



Ostendo Procedures Manual

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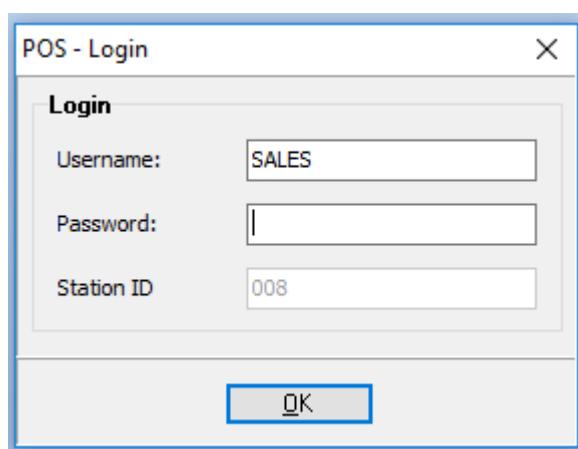
POS

Point of Sale

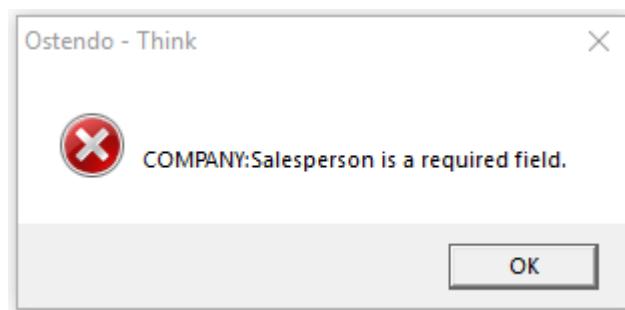
This process Flow takes you through taking a POS order in a Retail environment where the goods are presented and paid for at the Counter.

Under POS > Point Of Sale

Sign in Username = SALES and no password (default), refer to setup if you wish to setup individual logins.



Since there is a generic login (SALES) Salesperson is a mandatory field.



Click **OK**

Select Salesperson

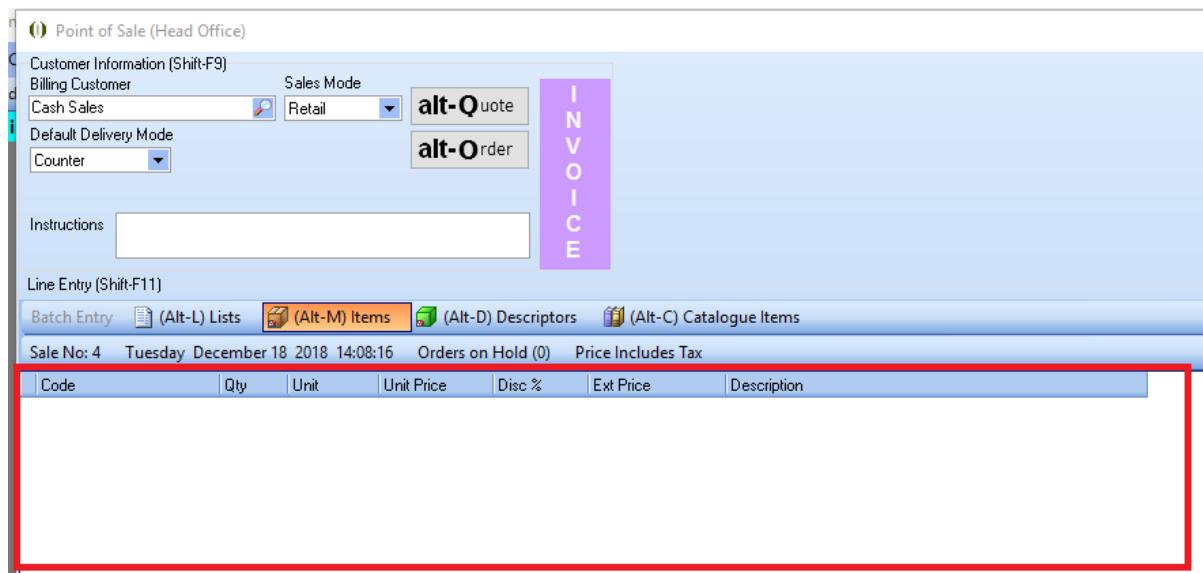


The 'Billing Customer' will default to Cash Sales this can be changed by overwriting or clicking spyglass

When you first enter the screen the cursor is positioned in the 'Code' field. There are a few styles of data entry:

Using Barcode Readers, which scan the barcodes

Click **Add (F5)** then 'Spyglass' icon in the Code field and selecting either Item or Descriptor, then locating the required entry

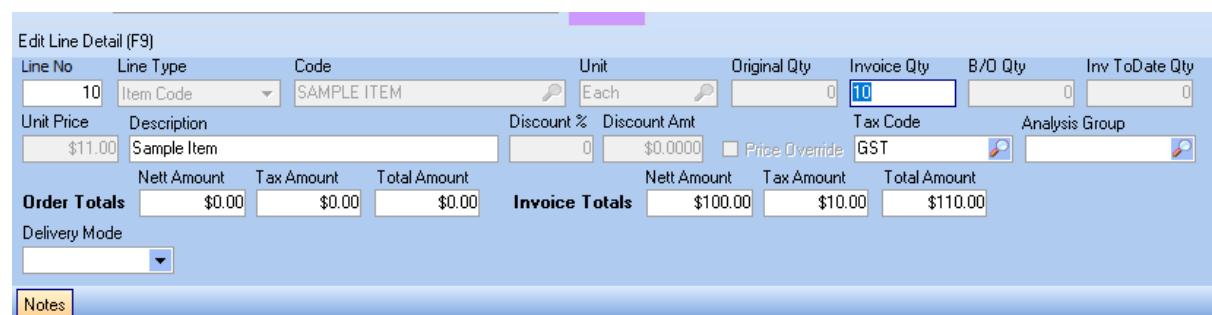


Click on Button in Batch Entry Bar



The Qty field is prefilled with 1 and can be amended as required. Upon entry of a quantity the cursor will go to a new line for entry of the next sale line.

You can click the **Edit (F9)**. This will bring up a panel in which you can edit the details against this line.



Click on the **Edit (F9)** again to return to the default POS view

You will notice that the total POS Order Sell Price appears in the top-right of the screen.



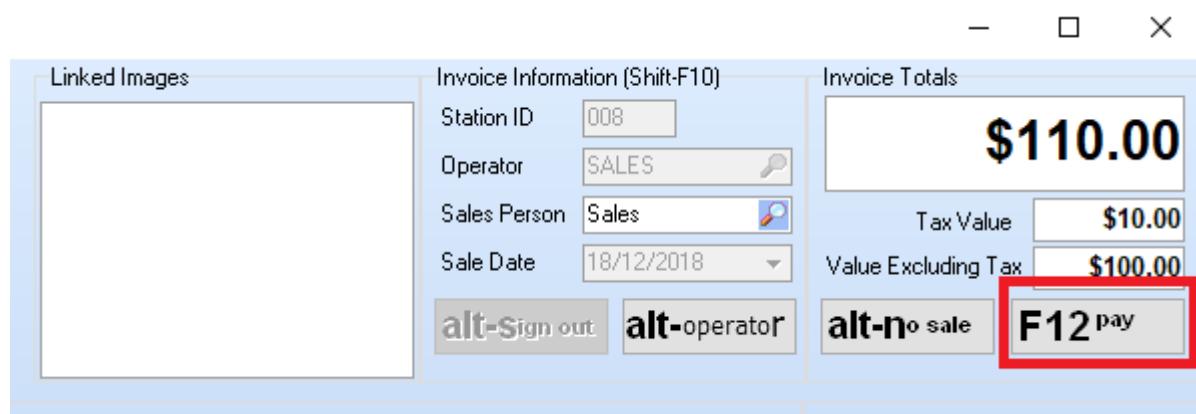
Options

You have the option to place the current Order **On Hold** while you continue with another order. To do this click on the **F10** button and Ostendo will place the current order **On Hold**. You can recall it by, once again, clicking on the **F10** button and selecting the Order that was placed 'On Hold'.

You also have the option to 'Lock' the workstation while you are away. To do this click on the 'Lock' button (or F11 key) at the bottom right of the screen. You are required to re-key your username and password to get back into the session.

Take Payment

Click **Pay (F12)**. You will see that the 'Sale Total' field is filled with the value of this sale.



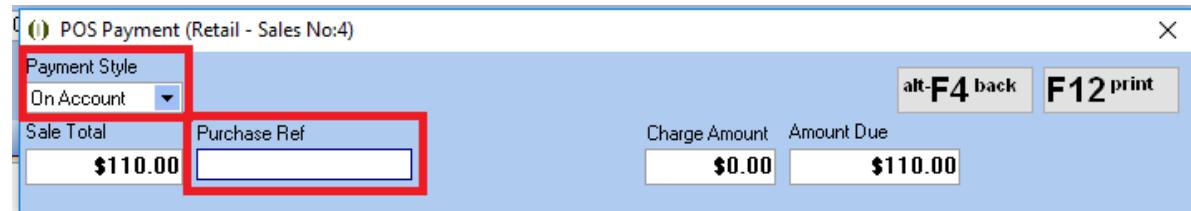
This will default to CC payment for full amount.

You can change payment method via button on left.

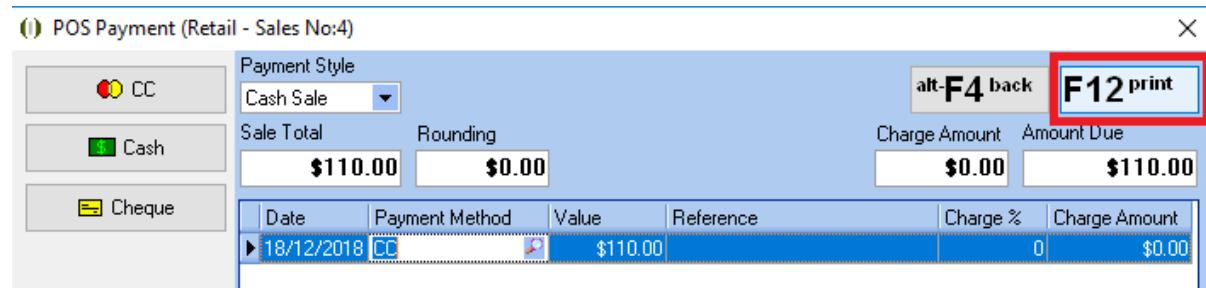


You can have multiple payment methods linked to a single sale. You can click in Value field and edit this payment method amount and Click **Add (F5)** to add another payment method.

If the Customer has an account, you will be able to change Payment Style to “On Account” and enter Customer Purchase Order Number (if required).

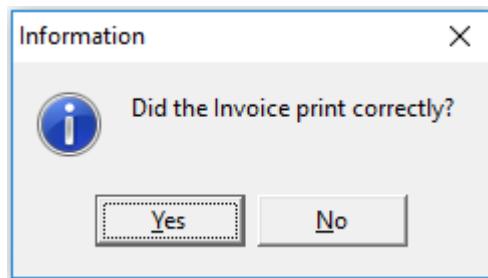


Upon completion of the payment click on the **Print (F12)** and a receipt will be printed.



TAX INVOICE: 1					
Cutcher & Neale Ostendo Consultant					
25 Bolton Street					
Newcastle NSW 2300					
Date: 18/12/2018 2:10:33 PM					
Tax No: 40 332 649 703					
Cash Sales					
Sale No: 4					
Operator: SALES Station ID: 008					
(* All Prices Include GST)					
Code	Qty	Unit Price	Ext Price		
* SAMPLE ITEM	10	\$11.00	\$110.00		
Sample Item					
GST Content:		\$10.00			
Total:		\$110.00			
Charge:		\$0.00			
Amount Paid		\$110.00			
Rounding:		\$0.00			
Change:		\$0.00			
*** Thanks for your business ***					

You will be asked 'Did the Invoice print correctly? '. If you respond with 'No' then you can immediately reprint it. If you respond 'Yes' then the current order will close and the POS will revert to the opening screen in preparation for the next sale.



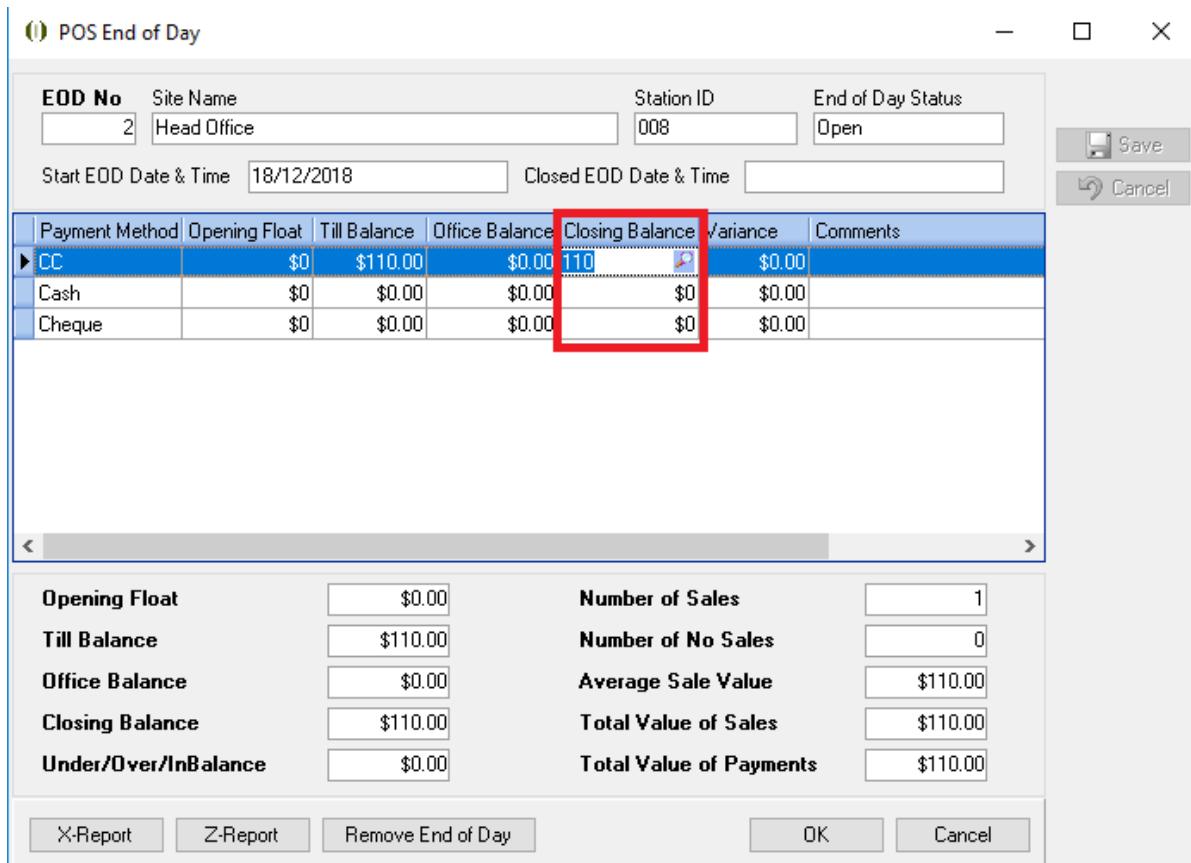
POS End of Day

This takes you through the process required at end of the day to line up with Merchant Settlement (CC) and Daily Banking's (Cash and Cheques).

Under POS > POS End of Day

Upon entry into the screen Ostendo will calculate the closing balance based on the float cash, receipts and refunds.

For each Payment Method enter the amount found in the Till. You should note that, for cash, you can click on the icon in the 'Closing Balance' field and enter the number of each denomination.



The screenshot shows the 'POS End of Day' window. At the top, there are fields for 'EOD No' (2), 'Site Name' (Head Office), 'Station ID' (008), and 'End of Day Status' (Open). Below this is a table with columns: Payment Method, Opening Float, Till Balance, Office Balance, Closing Balance, Variance, and Comments. The 'Closing Balance' column for CC is highlighted with a red box. At the bottom, there are summary fields for Opening Float (\$0.00), Till Balance (\$110.00), Office Balance (\$0.00), Closing Balance (\$110.00), Under/Over/InBalance (\$0.00), Number of Sales (1), Number of No Sales (0), Average Sale Value (\$110.00), Total Value of Sales (\$110.00), and Total Value of Payments (\$110.00). Buttons at the bottom include X-Report, Z-Report, Remove End of Day, OK, and Cancel.

Payment Method	Opening Float	Till Balance	Office Balance	Closing Balance	Variance	Comments
CC	\$0	\$110.00	\$0.00	110	\$0.00	
Cash	\$0	\$0.00	\$0.00	\$0	\$0.00	
Cheque	\$0	\$0.00	\$0.00	\$0	\$0.00	

If you have to continue with the Till after entering these figures then you should click on the 'Remove End Of Day' button, carry out the transaction, and create a new End Of Day with the revised Till values.

If you click on the **X-Report** Button a report will be produced showing the Opening and Closing balances for the day. This is for information only.

If you click on the **Z-Report** Button then, not only will the report be produced but also all the POS transactions will be 'posted' into Ostendo Journals and End of Day will be completed.

JOBS

Job Quotes

Jobs allow us to sell both Products and Services on the same invoice. Jobs also allow us to manipulate the Costs and Revenue on the invoice.

There is no difference between the Job Quote and Job Order other than the Job Status which is locked to "Quote" until Converted to Won or Lost

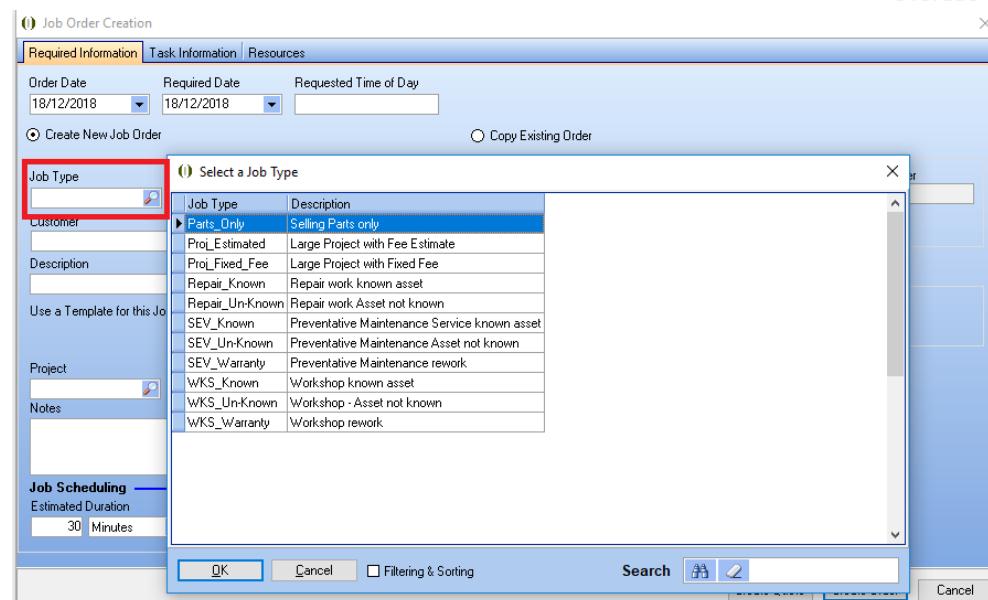
Under Jobs > Job Orders or Workflow button below.

From the Job Order Grid Click **Add (F5)** which opens the Job Order Creation window

Select Job Type by clicking on the Spyglass  **F3**

Job Orders

Open Quotes:	4
Open Orders:	4
Overdue Orders:	1



Click **OK**

Click in Customer name and either enter the first few letters of the customer's name or select a Customer from the list by clicking on the Spyglass  **F3**

*****Note:** if it's a new Customer and you wish to Add the Customer to your list of available customers then click on the Notepad 

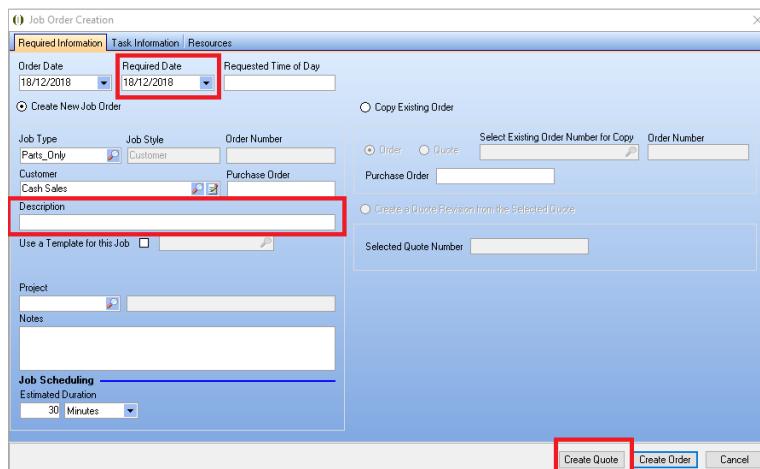
Modify required date (if required)

Enter Job Description

Check Use Template and select Template (Optional) – this allows to quickly add lines and Tasks from a pre-configured template.

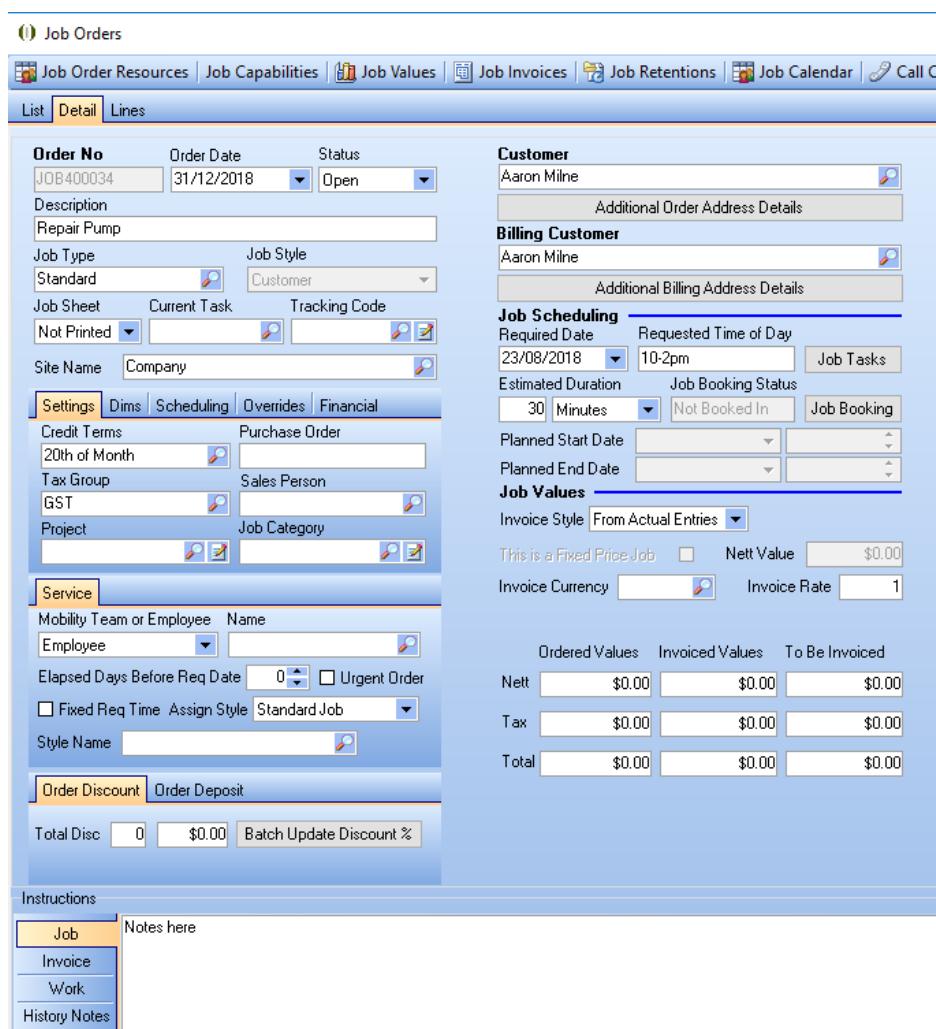
Add Notes (Optional)

Click **Create Quote**



The screenshot shows the 'Job Order Creation' dialog box. It has three tabs: 'Required Information', 'Task Information', and 'Resources'. The 'Required Information' tab is active. It contains fields for 'Order Date' (18/12/2018), 'Required Date' (18/12/2018), 'Requested Time of Day', 'Job Type' (Parts_Only), 'Job Style' (Customer), 'Order Number' (Purchase Order), 'Customer' (Aaron Milne), 'Cash Sales', 'Description' (Repair Pump), 'Project' (Company), 'Notes', and 'Job Scheduling' (Estimated Duration: 30 Minutes). There are also buttons for 'Create Existing Order', 'Select Existing Order Number for Copy', 'Order Number', 'Purchase Order', 'Create a Quote Revision from the Selected Quote', 'Selected Quote Number', 'Create Quote' (highlighted with a red box), 'Create Order', and 'Cancel'.

The Quote creation process takes you to the Job Detail TAB. You can flick between the Detail (Header) and Lines of the Quote by clicking on the Detail and Lines TABs



The screenshot shows the 'Job Orders' screen with the 'Detail' tab selected. It displays a detailed view of a job order (JOB400034). The 'Customer' section shows Aaron Milne. The 'Billing Customer' section shows Aaron Milne. The 'Job Scheduling' section shows a required date of 23/08/2018 and a requested time of 10-2pm. The 'Job Values' section shows a fixed price job with a net value of \$0.00, an invoice currency of 1, and an invoice rate of 1. The 'Service' section shows an employee and an urgent order status. The 'Order Discount' section shows a total discount of \$0.00. The 'Instructions' section has tabs for 'Job' (selected), 'Invoice', 'Work', and 'History Notes'. The 'Notes here' field is empty.

Add Sales Person (Optional)

Update any Additional Order Address (if required)

Click **Quote Opt & Quote Convert**

Job Quote Options Screen

Select Quote Style (Formal, Letter, User)

Enter Header Notes (Optional)

Select Line Printing Option (Detail, Single)

Enter Footer Notes (Optional)

Click **Save**

Click **Close**

Job Quote Options

Order No	Order Date	Status	Customer	Close
4	17/01/2019	Quote	Cash Sales	
Description		Quote Style	Letter	Print Quote
Header Notes				Save
Footer Notes				Cancel
Line Printing Lines To Print: Print Detail Lines Description: Nett Value: \$0.00				

Select **Lines** Tab

To add materials and labour to quote click on the Lines TAB

Batch Entry Options along top of screen



This allows a user to select from a list that contains predefined lines or dynamically created lines depending on how the list has been selected to create.

ITEMS (Batch Entry)

- Click Items
- Use the Search Field and type in any part of Item
- Highlight Item and click **Add to selected Items** or double click Item
- Adjust Qty
- Continue to add items as above
- Once finished, click **Create lines from Selected Contents**

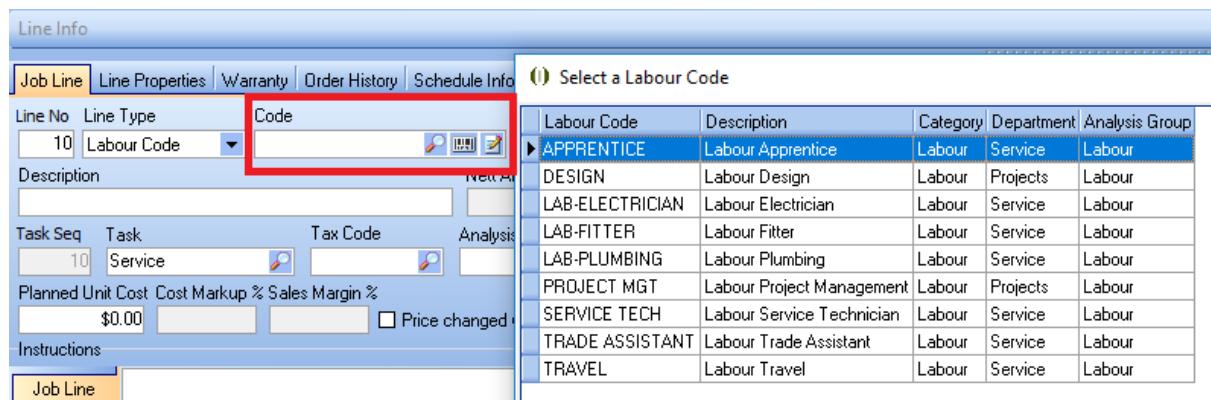
DESCRIPTORS (Batch Entry)

- Click “Descriptors” (Non Inventory Items)
- Use the Search Field and type in any part of Descriptor
- Highlight Descriptor and click **Add to selected Descriptors** or double click Descriptor
- Adjust Qty
- Continue to add Descriptors as above
- Once finished, click **Create lines from Selected Contents**

LABOUR (Add F5)

Click **Add (F5)**

Either enter the first few letters of the Labour Code or select a Code from the list by clicking on the Spyglass  **F3**



Labour Code	Description	Category	Department	Analysis Group
APPRENTICE	Labour Apprentice	Labour	Service	Labour
DESIGN	Labour Design	Labour	Projects	Labour
LAB-ELECTRICIAN	Labour Electrician	Labour	Service	Labour
LAB-FITTER	Labour Fitter	Labour	Service	Labour
LAB-PLUMBING	Labour Plumbing	Labour	Service	Labour
PROJECT MGT	Labour Project Management	Labour	Projects	Labour
SERVICE TECH	Labour Service Technician	Labour	Service	Labour
TRADE ASSISTANT	Labour Trade Assistant	Labour	Service	Labour
TRAVEL	Labour Travel	Labour	Service	Labour

Adjust Order Qty

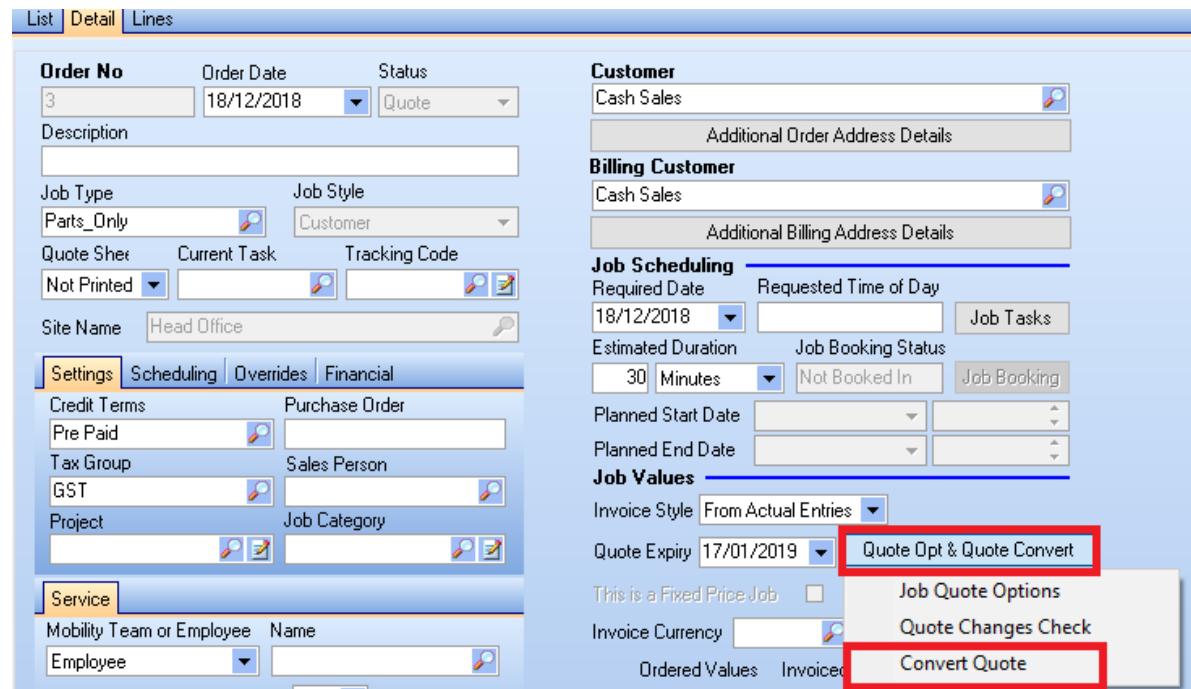
Click **Save (F6)**

Convert Job Quote to Order

Under Jobs > Job Orders

Select Quote from list

In Detail tab click **Quote Opt & Quote Convert** then **Convert Quote**



The screenshot shows the 'Detail' tab of the Job Order screen. The 'Customer' section includes fields for Cash Sales and Additional Order Address Details. The 'Billing Customer' section includes fields for Cash Sales and Additional Billing Address Details. The 'Job Scheduling' section includes fields for Required Date (18/12/2018), Requested Time of Day, Estimated Duration (30 Minutes), Job Booking Status (Not Booked In), and Job Tasks. The 'Job Values' section includes fields for Invoice Style (From Actual Entries), Quote Expiry (17/01/2019), and a dropdown menu with 'Quote Opt & Quote Convert' and 'Convert Quote' options, both of which are highlighted with red boxes. Other sections visible include 'Settings', 'Scheduling', 'Overrides', 'Financial', 'Service', and 'Purchase Order'.

If lost, select **Quotation is Lost** and select a reason from drop down

If won select **Convert to Order**

Status will then change from "Quote" to "Open"

Add Customer Purchase Order number (if required)

*** Note If the Order opens as On Hold then the likely cause is the order customer has breached your credit control settings.

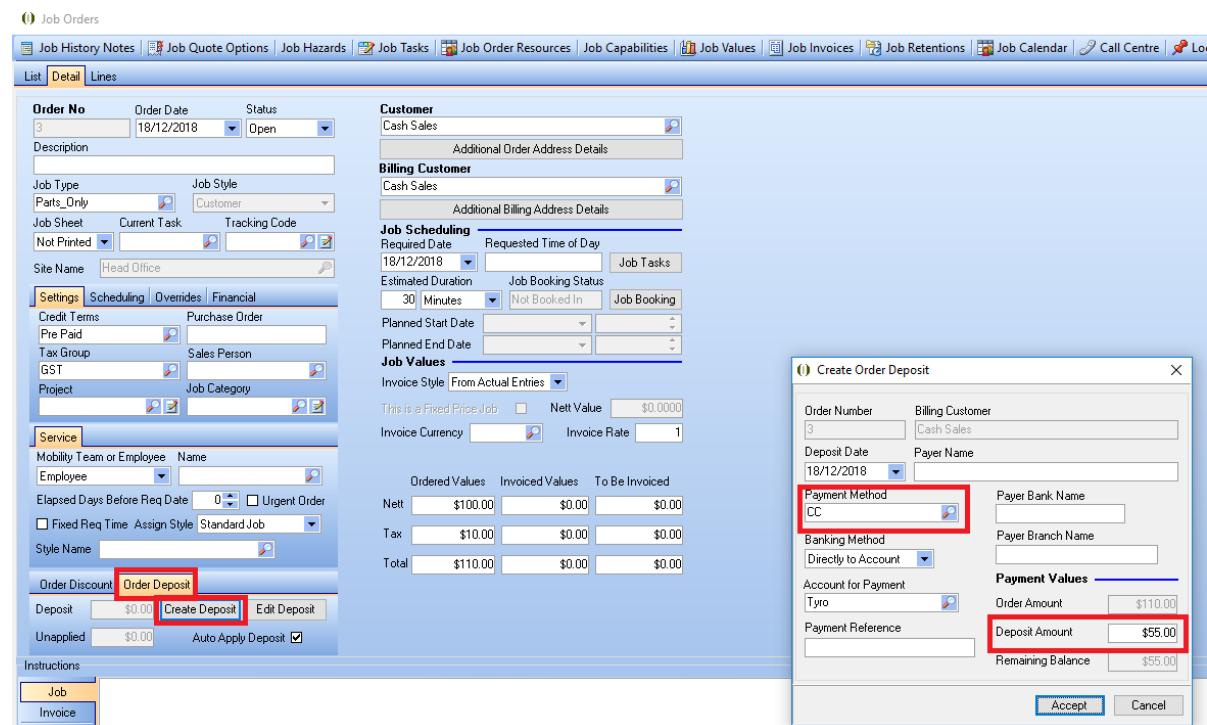
Job Order Deposits

Under Jobs > Job Orders

Select Job and open detail TAB

Click Order Deposit TAB

Click Create Deposit



The screenshot shows the 'Job Order Deposits' interface. On the left, the main job details are displayed, including the Order No (3), Order Date (18/12/2018), Status (Open), and various customer and job scheduling details. On the right, a 'Create Order Deposit' dialog box is open. This dialog box contains fields for Order Number (3), Billing Customer (Cash Sales), Deposit Date (18/12/2018), Payer Name, Payment Method (CC, highlighted with a red box), Banking Method (Directly to Account), Account for Payment (Tyro), Payment Reference, and Payment Values (Order Amount \$110.00, Deposit Amount \$55.00, Remaining Balance \$55.00). The 'Create Deposit' button in the main interface and the 'Payment Method' field in the dialog box are both highlighted with red boxes.

Select Payment Method from drop down

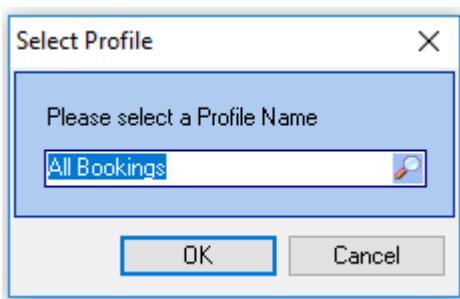
Enter Deposit Amount

Click Accept

***Note if customer deposits are processed via Job Deposits screen this will not be included in POS End of Day Balance

Assignment Board

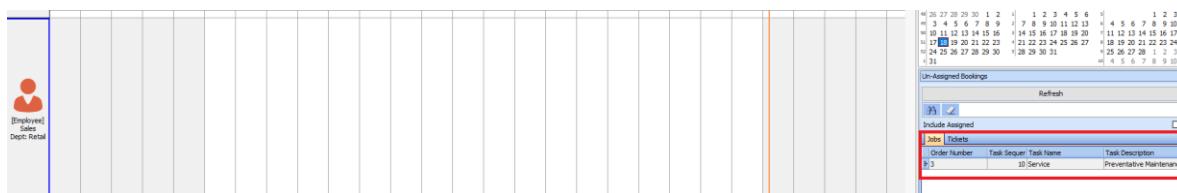
Under Requirements > Assignment Board.



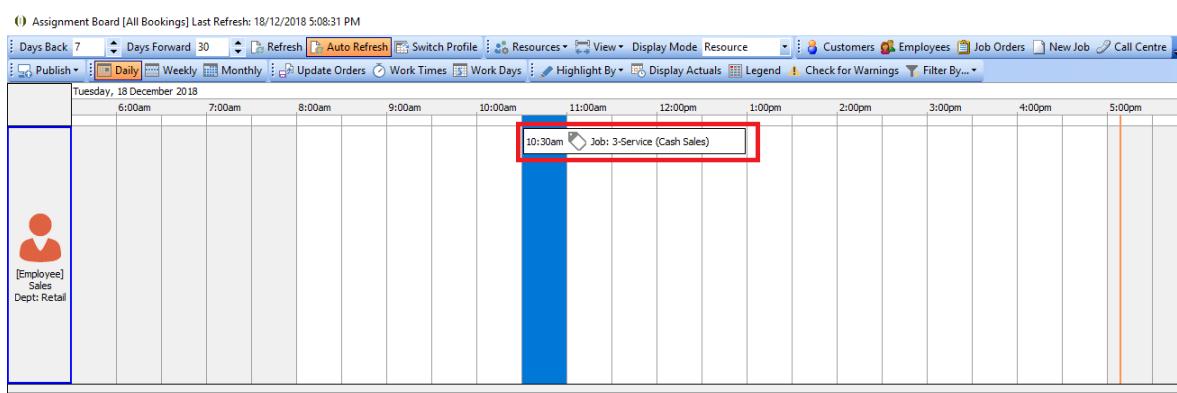
Click **OK**

From Right Menu you can drag and drop Tasks to the appropriate employee

Once you do this is will clear out from "Unassigned List"

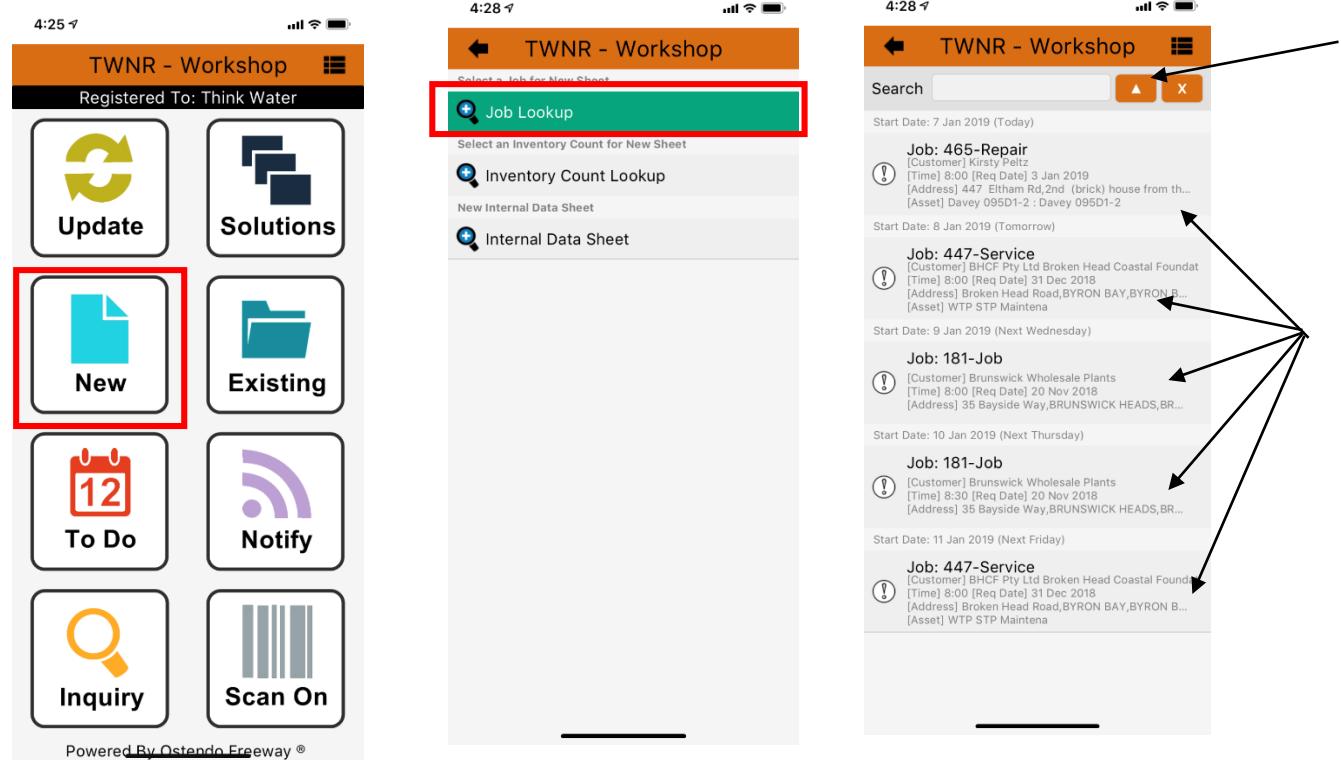


On drop it will default hours based on Labour Code Order Qty in the Job Order



Job Issues

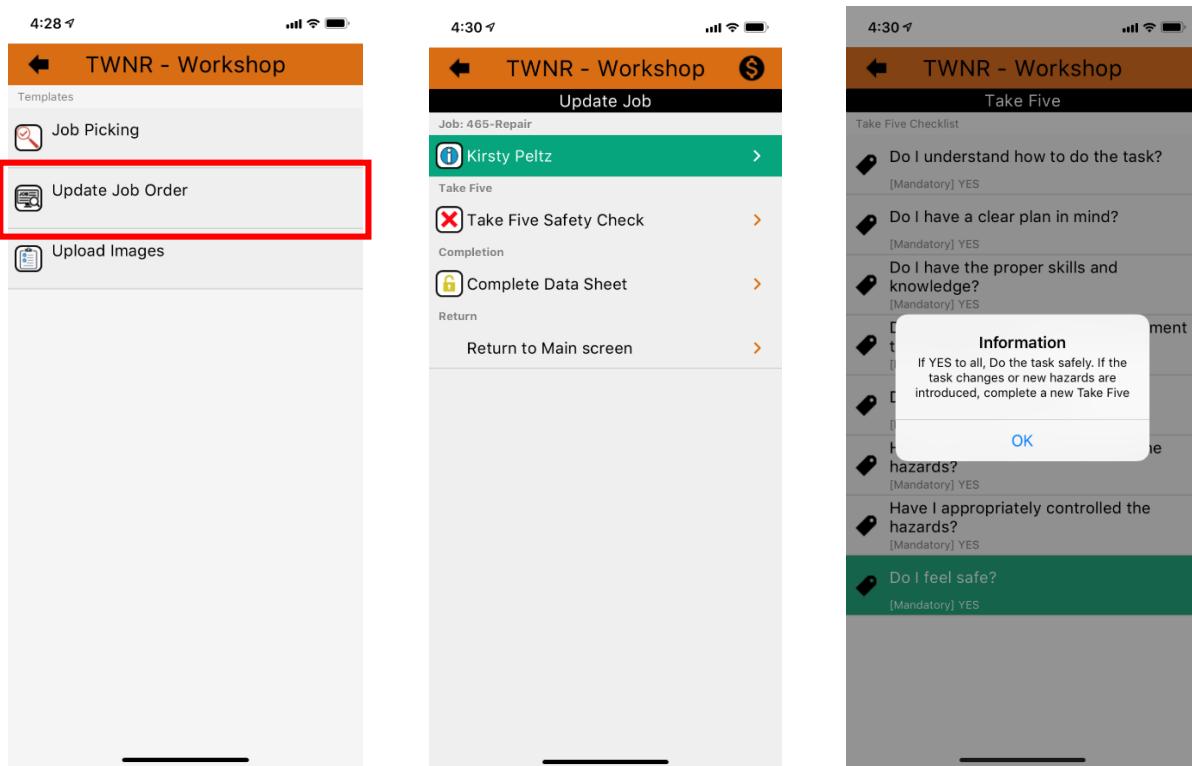
Freeway Processes



To start new Job Data Sheet, from the home page; select New

Select **Job Lookup** from the list

You will then be presented with the list of Jobs that have been assigned to you. Scroll through the list and select the relevant job, or alternatively search by details that you know (i.e. Job Number, Customer Name etc.). Ensure you hit the  button to activate the search.



Select **Update Job Order**

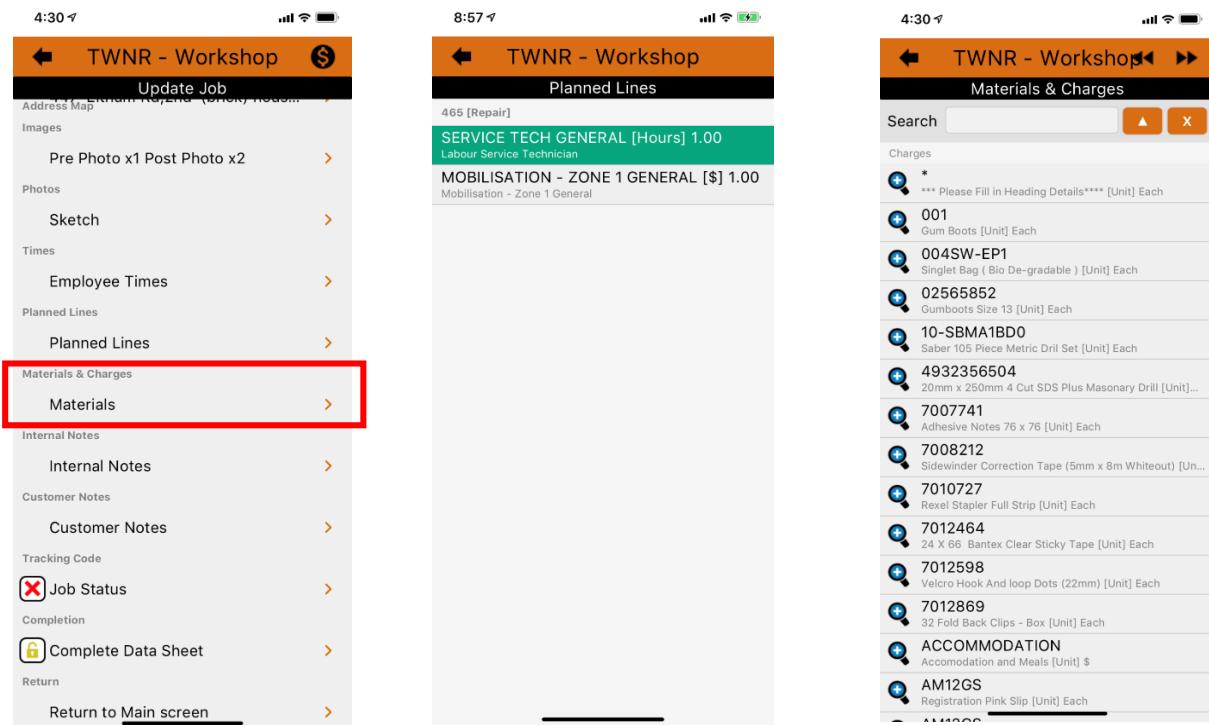
Your datasheet will now be generated. Complete the list by going into each module chronologically. The first module is information only about the Customer & Job.

Take Five is a prestart checklist and MUST be completed before the rest of the datasheet will appear. Once the prestart checklist has been completed you will receive a pop up message. You will then need to hit the back button and move onto the next module.

Once the prestart checklist has been completed you can move onto to the rest of the job.

Complete each module.

Review planned lines and see what materials and charges need to be added to the job.



Click on Materials & Charges and you will be presented with a list of items and descriptors from Ostendo, as per settings, these may be restricted and not all items / descriptors will appear.

You will need to complete any modules with the red x next to them as these are marked as mandatory .

Once finished, select **Complete Data Sheet**.

A message will pop up are you sure you want to complete and then click OK

*****Note** based on your internet connection this will send straight in Ostendo, if you do not have internet connection you will need to click Update on Home Screen and Login with Standard Sync

Ostendo Job Issue process

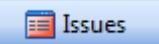
This is a good option for large jobs where items need to be grouped together and picked ready to be issued to a job.

Under Jobs > Job Orders

Select order from list

Select Lines tab

Click **Issues** from Batch Entry line



There are two options: enter individual items directly (Option 1) or Prefill Issues based on Planned Lines (Option 2)

Option 1 – Manually Add

Click **Add (F5)**

Enter Date

Enter Line Type

Select Code

Change Unit of Measure if required

Enter Qty

Enter Supplier (Optional)

Enter Supplier Order Number (Optional)

Change Warehouse and Location (if required)

Enter Required Variants (if required) (Serial No, Expiry Date, Batch No, Rev No, Size, Colour and Grade)

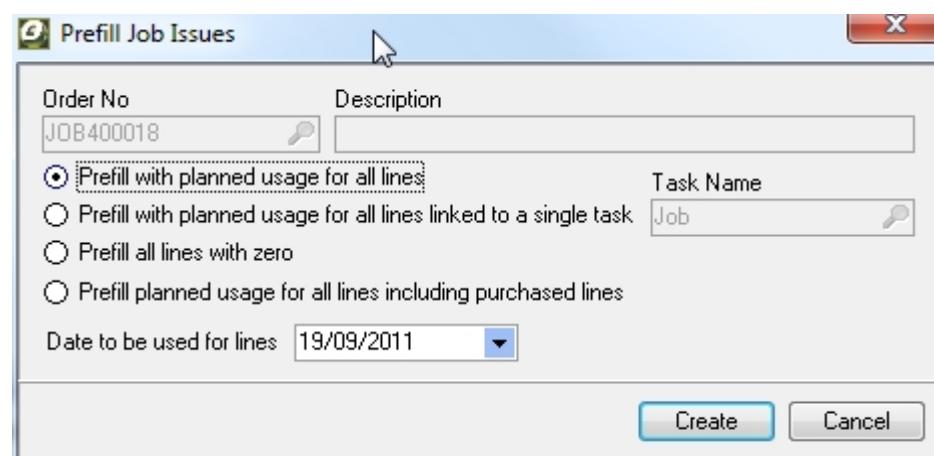
Enter Notes (if required)

Click **Update Job with the Issues Above**

Option 2 - Prefill

Click **Prefill Issues**

Select Filter for pre filling lines, filters provided below



Click **Create**

Check to “Override Default Warehouse/Location” enter Warehouse and Location (if required)

Modify Date (if required)

Modify Qty issued

Adjust Purchase Receipt Cost (if required)

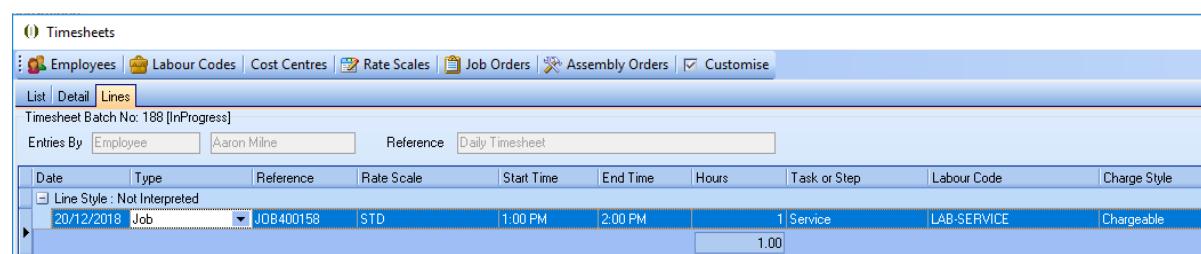
Click **Update Job with the Issues Above**

Timesheets

Timesheets from Freeway will be created as pending awaiting approval and post to Jobs. This will create records based on the “Employee Mobility Settings”.

Under Labour > Timesheets

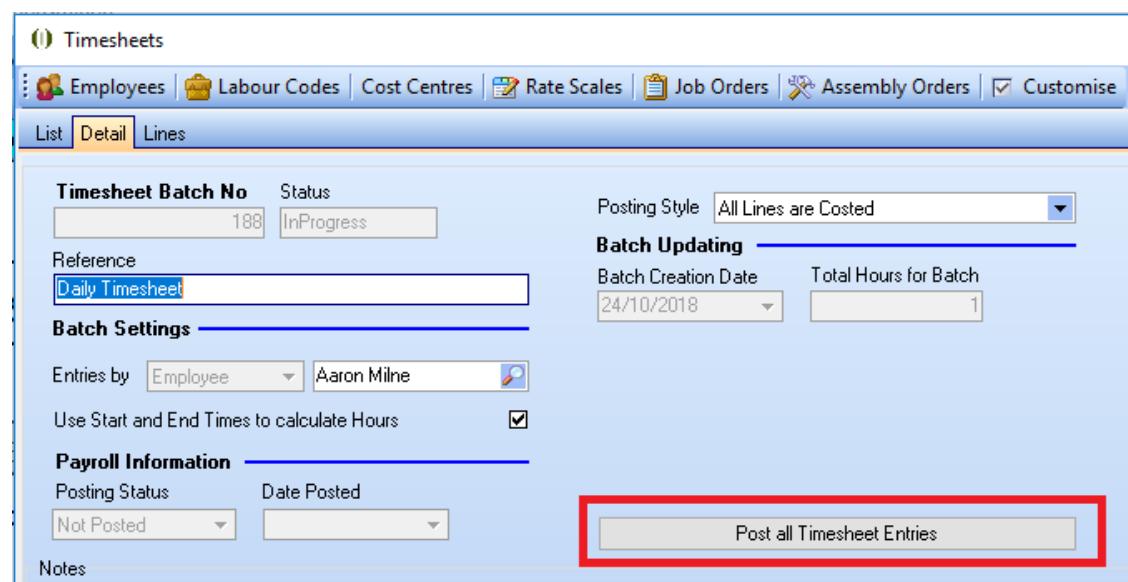
Select Timesheet record and open to the **Lines TAB**



Review Timesheet Entries, at this stage you can adjust prior to posting to Job or even manually **Add (F5)** another timesheet line.

Once Complete, select **Detail TAB**

Click **Post all Timesheet Entries**



Job Invoices

From Actual Entries

Under Jobs > Job Orders

Select Order from list

Click Invoices

Click Create Pending Invoice

Click Display Invoice Screen to review Invoice

Click Print

***Note once you deselect **Preview** the Invoice cannot be deleted only credited

Invoicing a Job containing Task Bills

Once the job has been actioned and related timesheets have been approved if the job includes task bills then a task completion will need to be done for the task bill component to be able to invoice.

Open the lines screen of the Job

Select the task bill line

Select Task Completions

Click Add (F5)

Update the **Qty** of Task bills completed, **Save (F6)**.

Line Info					
Job Line	Line Source	Line Properties	Task Completions	Actual Issues	Task Bill Contents
Line No: 10					
Date	Qty	Charge Style	Non-Charge Code	Issue Source	Issue
► 3/01/2019	1	Chargeable		Manual	

From Schedule

Select Jobs > Job Orders

Select Order from list

Click Invoices

Click Add (F5)

Modify “Plan Date” (if required)

Modify “Plan %” (if required)

Enter Descriptor Code

Select Invoice Cost Style

- Planned – “Plan %” of Planned Costs for job
- Actual – “Plan %” of Actual Cost issued to Job
- Fixed – Need to enter figure into “Fixed Value Cost” it will then use this value
- Fixed Plan Percent – Need to enter figure into “Fixed Value Cost” it will then use this % of Planned cost on job
- Fixed Act Percent - Need to enter figure into “Fixed Value Cost” it will then use this % of Actual costs on job

Select Accounting Style

- Income Recognised
- Income Deferred

Click **Save (F6)**

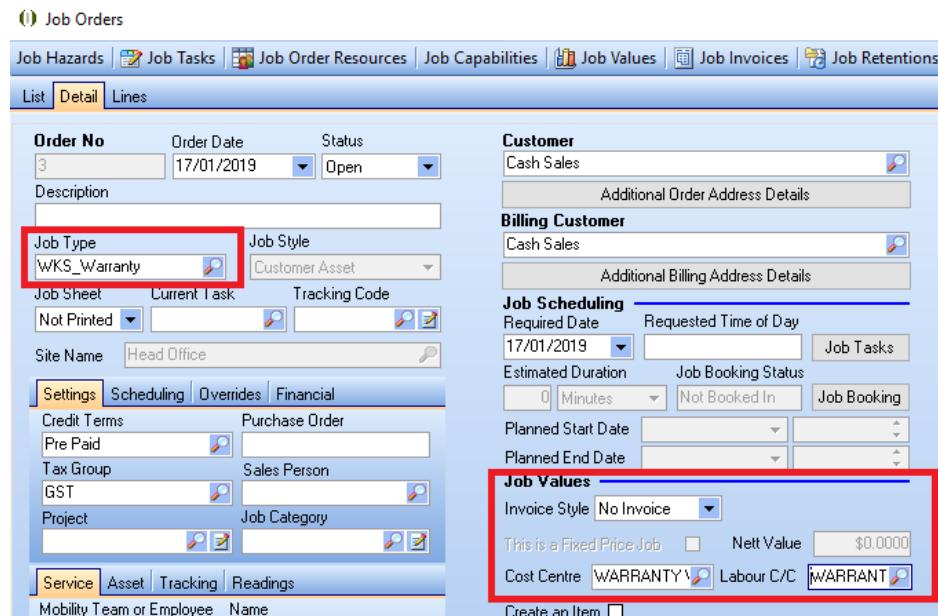
Click **Display Invoice Screen** to review Invoice

Click **Print**

*** Note once you deselect **Preview** the Invoice cannot be deleted, you can only credit invoice

No Invoice – Warranty

When you select Job Order Type “WKS_Warranty” or “SEV_Warranty” it will default to Invoice Style = No Invoice and Cost Centres set to Warranty where any cost issued to job will be directly post to the Profit & Loss WARRANTY accounts.



The screenshot shows the 'Job Orders' screen with the following details:

- Job Type:** WKS_Warranty (highlighted with a red box)
- Customer:** Cash Sales
- Billing Customer:** Cash Sales
- Job Scheduling:**
 - Required Date: 17/01/2019
 - Requested Time of Day: (empty)
 - Job Tasks: (empty)
 - Estimated Duration: 0 Minutes
 - Job Booking Status: Not Booked In
 - Job Booking: (empty)
 - Planned Start Date: (empty)
 - Planned End Date: (empty)
- Job Values:**
 - Invoice Style: No Invoice (highlighted with a red box)
 - This is a Fixed Price Job: (unchecked)
 - Nett Value: \$0.0000
 - Cost Centre: WARRANTY\ (highlighted with a red box)
 - Labour C/C: WARRANT (highlighted with a red box)

If this job does require invoice you can change Invoice Style.

Job Closing

This is an important process. The date of posting any Work In Progress remaining is determined by the date of the last Actual Issue.

Under Jobs > Job Closing

Review **Allow Close, near end of displayed fields**

If ticked this means the Job Order has no outstanding charges to be invoiced AND the 'Outstanding Purchases' field is zero. This field must be 'checked' before the Order can be closed. If you wish to override the system evaluation, then you can 'check' or 'unchecked' this field as required

Check box for the Jobs to close in **Selected** from list

Click **Close Selected Job Orders**

Job Review

At any point during a job you can review the costs associated with a job using the Job Costing Report. This report can be found using the Report button to the right of the job screen.

Displayed in this report will be:

- A summary of the job details
- Aggregated costing comparisons between planned and actual
- A listing of all related job invoices
- A Task and Line break down of costs

Projects

This screen allows you to consolidate and review job statistics you have linked via the Job Orders Screen.

Under Jobs > Projects

Projects

Project Budgets | Project Properties | Project Documents | Project Images | Project History Notes | Job Orders

List Detail

Project Name SAMPLEPROJECT	Status Open	Project for Company	Customer
Description Internal Project linking Job Orders		Company	
Project Type Standard	Project Leader Bob Drum	Additional Address & Contact Details	
Parent Project			
Budget, Planned & Invoiced			
Income	\$2,000.00	Order Planned	Invoiced To Date
Costs	\$1,400.00	\$936.25	\$111.00
Margin %	30	45.21	29.3
Project Values			
Income	\$1,708.77	Projected (Est)	Variance %
Costs	\$936.25	\$969.81	3.58
Margin %	45.21	43.25	
Task Information			
Linked Job Orders Linked Direct Invoices Site Information Project Notes Project Progress			
Order No	Status	Description	Customer
JOB400001	InProgress	Repair of a PC (replace Harddisk)	Cash Sale Customer
JOB400002	InProgress	Computer Network Setup	Seven Wonders Ltd

To link Jobs to a project Under Jobs screen select from the project field shown below.

Job Orders

Job Quote Options | Job Hazards | Job Tasks | Job Order Resources | Job Capabilities | Job Values | Job Invoicing

List Detail Lines

Order No REC400011	Order Date 12/10/2017	Status Closed	Customer Jim Gold & Co Ltd
Description AirConService		Additional Order Address Details	
Job Type Recurring	Job Style Customer Asset	Billing Customer Jim Gold & Co Ltd	Additional Billing Address Details
Job Sheet Not Printed	Current Task	Job Scheduling	
Site Name Company		Required Date 30/10/2017	Requested Time of Day
Settings		Job Tasks	
Credit Terms 20th of Month		Estimated Duration	Job Booking Status Not Booked In
Tax Group TAXABLE		Planned Start Date	Job Booking
Project SAMPLEPROJECT		Planned End Date	
Job Category		Job Values	
Service Asset Tracking Readings		Invoice Style From Actual Entries	
		This is a Fixed Price Job	Nett Value \$0.00
		Invoice Currency	Invoice Rate 1

SERVICE

Service Confirmations

Service Jobs can be generated automatically using the Service Orders Required Function and will follow 1 of 2 processes depending on whether the client requires formal confirmation of the upcoming service.

For clients not requiring a reminder, the process can begin from “No Formal Confirmation Required”

Generating Confirmation Reminders

Under Service >Service Confirmations



Overdue Confirmations: 0

Identify how far forward you would like Ostendo to look using Display Confirmations due by: Date

Clients requiring confirmations for upcoming Service events will be displayed below.

Select the reminders you wish to Generate, using the Select Checkbox

Generate, this will create reminders dependent upon Reminder Style

Confirmation Received

Under Service >Service Confirmations

Identify how far forward you would like Ostendo to look using Display Confirmations due by: Date

Clients requiring confirmations for upcoming Service events will be displayed below.

Highlight the reminder you wish to update as client confirmed, the checkbox “reminder sent” checkbox will be marked for any orders that reminders have been delivered for.

Select Details tab

Set Confirmation Status to Confirmed

At this point continue with the process outlined when No formal confirmation was required.

No Formal Confirmation Required

This process will allow you to generate jobs for upcoming services.

Under Service > Service Orders Required



Overdue Service Requirements: 28

Filter based on the date entered at the top of the screen, extend out if expected service is not shown.

Filtering Options

Display confirmations due by

Select the service dates to generate orders for, this can be done individually using the Select checkbox on the leftmost column, or using the Select All button at bottom.

If an order requires confirmation and has not been confirmed it can be excluded using the checkbox. Exclude Services "not confirmed".

Click **Generate**

Select **Create Single Individual Job Orders per Service Requirement**

Click **OK**

The selected Service Orders will now have been converted into new Service Jobs and removed from the Service orders required list.

Having generated your upcoming service jobs in previous steps these will now appear in the Job Orders menu (Select Job Orders, Jobs Workflow) with a job type of **SEV_Known**. At this point the details relating to the upcoming service can be added.

Updating and Assigning the Job

Under Jobs > Job Orders

Click the Service Job you wish to add details for, select the Details Tab, near top of screen

Some common lines such as Service Tech labour charge are prefilled and will need the fields updated

Having filled out the service jobs details the job sheet can be printed or emailed using the print button on the right hand menu

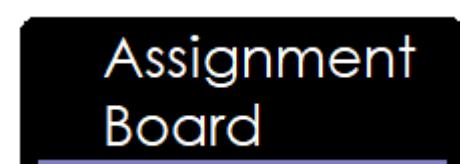
Now that the service job is fully up to date it can be assigned to the relevant personnel for completion using the assignment board.

Under Requirements>Assignment Board

Select profile **All Bookings**, click **OK**

In the unassigned Jobs list to the right will be each of the tasks required for completing the maintenance job. This can be searched using the search field near the middle of the screen.

Click & Drag each task onto the corresponding time slot for the employee you wish to complete the task



Invoicing

Having completed the job and reviewed any timesheets, the labour consumed in completion will be captured and the Job will be ready for invoicing.

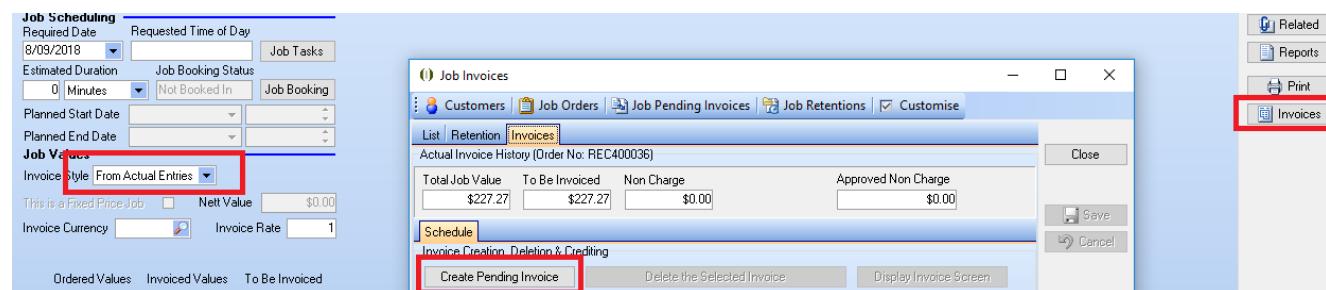
Navigate to the Job that's ready for invoicing

Under Jobs >Job Orders

Select the job, click the **Details TAB**

In the middle of the details screen ensure that **From Actual Entries** is the invoice style

Click **Invoices**, from the right hand menu



Click **Create Pending Invoice**. From the invoices screen the value to be invoiced will be displayed.

Click **Print**, select preview and show on screen to check the Invoice created is as intended

When reviewed and correct click **Print** and uncheck **Preview**, this posts the invoice and can be printed or emailed to the customer

SALES

Batch Invoicing

Under Sales > Batch Invoicing

This screen is primarily for review purposes only as all invoices should be processed via Job Invoice and POS. This will have all invoices processed and only show outstanding invoices, by default **Fully Paid** Invoices are hidden.

Customer Payments

If you are using Xero or QBO it is recommended payments are processed from Bank Feeds in the respective accounting system.

If you need to use Customer Payment see process below.

Under Sales > Customer Payments

Click **Add (F5)**

Enter payment date

Enter Customer Name

Select **Payment Style**

Received Payment

Match Credits to Invoices

Use Customer Deposit

*****Note for Received Payment** the record is created and maintained here.

For **Match Credit to Invoices** the Credit will have already been created using the 'Batch Invoicing' screen. You can select the specific Credit from the drop-down list in the next field. For **Use Customer Deposit** the Deposit will have already been created using the **Customer Deposit** screen. You can select the specific Deposit from the drop-down list in the next field.

Select **Banking Method**

Select **Payment Method**

Select **Account for Payment**

Update Received Amount

Click **Save (F6)**

Click **Apply to Invoices TAB**

Select Invoice(s) to apply payment against

Click **Update Selected Invoices**

Customer Deposits

Under Sales > Customer Deposits

No transactions will need to be processed in this screen this is for review only, refer to Job Deposits to create deposits. These will also auto apply when Job Invoices when they are "Printed".

CREDITS

From time to time you will be required to generate a refund or Adjustment Note for customers. The below processes provide guidance on best practice for generating Adjustment Notes in Ostendo. It is recommended that you have a REFUND Descriptor Code setup in Ostendo which should be mapped to the appropriate BANK Cost Centre and GL account for your business. If you are unsure on which Credit process to use in a particular situation, please contact your internal Ostendo champion to confirm prior to proceeding.

POS Credits

To create a Credit and refund in Point of Sale is the same process as a Sale but with a negative item or descriptor quantity.

Open the POS screen

Enter Sales Person and select Billing Customer

Select the Item/ Descriptor for which the Credit and Refund is required

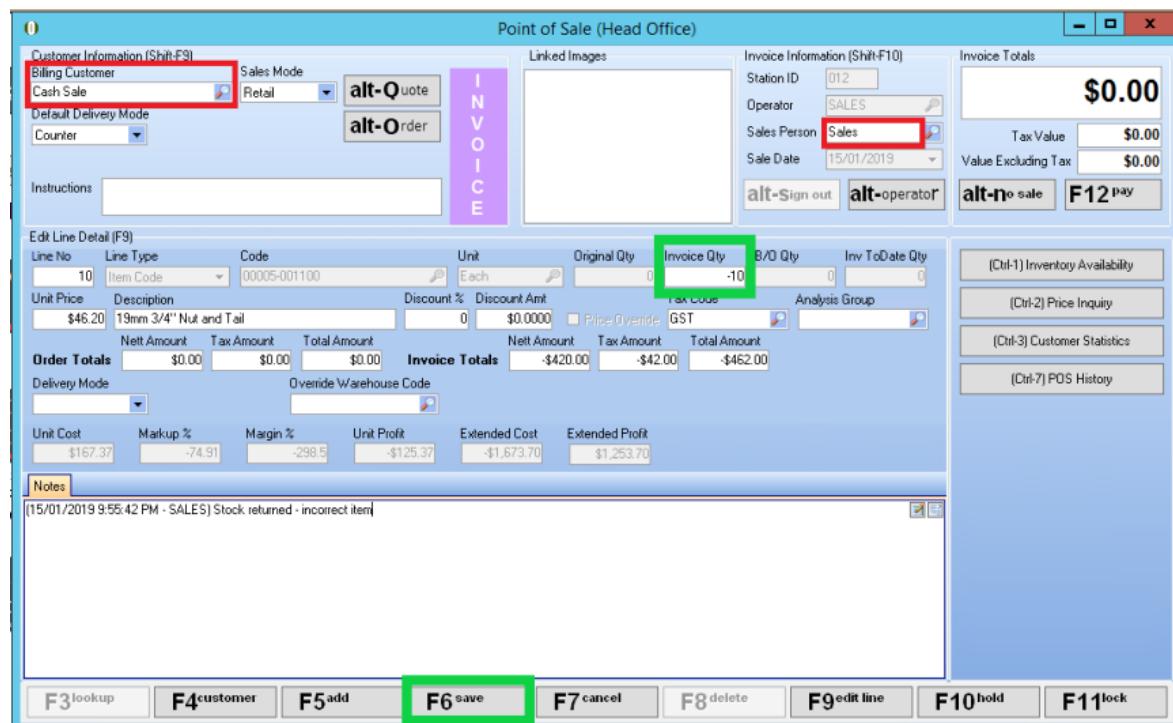
*****Note** If you are processing a Customer Refund with no Item return create a POS Sale using the REFUND Descriptor Code. The Quantity should be positive and the Unit Price should be negative

Edit Line (F9)

Update the Invoice Qty to the number of items being returned – for a stock return this will be negative quantity and for a financial REFUND the quantity will be positive

Add any Notes required and **Save (F6)**

Click **Edit Line (F9)** to return to the main screen and repeat for any additional Items



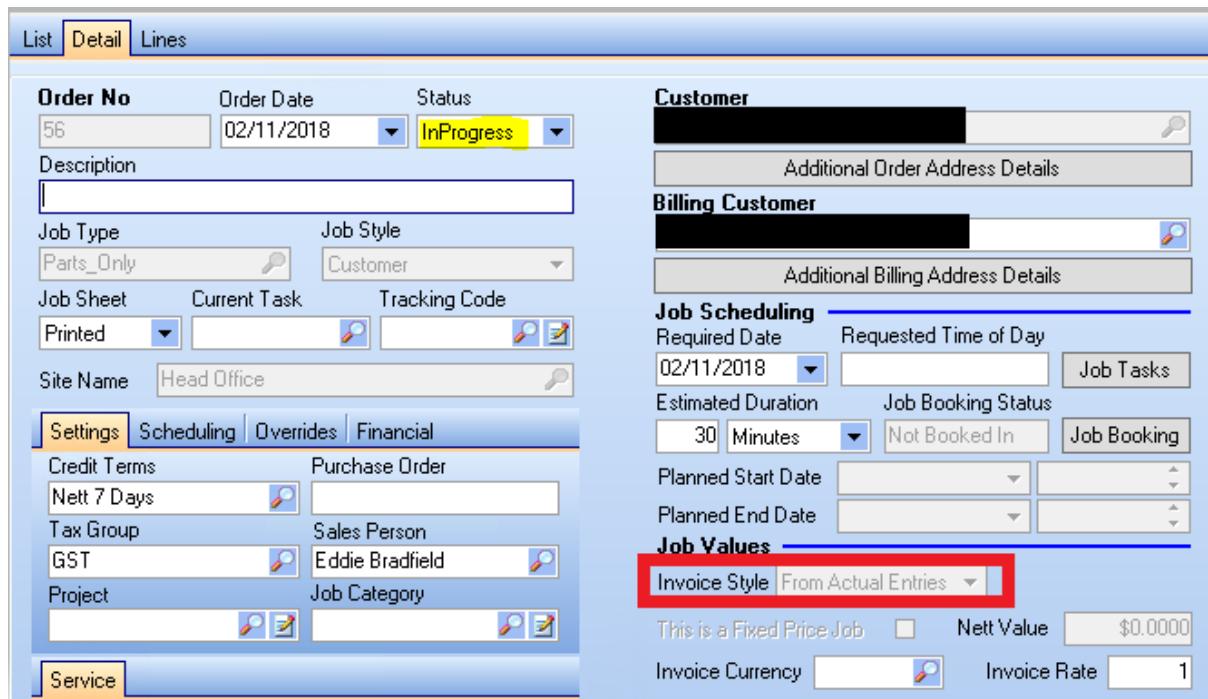
Once all Items being returned and refunded have been entered process the payment as per a normal POS Sale (F12) Pay.

The POS Sale and Payment will generate the necessary Stock and Financial transactions.

Job Order “From Actual Entries” Invoice Credits

This method is used for creating credits on Job Orders where the Invoice Style is ‘From Actual Entries’ for example Parts Sales. There are two types of Credits which can be created

- Full Financial Credit - no Stock return
- Stock Return Credit



The screenshot shows the 'Detail' tab of a Job Order. The 'Invoice Style' dropdown is highlighted with a red box and set to 'From Actual Entries'. Other tabs like 'Settings', 'Scheduling', 'Overrides', and 'Financial' are visible. The 'Customer' and 'Billing Customer' sections are also shown.

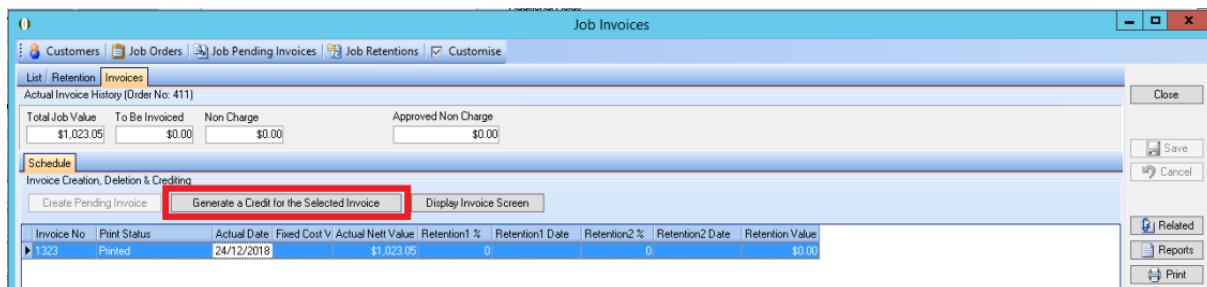
Select the Job Order required from the Job Order List screen. Go to the Detail Tab

***Note if Job Order does not appear in list it may already be **Closed**. To process a credit on a Job where the Status is ‘Closed’ you will need to reset the Status to **In Progress**. Once Credit has been processed update the Status to **Closed**

Full Financial Credit

On the right hand menu click on the Invoices button  to open the **Job Invoices** screen

From the list displayed select the Invoice you wish to credit



Click on the button **Generate a Credit for the Selected Invoice** – this will create an Adjustment Note for the entire Invoice amount with a Print Status of **Not Printed** i.e. it is still at **Planned** status.

Print the Adjustment Note created

The Credit generated will then need to be applied to the appropriate Invoice

Under Sale > Customer Payments

Click **Add (F5)**

Select the Customer for whom the Adjustment Note was generated

Select the Payment Style = **Match Credits to Invoices**

From the **Credit No** field select the appropriate credit

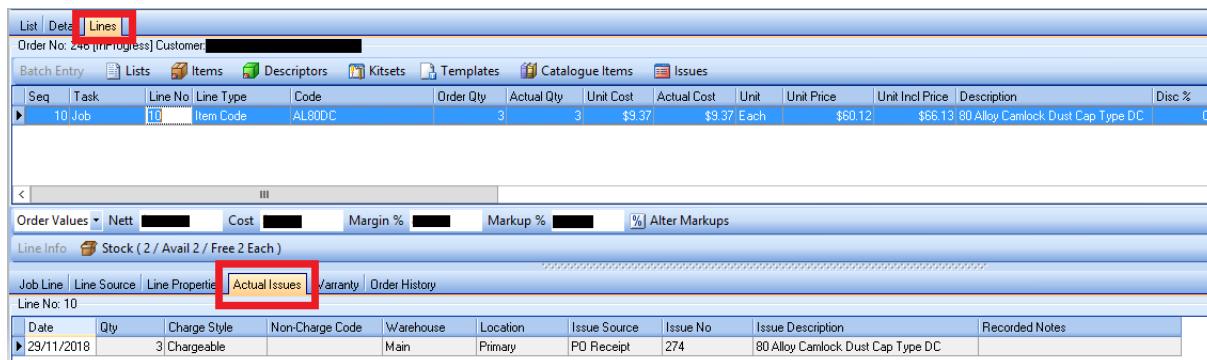


*****Note:** If no Credits are displayed check the **Batch Invoicing** screen to ensure that the Status is 'Printed' as a 'Planned' credit will not appear in the **Customer Payments** screen.

The applicable journals will then go to your accounting software in the next batch

Stock Return Credit

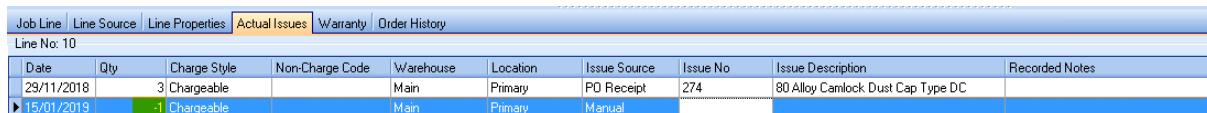
To return Items to Inventory and generate an Adjustment Note for the Customer Open the Job Lines screen



The screenshot shows the 'Job Lines' screen with the 'Actual Issues' tab highlighted. The table below shows a single item being issued from Stock.

Date	Qty	Charge Style	Non-Charge Code	Warehouse	Location	Issue Source	Issue No	Issue Description	Recorded Notes
29/11/2018	3	Chargeable		Main	Primary	PO Receipt	274	80 Alloy Camlock Dust Cap Type DC	
15/01/2019	-1	Chargeable		Main	Primary	Manual			

In the Job Line Actual Issues tab enter the Item being returned as a negative quantity – repeat for all Job Line Items being returned to Stock



The screenshot shows the 'Job Lines' screen with the 'Actual Issues' tab highlighted. The table below shows a single item being issued from Stock, with a negative quantity of -1.

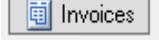
Date	Qty	Charge Style	Non-Charge Code	Warehouse	Location	Issue Source	Issue No	Issue Description	Recorded Notes
29/11/2018	3	Chargeable		Main	Primary	PO Receipt	274	80 Alloy Camlock Dust Cap Type DC	
15/01/2019	-1	Chargeable		Main	Primary	Manual			

You will note on the Detail tab that this has created a negative amount in **To Be Invoiced**

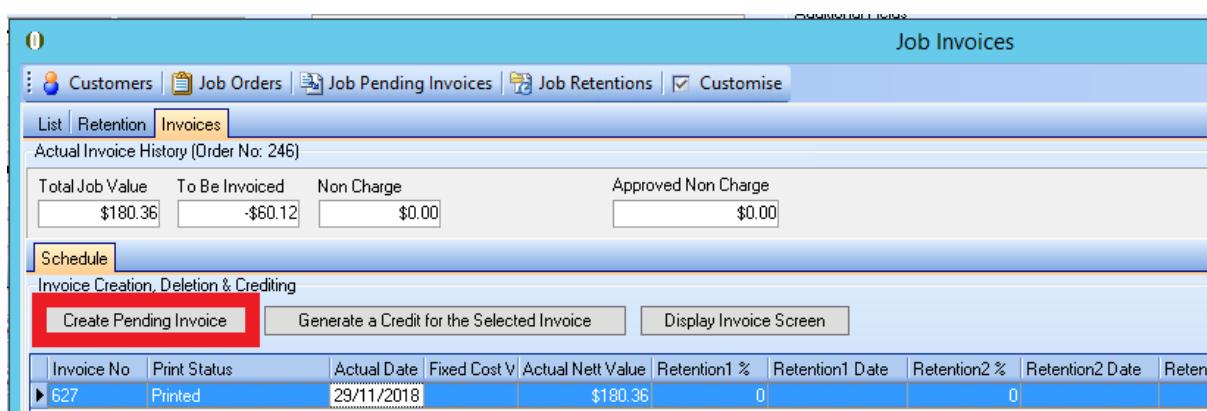


The screenshot shows the 'Job Lines' screen with the 'Detail' tab selected. The table below shows the 'Ordered Values', 'Invoiced Values', and 'To Be Invoiced' columns.

	Ordered Values	Invoiced Values	To Be Invoiced
Nett	\$180.36	\$180.36	-\$60.12
Tax	\$18.04	\$18.04	-\$6.01
Total	\$198.40	\$198.40	-\$66.13

On the right hand menu click on the Invoices button  to open the **Job Invoices**

Select the **Create Pending Invoice** button to generate the Adjustment Note



The screenshot shows the 'Job Invoices' screen. The 'Create Pending Invoice' button is highlighted with a red box. The table below shows the current job invoice details.

Total Job Value	To Be Invoiced	Non Charge	Approved Non Charge
\$180.36	-\$60.12	\$0.00	\$0.00

Create Pending Invoice

Print the Adjustment Note created

The Credit generated will then need to be applied to the appropriate Invoice

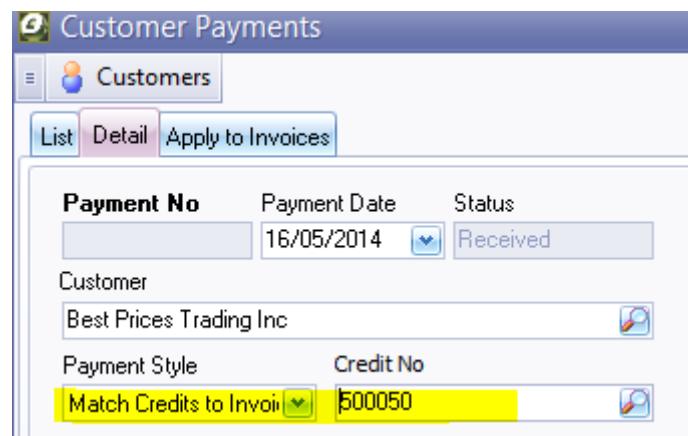
Under Sales > Customer Payments

Click **Add (F5)**

Select the Customer for whom the Adjustment Note was generated

Select the Payment Style **Match Credits to Invoices**

From the **Credit No** field select the appropriate credit



*****Note:** If no Credits are displayed check the **Batch Invoicing** screen to ensure that the Status is 'Printed' as a 'Planned' credit will not appear in the **Customer Payments** screen.

The applicable journals will then go to your accounting software in the next batch

Job Order Progress Invoice Return & Credit of Actual Parts

Under Jobs > Job Order

Go to the **Lines TAB**

Select the Job Line for which credit is required

Seq	Task	Line No	Line Type	Code	Order Qty	Actual Qty	Unit Cost	Actual Cost	Unit	Unit Price	Unit Incl Price	Description	Disc %	Cost Markup %	Sales Margin %	Line Nett	Line Tax
	10 Job	10	Item Code	435		1	\$57.00	\$57.00	Each	\$95.00	\$104.50	Relay Pump Start Weather Proof 2...	20.83	66.67	40	\$95.00	\$5.50
	10 Job	30	Item Code	HYP020L		1	\$35.91	\$35.77	Bottle	\$59.85	\$65.83	Sodium Hypochlorite 20L	-0.36	66.67	40	\$59.85	\$5.98
	10 Job	40	Item Code	102-2695		1	\$41.95	\$37.76	Each	\$69.92	\$76.91	Toro Transformer (240V - 24V)	16.68	66.67	40	\$69.92	\$6.99
	10 Job	50	Item Code	45MHP2		1	\$544.77	\$544.77	Each	\$907.95	\$998.75	Stenner 45MHP2 Adjustable Peristal...	-3.02	66.67	40	\$907.95	\$90.00
	10 Job	60	Item Code	F25-C		1	\$164.80	\$164.80	Each	\$274.67	\$302.13	Kelco F25-C Flow Switch SPDT 20...	-0.39	66.67	40	\$274.67	\$27.47

At the bottom of the Line screen go to the **Actual Issues TAB**

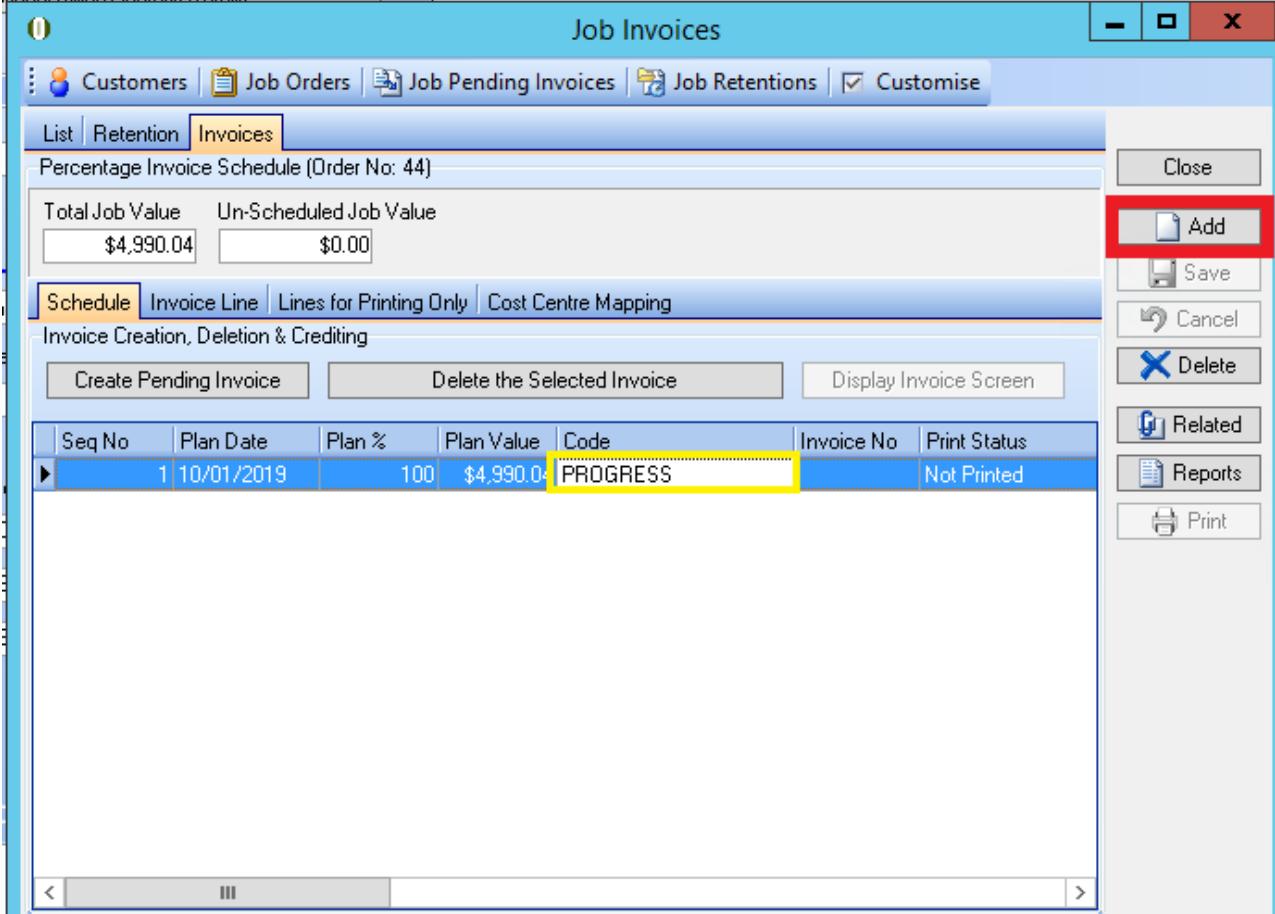
Manually **Add (F5)** negative issues for components being returned in **Actual Issues TAB** for that Line

Line Info  Stock (5 / Avail 6 / Free 5 Each)									
Job Line Line Source Line Properties Actual Issues Warranty Order History									
Line No: 40									
Date	Qty	Charge Style	Non-Charge Code	Warehouse	Location	Issue Source	Issue No	Issue Description	Recorded Notes
21/12/2018	1	Chargeable		Main	Primary	Manual		Toro Transformer (240V - 24V)	
* 10/01/2019	-1	Chargeable		Main	Primary	Manual			Stock Return

Open **Job Invoices**

Click **Add (F5)**

Use Progress Claim in **Code** field (do not enter amount yet)



The screenshot shows the 'Job Invoices' screen. At the top, there are tabs for 'Customers', 'Job Orders', 'Job Pending Invoices', 'Job Retentions', and a checked 'Customise' option. Below the tabs, there are buttons for 'List', 'Retention', and 'Invoices'. The 'Invoices' tab is selected. A message 'Percentage Invoice Schedule (Order No: 44)' is displayed. Below this, there are fields for 'Total Job Value' (\$4,990.04) and 'Un-Scheduled Job Value' (\$0.00). A table lists an invoice line with 'Seq No' 1, 'Plan Date' 10/01/2019, 'Plan %' 100, 'Plan Value' \$4,990.0, and 'Code' PROGRESS. The 'Code' field is highlighted with a yellow border. To the right of the table is a vertical toolbar with buttons for 'Close', 'Add' (highlighted in red), 'Save', 'Cancel', 'Delete', 'Related', 'Reports', and 'Print'.

Click **Save (F6)**

Go to **Invoice Line TAB**

Select **Enter Multiple Descriptive Lines on the Invoice**

Click **Prefill Descriptive Lines from Job Lines**



Select **Lines for Printing Only** TAB

Edit Line to match actual parts returned – quantity should be negative for item return



Go Back to **Schedule TAB** and update **Planned Value** to match **Line Total**

Click **Create Pending Invoice** to generate the Adjustment Note

Click **Print**

The Credit generated will then need to be applied to the appropriate Invoice

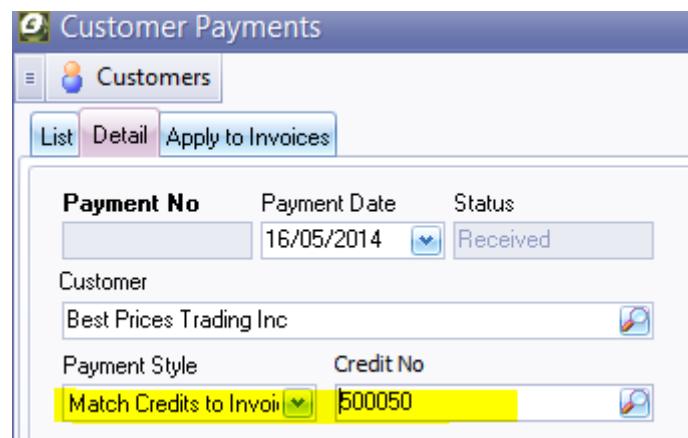
Under Sales > Customer Payments

Click **Add (F5)**

Select the Customer for whom the Adjustment Note was generated

Select the Payment Style **Match Credits to Invoices**

From the **Credit No** field select the appropriate credit



*****Note:** If no Credits are displayed check the **Batch Invoicing** screen to ensure that the Status is 'Printed' as a 'Planned' credit will not appear in the **Customer Payments** screen.

The applicable journals will then go to your accounting software in the next batch

PURCHASING

Inventory Replenishment

The Inventory Replenishment routine looks at an Item's current stock level and assesses the calculated Supply and Demand against the configured horizon. From this it makes a recommendation of suggested orders required to maintain minimum stock levels at the end of the horizon.

Replenishment will only address those items whose Default Supply Method is "Supply from Stock". "Source on Demand" items are ignored by the Replenishment routine and by default are automatically added to the Create Required Orders screen.

This procedure addresses Single Level MRP only.

Step 1 - Preparation

In order to run Inventory Replenishment, you must configure the following:

Under Inventory > Items:

Default Supply Method – Item must be set to **Supply from Stock**

ReOrder Basis – Recommend **Fixed Qty**

Level – If the projected stock falls below this level then a Suggested Order is triggered using the Re-Order Quantity or the actual demand quantity (whichever is the greater) to bring the stock up to the Re-Order level

ReOrder (Qty) - The minimum quantity that will be generated by a Suggested Order

Qty Multiple - The Suggested Order quantity is rounded up to the nearest multiple of this entry

Lead Time - The number of days between when the Item should be ordered and when it is required

Primary Supplier – If not set, this will need to be manually entered into the Requirements Screen before the Purchase Order can be created.

Item Code 100-2000	Unit Each	Inventory Information			
Description Washer-Mild Steel-8mm	Barcode 19310065001293	Onhand Qty 3528	Supply Qty 6002	Demand Qty 6934	Availability
Settings		ReOrder Basis Fixed Qty	Level (Qty) 2000	ReOrder (Qty) 100	Qty Multiple 50
Manuf Info		Primary Supplier Bruce Wilson	Lead Time 3		
Order Dims		Sourced By Purchasing			
Budget		Additional Inventory Settings			
Times		Item Pricing & Costing			
Category Fasteners	Sub Category Washers	Sell Price \$0.08	SP (inc Tax) \$0.08	Buy Price \$0.04	Pricing
Pricing Group max 25	Tax Group FRE			Costing	
Analysis Group Materials	Default Supply Method Supply from Stock				

To assist you in understanding the settings you need to apply, we recommend two reports:

Inventory>Inquiries – Days of Inventory

Under File>Customisation Configuration>User Defined Constants

Inventory>Inquiries – Item Lead Times

Both of these reports provide insight into daily usage of an item and the average daily usage of an item.

Step 2 Replenishment Process

Under Requirements>Inventory Replenishment

The default settings are configured under Requirements>Settings> Requirements Rules. (ADMIN users only access)

On opening the Inventory replenishment, you can either continue to review and accept the results from a previous Replenishment or Create a New Inventory Replenishment as per below.

Inventory Replenishment

Create New Inventory Replenishment Open Previous Replenishment

Previous Replenishment Run

Replenishment Last Run Date Status

New Replenishment Run

Replenishment Horizon Fixed Period in Weeks Lead time Days + Additional Weeks

Weekly Lead time Days + Additional Weeks

Multi-Level Explosion Specific Site

Convert Transfers to Purchases

Exclusions

Exclude Sales Demand <input checked="" type="checkbox"/>	Exclude Purchase Supply <input type="checkbox"/>
Exclude Job Demand <input type="checkbox"/>	Exclude Assembly Supply <input checked="" type="checkbox"/>
Exclude Assembly Demand <input checked="" type="checkbox"/>	Exclude 'Planned' Order Status <input checked="" type="checkbox"/>
	Exclude 'OnHold' Order Status <input checked="" type="checkbox"/>

Forecasting

Exclude any Forecasts for Items

Forecast Style History Days

Forecast From History Factor %

History Source Include Pricing Forecasts

Expedite

Expedite Purchase Orders Expedite Assembly Orders

Item Selection Options

From	To
Item Code <input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>
Category <input type="text"/> <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="🔍"/>
ABC Classification <input type="button" value="▼"/>	<input type="button" value="▼"/>
Specific Supplier <input type="checkbox"/> <input type="text"/> <input type="button" value="🔍"/>	

Review settings and click **OK**

*****Note** if you import items from overseas it would be normal to increase the Horizon significantly and isolate the results to a specific Supplier.

Determine Nett Demand

The Replenishment Routine extracts all 'Actual Demands' from the following sources

- Sales Orders
- Assembly Orders
- Job Orders (This is the primary Demand source for Think Water members as POS Sales take the stock immediately)

The Forecast Demands and the Actual Demands are then compared and a calculated ongoing demand is generated from the greater of the Cumulative Forecast and the Cumulative Actual Demand.

For Example:

Horizon	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
Forecast Demand	10	10	10	10	10	10
<i>Cumulative Forecast Demand</i>	10	20	30	40	50	60
Actual Demand	15	3	14	2	-	-
<i>Cumulative Actual Demand</i>	15	18	32	34	34	34
Cumulative Demand	15	5	12	8	10	10

*****Note** initially new sites will not have any history to generate a sales forecast demand. In time this information will improve and after 12 months you will be able to select "Same period LY" and add a history factor.

Determine Supply

The Replenishment Routine extracts all 'Actual' Supply quantities from the following sources

- Purchase Orders (This is the primary Supply Source for Think Water Member businesses)
- Assembly Orders

Creating Suggested Orders

The replenishment routine will now take the current stock level, Nett Demands and Outstanding Supply orders and, starting the system date, go through the following process:

1. Add any overdue Supply Orders to the Current Stock Level and deduct any Nett Demands equal or prior to the system day
2. Is the 'expected' Stock Level below the Item's Re-Order Level?
 - a. No - Go to question 4
 - b. Yes - Determine the greater of (a) the quantity required to bring it up to the Re-Order Level and (b) the Re-Order Quantity. Round this up in accordance with the Item's Order Multiple and create a Suggested Order
3. Add the Suggested Order Quantity to the Current Stock Level
4. Go to the next day / week
5. Has the Replenishment Horizon been reached for this Item?
 - a. No - Go to question 6
 - b. Yes - End the Replenishment calculation for this Item
6. Add any Supply Orders (Assembly Orders or Purchase orders) scheduled for this day
7. Deduct any 'Nett Demands' scheduled for this day.
8. Go back to the question 2

Step 3 Replenishment Results

It's now time to analyse the results and make any "gut feel / human decisions".

The results of the Replenishment run are displayed showing all Items that have had Suggested Orders created.

Replenishment Info											
Replenishment Run Date		Replenishment Horizon		<input type="radio"/> Fixed Period in Weeks <input type="radio"/> Lead Time Days + Additional Week: <input type="text" value="3"/>							
<input type="checkbox"/> Specific Site <input type="text"/>		<input type="button" value="Print"/>									
List											Detail
Select	Item Code	Description	OnHand	Sourced By	Total Suggested Qty	Total Buy Value	Total Supply Qty	Total Demand Qty	Category	Sub Category	Supplier
<input type="checkbox"/>	5000-2010	Cat 6 Network Cable - 1.2 Metres	-4	Purchasing	2	\$10.70	9	7	Computer	Network	Daffodil Computer Supplies Ltd
<input type="checkbox"/>	5000-1010	Standard 101 Keyboard	0	Purchasing	1	\$25.00	0	1	Computer	Keyboards	Hardware Company
<input type="checkbox"/>	5000-1201	PC Motherboard with 3.2 Ghz Processor	0	Purchasing	15	\$3,180.00	0	1	Computer	Base Box	Hardware Company
<input type="checkbox"/>	5000-1215	CD-RW Read/Write Drive	0	Purchasing	15	\$645.00	0	1	Computer	Base Box	Hardware Company
<input type="checkbox"/>	5000-2011	Cat 6 Network Cable - 5 Metres	0	Purchasing	1	\$12.75	0	1	Computer	Network	Daffodil Computer Supplies Ltd
<input type="checkbox"/>	5000-3000	RAM 512 Mb	0	Purchasing	1	\$70.00	0	1	Computer	RAM	Daffodil Computer Supplies Ltd
<input type="checkbox"/>	5000-3000	RAM 4096 Mb	0	Purchasing	1	\$152.00	0	1	Computer	RAM	Daffodil Computer Supplies Ltd
<input type="checkbox"/>	5000-4002	Hard Disk 120 Gb	0	Purchasing	6	\$552.00	0	1	Computer	Hard Disk	Hardware Company
<input type="checkbox"/>	5000-4003	Hard Disk 250 Gb	0	Purchasing	6	\$810.00	0	1	Computer	Hard Disk	Hardware Company
<input type="checkbox"/>	70-1KG BAG	70-1kg B Bag	0	Purchasing	1	\$1.20	0	1			B Jackson
<input type="checkbox"/>	70-250G BAG	70-250g Bag	0	Purchasing	1	\$0.80	0	1			B Jackson
<input type="checkbox"/>	70-500G BAG	70-500g Bag	0	Purchasing	1	\$1.00	0	1			B Jackson
<input type="checkbox"/>	999-1001	Fabric	0	Purchasing	1	\$20.00	0	1			Bruce Wilson
<input type="checkbox"/>	AC-8026_A1...	Air Conditioning Unit - Model 26 source...	0	Purchasing	3	\$3,768.00	0	1	Electrical	Equipment	Electrical Supplies Inc
<input type="checkbox"/>	5000-1251	PC Motherboard with 3.6 Ghz Processor	1	Purchasing	10	\$3,540.00	0	1	Computer	Base Box	Hardware Company
<input type="checkbox"/>	5000-4001	Hard Disk 80 Gb	1	Purchasing	15	\$975.00	0	1	Computer	Hard Disk	Hardware Company
<input type="checkbox"/>	5000-5003	LCD 21 inch Monitor	2	Purchasing	2	\$1,744.00	0	1	Computer	Monitors	Daffodil Computer Supplies Ltd
<input type="checkbox"/>	5000-5002	LCD 19 inch Monitor	5	Purchasing	1	\$423.00	0	1	Computer	Monitors	Daffodil Computer Supplies Ltd
<input type="checkbox"/>	5000-5001	LCD 17 inch Monitor	10	Purchasing	5	\$1,120.00	0	1	Computer	Monitors	Daffodil Computer Supplies Ltd
<input type="checkbox"/>	P1001	Paint	11	Purchasing	50	\$1,250.00	0	0	Misc		B Jackson
											\$18,300.45000

As with all grids in Ostendo, you can sort, filter, sum, count, group etc.

You can drill-down on each Item in the **Detail TAB** (see below) to see the detailed results of the run. This shows (by Day / week) all Demands, Supply Orders, and Suggested Orders with a resulting stock balance at the end of the day / week. On this **Detail** view the quantity displayed against the Suggested Order can be amended. The results of the change are immediately reflected on all subsequent daily / weekly balances.

List Detail

Item Code 100-2000	Unit Each	Inventory Information										
Description Washer-Mild Steel-8mm		Onhand Qty 1598	Sourced By Purchasing									
Default Supply Method Supply from Stock	Status Active	ReOrder Basis Fixed Qty	Level (Qty) 10000	ReOrder (Qty) 100	Order Multiple 50							
		Default Supplier B Jackson		Lead Time 1								
Item Sourced for this Run												
Sourced By Purchasing	Supplier B Jackson	<input type="checkbox"/> Override Suggested Qty <input type="checkbox"/>										
Projected Requirements Orders Expedite												
	Supply			Demand			Calculated					
Date	Opening	Purchase	Assembly	Sales	Job	Assembly	Transfers	Forecast	Demand	Projected	Suggested	Closing
3/01/2019	1598	5185	0	0	2197	0	0	104	2197	4586	5450	10036
7/01/2019	10036	0	0	0	0	0	0	0	0	10036	0	10036
14/01/2019	10036	0	0	0	0	0	0	0	0	10036	0	10036

Apply Results

Once you have made all the required changes then go back to the **List TAB**, 'check' the lines that are to be actioned and click the **Accept Replenishment results for Selected Items** button. The accepted 'Suggested' Order quantity(s) are now transferred to physical requirements into Requirements>Create Required Orders screen.

Information Panel

Display Requirements up to Date Display Requirements for

Purchase Settings

Filter for a specific Site Filter for single Supplier Combine requirements into single order by Supplier Create separate orders for each demand source

List Detail

Select	Required Date	Req Qty	Purchase Date	Purchase Qty	Code Type	Code	Unit	Fixed Price	Fixed Buy Price	Description	Supplier	Requirement From	Order Type	Order No
<input type="checkbox"/>	31/10/2017	1	31/10/2017	1	Descriptor Code	PROGRESS CLAIM	Each	<input checked="" type="checkbox"/>	\$0.00	Progress Claim for Invoice Sc	B Jackson	Order	Job	JOB400064
<input type="checkbox"/>	31/10/2017	1	31/10/2017	1	Descriptor Code	SALAD_1	Carton	<input checked="" type="checkbox"/>	\$0.00	Salad_1	Green Waste Manag	Order	Job	JOB400064
<input type="checkbox"/>	17/11/2017	1	17/11/2017	1	Descriptor Code	CUT MAKE & TRIM	Each	<input type="checkbox"/>	\$0.00	CUT MAKE & TRIM	Camel Devices Ltd	Order	Assembly	W0200098
<input type="checkbox"/>	17/11/2017	5	17/11/2017	5	Descriptor Code	CUT MAKE & TRIM	Each	<input type="checkbox"/>	\$0.00	CUT MAKE & TRIM	Camel Devices Ltd	Order	Assembly	W0200081
<input type="checkbox"/>	20/07/2018	50	19/07/2018	50	Item Code	110-2041	Each	<input checked="" type="checkbox"/>	\$0.18	Washer-Stainless Steel-15mm	B Jackson	Order	Job	JOB400077
<input type="checkbox"/>	22/07/2018	100	19/07/2018	100	Item Code	100-2000	Each	<input checked="" type="checkbox"/>	\$0.04	Washer-Mild Steel-8mm	B Jackson	Order	Job	SER400076
<input type="checkbox"/>	3/01/2019	1	4/01/2019	1	Item Code	70-1KG BAG	Each	<input type="checkbox"/>	\$0.00	70-1kg Bag	B Jackson	Replenish	Inventory	Various
<input type="checkbox"/>	3/01/2019	1	4/01/2019	1	Item Code	70-250G BAG	Each	<input type="checkbox"/>	\$0.00	70-250g Bag	B Jackson	Replenish	Inventory	Various
<input type="checkbox"/>	3/01/2019	1	4/01/2019	1	Item Code	70-500G BAG	Each	<input type="checkbox"/>	\$0.00	70-500g Bag	B Jackson	Replenish	Inventory	Various
<input type="checkbox"/>	3/01/2019	1	4/01/2019	1	Item Code	999-1001	M	<input type="checkbox"/>	\$0.00	Fabric	Bruce Wilson	Replenish	Inventory	Various

From the Create Required Orders screen you can now combine or separate order requirements based on supplier or demand source and **Generate Orders for Selected Requirements**

<input type="checkbox"/>	22/06/2018	60	15/06/2018	60	Item Code	760-2176	Each	<input type="checkbox"/>	\$0.00	Tube-Stainless Steel-25mm/200mm	Engineering Supplies Pty Ltd	Order	Assembly	W0200007	Assembly	Handle Assembly	For Order
<input type="checkbox"/>	6/07/2018	2	6/07/2018	2	Descriptor Code	CH BATEAU BAY MEAL	Each	<input type="checkbox"/>	\$0.00	Upfront		Sales	Sales	S0300045			Azure
<input checked="" type="checkbox"/>	6/07/2018	1	6/07/2018	1	Descriptor Code	MISCHARGE	\$	<input type="checkbox"/>	\$0.00	Misc Charge	Ceice Insurance Brokers	Order	Assembly	W0200045	Cutting	Standard Green Wagon	For Inv
<input checked="" type="checkbox"/>	17/09/2018	1	17/09/2018	1	Descriptor Code	MATERIAL	\$	<input checked="" type="checkbox"/>	\$0.00	3 Sheets	Dalhoff Computer Supplies Ltd	Order	Job	JOB400002	Job	Make Order	Below
<input type="checkbox"/>	27/10/2018	1	26/10/2018	1	Item Code	100-2002	Each	<input type="checkbox"/>	\$0.00	Washer-Mild Steel-10mm	Hardware Company	Order	Job	JOB400008	Job	Aaron	Aaron
<input type="checkbox"/>	7/12/2018	2	7/12/2018	2	Item Code	PVC PIPE	M	<input type="checkbox"/>	\$0.00	PVC Pipe	Camella Co Ltd	Order	Sales	S0300047			Azure

Select All Required De Select All Required

Generate Orders for Selected Requirements

Inventory Replenishment FAQ

1. I can't see an item I expected to see in the replenishment results list

Ensure there is no filter applied

Is the item source method – **Supply from Stock**?

Review the items Inventory Availability information to manually determine if it will fall below its 'Level' in the set Horizon. I.e. the Job Header Required Date might fall outside the Replenishment Horizon. Either change the horizon for that specific item or change the Line Source Supply Method for that Job Line to 'Source on Demand' (this will force it straight into "Create Required Orders")

2. The supply Qty expects them today; but they are not due for another week.

Inventory replenishment is a very complex algorithm and like any calculation its result depends entirely on the quality of the data within Ostendo. Most importantly is the Required Date field within Orders. For Jobs this is the required date in the Job Header and for Purchase Orders it's the Required Date at the Purchase Line level otherwise it takes the Purchase Header Required Date. If a Purchase Order is overdue and the required date is not updated to reflect the expected arrival date, then it will assume it will arrive today.

Alternatively, you may have selected 'Expedite Purchase Orders'. If this checkbox is 'checked' then all Purchase Orders will be used to expedite demand where required. A report can be produced showing where this has occurred. Note: - When this is 'checked' you have the additional option to NOT expedite specific Purchase Orders by going to the Purchase Order Header screen and 'checking' the 'No Expediting of this Order' checkbox. This is particularly useful for overseas Purchase Orders which typically cannot be hurried up.

3. The closing balance is not my Min stock level (reorder Level)

The system will always apply the item order multiple last when determining the suggested order quantity.

4. I'd like to see what my forward forecast demand looks like

Extend the Horizon to a fixed number of weeks, for example 26 weeks and the forecast demand will drop in each month or part thereof.

Create Required Orders

This functionality allows users to create required purchasing orders from the job orders or Inventory Replacement results

Under Requirements>Create Required Orders

Ensure Supplier field is populated

Select All or alternatively 'check' those lines whose requirements are required

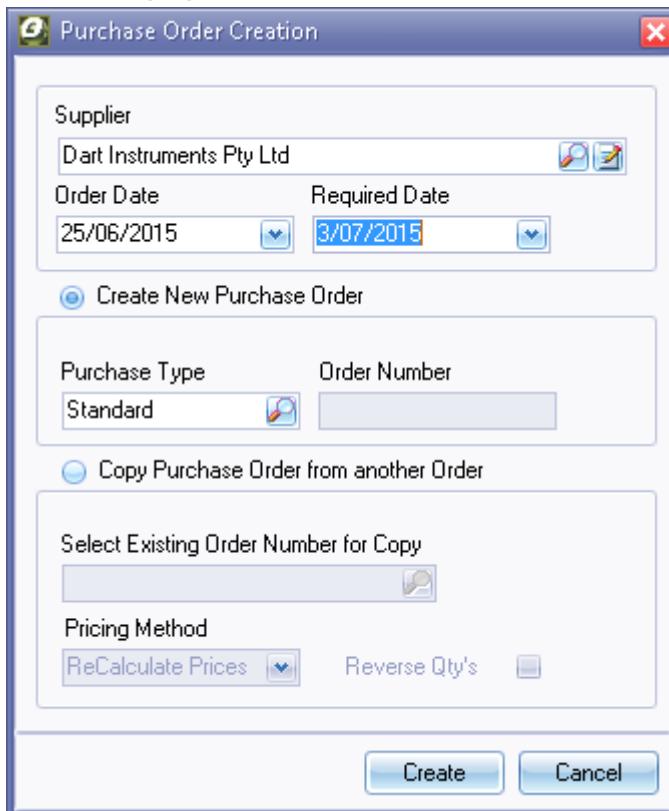
Click Generate Orders for Selected Requirements

You will then have option to view recently generated Purchase Order Click **Yes**

Review Orders and then **Print** to print or e-mail to supplier

Purchase Orders – Manual

Under Purchasing > Purchase Orders
Click **Add (F5)**



The dialog box is titled "Purchase Order Creation". It contains the following fields:

- Supplier:** Dart Instruments Pty Ltd (with edit and delete icons)
- Order Date:** 25/06/2015
- Required Date:** 3/07/2015
- Create New Purchase Order:** (radio button selected)
- Purchase Type:** Standard
- Order Number:** (empty text box)
- Copy Purchase Order from another Order:** (radio button)
- Select Existing Order Number for Copy:** (empty text box)
- Pricing Method:** (dropdown menu: ReCalculate Prices, Reverse Qty's)

At the bottom are "Create" and "Cancel" buttons.

Enter Supplier's name

Adjust Required Date

Click **Create**

Enter Buyer Name

Click **Lines TAB**

There are multiple ways to add lines to a Purchase Order

Batch Entry



Click on Items from the batch entry menu

In the active grid, start typing the item code

If you do not know the code, then enter part of the code or description into the Search

Field **Search** 

Double Click on your item or click **Add to Selected Items**

 Add to selected items

Continue to select items and add

Modify quantities

Batch Entry - Items

All Items						
Item Code	Description	Unit	Category	Sub Category	Qty on H	
TH-SH-AL-SM-1'22	Surface Contact Head HEAD ALUM+G352:G...	Each	SURFACE HEAD	HEAD SURFACE		
TH-SH-DILDO-24IN	Dildo 24" Protection Sheath	Each	THERM SHEA...	DILDO		
TH-SH-METALCER-24IN	Metal Ceramic 24" Sheath	Each	THERM SHEA...	METAL CERAMIC		

3

(Primary Supplier = Deange Industry Co Ltd)

Filtering & Sorting 

Selected Items Only

Add to selected Items Remove from selected Items

Qty	Item Code	Unit	Description
10	TH-SH-AL-SM-1'22	Each	Surface Contact Head HEAD ALUM+G352:G370
25	TH-SH-DILDO-24IN	Each	Dildo 24" Protection Sheath
12	TH-SH-METALCER-24IN	Each	Metal Ceramic 24" Sheath

Click **Create Lines from Selected Contents**

Review Orders and then click **Print** to print or e-mail to supplier

Purchase Receipts

Under Purchasing > Purchase Receipts

Click **Add (F5)**

Enter Purchase Order Number either manually or select by clicking into the field and selecting the spyglass icon

Enter Supplier's Delivery Docket number into the Packing Slip No field

Update Goods Received Date

Click **Save**

Select Lines TAB

Click **Prefill Receipt Quantities**

From the Receipts TAB Modify Receipt Qty for any line where full quantity was not received

From the Receipts TAB review all lines for Receipt Unit Price

***Note the Receipt Unit Price is what will be posted into stock as the inventory value

Select the Allocations TAB

Receipts	Allocations					
Line No: 10						
Allocation Type	Allocation Reference	Allocation Qty	Receipt Qty	Warehouse	Location	
> Inventory		10	10	DN Main	TH.BK4.S2	

***Note if the item you are receiving is serial controlled then enter the Serial number for each line

Receipts	Allocations						
Line No: 10							
Edit Allocation Quantities							
Allocation Type	Allocation Reference	Allocation Qty	Receipt Qty	Warehouse	Location	Expiry Date	Batch No
Inventory		0	0	Main	Primary		
* Inventory		0	0	Main	Primary		

Click **Edit Allocations Quantities**

Modify the Qty allocations, batch and expiry

Click **OK**

Click **Save (F6)**

Select **Detail TAB**

Click on **Post All Purchase Receipt Entries**

Post All Purchase Receipt Entries

Click **Yes**

Click **OK**

***Note if an error is made on posting, you can Un-Post the Purchase Receipt by selecting the above icon. If the goods have already been picked and invoiced then you run the risk of negative inventory. The system will not Un-Post. If the Purchase Invoice has been created then this will need to also be deleted before Un-Posting.

Purchase Invoices

This step allows you to match the purchase receipt against the Supplier Bill. The Purchase System Rule has been set to automatically create the Purchase Invoice when the receipt is posted; hence for the most part you will not need to create the invoice.

Under Purchasing > Purchase Invoices

From the Purchase Invoice Grid, select the Invoice created by the purchase receipt batch

Click on **Detail TAB**

Adjust Invoice Date

Invoice Style will not need to be changed unless you are creating a Supplier Invoice with no order or receipt.

Update supplier invoice number from supplier's bill document number

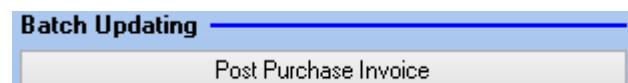
Adjust supplier invoice date if necessary - this is used to record the suppliers invoice date if you have already closed off your month for reporting and the supplier's bill is late. It's a display only field. The INVOICEDATE field is what passes to accounting system not the supplier invoice date

Review **Nett Amount** and **Tax Amount**

If different then likely cause is receipted unit price for one or more items is different to the supplier's bill unit price. If this is the case, you will either need to:

1. If stock has not already been used, delete the purchase invoice, go back to the purchase receipt and un-post. Update unit price and Post again
2. If variance is small then click on Lines TAB, adjust the Invoice Unit Price field. Also go back to the Items list and update the new buy price so future PO's are priced correctly for this supplier.

Click on **Post Purchase Invoice**



Click **Yes**

Click **OK**

Stock Returns

To process a Stock Return to a Supplier, process a Purchase Receipt with No Order. A custom Stock Return report has been created which can be emailed to Suppliers and or printed to be forwarded to Suppliers with goods returned.

*****Note** items being returned via this process must currently exist in Inventory. Ostendo will not allow the stock level to go into negative quantities. If your current Stock Level is 0 you cannot process a negative return. Serial tracked Stock must also have a serial number entered which exists in Inventory.

Under Purchasing > Purchase Receipts

Click **Add (F5)**

Enter the Reference details – this will be displayed on the report as a Supplier Reference

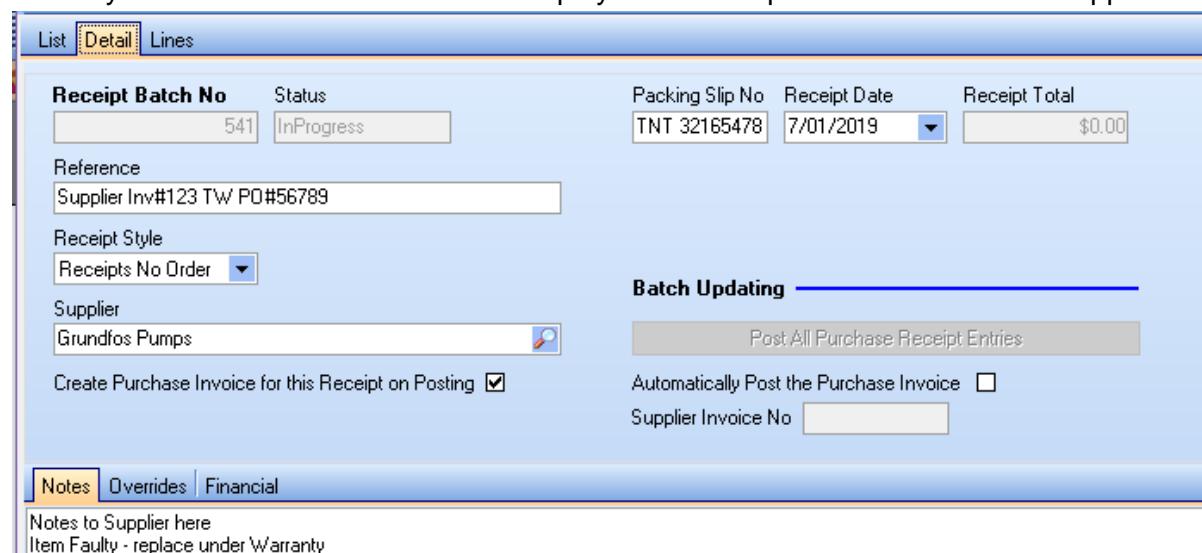
Select the Receipt Style **Receipts No Order**

Select the **Supplier** to whom Items are being returned

Enter Return Delivery Docket number into the **Packing Slip No** field (if required)

Update Goods Received Date – in this case it will be displayed as a Return Date on the printed report

Add any Notes – Notes entered will be displayed on the report and visible to the Supplier



Click **Save (F6)**

Select **Lines TAB**

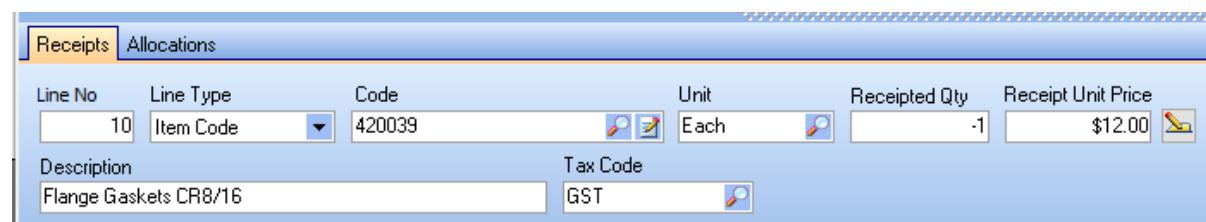
Click **Add (F5)**

Select Item Code for Item being returned

Enter Received Quantity as a **NEGATIVE** value – this will remove the Items from stock on

Click **Post of Purchase Receipt Entries**

From the **Receipts TAB** review all lines for Receipt Unit Price



***Note Receipt Unit Price is what will be posted into stock as the negative inventory value

Select the **Allocations TAB**

Receipts	Allocations
Line No: 10	
Allocation Type Inventory	Allocation Reference Allocation Qty 10 Warehouse DN Main Location TH.BK4.S2

***Note if the item you are returning is serial controlled then enter the Serial number for each line item being returned

Click **Save (F6)**

Select **Detail TAB**

Click on **Post All Purchase Receipt Entries**

Post All Purchase Receipt Entries

Click **Yes**

Click **OK**

This will remove the items being returned to the Supplier from Ostendo Stock and create a Pending Supplier Invoice. Do not post the Purchase Invoice until you have a resolution from your Supplier. There are 3 outcomes from the Item return to the Supplier

1. **Supplier issues replacement Items** – To return the Item to Stock create another Purchase Receipt with the positive Received quantity for the Items replaced. The Purchase Invoice created will balance the Supplier Credit and the net effect on Stock Value is zero as the Item should be received at the same cost on both the outgoing and incoming Purchase Receipt.
2. **Supplier issues financial credit for Items** – The negative Purchase Receipt has already generated the Supplier Credit. Post the Purchase Invoice from Ostendo and apply the Credit to the relevant Supplier Invoice in your accounting system.
3. **Stock is neither replaced nor credited** – The Purchase Receipt and Purchase Invoice created for the Stock Return will generate the financial transactions required. Update the Purchase Invoice to be zero this will create an entry to the **Purchase Price Variance** Cost Centre which can then be journalized to the appropriate account in your accounting system.

INVENTORY

Inventory Adjustments

This screen allows you to make miscellaneous Inventory Adjustments. These adjustments can be either positive (Receipts) or negative (Issues) quantities.

The process for Inventory Adjustments comprises the following Steps

Under Inventory > Inventory Adjustment

Click **Add (F5)**

Click **Save (F6)** to create Batch Number

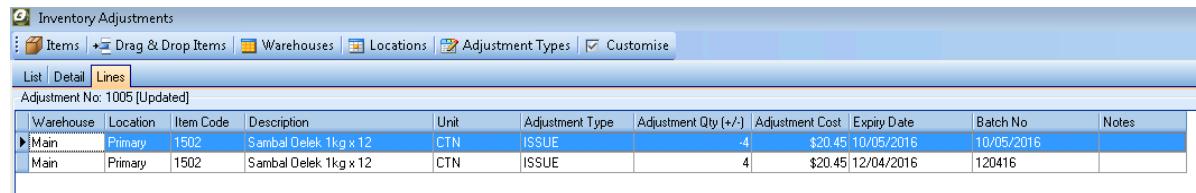
Select the **Lines TAB**

Add Lines to the Batch - separate line to cover each stock adjustment

Go back to the **Detail TAB**

Click **Post the Batch**

*****Note until a batch is *Posted* the stock movement will not be recorded against the included Item(s)**



Warehouse	Location	Item Code	Description	Unit	Adjustment Type	Adjustment Qty (+/-)	Adjustment Cost	Expiry Date	Batch No	Notes
Main	Primary	1502	Sambal Oelek 1kg x 12	CTN	ISSUE	-4	\$20.45	10/05/2016	10/05/2016	
Main	Primary	1502	Sambal Oelek 1kg x 12	CTN	ISSUE	4	\$20.45	12/04/2016	120416	

Inventory Change

This screen is intended for use when a posted Inventory receipt (Supply or Assembly) contained errors. It allows amendments to be made to the Item's variables in the current Warehouse, Location without creating a Stock Movement Transaction. You should note that this feature does not allow changes to the stock Quantity or the Unit of Measure.

Under Inventory > Inventory Change

Enter Item Code into Inventory Change Grid or search from the search field

Select **Detail TAB**

Click into field to be modified against the line Qty variant

Enter new value

Click **Save (F6)**

Inventory Change

Item Code 1502 **Unit** CTN **Inventory Information**

Description Sambal Oelek 1kg x 12 **Onhand Qty** 165 **Inventory Details Inquiry**

Bar Code 10736697100057 **Status** Active

Warehouse	Location	Onhand Qty	Unit	Expiry Date	Batch No
Main	Primary	159	CTN	10/05/2016	10/05/2016
Main	Primary	6	CTN	12/04/2016	12/04/2016

Close **Save** **Cancel**

Inventory Transfer

This screen allows you to move inventory to different locations whether it be a different location in store, moving stock to service vehicle (Van Stock) or other store.

Under Inventory > Inventory Transfers

Local Stock Transfer/Van Stock Process

Click **Add (F5)**

Transfer Style = Location Transfer

Inventory Transfer

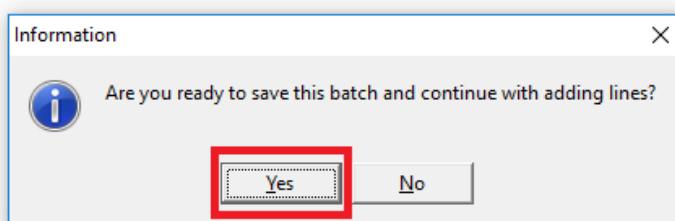
Items **Inventory Availability** **Warehouses** **Locations** **Customise**

List **Detail** **Lines**

Transfer No	Status	Created From	Transfer Updating
	InProgress	Manual	Transfer Date: 21/12/2018
Reference:		Post All Transfers	
Transfer Style: <input style="border: 1px solid red; border-radius: 5px; padding: 2px;" type="button" value="Location Transfer"/>		From Site:	To Site:
<input type="checkbox"/> Transfer Charge Applies			

Go to **Lines TAB**

Click **Yes**



Click **Add (F5)**

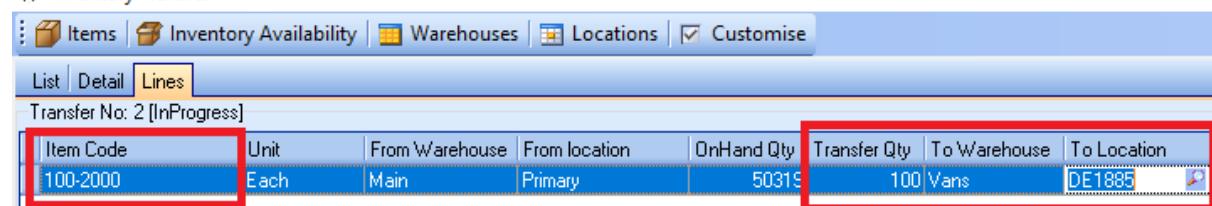
Select **Item Code**

From Warehouse and From Location will default (change if required)

Enter **Transfer Qty**

Enter **To Warehouse** and **To Location**

① Inventory Transfer



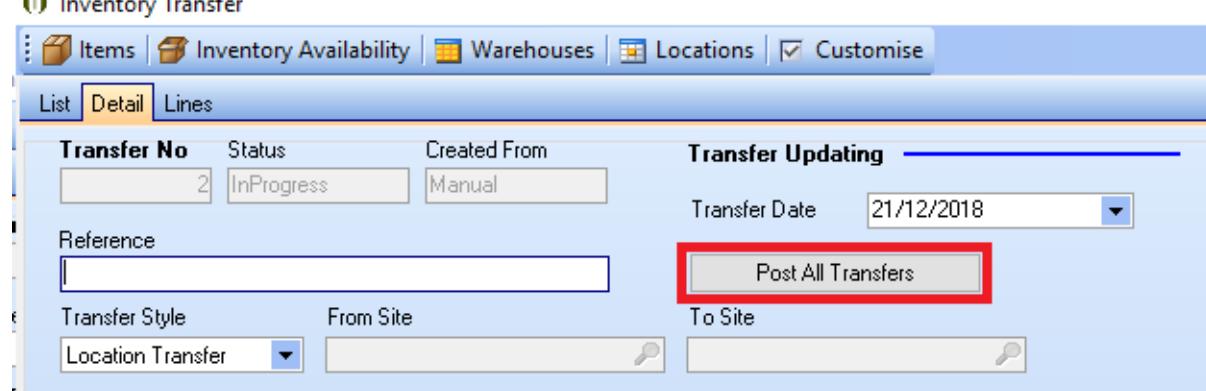
Item Code	Unit	From Warehouse	From location	OnHand Qty	Transfer Qty	To Warehouse	To Location
100-2000	Each	Main	Primary	50319	100	Vans	DE1885

Update Serial Number (if required)

Go back to **Detail TAB**

Click **Post All Transfers** to record movement of the stock

① Inventory Transfer



Transfer Updating

Transfer Date: 21/12/2018

Post All Transfers

Multi-Site Transfer

Click **Add (F5)**

Transfer Style = Site Transfer

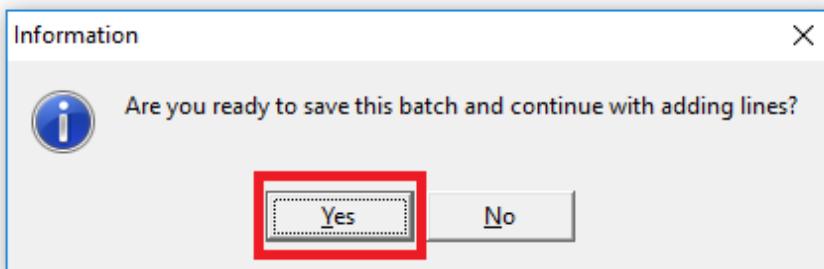
Update **From Site** and **To Site**

① Inventory Transfer

Transfer No	Status	Created From	Transfer Updating
2	InProgress	Manual	Transfer Date: 21/12/2018 <input type="button" value="Transferred to InTransit"/> <input type="button" value="Received from InTransit"/>
Reference		Transfer Style: Site Transfer <input type="button" value="Company"/> <input type="button" value="2nd Site"/>	
<input type="checkbox"/> Transfer Charge Applies			

Go to **Lines** TAB

Click Yes



Click Add (F5)

Select Item Code

From Warehouse and From Location will default, change if required

Enter **To Warehouse** and **To Location**

Enter InTransit Qty

Inventory Transfer																	
Items		Inventory Availability		Warehouses		Locations		Customise									
List		Detail		Lines													
Transfer No: 3 (In Progress)																	
Item Code	Unit	From Warehouse	From Location	On Hand Qty	To Warehouse	To Location	Serial No	Batch No	Revision No	Colour	Description	In Transit Qty					
100-2002	Each	Main	Primary	10999	Secondary	Bulk					Washer-Mild Steel-10mm	5000					

Update Serial Number if required for that item

Go back to **Detail TAB**

Click **Transferred to InTransit** to remove stock from current location to **InTransit**

Once Stock is received at the new site

Click **Receipted from InTransit**

Inventory Count

This screen enables you to carry out stock counts on all, or selective areas, of your Inventory. The Inventory Count process comprises the following Steps

Under Inventory > Inventory Count

Click **Add (F5)** an Inventory Count Batch and identify the selection criteria

- **Warehouse:** From the drop-down list select the 'From' and 'To' Warehouse Range. If nothing is selected then all warehouses are assumed.
- **Location:** From the drop-down list select the 'From' and 'To' Location Range. If nothing is selected then all Locations within the Warehouse Range is assumed.
- **Category:** From the drop-down list select the 'From' and 'To' Item Category Range. If nothing is selected then all Categories will be assumed.
- **Item:** From the drop-down list select the 'From' and 'To' Item Range. If nothing is selected then all Items will be assumed.
- **Cycle Count Code:** Enter the Cycle Count Code to restrict the batch to those Items that are linked to this Code. If nothing is selected then all Codes will be assumed.
- **ABC Classification:** From the drop-down list select the ABC Code to restrict this batch to those Items that are linked to this Classification. If nothing is selected then all Classifications will be assumed.
- **Count Style:** From the drop-down list select the Items to be included in the list. The Options are:
 - Current Inventory Only – Ostendo will only list those items that have + or – Qty
 - Current Inventory Plus Items with Past History - Ostendo will only list those items that have + or – Qty plus any zero quantity Items that have previously had transactions
 - Current Inventory Plus Items with Zero Stock – Output all items

Click **Generate Inventory Count Lines**



Ostendo Stock Count Process

Print the Inventory Count Sheet – (Reports Side menu)

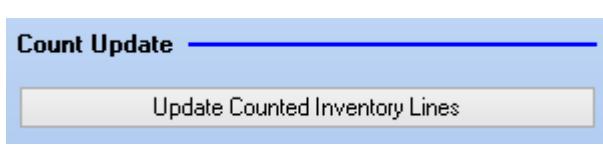
Update the Batch Lines with the counted stock - Note there will be an entry for each variant

Add lines where Item found was not as expected

Return to the Batch Header

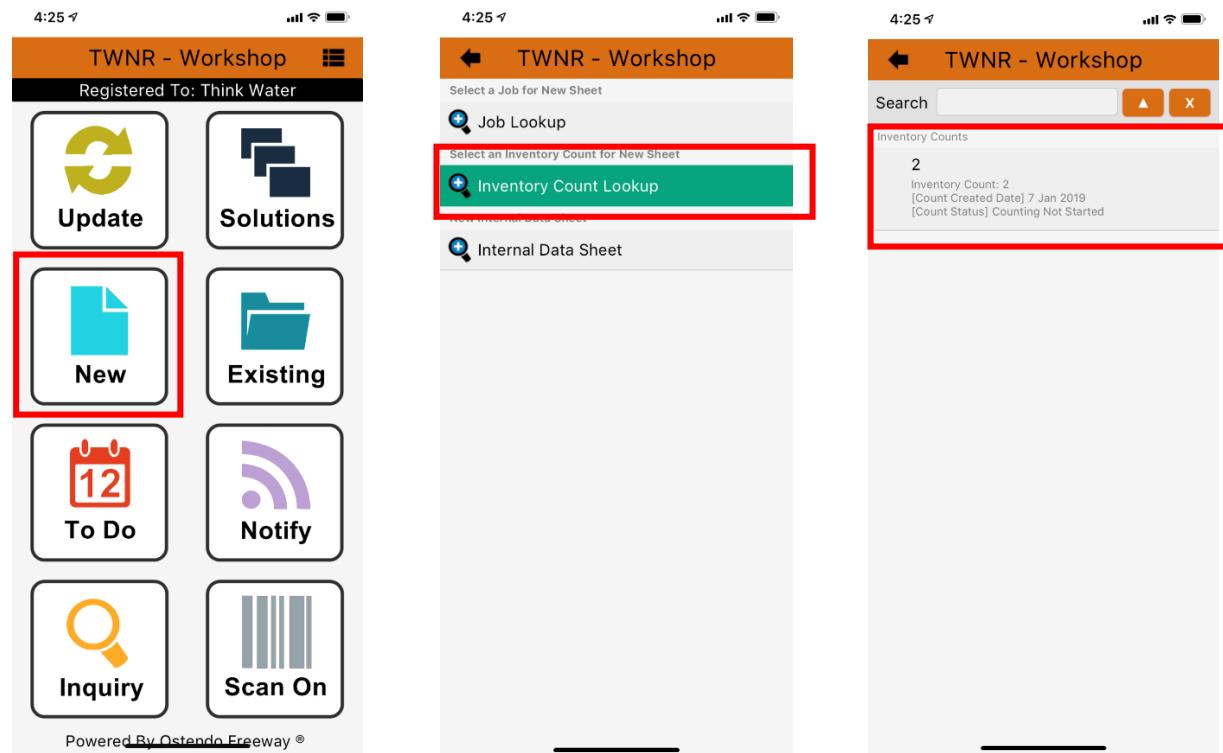
To update the quantities against lines that have been flagged as 'Counted', click **Update**

Counted Inventory Lines



Freeway Process

Select **New** from Freeway Main Menu

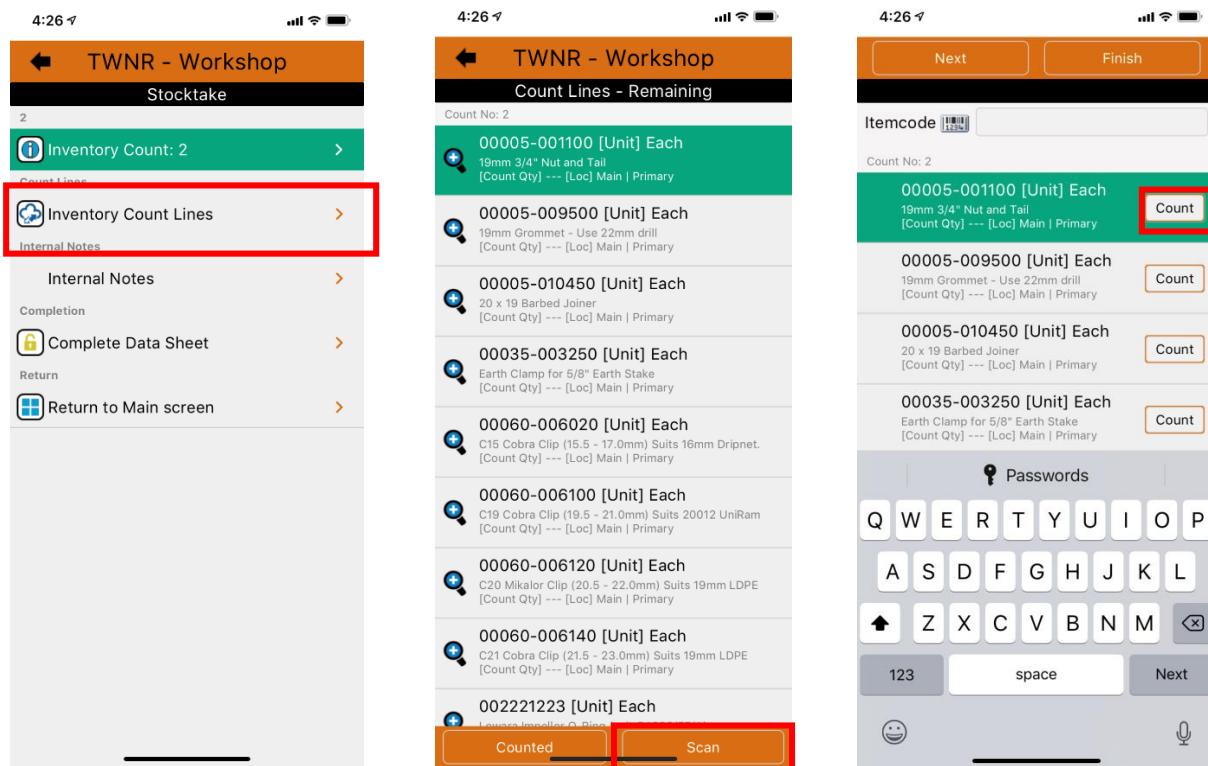


Select **Inventory Count Lookup**

The next screen will display all Inventory Counts which have been assigned to you. Select a relevant stock count from the list.

The Inventory Counts could be broken up by item, location or category etc.

The datasheet will then be generated



The blue cloud icon on **Inventory Count Lines** means that this is Live and linked directly to Ostendo.

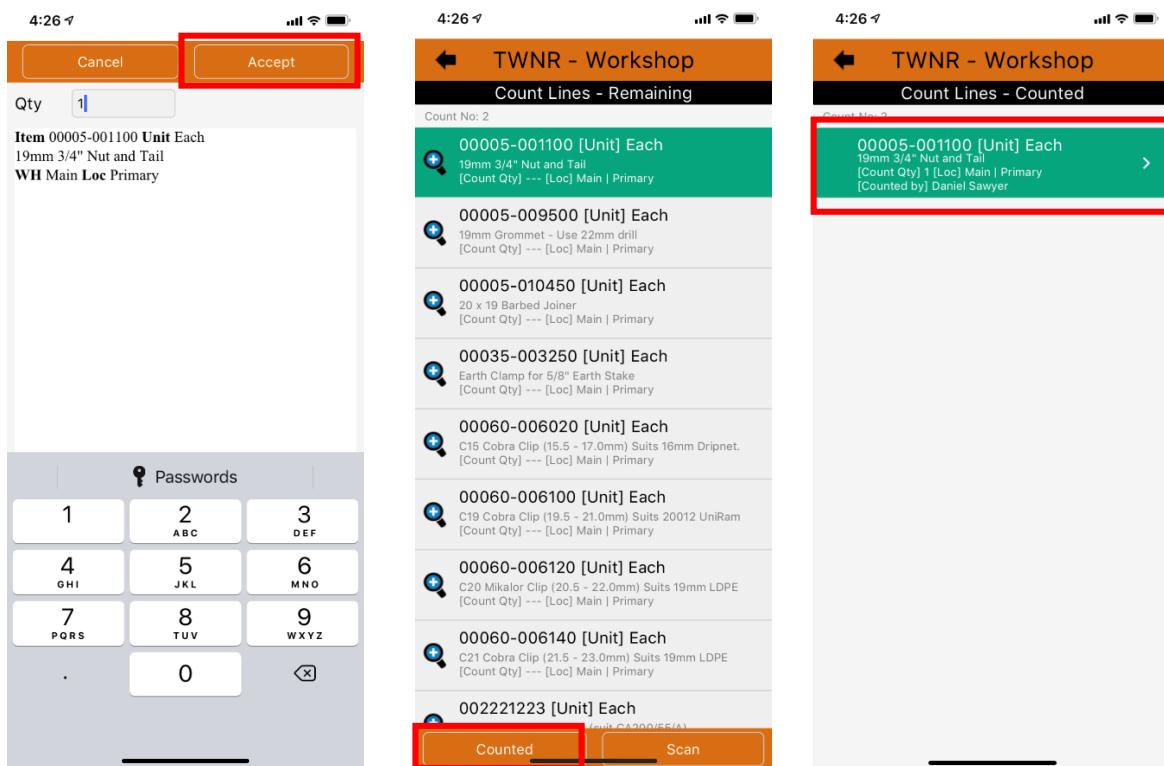
Select **Inventory Count Lines**

This will then display a list of items that require counting.

Select **Scan**

If you are using a barcode scanner select the barcode next to Item Code and scan your first item. Otherwise, look through your list and select your item by using the Count Button, or manually type in the item code.

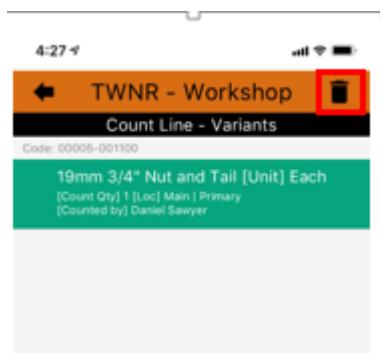
*****Note** typing in the item code will require the code to be EXACTLY as it appears



Once you have selected the item, you must enter how many of that item and accept

You will then be returned to the Remaining Lines Screen. If you select Counted you can then review the list of already counted items.

Select one of the items you have already counted. You will then be able to delete this if necessary to re-count or just review variants such as serial numbers and expiry dates.



When the count is complete select **Complete Data Sheet**

Shelf Labels

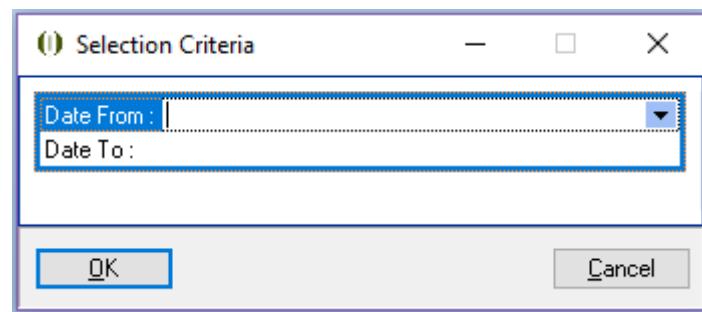
There are two options in the database for printing Shelf Labels. Both options will print the same label format but have different criteria for selecting the Labels to be printed.

Shelf Labels filtered by Price Update Date Range

When Item Pricing has been updated, it will be necessary to reprint Shelf Labels for Items where the Sell Price has been updated. A custom Shelf Label report has been created to allow for reprinting of these Labels based on the date that Item Price was updated.

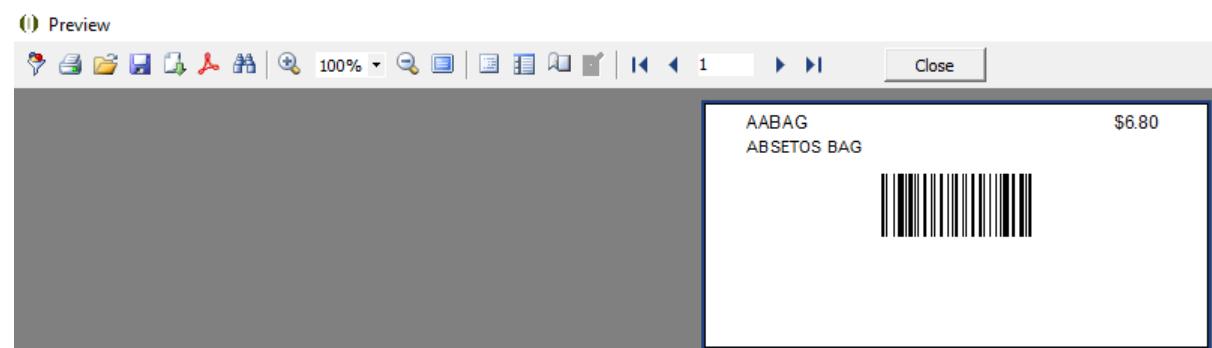
To print Shelf Labels under Inventory > Reports > Shelf Label or from within the Item Screen select Reports > Shelf Label

In the Selection Criteria displayed select the date range where Item Pricing has been updated.

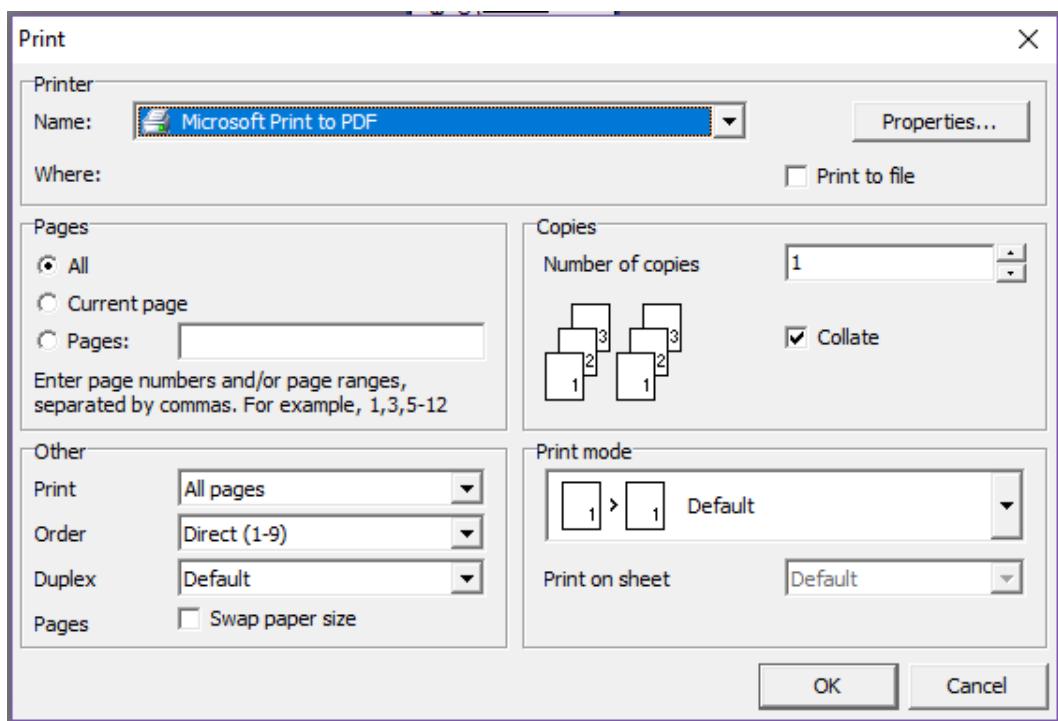


For example, if Item Pricing has been updated on 7/01/2019 then select date range for the single day. This will display and allow you to print the Shelf Labels for all Items where the Price has been updated on 7/01/2019. If no Shelf Labels are displayed or the Shelf Labels displayed are blank, then there have been no Item Prices modified in the Date Range selected.

This will then display the Preview screen and allow you to print the Shelf Labels for all Items where the Price has been updated within the date range selected.



Select the **Print** icon to display the Print screen



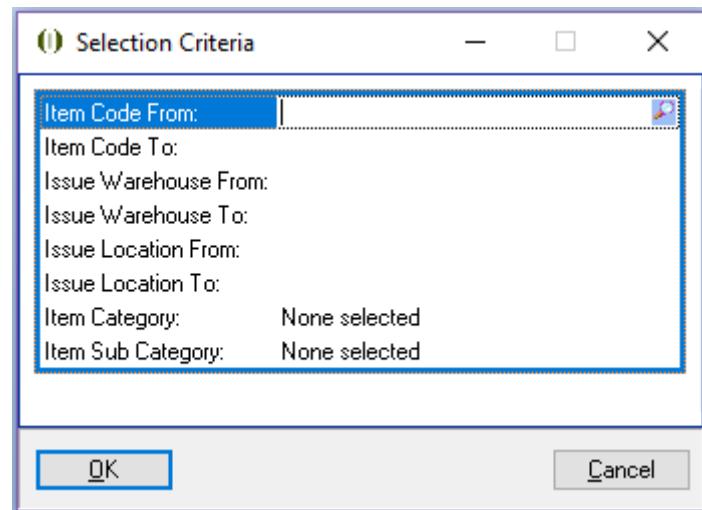
Select the Label Printer from the drop down list if not already selected and edit Properties as required.

Shelf Labels filtered by Item Criteria

When an Item has been updated or moved, it will be necessary to reprint Shelf Labels for Items where the Item details have been updated. A custom Shelf Label report has been created to allow for reprinting of these Labels based on various Item criteria.

To print Item Shelf Labels, go to Inventory > Reports > Item Shelf Label or from within the Item Screen select Reports > Item Shelf Label

In the Selection Criteria displayed select the criteria required for the Shelf Labels.

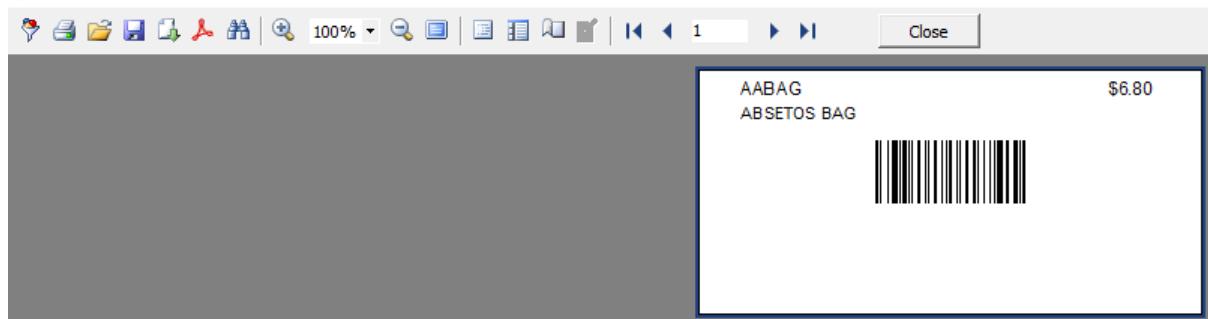


For example, if you notice a Shelf Label has been damaged for a specific Item, select the Item Code in the Item Code From & Item Code To in the Selection Criteria to display and Print the Label for the individual Item Code.

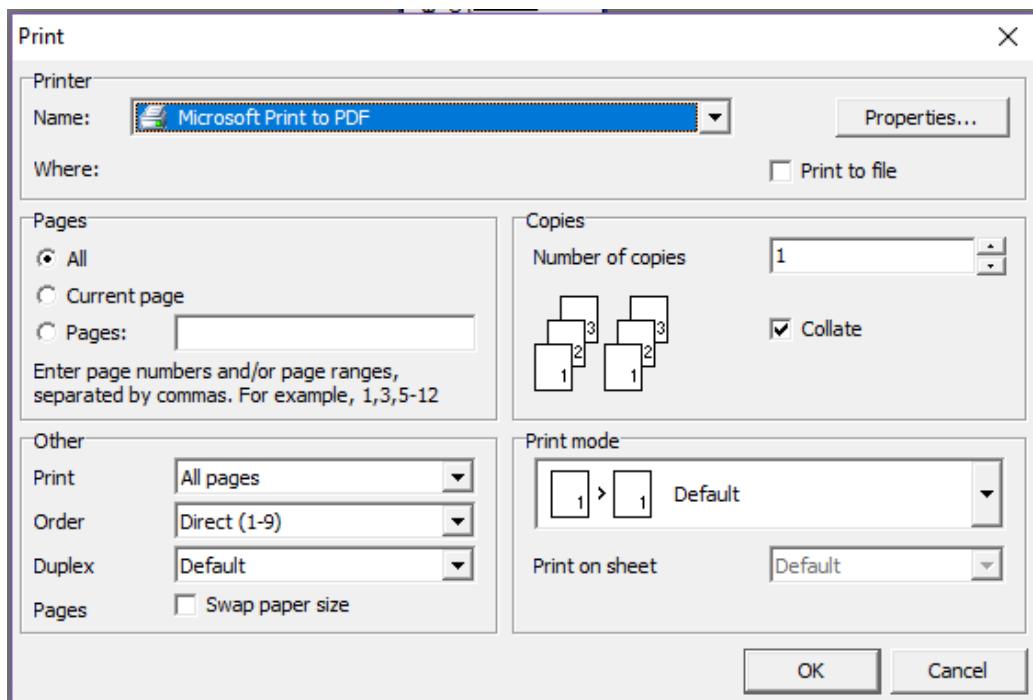
*****Note** leaving the Selection Criteria blank will display Shelf Labels for all Items and may take some time to load depending on the number of Items in your database.

This will then display the Preview screen and allow you to print the Shelf Labels for all Items which meet the Selection Criteria entered.

① Preview



Select the **Print** icon to display the Print screen.



Select the Label Printer from the drop down list if not already selected and edit Properties as required.

CRM

Call Centre

Client will call or e-mail and enquire about new equipment. This is to be captured within Ostendo Call Centre. The call centre icon can be found on the centre left of the sale workflow



Call
Centre

Open Calls:	0
Action Req:	2
Overdue Calls:	2

Click **Add (F5)**

Select Call Style

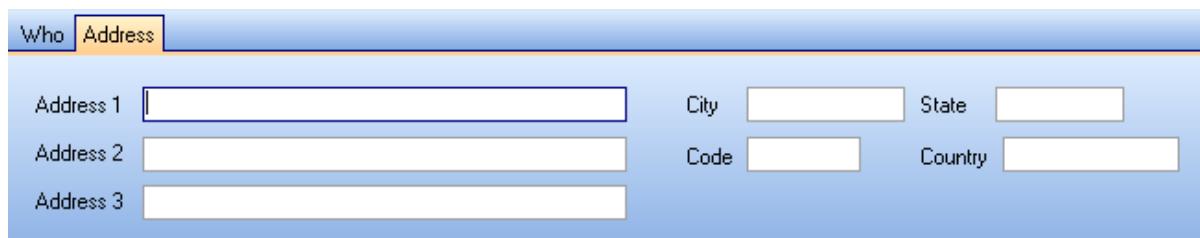
If Inquiry is a new Prospect, Change **Type** to Prospect and enter Contact and Company



Type	Contact	Company
Prospect	Joe Bloggs	Bloggs Pty Ltd

Continue to enter contact information

Change to **Address TAB** and complete prospect information



Address 1	City	State
Address 2	Code	Country
Address 3		

If Inquiry is from an existing Customer then type or lookup their name



Type	Contact	Company
Customer	<input type="text"/>  	<input type="text"/> west Pennant Hills Sports Club  

Press **tab** and modify the contact name if an alternative contact

If contact does not exist



Contact
<input type="text"/> Jason Read  

Click on the notepad icon

Click Add (F5)

Complete contact details

Click Save (F6) Then Close

Click on Spyglass and select new contact

Enter Lead Source

Enter Classification – Sales Inquiry

Enter brief description

Identify if it's Urgent or not

Click Save (F6)

Call Notes

This section enables you to capture TEXT, write notes, paste e-mail contents etc. All information entered into this area is strictly TEXT only. No images or formatting.

Action Information

Each action line is designed to lead you down a pipeline that relates to the Tickets original Call Style. As each Stage is completed you will click on the checkbox within the “Complete” column

Call Relates To

This section allows the user to initiate a quote at any time, independent of the pipeline stage. The initial setting is “Call Only”. To create a Quote;

Update **Relates To** to Job Order

Click on **Create Order**

****Note if Prospect, the Prospect must be converted to a Customer Prospect in order to create the Quotation*

On Job quote creation the **Linked To** field will populate within the Call Ticket

Call Relates to	Relates To	Job Order	<input type="button" value="Create Order"/>	Linked To	JOB800008	
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This does not close the Ticket. The Tick remains set to **Action Required** until all pipeline stages are completed. Once complete click on the **Close Call** icon

Close Off Call	<input type="button" value="Close Call"/>	Date	<input type="button" value=""/>	Time	<input type="button" value=""/>
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FUNCTION KEYS

F1 - Help

F2 - Where a 'Notes' field has limited visible space for data entry, clicking on this button will open a separate screen for entry of the extended notes.

F3 - This functions as a 'Look Up' shortcut in the following instances

- For fields with a Look Up (spyglass) icon this will display the table.
- For 'Notes' fields the 'Frequently Used Text' screen will be presented for selection of the Text/Phase.

F4 - When cursor is positioned within a field that has a dropdown then this enables the dropdown list to be displayed. Also if the cursor is in a 'Notes' field then this will immediately add a data string showing the current date and time plus the current user. For example: [01/02/2012 11:01:39a.m - ADMIN]

F5 - 'Add' a new record. On multi-line entry screens this button will save the current line and automatically move the cursor to a new line (i.e. - a combined F6 & F5 function)

F6 - 'Save' the current record

F7 - 'Cancel' information keyed in since accessing the record or 'Save' was selected

F8 - 'Delete' the current record

Shift/F5 - When in Job Orders, sales Orders, Assembly Orders, Purchase Orders and Direct Invoicing screens this will automatically save the current Order details and bring up a panel for creation of a new order.

Ctrl/Tab - Allows you to move from left to right across a suite of screens (For Example: if the current view contains List, Details, Lines and Variants tabs then Ctrl Tab takes you forward through these tabs.

Ctrl/W - If you have multiple screens open at any one time (Example: Sales Orders, Customers, Inventory) then this will toggle between the current screen and the previous screen. If you click Ctrl Wand keep the Ctrl key pressed a panel will appear showing all current opened screens. You can now use 'W' key to select one of the current open screens.

Shift/Ctrl/Tab - Allows you to move from right to left across a suite of screens (For example: if the current view contains List, Detail, Lines & Variants tabs the Ctrl Tab takes you back through these tabs.

Alt/F4 - This will close the current Ostendo screen.

Tab - Move from field to field.

Shift/Tab - Move backwards from field to the previous field.

Space Bar - 'Check' or 'Uncheck' a checkbox.

Home - Go to the first record in 'List' view.

End - Go to the last record in 'List' view.

Page Up - Display previous 'Page' of data in 'List' view.

Page Down - Display next 'Page' of data in 'List' view.

For Ostendo screens that have a Print Button in them (For example: Order Acknowledgement in the Sales Order screen) you can print the document by using the following keys rather than clicking on the button and selecting the Output Option:

- **Ctrl-P** Output to Printer
- **Ctrl-E** Output to Email
- **Ctrl-S** Output to Screen

Specifically when using One-Step Sales Orders or Invoicing the use of

- **Ctrl-I** will immediately send the Invoice to your printer
- **Ctrl-S** will immediately send the Sales Order to your printer

Date Specific Shortcut Keys

tod - 'today' 18/01/2019

18/1 - 18/01/2019

bom - beginning of month' 1/01/2019

eom - 'end of month' 31/01/2019

y - yesterday 17/01/2019

m - next Monday from today

tu - next Tuesday from today

w - next Wednesday from today

thu - next Thursday from today

fr - next Friday from today

sa - next Saturday from today

su - next Sunday from today

FREQUENTLY ASKED QUESTIONS

1. How can I reissue a Job Invoice to a new billing customer?

- a. In circumstances where a client has deferred payment to a third party after an invoice has been generated you can print a new invoice by following the process listed for creating a full financial credit and matching it. Having completed this, you can change the billing customer and then create the new invoice.

*****Note** any assets created automatically by this job will have been created during the initial invoice, if these assets need to be updated to reflect the new paying customer then do so under Service>Customer Assets.

2. Why do I get Access Violation Error Messages in Ostendo?

- a. These error messages are nothing to do with Ostendo itself but with the network environment. They are usually either issues with permissions or a conflict within Windows.

Common causes include:

Full control permissions required to specific folders

DLL or EXE files not installed in the expected folder

Antivirus quarantining required files

3. Why are dates showing in US format MM/DD/YYYY in Ostendo?

- a. Ostendo has no date settings of its own it uses the Windows Region setting. Check the Region setting, if this says Australia, change to another country, then save/apply, and then reset to Australia. Also check the date format this should be dd/mm/yyyy NOT d/mm/yyyy

4. How do I tell what Update of Ostendo I am using?

- a. Under Help>About. The Database Update No and Executable Update No are the update of Ostendo you are currently on. *****Note, these should be the same.**

5. I cannot Email from Ostendo using Outlook

- a. Common issues include:

Different elevation levels -- i.e. Ostendo running as Administrator but Outlook running at user level.

Secman DLL missing -- Issue with 64 bit Office is that SECMAN64.dll has to reside in the Ostendo application path which allows Ostendo to call the outlook application. If you are running the 32 bit application then SECMAN.dll must exists in the same path.

6. What are Desktop Views?

- a. Desktop Views are user-defined presentations of information taken from Ostendo. They can be Analysis Views, Charts, Pivot Views or KPI's. Additionally the displayed information can be refreshed at a user-defined frequency to provide up-to-the-minute information.

The option to use and display Desktop Views is defined against the User's Security and Options record (under File>System Configuration>User Security and Options). Up to 4 Views can appear on a user's Desktop. These would normally be Analysis Views, Graphs, Charts, or KPI's. These Views are display only and provides no interaction with the User. However drill--down facility is available if the View has been specified to provide this.

7. When a Job Order is created Ostendo automatically gives the Order a Status of **On Hold**.

- a. The customer's outstanding balance contains invoices with a due date older than the System Settings 'Max Debtor Days aging' threshold. This threshold is the maximum number of days that are allowed against Debtors. This can be changed at a Customer level and made specific to the Customer if required by going to the Customer Detail screen and clicking on the Pricing & Invoicing Tab then pressing the Credit Control Setting button. From the Customers Credit Settings screen you can amend the threshold specific to this customer.

***Note changing the Aging Days will not automatically change the status of existing orders. You must manually change the status of those orders after you have changed the Aging Days

8. Where can I see who is logged into Ostendo?

- a. Admin users will be able to access this under File > Active Connections

9. When printing a quote my detail lines do not appear.

- a. If you want to show detail lines on the quote you will need to change **Invoice Style** to **From Actual Entries** from **From Schedule**, depending on your invoice process you may change back to **From Schedule** once quote has been won

10. Why Ostendo may be running slow.

- a. The database, application and Firebird are not excluded from anti-virus
- b. There is not enough RAM or CPU on the server
- c. Server is not optimised as a database server
- d. There is not enough disk space for the Ostendo database to run properly.
- e. Network is not 1GB compliant throughout
- f. The client PC is being run on a wireless network.
- g. Server is running other processes which require a high level of disk access
- h. The Ostendo database may need maintenance refer to the **Ostendo Maintenance & Backup Manual**