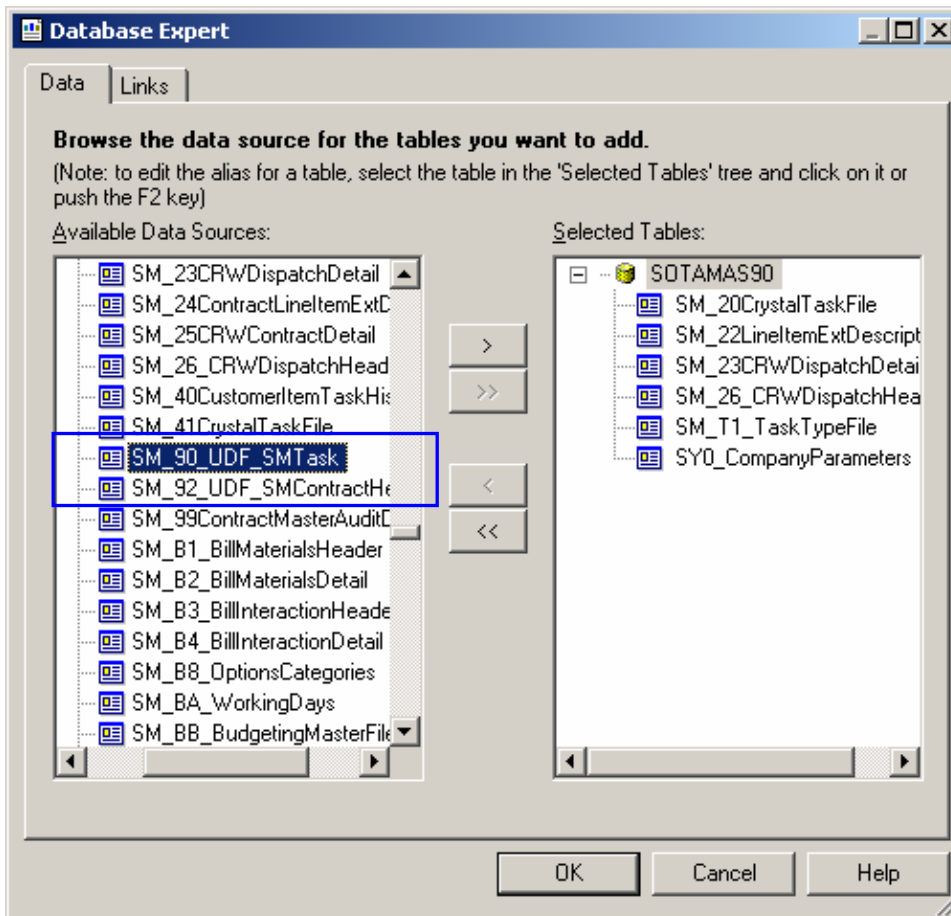
The screenshot shows a 'Task Inquiry' window with the following fields and values:

- Task Number: 0000330
- Description: (empty)
- User ID: IIG
- Entry Date: 03/12/2009
- Entry Time: 10:19AM
- Task Type: Service Call
- Task Status: Entered
- Priority Code: (empty)
- Customer No.: 02-ALLENAP (Allen's Appliance Repair)
- Job Site Code: 5 (Allen's Appliance Repair)
- Contract No.: 000000013 (Inspection)
- Nature of Task: (empty)
- Preferred Tech: (empty)
- Item Number: 1001-HON-H252 (HON 2 DRAWER LETTER FLE)
- Lot/Serial No.: (empty)
- Territory: CALIF
- Region: California
- Task Steps: Design (highlighted in a blue box)
- Billing: Upon compl (highlighted in a blue box)

At the bottom, there is a table with columns: Dispatch No., Dispatch Date, Technician, Technician Name, and Status. The table is currently empty.

Buttons at the bottom include navigation arrows, OK, and a help icon. The status bar at the bottom right shows: IIG | SMD | 3/12/2009

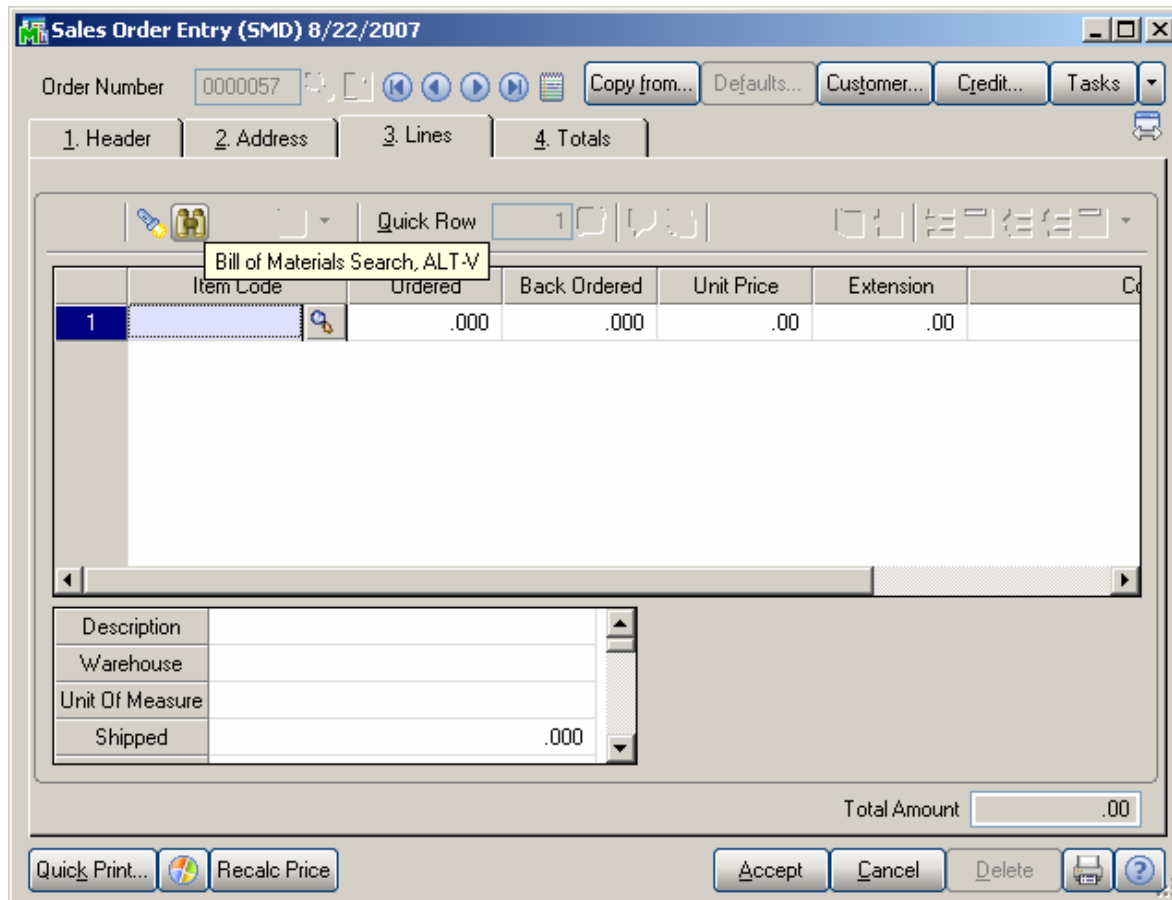
The **SM_90_UDF_SMTTask** and **SM_92_UDF_SMContractHeader** tables are accessible through ODBC.



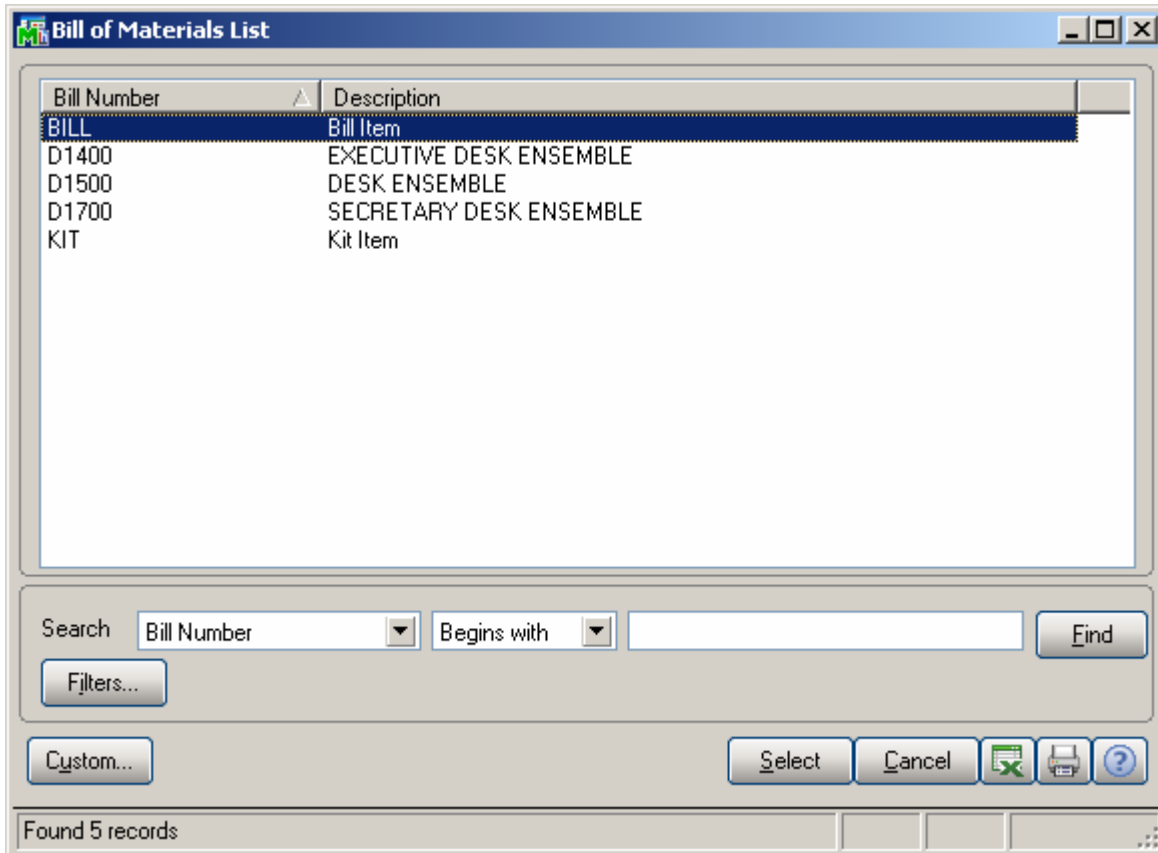
Examples

Sales Order Entry (example from SM Options; Sales Kit Item Number)

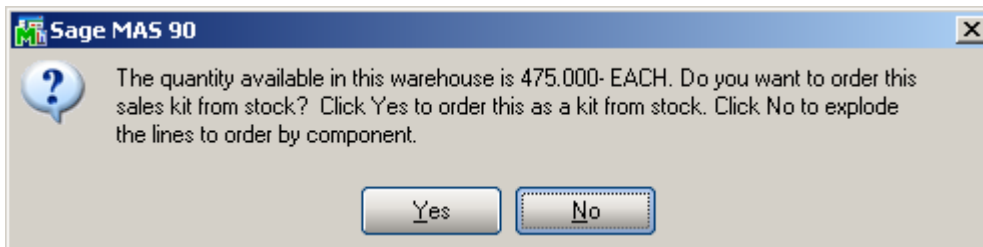
Example:



Click the **Bill of Materials Search** button to select a kit.



The following message box will be displayed.



Click **No**.

Enter **Quantity Ordered** and click **OK**.

Order Number 0000227

1. Header | 2. Address | 3. Lines | 4. Totals

	Item Code	Ordered	Back Ordered	Unit Price	Extension	Comment
1	D1400	2.00	.00	1,890.000	3,780.00	
2	D1000-BBW/LIGHT	4.00	.00	.000	.00	
3	D1000-LHDS	2.00	.00	.000	.00	
4	D1000-LOCK	4.00	.00	.000	.00	
5	D1000-RHDS	2.00	.00	.000	.00	
6	D2000	2.00	.00	.000	.00	
7	D2000-C	4.00	.00	.000	.00	

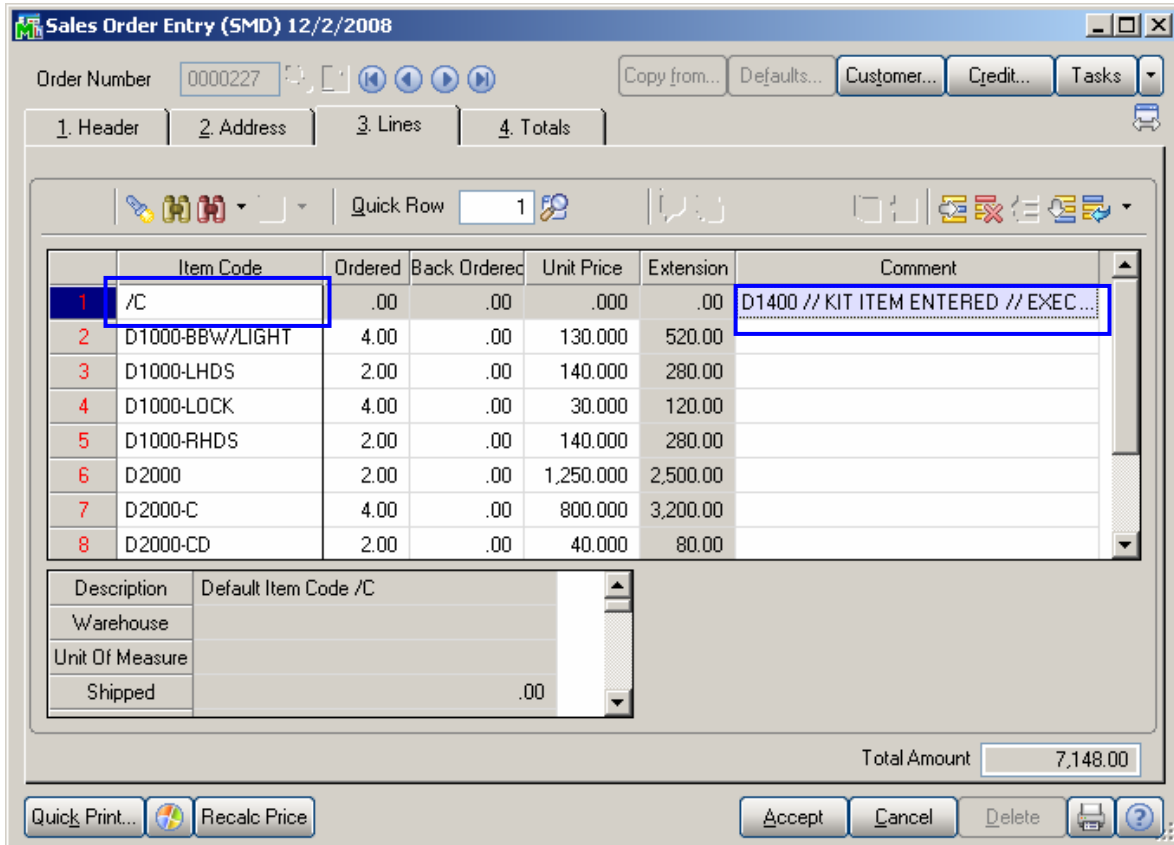
Description	EXECUTIVE DESK ENSEMBLE
Warehouse	002
Unit Of Measure	EACH
Shipped	.00

(Average Cost = 850.000) Total Amount 3,780.00

Quick Print... Recalc Price Accept Cancel Delete

When the **Present Sales Kit as a Set of Regular Items** checkbox in **Service Management Options** is unchecked, a Sales Kit Item will be shown as a line item with its appropriate unit price and line extension.

If the **Present Sales Kit as a Set of Regular Items** checkbox in **Service Management Options** is checked, a Sales Kit Item will be replaced with a comment line item, indicating sales kit item number and description.



All the kit components will be shown as regular line items with appropriate price and extension information.

Appendix

Installing from Zip of Self-extracting archive file

If the Enhancement is delivered as a Zip file, use WinZip or any one of the zip utilities to extract the CD image to your hard disk.

The Enhancement may be received as a self-extracting file. It will be named something like SMP_CD.EXE. Save that file to your hard disk, and run it (double-click its name). The Zip File Self-Extracting program will ask you where you want the files to be unzipped. We recommend that you point it to the same folder as your MAS 90. Example: Your MAS 90 is installed as F:\ACCT\MAS90. Unzip the files into the F:\ACCT folder. When finished, it should look like F:\ACCT\SMP_CD.

Find the SETUP.EXE in the extracted CD image folder, and run it. In our example, the path to the file would be F:\ACCT\SMP_CD\SETUP.EXE. Follow instructions on the screen.