

Ostendo[®] _____

7 Jobs Orders

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1. Introduction

Job Order coverage can range from small Jobbing Orders through to large 'Project' type activities. These can contain the following elements:

- Single or Multiple Task Related activities
- Resource (Labour, Heavy Plant, Machines, etc) Scheduling
- Visual Planning Board
- Ongoing Cost Accounting with full Job/Project Cost visibility
- Cost and Timeline projections
- Billing schedules and Retentions
- Multiple Jobs linked to single Project

This series of exercises will start off with the available invoicing options then proceed with a simple Job and progress through the various levels of complexity. We will conclude coverage of Job Orders by addressing the Job Calendar

2. Customers

If you have not been through the Customer Creation and Maintenance process (normally carried out in the Sales Training Exercises) then you should commence with this section, otherwise go to Section 3

2.1. Preparation

User-Maintained Tables: The following tables are used when creating Customer records. Take a look at them. There are some defaults already set up but you may wish to add more or amend the current records:

Mandatory Tables

The following three fields are mandatory and validated against a separate table when creating a Customer record. Within each Table, however, you can nominate a 'default' that will populate a Customer record when adding a new Customer record.

Customer Types: Segregates Customers into logical groups (e.g. Trade, Retail). You can maintain these via **Sales>Settings>Customer Types**

Tax Group: To facilitate Customer/Item Tax code evaluation. You can maintain these via **File>Financial Configuration>Credit Terms**

Terms: Days from (Invoice, EOM, End of Next Month) plus Early Payment Discount. You can maintain these via **File>Financial Configuration>Tax Groups**

Optional Tables

The following fields are optional and, when used, are validated against a separate table when creating or maintaining a Customer record.

Sales Regions: For Sales Analysis purposes. You can maintain Sales Regions via **Sales>Settings>Sales Regions**

Customer Codes: A Customer Code can be used to 'group' Customers within the same group (Example: Retail, Trade, etc). To maintain Customer Codes go into **Sales>Settings>Customer Codes**

Shipping Methods: This allows you to pre-define that Shipping Method applicable to the Customer and if the method is Taxable (along with the Tax Rate). To maintain Shipping Methods go into **Sales>Setting>Customer Shipping Methods**

Sales Person: You can allocate a default Salesperson to a Customer. This can be amended at Sales Order level if required. To create a Salesperson go into **Labour>Employees** and create an Employee. In the main Employee screen you can identify the Employee as being a Salesperson

Lead Source: This can be used for Sales Analysis purposes. To maintain Lead Sources go into **Sales>Settings>Customer Lead Sources**

Price Level: This is used in the Pricing function to determine the sell price of an Item or Descriptor based upon the Pricing Level held against this Customer. Examples of Pricing Levels are Retail, Trade, etc. To maintain Price Levels go into **Pricing>Settings>Price Levels**. The use of Price Levels will be covered in more detail later in this document

Rate Level: This is used in the Pricing function to determine the Charge Rate for a Labour activity based upon the Pricing Level held against this Customer. Examples of Rate Levels are Retail, Trade, etc. To maintain Rate Levels go into **Pricing>Settings>Rate Levels**. The use of Rate Levels will be covered in more detail later in this document

Invoicing Group: This is (optionally) used when generating and printing Invoices where you can restrict the batch selection to Customers within a specific Invoicing Group. To maintain Invoicing Groups go to **Sales>Settings>Invoicing Groups**.

Statement Cycle Code: Enables Statements to be printed relative to their 'cycle'. To maintain Statement Cycle Codes go to **Sales>Settings>Statement Cycles**

2.2. Create Customer records

Go into **Sales>Customers** and add a new Customer record. You will see that the created record is prefilled with the defaults identified in the previous section. These fields can be amended if required.

Having created the Customer record the following linked records can be created and maintained

2.3. Customer Additional Fields

There are two levels where Additional fields could be required against Customers:

- Global Fields that apply to ALL Customers (Example:- **Valued Customer** flag, etc)
- Properties that apply to some Customers (Example:- **Overseas Country**)

2.3.1. Global Additional Fields

Go into **File>System Configuration>Additional Fields** and click on the **'Add'** button. On the displayed line enter the following:

Module: Select **'Customers'**

Caption: Enter the Additional Field name (Example: Valued Customer)

Field Type: From the drop-down list select the format of the field. The options are:

- **Text:** Any data format can be entered in a Text field
- **Decimal:** Allows entry of numbers and decimals

- **Integer:** Allows entry of whole numbers only
- **Currency:** Shows Currency symbol and decimals as defined in Regional Settings
- **Yes/No:** Shows a checkbox which can be checked/unchecked
- **Date:** Contains a drop-down calendar for selection of a date
- **Time:** Displays format HH:MM:SS for entry of a time of day

Value List: This allows you to define any specific entries to which a drop-down list - during data entry - is restricted

'Save' the entry and 'Close' the screen when done

If you now go to the Customer screen (**Sales>Customers**) and click on the detail tab you will see a 'tab' (**Additional Fields**) in the centre-left of the screen. Click on this tab and enter some data into this field then 'Save' the record.

You can view these additional fields in the Customer 'List' view if required by going into the Customer's List screen and 'right mouse' in the centre panel. Select '**Customize List Fields**' from the displayed panel. (Note: If that option is not visible then go to **File>System Configuration>User Security and Options** and go to the '**User Options**' tab for the current User. 'Check' both the '**Save Grid Layouts**' and '**List Customising**' checkboxes.) On the displayed panel 'check' **Additional Field_1** and give it a '**Display Name**' of (say) '**Valued Customer**'. 'Save' the entry. The field will now display on the List screen where you can sort and filter as necessary.

2.4. Customer Contacts

You can have multiple Contacts against each Customer. To create these contacts click on the '**Related**' button and select '**Contacts**'. Alternatively you can go to **CRM>Contacts** and create the contacts via that screen using '**Contact Type**' = **Customer** and selecting this Customer under '**Company Name**'.

2.5. Delivery Addresses

You can have multiple Delivery Addresses against a Customer. Any one of these can be selected during Order entry and made specific to the Order. To create additional Addresses click on the '**Additional Physical Addresses**' in the main Customer screen

2.6. Customer Properties

This feature allows you to define a '**Property**' (Example: Corporate Status) and then link that property to selected Customers with a value that is specific to each Customer (Example: Gold, Silver, Bronze)

To demonstrate this, go into **General>Settings>General Properties** and select '**Customer**' from the drop-down under '**Module**'. Now add '**Corporate Status**' with Property Type of '**Text**' and the following entries - on separate lines - in the Property Values field (**Gold**, **Silver**, and **Bronze**). Click on '**Save**' and then '**Close**'

Now go to **Sales>Customers** and select the customer you created above. Click on the '**Related**' Button on the right of the screen and select '**Customer Properties**'. Click the '**Add**' button and:

- Add a line using property '**Corporate Status**'
- Select '**Gold**' from the drop-down under column '**Value**'
- 'Check' the '**Copy to Job Lines**' checkbox

2.7. Customer Images

You can add multiple images (pictures, drawings, maps, plans, etc) to a Customer record. These can be printed on all documents where the Customer is used. Go to **Sales>Customers** and select the Customer that you created above. Click on the **'Related'** Button on the right of the screen and select **'Customer Images'**. Click the **'Add/Edit'** button and:

- Give the Image a short Name
- Point the program to where the image is located on your computer network
- 'Check' the **'Copy to Jobs'** checkbox then **'Save'** and exit the screen

2.8. Customer Documents

You can add multiple documents to a Customer record. These can be printed along with all documents where the Customer is used. Go to **Sales>Customers** and select the Customer that you created above. Click on the **'Related'** Button on the right of the screen and select **'Customer Documents'**. Click the **'Add/Edit'** button and:

- Give the Document a short Name
- Point the program to where the document is located on your computer network
- 'Check' the **'Copy to Jobs'** box then save and exit the screen

2.8. History Notes

This function allows you to link multiple time-stamped notes to a Customer record. Against selected History Notes you can also add a dated reminder so that Ostendo will prompt you of the reminder once the date is reached. Go to **Sales>Customers** and select the Customer that you created above. Click on the **'Related'** Button on the right of the screen and select **'Customer History Notes'**. Click the **'Add'** button and:

- Enter some history notes
- 'check' the **'Follow-Up'** required checkbox and select a date from the adjacent drop-down calendar. **'Save'** the History Note and exit the screen
- To see the **'Follow Up'** in action you should first change the company by clicking on **File>Change Company** and selecting **DEMO** then sign in as **ADMIN/pass**. Repeat this and go back to company **'Training'**. Upon sign-in as **ADMIN/pass** the alert should present itself if the Follow-Up date is current
- Note: In the CRM Module if a 'Call' was raised and subsequently 'closed' against a Customer then any activity notes entered against that Call will be posted to the Customer's History file

3. Preparation

You may wish to address the following areas before creating a Job Order

Auto Numbering: You can nominate numbers from which the program auto generates an incremental number for Job Order identity. Go into **File>System Configuration>System Settings** then click on the **'System Numbering'** tab. The references under the **'Jobs'** Module will be addressed in this exercise in addition to the Sales Invoice

Job Types: Whenever a Job is created it is given a Job Type. This allows Ostendo to focus on what the Order applies to and how it is to be invoiced. If you go to **Jobs>Settings>Job Types** you will see that some Job Types have already been set up. These cover:

Job Style defines if the Order covers

- Customer Order (for Contracting, Jobbing, Consulting, etc)
- Customer Asset (normally for Warranty and/or Servicing)
- Company Asset (for Plant Maintenance or "In-house work)
- Rental (Equipment or Service Hire by Customer)

Invoice Style relates to how this Job is to be Invoiced. The options are:

Scheduled: Invoice(s) can be pre-defined in an Invoicing Schedule. The total value of the Schedule is based on either:

- The sum of the sell prices of the included Job Lines, or
- A Fixed Price

Actual: Based on Actual Usage incurred. This usage may be charged at Sell Price or Cost-Plus.

No Invoice: No Invoice required (Example: Plant Maintenance)

Job Rules: This allows you to define rules that apply to Job Orders. Go into **Jobs>Settings>Job Rules** and adjust the rules to suit your requirements. You should refer to the Help (**Help>Reference** then select **Jobs>Settings>Job Rules**) for assistance in what rules to apply.

Job Categories: User-defined categories that allow you to segregate Jobs for analysis purposes. For example:- Public, Council, Government, etc Go into **Jobs>Settings>Job Categories** and add couple of Categories

Tracking Codes: Enables lower-level tracking to main Job Status. This will be used when we go into the Job Calendar. For now go into **Jobs>Settings>Job Tracking** and add the following:

Tracking Code: **Scheduled** Description: **Service Engineer Scheduled**

Tracking Code: **On Site** Description: **Service Engineer On-Site**

Allocate a tracking colour to each Tracking Code

Lists: Lists are simply a User-defined List of Items, Descriptors, and Labour Codes that can be called up in Job Lines to facilitate 'batch' input when adding lines to the Job. Go into **Inventory>Lists** and you will a couple of pre-defined lists. We will reference these Lists during the course of our exercises

4. Functions used in Quotations and Job Orders

Go into **Jobs>Job Orders** and click the '**Add**' button. A panel will appear. Select Job Type '**Progress**'. (Note: This Job Type is maintained as described in 3. - above). Select Customer '**Jim Gold & Co Ltd**' then click the '**Create Order**' button

We will go into the fields in the Order Header in more detail later. For now click on the '**Lines**' tab to enter Job Order Lines

4.1. Adding and Maintaining Job Lines

Many options are available for adding lines to the Sales Quote or Order such as:

- Selecting from a user-defined List
- Selecting Items in batch
- Selecting Descriptors in batch
- Selecting multiple Lines from a Supplier Catalogue
- Selecting a single Item
- Selecting a single Descriptor
- Selecting a single Line from a Supplier Catalogue
- Selecting a complete Kitset of Items/Descriptors
- Configuring a 'Custom Product'

4.1.1. Selecting from a user-defined List

Click on the **List** button on the **Batch Entry** bar that is situated across the upper part of the screen. A panel is presented that displays all pre-defined Lists. These are user-defined Lists that enable you to make multiple selections and copy those selections to the Order. You will see that 2 Lists already exist in the database. You can create your own Lists via **Inventory>Lists**. Upon selecting a **List** a further panel will appear showing all lines in the List (Items, Descriptors, Labour). Select a couple of lines from the List and click the **Create Lines from Selected Contents** button. Each selected line will become a Sales Order Line in its own right.

4.1.2. Selecting Items in batch

Click on the **Items** button on the **Batch Entry** bar. A panel is presented that displays all Items (excluding those with status **Obsolete**) in Ostendo. You can select lines, and place them in the lower panel, by either

- 'double clicking' on the line, or
- single click on the line and click the **Add to Selected** button

In the lower panel you can now amend the required quantity.

Once the full Item selection has been made then click the **Create Lines from selected contents** button to add the lines to the Job Order

4.1.3. Selecting Descriptors in batch

Click on the **Descriptors** button on the **Batch Entry** bar. A panel is presented that displays all **Active** Descriptors that are designated 'for general purpose use'. You can select lines, and place them in the lower panel, by either

- 'double clicking' on the line, or
- single click on the line and click the **Add to Selected** button

In the lower panel you can now amend the required quantity.

Once the full Descriptor selection has been made then click the **Create Lines from selected contents** button to add the lines to the Job Order

4.1.4. Selecting multiple lines from a Supplier Catalogue

Click on the **Catalogue Items** button on the **Batch Entry** bar. A panel is presented that shows all Supplier Catalogues; select the Catalogue from which Items are to be extracted. (Note: If you have only one Supplier Catalogue then this (Catalogue Selection) step is ignored by Ostendo).

All Items in the selected Supplier Catalogue are now displayed. You can select lines, and place them in the lower panel, by either

- 'double clicking' on the line, or
- single click on the line and click the **Add to Selected** button

In the lower panel you can now amend the required quantity.

Once the full selection has been made from the Catalogue then click the **Create Lines from selected contents** button to add the lines to the Job Order

4.1.5. Selecting Templates

Templates are described in more detail later in this 'Job Orders' series of exercises. We will come back to this at that time.

4.1.6. Selecting a single Item

This can be used as an alternative to the above 'Batch' selection. Click on the 'Add' button located to the right of the screen. This will allow you to add details of a single line entry to be made in the lower part of the Order Line screen. From the drop-down against 'Line Type' select 'Item Code' then go to the next field ('Code') to select the specific Item from the drop-down list. All the remaining information (except the 'greyed out' fields) can be amended as required. For the purpose of this exercise select any Item.

4.1.7. Selecting a single Descriptor

This can be used as an alternative to the above 'Batch' selection. Click on the 'Add' button located to the right of the screen. This will allow you to add details of a single line entry to be made in the lower part of the Order Line screen. From the drop-down against 'Line Type' select 'Descriptor Code' then go to the next field ('Code') to select the specific Descriptor from the drop-down list. All the remaining information (except the 'greyed out' fields) can be amended as required. For the purpose of this exercise select any Descriptor

4.1.8. Selecting a single Line from a Supplier Catalogue

This can be used as an alternative to the above 'Batch' selection. Click on the 'Add' button located to the right of the screen. This will allow you to add details of a single line entry to be made in the lower part of the Order Line screen. From the drop-down against 'Line Type' select 'Catalogue Code' then go to the next field ('Code') to select the Catalogue from which Items are to be extracted. (Note: If you have only one Supplier Catalogue then this step is ignored by Ostendo). Having selected the Catalogue then all lines within that catalogue are displayed. Select the specific Catalogue Item that you want to add to the Job Order Line. All the remaining information (except the 'greyed out' fields) can be amended as required. For the purpose of this exercise select Item **PT-3220** from the 'Power Tools' Catalogue

4.1.9. Selecting from a complete Kitset of Items/Descriptors

A Kitset is a pre-defined 'kit' of Items and/or Descriptors that are sold as a single combined unit. To look at current Kitsets in Ostendo go to Sales>Kitsets where you will see a single Kitset '**SPARESKIT**'. If you wish to create your own Kitset then carry out the following:

- Create a Descriptor (*Inventory>Descriptors*) and give it a Descriptor Classification of '**The Descriptor is used as a Kitset Code**'.
- Go into *Sales>Kitsets* and 'Add' a new Kitset by selecting the above Descriptor
- Go into the '**Lines**' tab for the Kitset and add a couple of Items and Descriptors to the Kitset

Having created the Kitset (or using Kitset '**SPARESKIT**') then add it to the Job Order Line by going to the Job Order Lines screen and clicking the 'Add' button located to the right of the screen. This will allow you to add details of a single Kitset to be made in the lower part of the Order Line screen. From the drop-down against 'Line Type' select '**Kitset Code**' then go to the next field ('Code') to select the Kitset from current list of Kitsets. All the remaining information (except the 'greyed out' fields) can be amended as required.

4.1.10. Configuring a Custom Product

A 'Custom Product' is an Item that has had a Custom 'Script' designed against it. This script will be presented in the form of a series of questions requiring answers. Upon entry of all the answers the Custom Product 'generator' will configure the specific Product along with an evaluated Cost and Sell Price. This 'Custom Product' can then be processed through the Assembly Job process to facilitate its manufacture. Creation and Maintenance of Custom Products are covered under the 'Assembly Order' Training Exercises. Here we demonstrate how a Custom Product is used in a Job Order.

Click on the **'Add'** button located to the right of the screen. This will allow you to add details of a single line entry to be made in the lower part of the Order Line screen. From the drop-down against **'Line Type'** select **'Item Code'** then go to the next field (**'Code'**) to select Item **'OD-7001'** from the drop-down list. You will immediately be presented with a series of questions. Answer each question in turn (click the **'Answer'** button to post the answer). At the end of the configuration Ostendo will calculate a Cost and Sell Price for the specific answers.

Having configured the Product you will see that the field **'Code'** in the Job Order **'Lines'** screen contains a new icon. If you click on this Icon then the Custom Questions, along with your answers, will be displayed.

You should now click on the **'Related'** button to the right of the screen and select **'Create Required Assembly Orders'** from the list. This will bring up another panel where you will see the Custom Product in the list view. If you 'check' the **'Select'** checkbox against this line and then click on the **'Generate Orders for selected requirements'** button you will find that Ostendo will immediately create an Assembly Order to make this product. Go into **Assembly>Assembly Orders** to view the generated order

4.2. Additional Order Line Information

Dependent upon the type of Job Order Line being addressed the following additional information is available

4.2.1. Order Values Bar

Just below the upper multi-line panel you should see a bar titled **'Order Values'** which shows the current Planned Values in the Job Order. If you cannot see the Order Values Bar then go into **Jobs>Settings>Job Types** and - for the selected Job Type - 'check' field **'Display Values Bar'**.

Similarly you can click the drop-down against **'Order Values'** and select **'Actual Values'** to display the current 'Actual' values against the Job. If you cannot see the drop-down against **'Order Values'** then go into **Jobs>Settings>Job Types** and - for the selected Job Type - 'check' field **'Show Costs'**.

4.2.2. Line Info Band

Just above the lower detail panel you will see a band called **'Line Info'**. The following buttons are presented in this band where applicable:

Add-On Sales: If the Item has 'Add-On Sales' then this button will allow you to ask any 'Add-On Sales' questions and take orders for those 'Add-On' Items being purchased. To see this in action we will offer an extended Warranty.

Go into **Inventory>Descriptors** and add a new Descriptor **'Extended Warranty'**. Within that screen:

- Enter a Sell Price of **\$20**
- 'Check' the **'Sales Warranty Applies'** checkbox
- Select **36M-PANDL** from the drop-down list in the adjacent field

Go into **Inventory>Items** and select **WAGON-2189**. 'Check' the **'Add On Sales Apply'** checkbox and click on the adjacent **'Item Add-On Sales'** button. In the presented panel add the **'Extended Warranty'** Descriptor.

Finally, using the Job Order created above, add '**WAGON-2189**' to the line. The '**Add-On Sales Items**' button will be displayed. If you click on this button then you can offer the Add-On Sales Items for inclusion with this Order Line

Qty Break Pricing: If an Item or Descriptor has Quantity Break Pricing then this button will be presented which, when pressed, will show the Quantity Break details. To see this in action:

- Go into the Customer record that you created in Exercise 2. On the Customer '**Detail**' screen click on the '**Pricing and Invoicing**' tab then select '**Retail**' from the drop-down list under '**Pricing Level**'.
- Go into **Pricing>Item Pricing** and select '**WAGON-2189**' then click on the '**Detail**' tab. Add a new line with Price Level '**Retail**' and apply your own Price Breaks
- Finally, go back to the above Job Order and add '**WAGON-2189**' to the order line. The Qty Break Pricing button will now appear on the '**Line Info**' band

Alternate Items: If an Item has an Alternative Item referenced to it then this button is presented so that you can view information about that alternative. To see how this works let us suppose that Item **5000-2011** (Cat 6 Network Cable - 5 Metres) could be supplied as an alternative to Item **5000-2010** (Cat 6 Network Cable - 1.2 Metres). Go into **Inventory>Items** and select Item **5000-2010**. In the Detail view click on the '**Additional Inventory Settings**' button and 'check' the '**Alternate Item Available**' checkbox. Select Item **5000-2011** from the drop-down list in the field immediately underneath the checkbox.

Finally, using the Job Order created above, add '**5000-2010**' to the line. The Alternate Item button will now appear on the '**Line Info**' band.

Stock: If any Order Line is an Ostendo Item then this button will be displayed. It shows the current **On-Hand quantity** (in stock), **Available Quantity** (On-Hand + Supply - Demand) plus the Item's basic **Unit of Measure**. Clicking on this button will show further details.

4.2.3. Order Line 'Tabs'

Dependent upon the type of Job Order Line the following 'Tabs' will be presented

Line Source: Based upon the 'Line Type/Supply Method/Sourced By' combination this panel shows from where the line is provisioned. The following options are covered.

- Item Code/Internal - An Assembly Order will be raised to cover this demand
- Item Code/Purchasing - A Purchase Order will cover this demand
- Descriptor/Internal - No Order planned but internal Resource is scheduled
- Descriptor/Purchasing - A Purchase Order will cover this demand
- Catalogue Item - A Purchase Order from the Catalogue Supplier will be raised

You should note that you have the option to split the Line Source record to procure the line from multiple Sources. To do this click on the '**Add**' Button. This will create a new line into which you can add the new procurement source. You will also see a button '**Edit Source Quantities**' just above the created line. Clicking on this button brings up a separate panel for re-allocation of Order Line's quantities.

If you now select the Catalogue Item in the upper panel you will see that this line has a source linked to the Catalogue Supplier. If you click on the '**Related**' Button to the right of the screen then select '**Create Required Purchase Orders**' a screen will be presented for you to convert the Purchased '**Source On Demand**' Lines into physical Purchase orders. Try converting the above Catalogue Item ('Check' the **Select** checkbox and click the '**Generate Orders for selected requirements**' button). If you return to the '**Line Source**' tab you will see the Purchase Order reference appears in the last field.

Line Properties: Any specific property values held against an Item, Descriptor, Kitset, or Catalogue Item are copied to the Job Order Line. You have the option to amend or delete current properties or even add new properties.

To see this in action you should first create the 'Property' via **General>Settings>General Properties** and add '**Voltage**' with Property Type of 'Text' and the following entries - on separate lines - in the Property Values field (**115 Volts**, and **230 Volts**). Click on '**Save**' and then '**Close**'

Now go to **Inventory>Items** and select Item **485-2267** (Internal Downlight 100 Watt). Click on the '**Related**' Button on the right of the screen and select '**Item Properties**'. Click the '**Add**' button and:

- Add a line using the above property
- Select the Voltage from the drop-down list
- Select the specific Voltage from the drop-down under column '**Value**'
- 'Check' the '**Copy to Job Lines**' checkbox

The selected property and value will accompany the Item whenever it is used in a Sales Order. To demonstrate this go into the Job Order that you were using above and select the '**Lines**' tab and add an Order Line for the above Item. Click on the 'Line Properties' tab and the Properties will have been copied from the Item **485-2267**. You will see the 'Line Properties' appear on the '**Line Info**' bar

Planned Variants: This is visible if the line covers an Item that has 'sub-level' variations of Colour, Size, or Grade. You can define the specific variants required against this Sales Order Line by clicking on the 'Add' button and entering the variants. The total quantity of sub-level variants must equal the Line Quantity. To see this in action you should go into **Inventory>Items** and select Item **485-2268** (Internal Spotlight 250 Watt). 'Check' the '**Colour**' checkbox in the '**Detail**' screen. Click on the '**Colours**' Button to the right of the checkbox and add colours '**Red**' and '**Green**'. Close out of the Item, screen and then go to the Sales Order that you were using above and select the '**Lines**' tab and add an Order Line for Item **485-2267**. Click on the 'Line Variants' tab and enter the quantity of each variant required in the Job Order.

Actual Issues: If you click on this tab then you can Issue the lines. You should note, however that:

- For Stock Items this requires entry of a quantity and a Warehouse/Location. This is defaulted to that held against the Item but can be amended. If the Item has 'variants' (Serial Number, Lot Number, Colour, Grade, etc) then this must also be selected from a list of current stocked variants. To look at the current list click on the 'spyglass' icon to the right of the **Qty** field
- For non-stock Items (Descriptors, Kitsets, Catalogue Items) it is simply a pick date and quantity

Kit Contents: When a Kitset is copied to the Job Order Line its content is shown here. The quantity per kit against each Line can be amended if required. The actual Issue of the Kit is carried out via the 'Picked Lines' tab. If you go into **Sales>Kitsets** you will see that a kitset has already been entered. Click on the '**Lines**' tab to view the 3 entries that comprise the Kitset. Go to the Job Order that you were using above and select the '**Lines**' tab and add an Order Line. In the drop-down under '**Line Type**' select '**Kitset Code**' then select the Kitset from the dropdown under '**Code**'. You will see that the tab '**Kitset Contents**' will now be displayed on the Line Info bar. Click on this to view the content of the Kit

Warranty: This enables you to adjust planned Warranty records that may exist against this Line or add new Warranty records as required.

To see this in action go into **Service>Warranty Definitions** and view the current Warranty Codes that are in Ostendo. Add your own as required. Now go to into **Inventory>Items** and select Item **1800-2190** (Rear Wheel Assembly). 'Check' the **'Sales Warranty Applies'** checkbox in the **'Detail'** screen. Click on the drop-down to the right of the checkbox and select one of the Warranty definitions then **'Save'** the record.

Go to the Job Order that you were using above and select the **'Lines'** tab and add an Order Line and select Item **1800-2190**. If you click on the **'Warranty'** tab you will see that the Warranty definition has been copied to the Job Order Line. You can amend this, or add new Warranty records that will be specific to this Order Line.

'Pick' the line as described above then go to **Service>Warranty List** where you will see that a Warranty record has been generated for this Job Order.

4.2.4. Order Line Notes

At the bottom of the **'Lines'** screen there is space to put unlimited Notes that apply to the Order Line. If you click in the Notes area you will see two Icons appearing in the top-right of the field.

If you click on the first Icon then the Notes filed will occupy a much larger area so that you can see the full content of your notes.

Before we go to the second Icon go to **General>Frequently Used Text** and create a common Text Message such as **"This Item comes with a 36 Month Warranty covering Parts and Labour"**. Having done that go back to the Job Order Line and click on the second Icon. A separate screen will appear showing the Frequently Used Text message that you have just created. If you **'double click'** on the selected text, to highlight it and click the **OK** button the text will be copied to these Notes.

5. Invoicing Options

Ostendo provides the following Invoicing Options:

- Invoicing Schedule linked to Planned Activities
- Invoicing Schedule linked to Fixed Price
- Invoice what was actually used
- No Invoice

The Invoice option is initially defined at the Job Type level. Go into **Jobs>Settings>Job Types** where you will see six Job Types already defined where each has an **'Invoice Style'** linked to it. We will refer to this during the following exercises.

5.1. Invoicing Schedule linked to Planned Activities

Go into **Jobs>Job Orders** and click the **'Add'** button. A panel will appear. Select Job Type **'Progress'** (This has an Invoice Style **'From Schedule'** linked to it) and select Customer **'Jim Gold & Co Ltd'**. Click on the **'Create Order'** button to generate the Job Order. You will see, to the bottom-right of the **'Detail'** screen a section headed **'Job Values'**. We will be concentrating in this area during our analysis of the Invoicing Options

Go into the **'Lines'** tab and add a single line with Line Type: **Descriptor Code**, Code: **GENERAL TIME**, and Order Qty: **10** Note: This action is simply to create a Job Order containing a reasonable invoicable value.

If you now go back to the Job **'Detail'** tab you will see (in the **Job Values** area) that the Ordered Nett Value is **\$750** (Calculated from **10Hrs** of **'GENERAL TIME'** at **\$75** per hour)

Within this '**Job Values**' area, click on the '**Job Invoices**' button. This will bring up a new screen for you to generate a '**Planned**' Invoice schedule for the **\$750**. (Note: you can also access this screen via **Jobs>Job Invoices**).

The screen shows the current **Total Job Value** and the **Unscheduled Job Value** (i.e. The amount that has yet to be included in a Planned Invoicing schedule).

5.1.1. Retentions

Before we create an Invoicing Schedule let's look at the '**Detail**' screen. You will see that you have the option to identify a **Retention %** such that each Invoice generated will have the identified percentage withheld until a later date. Let us now prepare for holding a Retention.

Go into **Inventory>Descriptors** and create a new entry '**Retention**'. The main reason for using a Descriptor is that its Tax Group combined with the Customer's Tax Group identifies the Tax Code (and therefore the Tax Rate) that will be charged. Save the record and then return to the Job Invoice '**Detail**' screen for the above Job.

Enter (say) a **Retention%** of **10%**. Choose a Retention Date of (say) **3** months into the future, and select **Descriptor** '**Retention**' that you have just created. Save the record and click on the '**Invoices**' tab and we will now generate an Invoicing Schedule.

5.1.2. Invoicing Schedule

Go into **Inventory>Descriptors** and create a new entry '**Scheduled Invoice**'. As above, the main reason for using a Descriptor is that its Tax Group combined with the Customer's Tax Group identifies the Tax Code (and therefore the Tax Rate) that will be charged. Save the record and then return to the Job Invoice '**Invoices**' screen for the above Job.

Click the '**Add**' button and a scheduled invoice will be generated in the lower part of the screen. Under field '**Code**' of the generated record select '**Scheduled Invoice**' then '**Save**' the record. Let's now have a look at what has happened:

- A single Scheduled Invoice has been generated. I.e. It is still only '**Planned**' and has not yet been physically created.
- Its Value is **\$750** which represents **100%** of the total Job Value
- The **Unscheduled Job Value** field has been reduced to zero
- It has Descriptor '**Scheduled Invoice**' which will print out on the actual Invoice ***

*** You should note that there 3 options available to define what is printed out on the Invoice. Click on the '**Invoice Line**' tab and let's look at these.

Use the Descriptor. This will print Descriptor '**Scheduled Invoice**' along with its Description and Line Comments

Use the Descriptor with additional Breakdown. This will print Descriptor '**Scheduled Invoice**' along with its Description and Line Comments. It will also print the contents that you have added via the '**Lines for Printing Only**' tab. The additional lines are for information only and will not affect the value of the Invoice.

Use the Descriptor with additional Breakdown. This will not print Descriptor '**Scheduled Invoice**' but will only print the contents that you have added via the '**Lines for Printing Only**' tab. Although the additional lines are for information only you should ensure that the total value of the lines equals the Invoice claim amount. Fields are available on the '**Lines for Printing Only**' screen to help you with this task.

Select the option that you are going to use for this scheduled Invoice.

Before you generate the physical Invoice go back to the **'Schedule'** tab and change the percentage in field **'Plan %'** to (say) **10%** then **'Save'** the record. You will notice that the **'Plan Value'** will reflect the reduced percentage and the residual amount will re-populate the **'Un-Scheduled Job Value'** field. Note: You may optionally amend the **'Plan Value'** rather than the **'Plan %'**

If you click the **'Add'** button a second Scheduled Invoice using the **'Un-Scheduled Job Value'** will be generated. Under field **'Code'** select **'Scheduled Invoice'** then **'Save'**. You now have 2 'Scheduled' Invoices. However they both contain the same **'Plan Date'** so click on the drop-down calendar against the second Scheduled Invoice and amend the date to (say) **2** weeks from today. As previously stated you have only created an Invoicing Schedule for the Job, so now let's create an Invoice.

5.1.3. Generating the Invoice

There are two ways that Invoices can be generated:

- From within the above screen
- Batch Invoicing function.

We will use the first option to generate the Invoice. The second option will be addressed later in this exercise.

In the **'Schedule'** tab select the first Scheduled Invoice then click on the **'Create Pending Invoice'** button. This will generate an Invoice Number which will populate the **'Invoice No'** field. Note: The Invoice has still not been printed so you can delete the generated Invoice Number by clicking on the **'Delete the Scheduled Invoice'** button.

Now click on the **'Print Selected Invoice'** button situated to the bottom-left of the screen. By printing the Invoice you have now generated financial information and cannot now 'Delete' the Invoice. You can, however, click the **'Generate a Credit for the Selected Invoice'** button.

If you look at the generated Invoice you will see that:

- The Invoice lines reflect the print layout option you defined in 4.2.1.2
- If you have defined that Retentions are to apply to the Schedule (as defined in 4.2.1.1.) then, at the bottom of the Invoice, you will see a Retention statement and amount.

5.2. Invoicing Schedule linked to Fixed Price

This again uses an Invoice Style of **'From Schedule'** but uses a manually entered value as the Price against which the Schedule is Generated.

'Go into **Jobs>Job Orders** and click the **'Add'** button. A panel will appear. Select Job Type **'Progress'** (This has an Invoice Style **'From Schedule'** linked to it) and select Customer **'Jim Gold & Co Ltd'**. Click on the **'Create Order'** button to generate the Job Order. You will see, to the bottom-right of the **'Detail'** screen a section headed **'Job Values'**. In that area you will see a Checkbox called **'This is a Fixed Price Job'**. If you 'check' that box then the adjacent field **'Nett Value'** will become active into which you can enter a value. Therefore enter a value of (say) **\$1000**. If you now click on the **'Job Invoices'** button you will see that field **Total Job Value** and the **Unscheduled Job Value** are populated with the Nett Value. The Invoicing Schedule as described above can now be generated using this Value as the basis.

5.3. Invoicing for Actual Time and Material

Go into **Jobs>Job Orders** and click the 'Add' button. A panel will appear. Select Job Type 'Standard' (This has an Invoice Style 'From Actual Entries' linked to it) and select Customer 'Jim Gold & Co Ltd'. Click on the 'Create Order' button to generate the Job Order.

Go into the 'Lines' tab and add a single line with Line Type: **Descriptor Code**, Code: **GENERAL TIME**, and Order Qty: **10** Note: This action is simply to create a Job Order containing a reasonable invoicable value.

If you now go back to the Job 'Detail' tab you will see (in the **Job Values** area) that the Ordered Nett Value is **\$750** (Calculated from **10** hrs of 'GENERAL TIME' at **\$75** per hour)

Within this 'Job Values' area, click on the 'Job Invoices' button. This will bring up a new screen that shows the current **Total Job Value** and the **Unscheduled Job Value**. These currently display **0** because we have not carried out any 'Actual' Bookings. Note: You can use the above 'Planned' value for Quoting and Estimating purposes but it has no effect on what you actually invoice.

5.3.1. Retentions

As with a 'From Schedule' Style Invoice you can identify any Retentions that will apply to each Invoice. See 5.1.1.

Close the 'Job Invoices' screen and go back to the Job Order that you created in 5.3.

5.3.2. Record 'Actual' Bookings

There are 3 methods by which you enter Job 'Actuals':

- Highlight the Job Line and Issue against the Line
- Click on an 'Issues' button on the Batch Entry bar of the Job Lines screen
- Go to **Jobs>Job Transactions** and issue the lines

Option 1. Highlight the Job Line and Issue against the Line

Go to the 'Lines' tab of the Job Order and highlight 'GENERAL TIME' in the upper part of the screen. In the lower part of the screen click on the 'Actual Issues' tab. If you now click the 'Add' button a new 'Actual' line will appear in the lower panel. Let's have a look at what this contains.

Qty. This is the Actual quantity that is issued to the Job. In our example enter a quantity of **6** and 'Save' the record. If this line was an Item that had 'sub-level' variants (Colour, Size, Serial Number, etc) then you should click on the 'spyglass' icon and select the specific variant from the displayed list.

'Add' another line but this time enter a quantity of (say) **3** but don't save the entry until we have looked at other fields in the line.

Unit Cost. You have the option to amend the Cost of the booking if it is different to the current cost held against the record

Charge Style. By default the charge Style is 'Chargeable'. However there are three variation of non-charge Styles. They can be selected from the drop-down list. These are:

- **Warranty;** If you select this Charge Style then you should also select the linked Warranty from the drop-down list under field 'Non-Charge Code'. Warranties are taken from the list displayed under **Service>Warranty List**.
- **Contract:** If you select this Charge Style then you should also select the linked Contract from the drop-down list under field 'Non-Charge Code'. Contracts are maintained under **Sales>Recurring Invoices**

- **Non-Charge:** If you select this Charge Style then you should also select the linked Cost Centre from the drop-down list under field '**Non-Charge Code**'. Cost Centres are maintained under **General>Cost Centres**

In this exercise select '**Non-Charge**' under '**Charge Style**' and (say) '**Warranty Costs**' under '**Non-Charge Code**'

Option 2. Click on the 'Issues' button on the Batch Entry bar

Go to the '**Lines**' tab of the Job Order and click on the '**Issues**' button on the '**Batch Entry**' bar. On the displayed panel you could prefill all 'planned' lines by simply clicking on the '**Prefill Issues**' button but what we are going to do is issue a Line to the Job that was NOT planned.

Click on the '**Add**' button and a new line will be presented in the main display. Make sure that the '**Line Type**' is '**Item Code**' and then select (say) **1500-2188** (Yellow Paint) with quantity **6** then '**Save**' the record. Click the '**Update Job with the Issues above**' button to the bottom of the screen. Upon confirming the bookings you will be taken back to the Job Lines screen where Item Code **1500-2188** will be displayed with a Planned **Order Qty** of 0 and an **Actual Qty** of **6**

Note: You can also click the '**Add**' button and issue a Descriptor or Item that was not planned for the Job Order. You will find that this will add a Job line but the **Order Qty** (The quantity that was planned) is **0** and the **Actual Qty** is the quantity that you have just issued. If the Job Invoice Style is '**From Actual Entries**' then this issue will be Invoiced

Option 3. Using Job Transactions

Go into **Jobs>Job Transactions** and create a new Batch. '**Save**' the Batch header and click on the 'Lines' tab. Click on the '**Select Job for Prefilling Issues**' button and then select the Job that you created above. It will display the 'Planned' quantity for the '**GENERAL TIME**'. You can alter this to reflect the 'Actual' time being booked. Note: You can also '**Add**' a new line and book 'Actuals' that were not Planned for the Job. Upon completion of the actual entries go to the '**Detail**' tab and click on the '**Post all Issue Entries**' button

If you go back to the Job '**Lines**' screen then you will see all the above 'Actual' values have been posted to the Job. Now click on the '**Detail**' tab so that we can generate the Invoice

In the Job '**Detail**' tab you will see (in the **Job Values** area) that the Ordered Nett Value is **\$750** (Calculated from **10Hrs** of '**GENERAL TIME**' at **\$75** per hour). You will also see that the 'To Be Invoiced' value comes from the Actual Bookings.

Within this '**Job Values**' area, click on the '**Job Invoices**' button. This will bring up a new screen for you to generate the Invoice. (Note: you can also access this screen via **Jobs>Job Invoices**). You will see that the current **Total Job Value** is the value of the Planned Lines and the '**To Be Invoiced**' amount is the current 'Actuals'. You could generate the Invoice in a similar manner to that carried out above but we will introduce a new function at this point

5.3.3. Invoice Approvals

Some businesses need to assess the Actual Bookings and 'Approve' then prior to generating the Invoice. To do this you should set up Ostendo as follows:

- Go to **Jobs>Settings>Job Rules** and 'check' the **'Invoice Approvals'** checkbox then **'Save'** the change. This means that ALL Planned Invoices (Scheduled or Actual Qty Style) must be approved before they can be generated into physical Invoices.
- If you go into **File>System Configuration>User Security & Options** and then highlight the User and click on the User Options tab you will see a checkbox called **'Allow Approvals'**. Make sure that this is 'checked'. This means that this User is allowed to Approve Invoices.

Now go to **Jobs>Job Pending Invoices** where you will see all 'planned' (Scheduled) and 'pending' (Actual Quantity) Invoices up to the current date are displayed. Amend the date to (say) 4 weeks in the future. You will see that the second Scheduled Invoice will now be presented. For each displayed Invoice click on the **'Details'** tab and 'Approve' the entry.

5.3.4. Generating the Invoice

As demonstrated earlier you can go into each Job and print the Invoice for the individual Job. What we are going to do now is generate a 'Consolidated' Invoice.

Go into **Sales>Customers** and select **'Jim Gold & Co Ltd'**. Go to the 'Detail' view and click on the **'Pricing and Invoicing'** tab (half way down the right-hand column). Select **'Consolidate by Customer'** from the drop-down list under field **'Invoice Consolidation'**. This means that all planned Invoices will be consolidated into a single Invoice.

Now go to **Sales>Batch Invoicing** and click the 'Add' button. On the presented panel:

- Amend the **'To Date'** to be (say) 4 weeks from today.
- 'Check' the **'Include Job Orders'** checkbox
- Select **'Jim Gold & Co Ltd'** from the drop-down against **'Specific Billing Customer'**
- Click on the **'Create'** button to create the Invoice

On the presented panel you may add any Freight charges and amend Credit Terms. However, you will also see, in the bottom panel, that two Jobs have been included in this single Invoice. Each Job is given a **'Source No'**. If you now click on the 'Lines' tab you will see what is being Invoiced against which **'Source No'**. You have the option to 'Print' this Invoice from within the **'Detail'** view but we will use the Invoice Printing Function. Therefore **'Close'** the **'Batch Invoicing'** screen.

Go to **Sales>Batch Invoice Printing** and enter select **'Jim Gold & Co Ltd'** from the drop-down against **'Specific Customer'**, then click the **'OK'** button. On the panel that is presented you will see the Invoice that you have just generated. Select that Invoice and click the **'Print Current Invoice'** button. You have the option to bring the Invoice back to your screen. Note: If you select the **'Print All Selected Invoices'** button then the Invoice(s) will immediately print to your Printer.

If you view the Invoice you will see that it contains the multiple Jobs and each Job will have it's details printed.

5.3.5. Grouping and Summary Invoice Lines

There may be instances where you wish to group together similar lines such as Materials, Labour, or Miscellaneous activities. Also, within these groups, you may only wish to print a summary of the content (For example: All the various Employee Bookings can be displayed as a single charge line). To do this you should carry out the following:

Go into **General>Settings>Analysis Groups** and create a group called **'Labour'**. You will see three fields (Quote Form, Order Form, Invoice Form). Under each of these is a drop-down list that enables you to define the following options:

- **No Grouping:** All Lines in this Group will be printed
- **Header and Footer:** A Header containing the name of the Analysis Group will be printed followed by all Lines within the Group. At the end of the Group a Footer record will be printed showing a summarised total of the group content
- **Group Totals Only:** A single line will be printed showing the summarised total for the Group

For the purpose of this exercise select the following:

Quote Form: Header and Footer

Order Form: Not applicable to Job Orders (only Sales Orders)

Invoice Form: Group Totals Only

Now go into **Inventory>Descriptors** and select '**GENERAL TIME**'. In the '**Detail**' view select '**Labour**' from the drop-down list under field '**Analysis Group**'. Do the same against Descriptor '**MISCCHARGE**'

Go into **Jobs>Job Orders** and click the 'Add' button. Select Job Type '**Standard**' and select Customer '**Jim Gold & Co Ltd**'. Click on the '**Create Quote**' button (NOT the Create Order button) to generate the Job Quotation.

Go into the '**Lines**' tab and add:

A line with Line Type: **Descriptor Code**, Code: **GENERAL TIME**, and Order Qty: **50**

A line with Line Type: **Descriptor Code**, Code: **MISCCHARGE**, and Order Qty: **150**

If you go into the '**Detail**' view and click on the Quote 'Print' button you will see that each line is printed along with the 'Header' and 'Footer' of the Analysis Group. Whilst still in the '**Detail**' view click on the '**Convert Quote**' button and convert the quote to an Order.

Go into the '**Lines**' view and click on the '**Issues**' button in the '**Batch Entry**' bar then Issue both lines. Go back to the '**Detail**' view and click on the '**Job Invoices**' button then generate and print the Invoice. Note: You may find that the '**Create Pending Invoice**' button is 'greyed out' this is because 'Approvals' is switched on. Go into **Jobs>Settings>Job Rules** and switch this off.

On the printed Invoice you will see that the line is simply a summary of the Analysis Group '**Labour**'

5.4. Retention Invoice generation

If you go back to the Retention screen against the Invoicing Schedule you created in 5.3.1. you will see that you can simply print the Retention Invoice from that screen.

Alternatively, as the Retention has a Planned Invoice date held against it, you can generate it using the Batch Invoicing routine described in 5.3.4.

Using either of these methods print the Retention Invoice.

6. Creating and Monitoring a Quotation

6.1. Quotation Styles

Within Ostendo you can use any one of 3 pre-defined Quote Styles.

- **Formal:** This shows all Line information along with each line's Unit Price, quantity and extended Price. All this is summated into a single Quote Price
- **Letter Style:** This is in the forma of a Letter that contains an introductory text (such as "Thank you for giving us the opportunity....etc) followed by a single line showing the Quoted Price and ending in a 'footer' Text (such as "This Quote is valid for a period of 30 days.....etc)
- **Letter Style plus Job Line information:** A combination of the above two Quote Styles

In preparation for generating the various styles go into **General>Frequently Used Text** and make two entries such as:

Name: Quote Header

Text/Phrase: Thank you for giving us the opportunity to make a Quotation. I'm sure that you will find our quoted price very competitive.

Name: Quote Footer

Text/Phrase: This Quotation is valid for a period of 30 days from the above date. If you have any questions please feel free to contact us at any time.

6.2. Quotation Settings

Ostendo has default settings for a Quotation that will be used to prefill the Quote Layout. You can, of course, amend make changes when printing the Quote. Go to **Jobs>Settings>Job Rules** where you will see the following fields that relate to a Quote

Quote Expiry Days: The number of days that the quote will remain valid. Currently this is set to **30** but you can amend this if required

Default Quote Header Notes: From the drop-down list select the '**Quote Header**' that you created above.

Default Quote Footer Notes: From the drop-down list select the '**Quote Footer**' that you created above.

Default Quote Style: Leave this as '**Formal**'

Default Quote Print Lines: From the drop-down list select the '**Print Single Line**' that you created above.

Default Quote Line Description: Enter a short text such as '**We are pleased to offer a quote of:**'

'**Save**' the changes

6.3. Creating the Quotation

6.3.1. For 'Actual Qty' Invoice Style Jobs

Go into **Jobs>Job Orders** and click the '**Add**' button. Select Job Type '**Standard**' and Customer '**Jim Gold & Co Ltd**' then click the '**Create Quote**' button. Go into the '**Lines**' tab and add two lines:

Line Type: **Descriptor Code**, Code: **GENERAL TIME**, and Order Qty: **50**

Line Type: **Descriptor Code**, Code: **MISCCHARGE**, and Order Qty: **150**

then return to the '**Detail**' view.

You will see the following fields that are specific to a Quotation.

Quote Status: The Status is '**Quote**' and cannot be changed except by the program

Quotation Print Status: Field 'Quotation Print Status' has an adjacent button from which you can print the Quote
Quote Expiry: This is calculated from the System Date using the number of days set up in **Jobs>Settings>Job Rules**
Quote Opt: This allows you to adjust the content of the Quote.

Click on the **Quote Opt** button and a separate panel will be displayed. This shows the defaults that you set up above. Let us now look at the various Quote Styles that can be printed.

Formal: If you click on the '**Print Quote**' button then you will see the **Formal** style Quote. You should note that the lines are grouped by the Analysis Group you defined 5.3.5. Go into **General>Settings>Analysis Groups** and, against '**Labour**' Group click on the drop-down against field **Quote Form** and select to **Group Totals Only**. Re-print the Quote and see the difference in the display. You may wish to repeat the exercise and see the effect if the Analysis Group was set to '**No Grouping**'

Letter Style 1: Select '**Letter**' from the drop-down against '**Quote Style**' then '**Save**' the setting. If you now click on the '**Print Quote**' button then you will see the **Letter** style Quote.

Letter Style 2: You can see Style 2 by selecting '**Print Detail Lines**' from the drop-down under field '**Lines to Print**'. Now '**Save**' the setting and click on the '**Print Quote**' button. You will see that this is a combined '**Formal**' and '**Letter**' Quote

User: The 'User' style is available for your Administrator to create a radically different Style without affecting the 'Formal' or 'Letter' Quote Styles. Currently this contains a copy of the 'Formal' quote style.

6.3.1. For 'Schedule' Invoice Style Jobs

A Quote from a '**From Schedule**' Invoice Style Job Order has a slightly different Layout. In this instance it uses the Invoicing Schedule as the printed Lines on the Quote rather than the actual Job Lines. To demonstrate this go into the '**Detail**' screen and amend the Invoice Style to '**From Schedule**'. Because it is printed from an Invoicing Schedule you should first create the schedule as described in 5.1.2. then return to the '**Detail**' screen

Click on the **Quote Opt** button and let's have a look at the Quote Styles that can be printed for a 'From Schedule' Invoice Style Job.

Formal: If you click on the '**Print Quote**' button then you will see the **Formal** style Quote. In this instance the details of the Quote is taken from the Invoicing Schedule you have just created

Letter Style 1: Select '**Letter**' from the drop-down against '**Quote Style**' then '**Save**' the setting. If you now click on the '**Print Quote**' button then you will see the **Letter** style Quote.

Letter Style 2: You can see Style 2 by selecting '**Print Detail Lines**' from the drop-down under field '**Lines to Print**'. Now '**Save**' the setting and click on the '**Print Quote**' button. You will see that this is a combined '**Formal**' and '**Letter**' Quote

6.4. Monitoring the Quotation

Various Reports and Views are available to monitor Quotes. Take a look at the following:

Reports: Go to **Jobs>Job Reports** and have a look at the following Reports

Job Quote Listing: Enter 'Expiry Date To' as yesterday to view expired Quotes
Job Quote Values Chart: Shows Converted, Current and Lost Quote values

Views: Go to **Jobs>Job Views** and have a look at the following.

Analysis - Job Orders: Select 'Order Status' 'Lost' and/or 'Quote'

Customer Analysis: Select 'Order Status' 'Lost' and/or 'Quote'

Go to **Help>Reference** and select **Global Options>Views Analysis Options** where you will find guidance as to how the Analysis View can be manipulated to give you the results you want.

6.5. Converting the Quotation

A Quote can either be converted into a Job Order or can be flagged as 'Lost'.

6.5.1. Convert to a Job Order

Go into the Quote you created above and, in the 'Detail' view click on the 'Convert Quote' button. On the presented panel 'check' the 'Converting to Order' Radio button then click the 'OK' button. The Quote will be immediately converted to a Job Order with status 'Open'

6.5.2. Convert to a 'Lost' Status

When converting a Quote into a 'Lost Quote' you are required to select a reason why the Quote was lost. These reasons are user maintained by going into **General>Settings>Quote Lost Reasons**. Go into that screen and add a couple of reasons to the current list.

Now create a Job Quote as described in 6.3. In the 'Detail' view click on the 'Convert Quote' button. On the presented panel 'check' the 'Quotation is Lost' Radio button. The field underneath will become active where you can select the reason why it was lost from the drop-down list then click the 'OK' button. The Quote will immediately be given a status of 'Lost'.

7. Receiving an Item from a Job Order

This feature allows you to receive an Item from a Job Order and is primarily focused on the Repair and Refurbishment environment. The Item to be Repaired, Refurbished or Upgraded can (optionally) be issued to the Job and additional work recorded. The Item is then returned to Inventory along with the additional costs.

Some industries (Example: Boat refurbishment) maintain the Sell Price of the product as the Inventory Value. Therefore Ostendo provides a User-defined option to value this Item in Inventory at Cost or at its Sell Price

Let's see how this works.

7.1. Preparation

Job Type: Go into **Jobs>Settings>Job Types** and create a Job Type 'Refurb'. It should have an 'Invoice Style' of 'No Invoice' and the 'Create an Item' checkbox should be 'checked'. You should also note that you can define how the Item is valued (Cost or Price) under field 'How Item is Valued'

Item: Go into **Inventory>Items** and create an Item 'Boat'. Ensure that it is flagged as Serial Number Controlled. Next go into **Inventory>Inventory Adjustments** and create a new batch. Add this Item and receive (say) 1 into stock. (You will need to enter a Serial Number)

7.2. Adding the 'Received' Item to the Job

Go into **Jobs>Job Orders** and create a Job using the above Job Type **'Refurb'**. Go into the **'Lines'** tab and click on the **'Issues'** button in the Batch Entry Bar. You can now issue the **'Boat'** to this Job. You should also issue (say) **10** hours of Descriptor **'GENERALTIME'**.

Go back to the **'Detail'** panel and 'check' the **'Create an Item'** checkbox and then click on the adjacent **'Item Info'** Button. Enter Item **'Boat'** along with the Serial Number that you just issued to this Job.

You should note that the Item is automatically received back into Inventory at the time the Job Order is **'Closed'** therefore change the Job **'Status'** to **'Closed'** and **'Save'** the record.

If you now go into **Inventory>Inventory Availability** you will see that the **Boat** has been both issued to the Job and received from the Job. If you now go into **Pricing>Item Costing** you will see that the Cost of the Item has been adjusted to take account of the additional work

8. Jobs and Task Names

Let us commence this exercise by repeating what you did in Exercise 4. I.e. Go into **Jobs>Job Orders** and clicking the **'Add'** button. A panel will appear. Select Job Type **'Progress'**. Select Customer **'Jim Gold & Co Ltd'** then click the **'Create Order'** button. Add a couple of lines as described in 4.1.

If you look more closely at the Lines you will see that EVERY line in a Job Order is linked to a **Task**. A Task is simply a description of what actions are required using the Item(s), Descriptor(s), and/or Labour Code(s) linked to the Task. The Lines that you have just created you have been allocated to Task **'Job'**. Lets have a look at Tasks in more detail and how they are used

8.1. Creating Task Names

Go to **Jobs>Settings>Task Names** where you will see a pre-defined list of Tasks. You should also see that the Task **'Jobs'** has been defined as the 'Default' meaning that it will be used if no other Tasks are defined when creating a Job. Add a Task of your own (Example: **Commissioning**)

Go back to the above Job Order and, in the **'Detail'** view, click on the **'Job Tasks'** button. A panel will appear showing details about Tasks used in this Job. Click the **'Add'** button and add the Task that you have just created. **'Save'** the entry and exit the **'Job Tasks'** screen. (We will come back to this screen in later exercises.). Go into the Job's **'Lines'** view and add Item **110-2039** (Washer-Stainless Steel-14mm). In the lower part of the screen click on the drop-down against field **'Task'** and select the second Task that has been included in this Job

Go back to the **'Detail'** view and click on the **'Print'** button against **'Job Sheet Status'**. On the generated Sheet you will see that the Order Lines are segregated into the Tasks where they are to be used.

9. Jobs and Task Bills

A Task Bill is a pre-defined list of materials, Descriptors and Labour activities. This is often referred to as a 'Schedule of Quantities'. It is used as the basis for adding a known Activity to a Job Line. The Task Bill has Header Information plus details lines that make up the Schedule of Quantities.

The following will go through creating Task Bill called **'Replace Wheel'** then creating a Job using this Task Bill

9.1. Creating a Task Bill

Go into *Inventory>Descriptors* and create two Descriptors:

Descriptor 1: Create a Descriptor called **'Callout Charge'** and complete the following fields:

Unit: '\$'
Description: **Standard Callout Charge**
Std Sell Price: 20

Descriptor 2: Create a Descriptor called **'Replace Wheel'** and complete the following fields:

Unit: **'Each'**
Description: **Replace Wheel on Car**
Std Sell Price: 40
'Check' **'The Descriptor is used as a Task Bill Code'** Radio Button

'Save' the records and exit the Descriptor screen

Go into *Jobs>Task Bill* and click on the **'Add'** button. In the displayed panel select **'Replace Wheel'** from the drop-down list. You will see that the **'Standard Sell Price'** will come from the Descriptor record. We now need to identify what Materials and Labour we will use within this Task Bill. Click on the **'Lines'** tab and enter the following:

Line Type: **Descriptor Code**, Code: **Callout Charge'**, and Order Qty: **1**
Line Type: **Item Code**, Code: **300-2167**, and Order Qty: **4**
Line Type: **Labour Code**, Code: **LAB-SERVICE**, and Order Qty: **.25**

What this means is that the Sell Price (Invoice Price) of the Task Bill will come from the **'Replace Wheel'** Descriptor but the Costs (Cost of Goods) will come from the Actual Issues of the 3 lines within the Task Bill.

Note: In the **'Detail'** tab you have the option to calculate the Sell Price of the **'Replace Wheel'** Descriptor from the content in one of two ways:

- Use the Sell Prices of the Task Bill Content, or
- Use the Cost of the Task Bill Contents with an applied Markup

In either case the evaluated Sell Price will update the Base Sell Price in the **'Replace Wheel'** Descriptor record

9.2. Creating a Job Order using a Task Bill

Go into *Jobs>Job Orders* and click on the **'Add'** button. A panel will appear. Select Job Type **'Progress'** and select Customer **'Jim Gold & Co Ltd'**. **DO NOT** click the **'Create Order'** button yet because, in this instance, we are going to select a Task Bill before generating the order.

Click on the **'Task Information'** tab at the top of the Job Order Creation screen. You will see that it is prefilled with the 'Default' Task Name. As mentioned above this is merely a description of the Task's activities. If you look to the second line you will see a field **'How Job Lines are related to this Task'**. If you click the drop-down you will see two options:

Multiple Lines can be linked to this Task: This is the default and when used allows you to add any number of lines to this Task. This option is what you have been using up to now

A Single Task Bill is linked to this Task: If this option is selected then the '**Task Bill Code**' field underneath becomes active. You can link a Single Task Bill to a Task. From the drop-down list select Task Bill '**Replace Wheel**'. Now click the '**Create Order**' button

You will see in the generated Job Order that the Order Value will be the Sell Price held against Descriptor '**Replace Wheel**'. If you click on the '**Lines**' tab a single line whose '**Line Type**' is '**Task Bill Code**' is displayed. You will also see - in the lower part of the screen - the following information directly related to Task Bills

- A new Tab '**Task Bill Contents**' is shown. If you click on this then you can amend the content and make it specific to this Order.
- A new Tab '**Task Completions**' is shown. This allows you to define when the Task is complete and therefore (in an 'Actual Qty' Style Job) make it available for Invoicing.
- The '**Actual Issues**' tab allows you to enter details of what issues have been made against the Task Bill's Components.
- The '**Job Line**' tab allows you to amend the Sell Price (if your User record **File>System Configuration>User Security & Options** allows you to do this) by adjusting:
 - The Cost (calculated from the content or manually entered - subject the checkbox '**Unit Cost is calculated from Contents**' is 'checked' or not)
 - The Margin/Markup calculated from the entry in those two fields. This can be manually amended by 'checking' the '**Price is changed with Cost, Markup or Margin**' checkbox.
 - You can go directly into the '**Unit Price**' field and overwrite the Sell Price

In summary, the Task Bill Descriptor defines the **Sell Price** for the Job Line whereas the contents of the Task Bill, when issued, determine the **Cost** of that line

10. Jobs and Templates

A Template is a pre-defined Job Order collection of Tasks, Task Lines and Resources. A Template is - optionally - selected when creating a new Job; the copied contents can then be amended as required.

The following will take you through an existing Template and then creating a Job using the Template

10.1. Creating a Template

To create a Template you should go to **Jobs>Templates**. You will see that a Template '**ComputerNetworking**' currently exists. Select this and go to the '**Tasks**' tab. Here you can see four Tasks that have already been entered. We will use this Template shortly but, for now, let us create a Template.

10.1.1. Let us first create a new Task Name

Go to **Jobs>Settings>Task Names** and add the following Task Name

Task Name: **Ostendo Training**
Description: **Train User in Ostendo**
Department: Select '**Administration**' from drop-down

10.1.2. We will now create a new Task Bill

Go into **Inventory>Descriptors** and create a Descriptor called **'Training'** and complete the following fields:

Unit: **'Each'**

Description: **Carry out Training**

Std Sell Price: **100**

'Check' **'The Descriptor is used as a Task Bill Code'** Radio Button

10.1.3. Go into **Jobs>Task Bill** and click on the **'Add'** button. In the displayed panel select **'Training'** from the drop-down list. Click on the **'Lines'** tab and enter the following:

Line Type: **Descriptor Code**, Code: **GENERAL TIME**, and Order Qty: **2**

10.1.4. Go to **Jobs>Settings>Templates** and add the following Template Name

Template Code: **Detailed Training**

Description: **Train User in Ostendo**

Go to the **'Tasks'** tab and click the **'Add'** button then add the Task Name **'Ostendo Training'**. Amend the field **'How are Invoice Lines created'** to refer to a single Task Bill and then select **Training**.

10.2. Creating a Job Order using a Template

Go into **Jobs>Job Orders** and clicking the **'Add'** button. A panel will appear. Select Job Type **'Progress'** and select Customer **'Jim Gold & Co Ltd'**. You will see under the Customer a checkbox called **'Use a Template for this Job'**. 'Check' this and select **'ComputerNetworking'** from the drop-down in the adjacent field. A panel will be presented from which you can select the specific Tasks to be added to this Job. Select all the Tasks and click on the **'Create Order'** button.

In the generated Order you will see that the selected Tasks from the Template have been copied along with all the Lines in each Task.

If you go into the **'Lines'** tab you can see - on the **'Batch Entry'** bar - that there is a button **'Templates'**. If you click on this you can add more Templates to this Job Order to create a more complex Job. Click on the **'Template'** button and select **'Detailed Training'**. You will see that you can build up a Job by selecting Tasks for multiple Templates.

11. Costs and Values

Job Costs and Values provide a comprehensive view of the current and projected status of a Job. It is dynamically built from each Job line and displayed at Task, Job and Project levels.

11.1. Task Costs and Values

Go into a Job Order and click on the **'Job Task'** button. On the presented panel highlight a Task and then click on the **'Task Progress'** tab in the lower part of the screen. This shows the following information relating to this Task

Costs:

- Task Planned and Actual Costs with simple evaluation of percentage complete based on these figures plus remaining cost to complete the Task
- Calculated Percentage complete based on each line within the Task (a more accurate completion assessment) with Projected final Task Cost. Facility is provided to temporarily override the calculated % percentage complete to re-assess the final Task Cost.

Hours:

- Task Planned and Actual Hours with simple evaluation of percentage complete based on these figures plus remaining hours to complete the Task
- Calculated Percentage complete based on each line within the Task (a more accurate completion assessment) with Projected final Task Hours. Facility is provided to temporarily override the calculated % percentage complete to re-assess the final Task Hours

11.2. Job Costs and Values

We can take the previous Task Costs and Values and apply this at a Job Level. Go into a Job Order and click on the '**Related**' button down the right-hand side and select '**Job Values**'. The presented panel shows the following information relating to this Job

Invoices:

- Planned Invoices (Price, Costs, and Margins)
- Invoiced to Date (Price, Costs, and Margins)
- Percentage of Price - based on Actual to Planned Invoices
- Percentage of Costs - based on Actual to Planned Invoices

Values: Evaluated from each Task's planned and actual values

- Hours (Planned, Projected, % variance)
- Price (Planned, Projected, % variance)
- Costs (Planned, Projected, % variance)
- Margins - Planned and Projected

Costs and Progress:

- Job Planned and Actual Costs with evaluation of percentage complete based on these figures plus remaining Costs to complete the Job
- Calculated Percentage complete based on each Task within the Job (a more accurate completion assessment) with Projected final Job Cost. Facility is provided to temporarily override the calculated % percentage complete to re-assess the final (Projected) Job Costs

Time and Progress:

- Job Planned and Actual Hours with evaluation of percentage complete based on these figures plus remaining Time to complete the Job
- Calculated Percentage complete based on each Task within the Job (a more accurate completion assessment) with Projected final Job Hours. Facility is provided to temporarily override the calculated % percentage complete to re-assess the final (Projected) Job Hours.

WIP Value:

- Values are posted to WIP for the Job as, and when they are incurred. Costs are taken out of WIP when an Invoice is raised. The resultant WIP value, therefore represent the Costs for the Job that have not yet been Invoiced.

You can click on the '**Reports**' button down the right-hand side and select Report '**Job Costing Sheet**'. If you run this report you will see that it contains all the Job Cost and Value Information PLUS all the planned and actual activities that contributed to the Costs.

12. Projects, their Costs and Values

We can take the previous Job Costs and Values and apply this at a Project Level. Go into a Job Order '**Detail**' tab and click on the drop-down against field '**Project**' and select the Project '**SAMPLEPROJECT**' then '**Save**' the record. Now go to **Jobs>Projects** and select the same

Project. The following information about the Project is dynamically maintained from information held against each on the included Jobs.

Jobs:

- Jobs included in the Project

Project Progress:

- Estimated Completion values against Costs and Hours

Project Values:

- Income (Project Budget, Job Planned Totals, Job Actual Totals)
- Costs (Project Budget, Job Planned Totals, Job Actual Totals)
- Gross Profit (Project Budget, Job Planned Totals, Job Actual Totals)

This is compared against your entered Project 'Planned' Income/Costs and Start/End Date.

If you click on the 'Project Progress' tab in the lower part of the screen you will see that the Projects anticipated Costs and Hours are displayed based on the current progress.

13. Using the Job Calendar

By using the Calendar you can enter Jobs directly into a calendar based on the availability of your Field Service staff, etc

13.1. Defining the Calendar

Go into **General>Settings>Work Times** and you will see the current Calendar. The Job Scheduling function uses this calendar to determine each Task's Start and End Date/Time. Amend the calendar if you wish then **'Save'** the changes

13.2. Using the Calendar View

Go into **Jobs>Job Calendar** and you will see a base Calendar View. This view allows you to see what resources (Employees and/or Assets) are required to perform the required tasks. The main screen is split into three sections

- The main panel shows Resources, when and on what Job they are required.
- The upper-right panel shows a calendar for you to select the displayed time periods
- The lower- right panel shows all Jobs yet to be scheduled

13.2.1. Main Panel

The Main Panel shows all Job Tasks scheduled for each day displayed. The tasks on display can be viewed:

- For single or multiple Employees and/or Assets
- Grouped by Resource within Date, Date within Resource, or Jobs by Date
- In Daily, Workday, Weekly, Monthly, or user-selected time periods
- With a horizontal Timeline
- Filtered by Customer, Project, Job Type, Job Order, or Department

You can create new Job Orders from within the Calendar in one of two ways:

New Job From Start Time: Move the cursor into the calendar under a Resource and click on a start time. Now right click and select **'New Job From Start Time'** from the list. The Job creation screen will appear prefilled with the Timeslot's Start-date and assigned to this Resource. Simply select the Customer and nominate a duration in the lower-left of the panel. Click the **'Create Order'** button to generate the Job. The generated Job/Task will immediately appear in the Calendar View.

New Job From Selected Time: Move the cursor into the calendar under a Resource and drag down to encompass (say) two hours. Now right click and select '**New Job From Selected Time**' from the list. The Job creation screen will appear prefilled with the Timeslot's Start-date and assigned to this Resource. Now click the '**Create Order**' button to generate the Job. The generated Job/Task will immediately appear in the Calendar View.

The following options are available in this screen for you to try.

Time Scale: To amend the timeslots of the visible panel simply 'right click' on the scale down the left-hand side and select the displayed time intervals.

Task Information: Each Task (The 'activity' displayed in the Calendar) can show the following Information

Job Number - Job Number of the Task

Start and End Time - This is contained within the created Job's rectangle and is only displayed if the start time and/or end time does not coincide with the Time Scale defined above

Task Description - If you double-click on the Job then the Task Details will appear. In the lower part of the screen you will see a tab called '**Task Instructions**'. In this field enter (say) '**Check out broken washing machine**' and click the '**Save**' button. '**Close**' out of the screen to return to the Calendar where you will see the entered details.

Multiple Resources per Task: Once again double-click on the Job to make the Task Details appear then select the '**Task Resources**' tab. In this screen you can add a second Resource. Therefore add another Employee to this Task then click the '**Save**' button. '**Close**' out of the screen to return to the Calendar where you will see that the Task is now assigned to two employees and if you move one Resource's Start and End time for a Task then the other Resource's timeline will also move.

Task Status: The Task Status is displayed as a coloured 'band' surrounding the Task. To see the assigned 'Band' colours right click on a Task and select '**Task Status**' and select a Status.

Tracking Code: The Task itself can be colour-coded to provide an immediate view of the Tracking Status. You can define Tracking Codes by going into **Jobs>Settings>Tracking Codes** and creating a couple of codes along with their Colour Code. To assign a Tracking Code to a Task right-click on the Task and select '**Tracking Code**'. This will immediately change the colour-code of this Task to match the Tracking Code.

Drag and Drop a Task: You can drag a Task allocated to a single Resource and drop:

- Against another Resource
- In the same Resource but to another timeslot

Amend Timeline: You can amend the timeline against a Task dragging the Start or End boundary and dragging it to the Required Time

13.2.2. Calendar Panel

To the right of the screen you will see a panel that shows a Calendar by month. You can view more months by dragging the Calendar Panel boundary left/right/up/down to let you view the desired months. Within this panel you will see the following:

Active Days: Any Days that contain a Job Task will be in **Bold**. Clicking on this day will bring up that day in the Main Panel.

View Days: If you Drag the cursor over a few days then release, the Main Panel will immediately reflect the selected time-span.

13.2.3. Jobs Not Booked In Panel

At the lower right of the Calendar View you will see a panel that shows all the Jobs that have been generated (including the ones you created above) but have not yet been 'Booked In'. A Job must be 'Booked In' before it is scheduled and added to the Main Calendar Panel. To 'Book In' a Job you can either:

- Click on the '**Job Booking**' Button within a Job's Detail screen (**Jobs>Job Orders** 'Details' Tab)
- Highlight the Job in this panel then 'Right Click' and select '**Book In**'
- Double Click on the Job in this panel

Select one of the (**PRO*******) Jobs you created earlier and a '**Booking In**' panel will appear. In this panel carry out the following:

Enter the Date and Time that the job is scheduled to start
Click on the '**Calculate Job End Date and Time**' button
Click on the '**Book In**' button

The Job will now appear on the Job Calendar. However, you should note that we haven't allocated the Job to a Resource yet and, therefore the activity is (temporarily) held against all Resources. Simply right-mouse on any one of the generated activities and - in the drop-down list - select '**Assign to Resource**' and select the Resource that is going to do the Activity.

Of course you can pre-assign a Resource when creating the Job and the Calendar will assign the Activity to the assigned Resource.

13.3. Job Task Scheduling

For the Job that you created from a Template in 9.2 (above) you will see that it has multiple Tasks. You can go to **Jobs>Job Orders>Job Tasks** then select the Job to view the Job Task details. (You can also click on the '**Job Tasks**' button in the Job Order '**Detail**' screen) The following details are taken from each Task when 'Booking In' the Job.

The Task '**Sequence**'
The '**Estimated Task Duration**'
The Task Resource(s) if defined under the '**Task Resources**' tab

To '**Book In**' a Job you can either go from the '**Job Calendar**' as described in 12.2.3. or you can click on the '**Job Booking**' button on the Job Order's '**Detail**' screen.

The '**Job Booking**' screen will be presented in which the Tasks are scheduled as follows

Using the '**Sequence**' held against each Task the lowest numbered '**Sequence**' is scheduled from the entered Start Date/Time and the Task duration applied using the Calendar (**General>Settings>Work Times**) and the end Date/Time of the Task is calculated. This becomes the start Date/Time of the next Sequence. If, however, the same Sequence Number is held against more than one Task then they are scheduled in parallel and the longer duration determines the start Date/Time of the next higher Sequence.

Having scheduled each Task they then require a Resource to be allocated to them. You can allocate the Resource prior to scheduling by going into the above '**Job Tasks**' screen and

allocating the Resource(s) against each Task. Alternatively you can simply **Book In** the Job and allocate the Resource in the Job Calendar as described in 12.2.3