



Ostendo Procedures Manual

CONTENTS

| | |
|---|----|
| CONTENTS..... | 2 |
| POS..... | 5 |
| POINT OF SALE..... | 5 |
| POS END OF DAY | 9 |
| JOB..... | 11 |
| JOB QUOTES..... | 11 |
| CONVERT JOB QUOTE TO ORDER | 15 |
| JOB ORDER DEPOSITS..... | 16 |
| ASSIGNMENT BOARD | 17 |
| JOB ISSUES | 18 |
| FREEWAY PROCESSES | 18 |
| OSTENDO JOB ISSUE PROCESS | 21 |
| TIMESHEETS..... | 22 |
| JOB INVOICES..... | 23 |
| FROM ACTUAL ENTRIES | 23 |
| INVOICING A JOB CONTAINING TASK BILLS | 23 |
| FROM SCHEDULE | 23 |
| NO INVOICE – WARRANTY | 24 |
| JOB CLOSING..... | 25 |
| JOB REVIEW..... | 25 |
| PROJECTS | 26 |
| SERVICE..... | 27 |
| SERVICE CONFIRMATIONS | 27 |
| GENERATING CONFIRMATION REMINDERS | 27 |
| CONFIRMATION RECEIVED..... | 27 |
| NO FORMAL CONFIRMATION REQUIRED | 27 |
| UPDATING AND ASSIGNING THE JOB..... | 28 |
| INVOICING | 29 |
| SALES..... | 29 |
| BATCH INVOICING..... | 29 |

| | |
|---|----|
| CUSTOMER PAYMENTS..... | 29 |
| CUSTOMER DEPOSITS | 30 |
| CREDITS..... | 30 |
| POS CREDITS | 31 |
| JOB ORDER “FROM ACTUAL ENTRIES” INVOICE CREDITS..... | 32 |
| JOB ORDER PROGRESS INVOICE RETURN & CREDIT OF ACTUAL PARTS..... | 35 |
| PURCHASING..... | 39 |
| INVENTORY REPLENISHMENT | 39 |
| INVENTORY REPLENISHMENT FAQ | 44 |
| CREATE REQUIRED ORDERS | 44 |
| PURCHASE ORDERS – MANUAL | 45 |
| PURCHASE RECEIPTS | 46 |
| PURCHASE INVOICES..... | 48 |
| STOCK RETURNS | 48 |
| INVENTORY..... | 51 |
| INVENTORY ADJUSTMENTS..... | 51 |
| INVENTORY CHANGE..... | 51 |
| INVENTORY TRANSFER..... | 52 |
| LOCAL STOCK TRANSFER/VAN STOCK PROCESS | 52 |
| MULTI-SITE TRANSFER | 53 |
| INVENTORY COUNT | 55 |
| OSTENDO STOCK COUNT PROCESS | 55 |
| FREEWAY PROCESS | 56 |
| SHELF LABELS..... | 59 |
| CRM | 62 |
| CALL CENTRE | 62 |
| CALL NOTES..... | 63 |
| ACTION INFORMATION..... | 63 |
| CALL RELATES TO | 63 |
| FUNCTION KEYS | 64 |
| FREQUENTLY ASKED QUESTIONS | 66 |

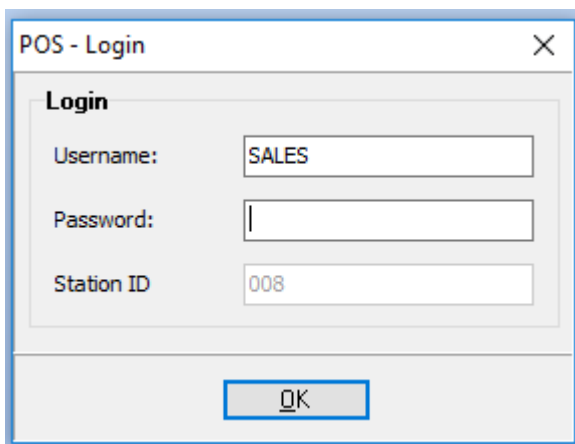
POS

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.



POS - Login

Login

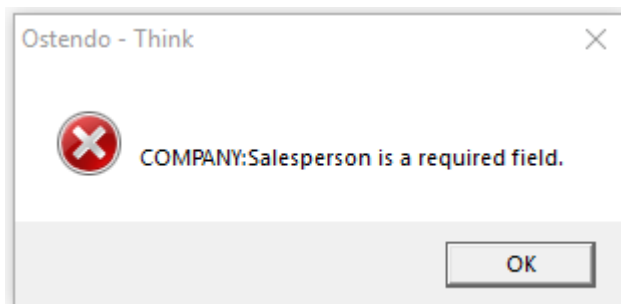
Username: SALES

Password:


Station ID: 008

OK

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



Ostendo - Think

 COMPANY:Salesperson is a required field.

OK

Click **OK**

Select Salesperson



Point of Sale (Head Office)

Customer Information (Shift F9)

Billing Customer: Retail

Cash Sales: alt-Q Quote

Default Delivery Mode: alt-O Order

Counter:

Instructions:

Line Entry (Shift F11)

Batch Entry: (Alt-L) Lists (Alt-M) Items (Alt-D) Descriptors (Alt-C) Catalogue Items

Sale No: 2 Tuesday, December 18, 2018 09:11:49 Orders on Hold (0) Price Includes Tax

| Code | Qty | Unit | Unit Price | Disc % | Ext Price | Description |
|------|-----|------|------------|--------|-----------|-------------|
| | | | | | | |

Linked Images:

Invoice Information (Shift F10)

Station ID: 008

Operator: SALES

Sales Person:

Sale Date: 18/12/2018

alt-Sign out alt-operator alt-n sale F12 Pay

Invoice Totals

Total: \$0.00

Tax Value: \$0.00

Value Excluding Tax: \$0.00

(Ctrl-1) Inventory Availability

(Ctrl-2) Price Inquiry

(Ctrl-3) Customer Statistics

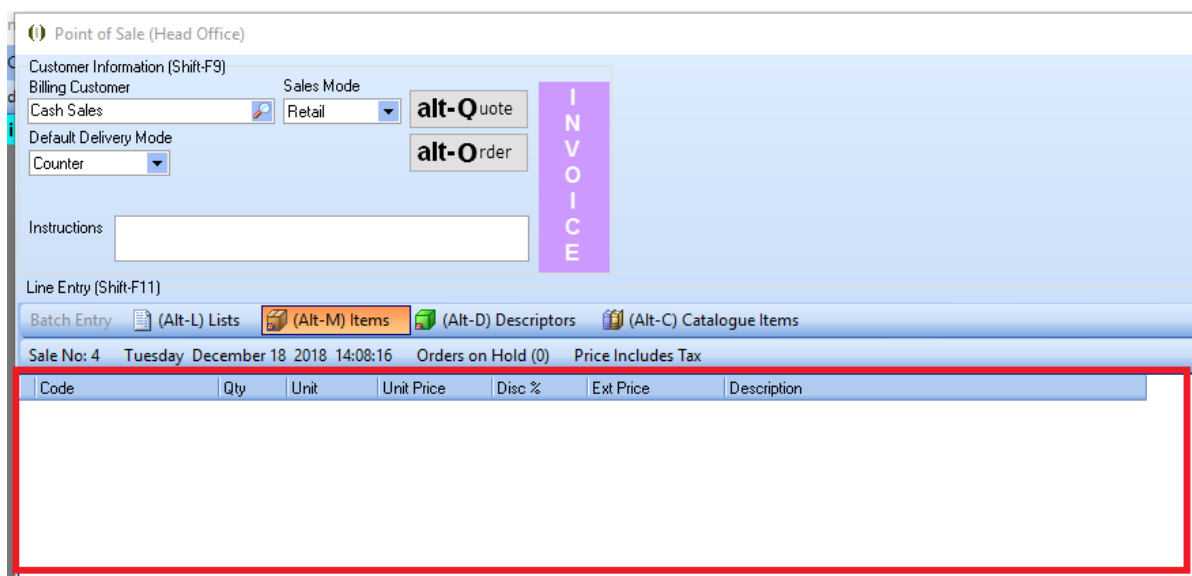
(Ctrl-7) POS History

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

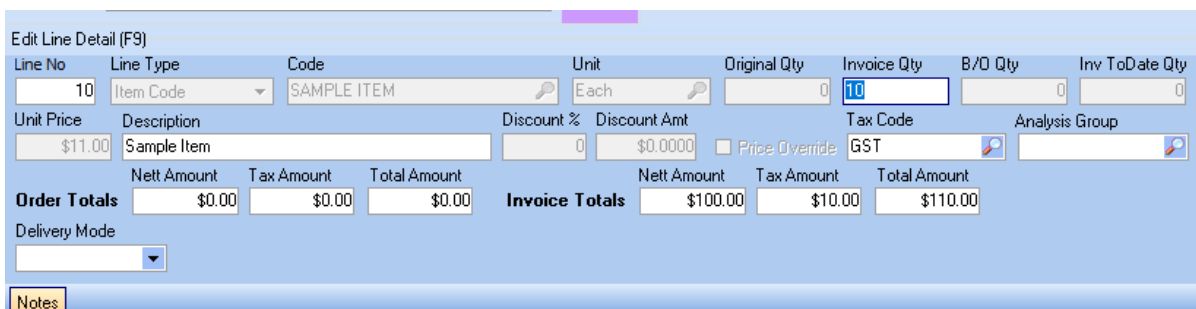


Click on Button in Batch Entry Bar




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.



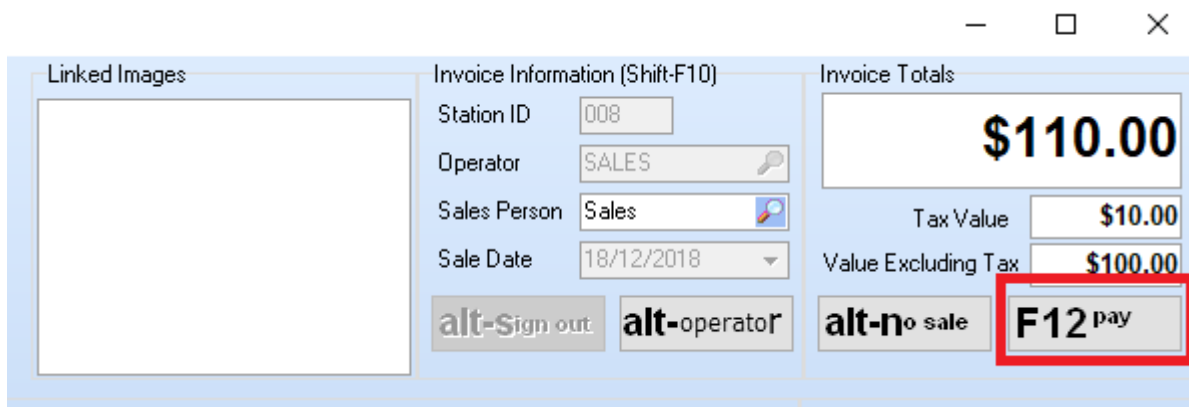
Options

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.

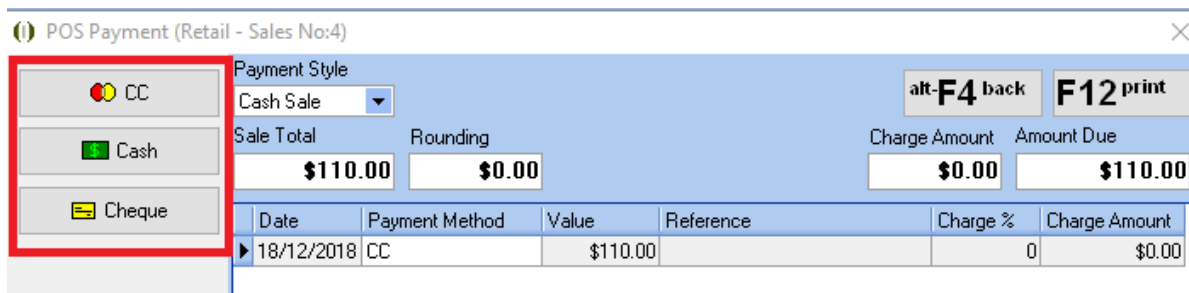
Take Payment

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



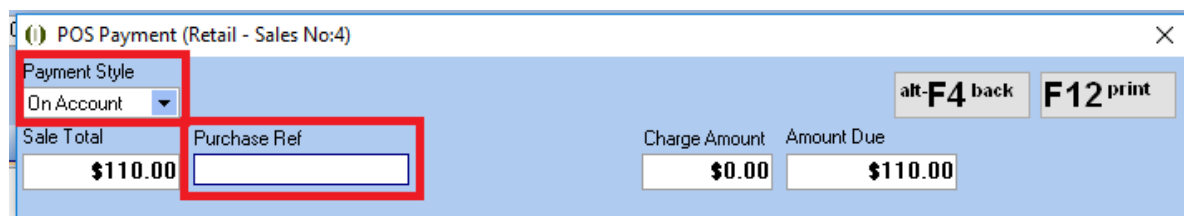
This will default to CC payment for full amount.

You can change payment method via button on left.

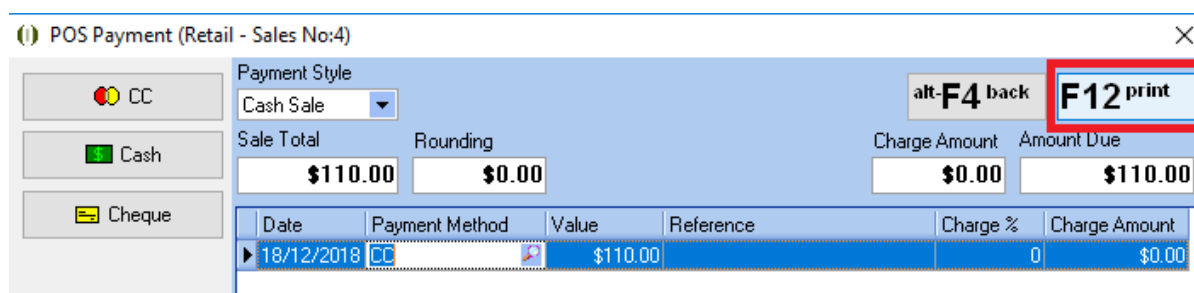


You can have multiple payment methods linked to a single sale. You can click in Value field and edit this payment method amount and Click **Add (F5)** to add another payment method.

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).



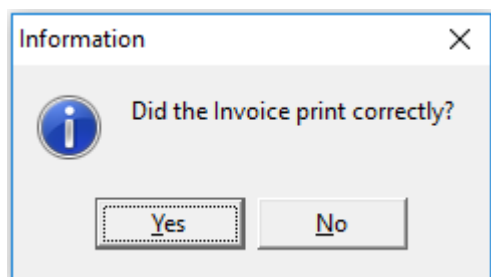
Upon completion of the payment click on the **Print (F12)** and a receipt will be printed.



| Date | Payment Method | Value | Reference | Charge % | Charge Amount |
|------------|----------------|----------|-----------|----------|---------------|
| 18/12/2018 | CC | \$110.00 | | 0 | \$0.00 |

| 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.



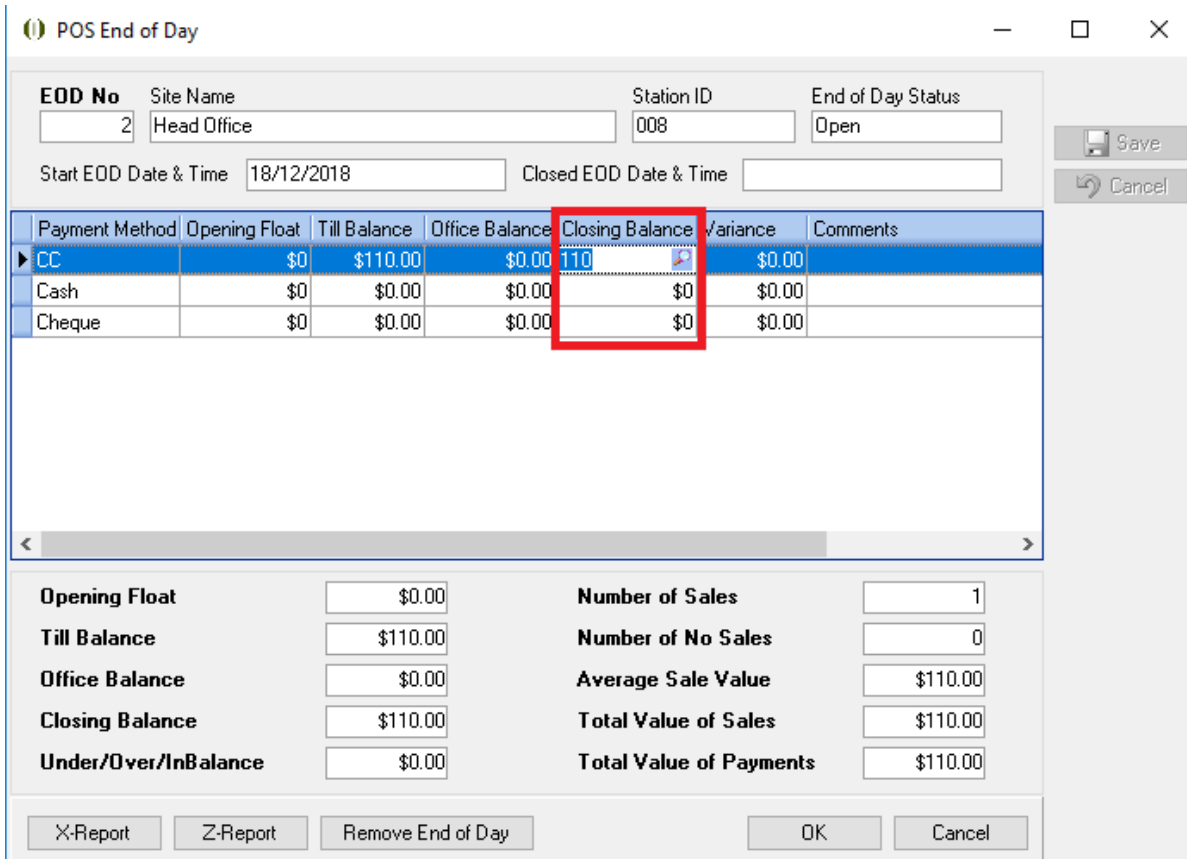
POS End of Day

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.



POS End of Day

EOD No: 2 Site Name: Head Office Station ID: 008 End of Day Status: Open
 Start EOD Date & Time: 18/12/2018 Closed EOD Date & Time:

| 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 | |

| | | | |
|-----------------------------|----------|--------------------------------|----------|
| Opening Float | \$0.00 | Number of Sales | 1 |
| Till Balance | \$110.00 | Number of No Sales | 0 |
| Office Balance | \$0.00 | Average Sale Value | \$110.00 |
| Closing Balance | \$110.00 | Total Value of Sales | \$110.00 |
| Under/Over/InBalance | \$0.00 | Total Value of Payments | \$110.00 |

X-Report Z-Report Remove End of Day OK Cancel

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.

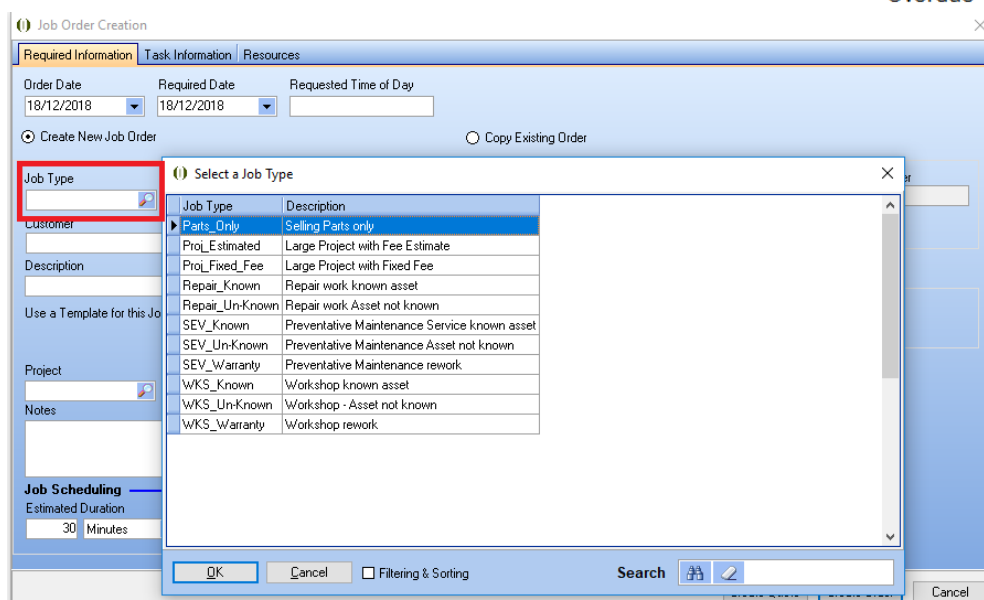
There is no difference between the Job Quote and Job Order other than the Job Status which is locked to "Quote" until Converted to Won or Lost

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 |





The screenshot shows the 'Job Order Creation' window with the 'Required Information' tab selected. The 'Job Type' field is highlighted with a red box and a spyglass icon. A 'Select a Job Type' dialog box is open, displaying a list of job types and their descriptions. The list includes:

| Job Type | Description |
|----------------|--|
| Parts_Only | Selling Parts only |
| Proj_Estimated | Large Project with Fee Estimate |
| Proj_Fixed_Fee | Large Project with Fixed Fee |
| Repair_Known | Repair work known asset |
| Repair_UnKnown | Repair work Asset not known |
| SEV_Known | Preventative Maintenance Service known asset |
| SEV_UnKnown | Preventative Maintenance Asset not known |
| SEV_Warranty | Preventative Maintenance rework |
| WKS_Known | Workshop known asset |
| WKS_UnKnown | Workshop - Asset not known |
| WKS_Warranty | Workshop rework |

The 'Job Order Creation' window also includes fields for Order Date, Required Date, Requested Time of Day, and a section for Job Scheduling with an Estimated Duration of 30 Minutes.

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 

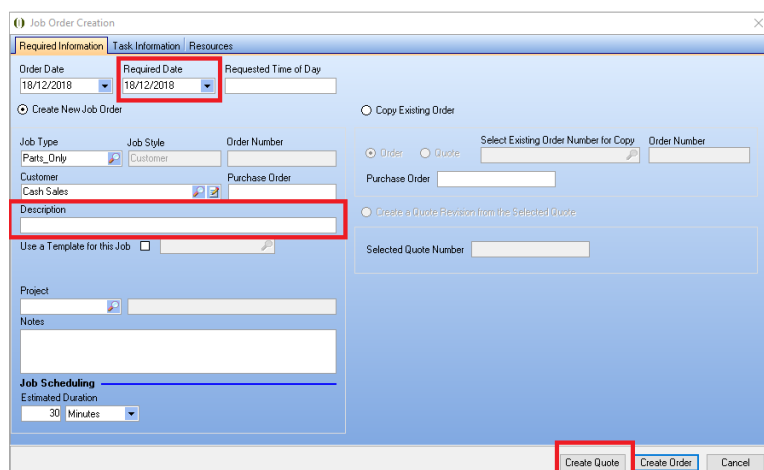
Modify required date (if required)

Enter Job Description

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

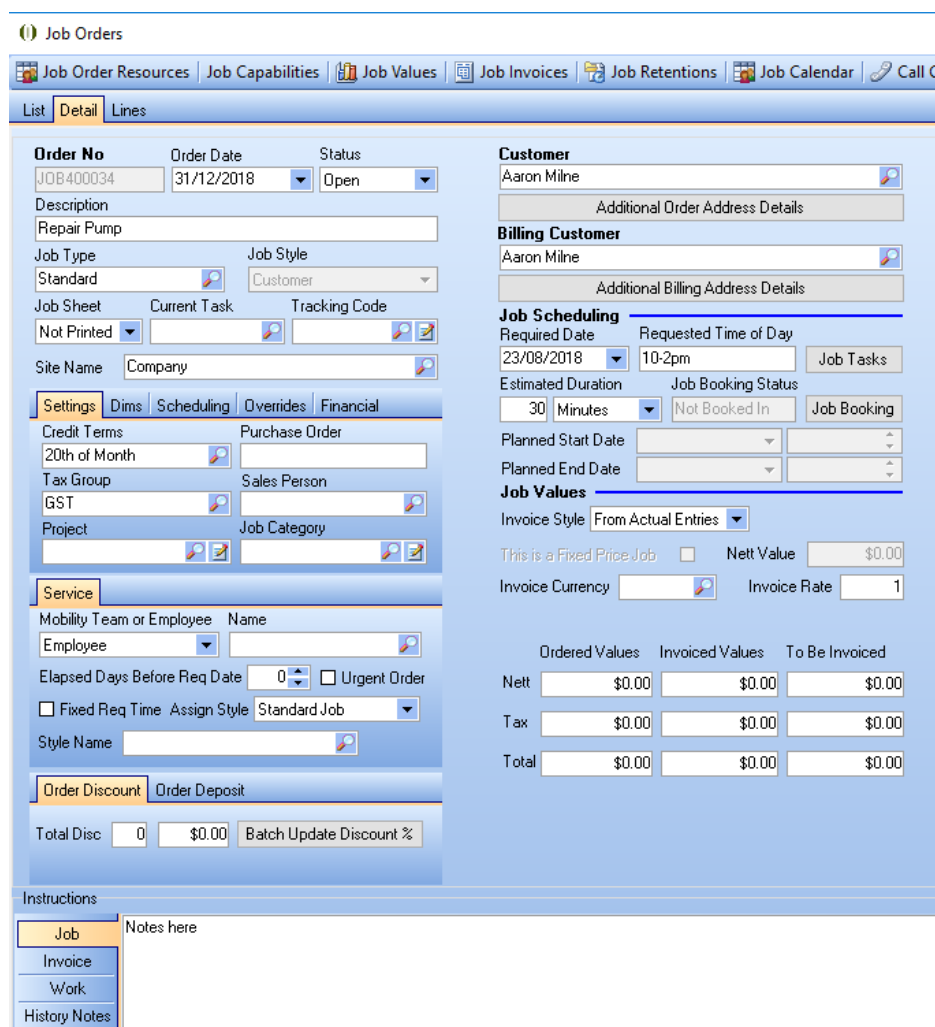
Add Notes (Optional)

Click **Create Quote**



The 'Job Order Creation' dialog box is shown with the 'Required Information' tab selected. Red boxes highlight the 'Required Date' dropdown (set to 18/12/2018), the 'Description' text field, and the 'Create Quote' button at the bottom right.

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 'Job Orders' window shows the 'Detail' tab for Job Order JOB400034. The 'Order No' is JOB400034, 'Order Date' is 31/12/2018, and 'Status' is Open. The 'Description' is 'Repair Pump'. The 'Customer' is Aaron Milne. The 'Job Scheduling' section shows 'Required Date' as 23/08/2018 and 'Requested Time of Day' as 10-2pm. The 'Job Values' section shows 'Invoice Style' as 'From Actual Entries' and 'Nett Value' as \$0.00. The 'Service' section shows 'Employee' as 'Employee' and 'Style Name' as 'Standard Job'. The 'Order Discount' section shows 'Total Disc' as 0 and '\$0.00'. The 'Instructions' section shows 'Job' as the selected instruction type.

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)

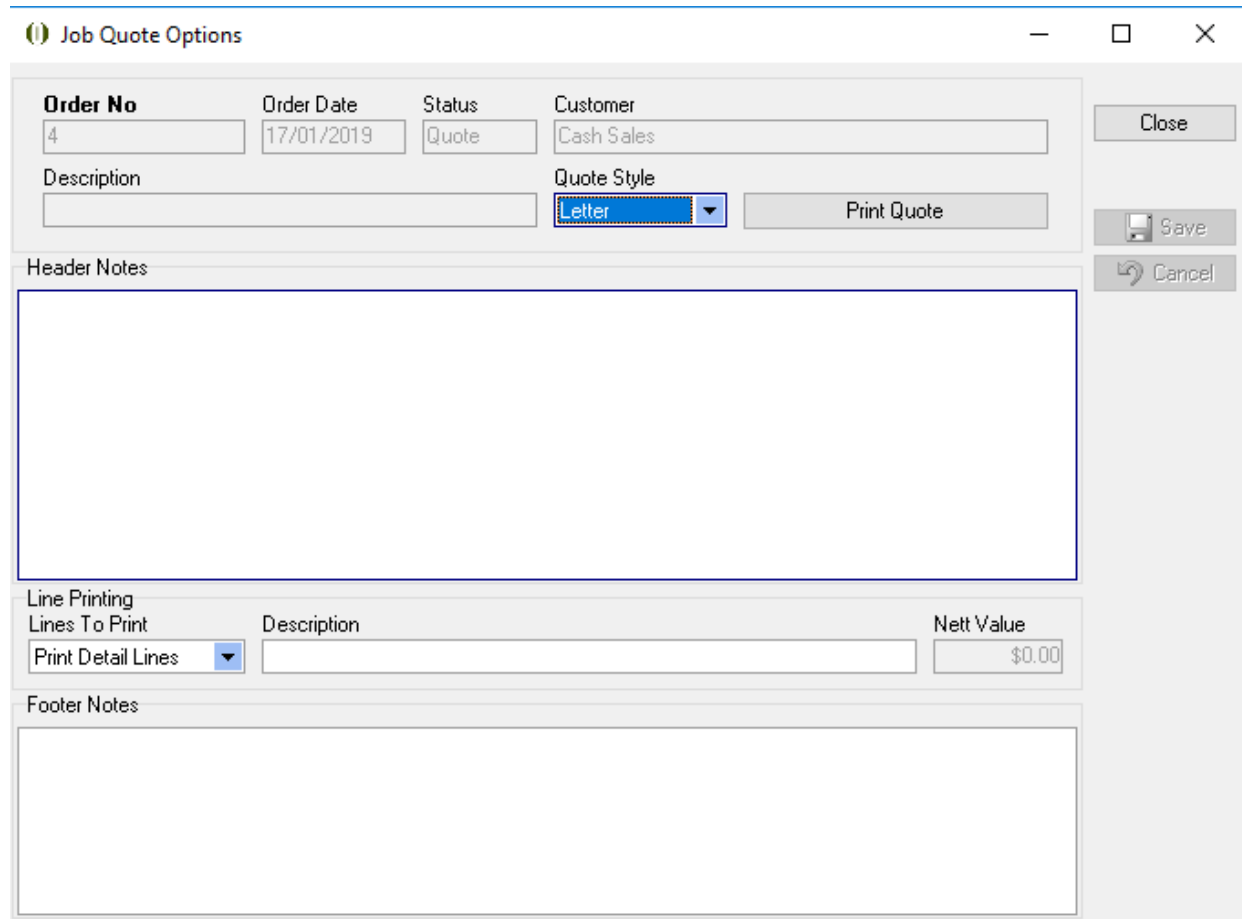
Enter Header Notes (Optional)

Select Line Printing Option (Detail, Single)

Enter Footer Notes (Optional)

Click **Save**

Click **Close**



The screenshot shows the 'Job Quote Options' window. It contains several input fields and buttons. At the top, there are fields for 'Order No' (4), 'Order Date' (17/01/2019), 'Status' (Quote), and 'Customer' (Cash Sales). Below these are 'Description' and 'Quote Style' (Letter). A 'Print Quote' button is next to the 'Quote Style' dropdown. On the right side, there are 'Close', 'Save', and 'Cancel' buttons. Below the 'Description' field is a large text area for 'Header Notes'. At the bottom, there is a 'Line Printing' section with a 'Lines To Print' dropdown (Print Detail Lines) and a 'Description' field. To the right of this is a 'Nett Value' field showing '\$0.00'. Below the 'Line Printing' section is another large text area for 'Footer Notes'.

Select **Lines** Tab

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

Batch Entry Options along top of screen



The screenshot shows the top of the application window. It has a tab bar with 'List', 'Detail', and 'Lines' tabs. Below the tabs, it says 'Order No: JOB400006 [Quote] Customer: Azure Products Ltd'. At the bottom, there is a 'Batch Entry' button and a row of icons for 'Lists', 'Items', 'Descriptors', 'Templates', 'Catalogue Items', and 'Issues'.

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**

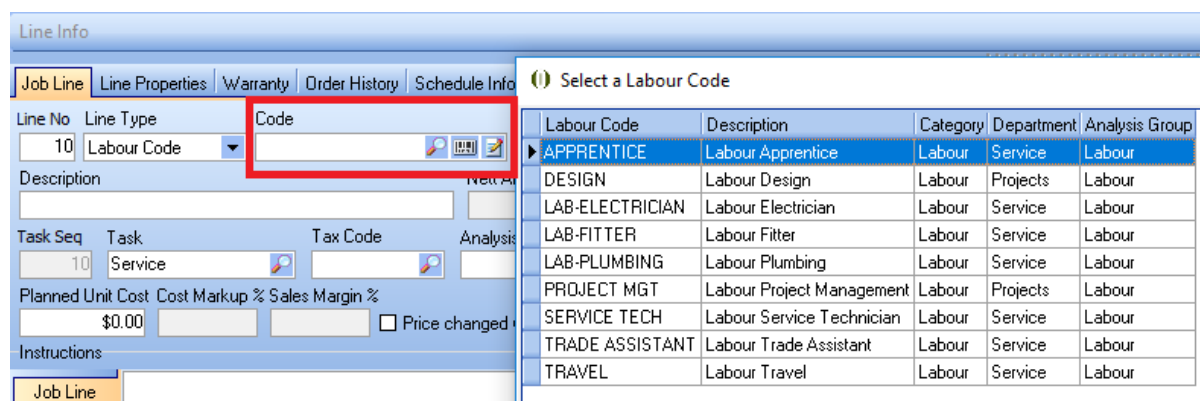
DESCRIPTORS (Batch Entry)

- 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**



The screenshot shows the 'Line Info' window with the 'Code' field highlighted. A dropdown menu titled 'Select a Labour Code' is open, displaying a list of labour codes and their descriptions. The 'Code' field is currently empty, and the dropdown menu is showing the first few letters of the labour code.

| 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

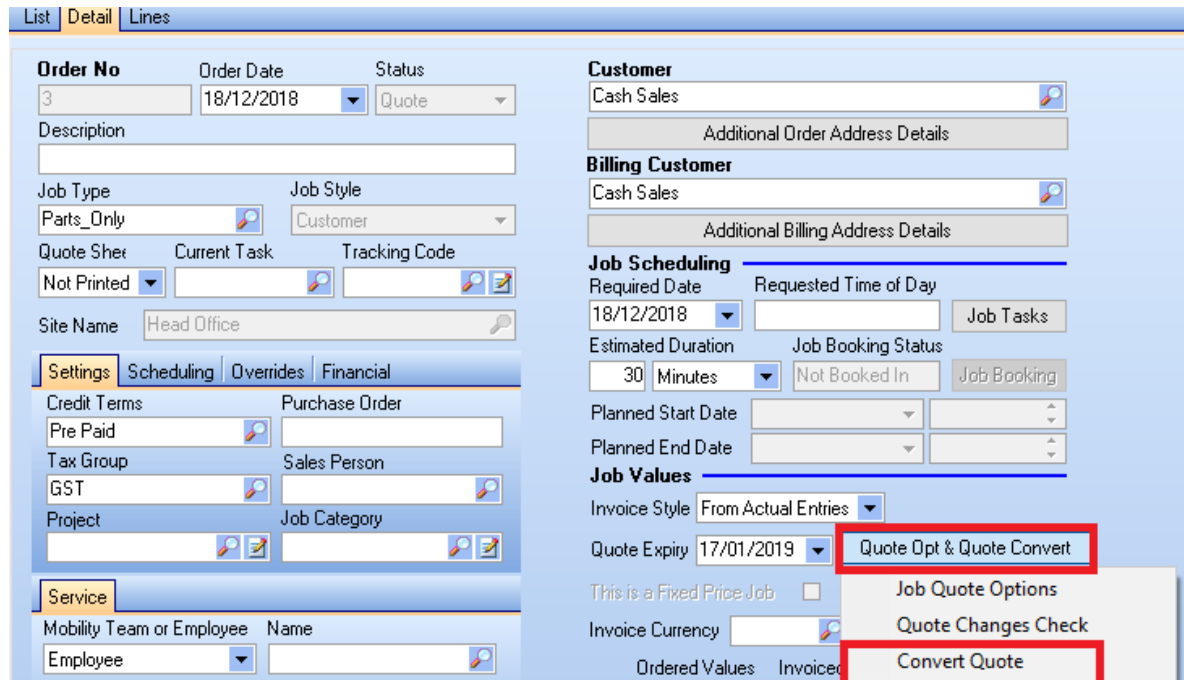
Click **Save (F6)**

Convert Job Quote to Order

Under Jobs > Job Orders

Select Quote from list

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



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.

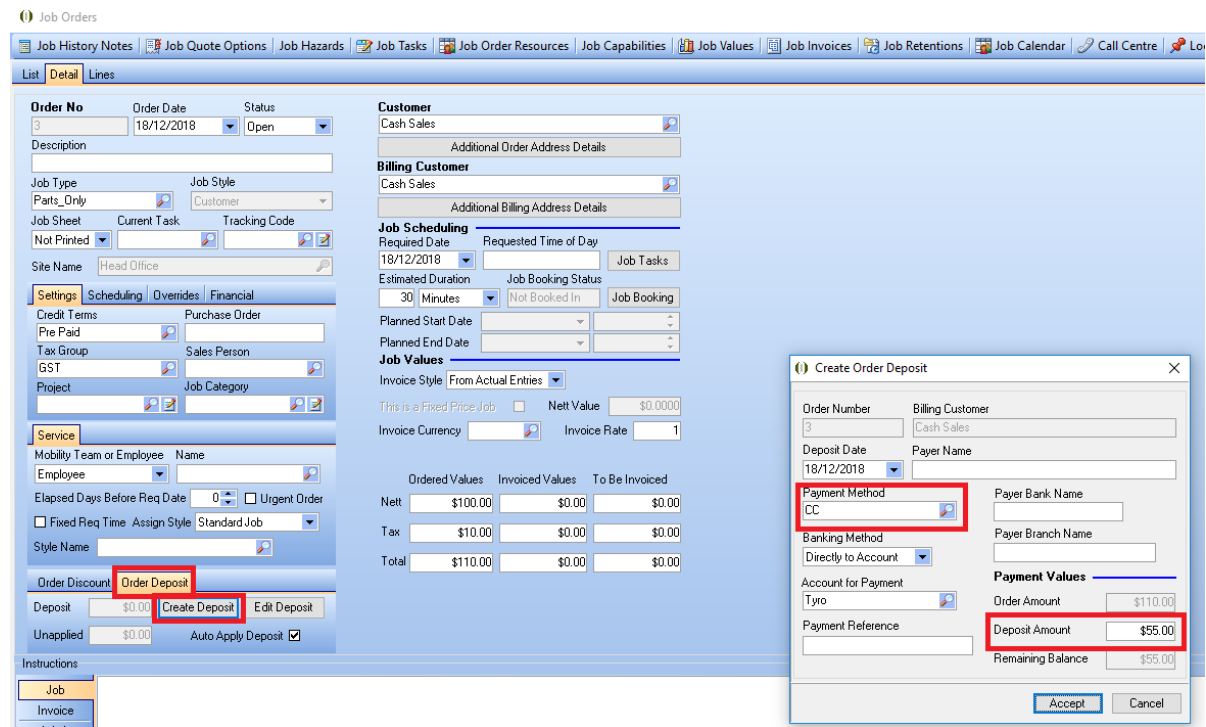
Job Order Deposits

Under Jobs > Job Orders

Select Job and open detail TAB

Click **Order Deposit** TAB

Click **Create Deposit**



The screenshot shows the 'Job Orders' interface with the 'Order Deposit' tab selected. The 'Create Deposit' dialog box is open, showing the following fields:

- Order Number:** 3
- Billing Customer:** Cash Sales
- Deposit Date:** 18/12/2018
- Payment Method:** CC (highlighted with a red box)
- Banking Method:** Directly to Account
- Account for Payment:** Tyro
- Payment Reference:** (empty)
- Payment Values:**
 - Order Amount:** \$110.00
 - Deposit Amount:** \$55.00 (highlighted with a red box)
 - Remaining Balance:** \$55.00

The 'Accept' button is highlighted in blue.

Select Payment Method from drop down

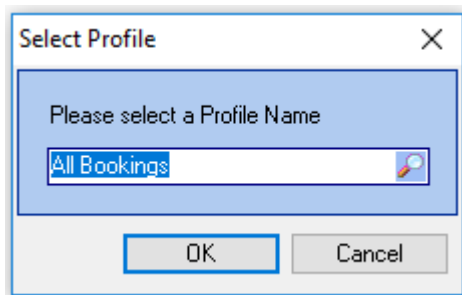
Enter Deposit Amount

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.



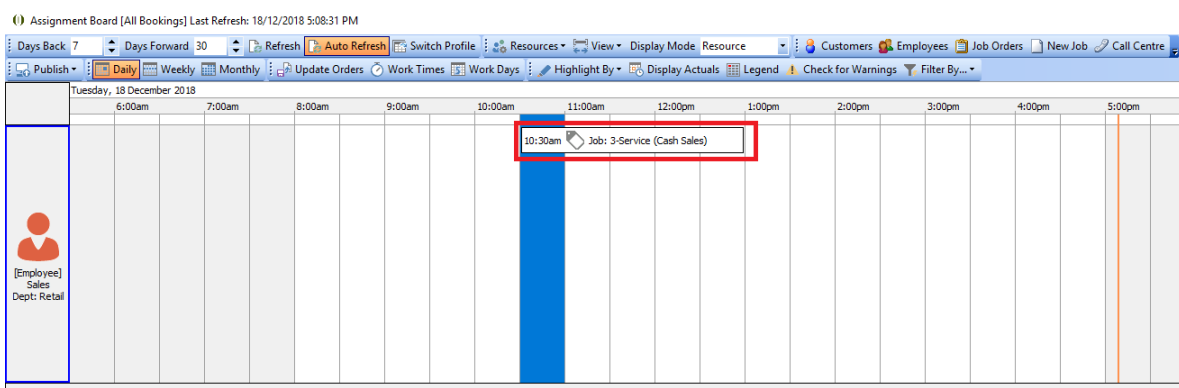
Click **OK**

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

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

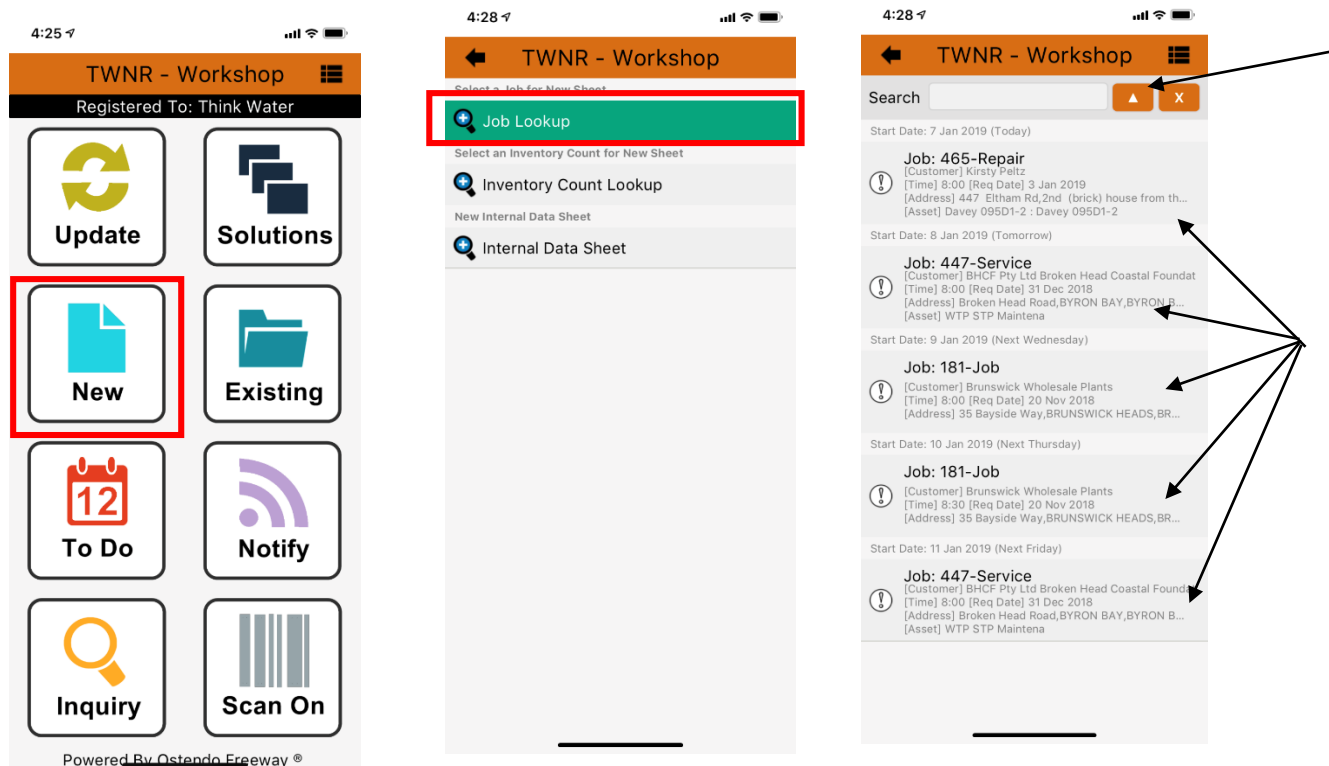


On drop it will default hours based on Labour Code Order Qty in the Job Order




Job Issues

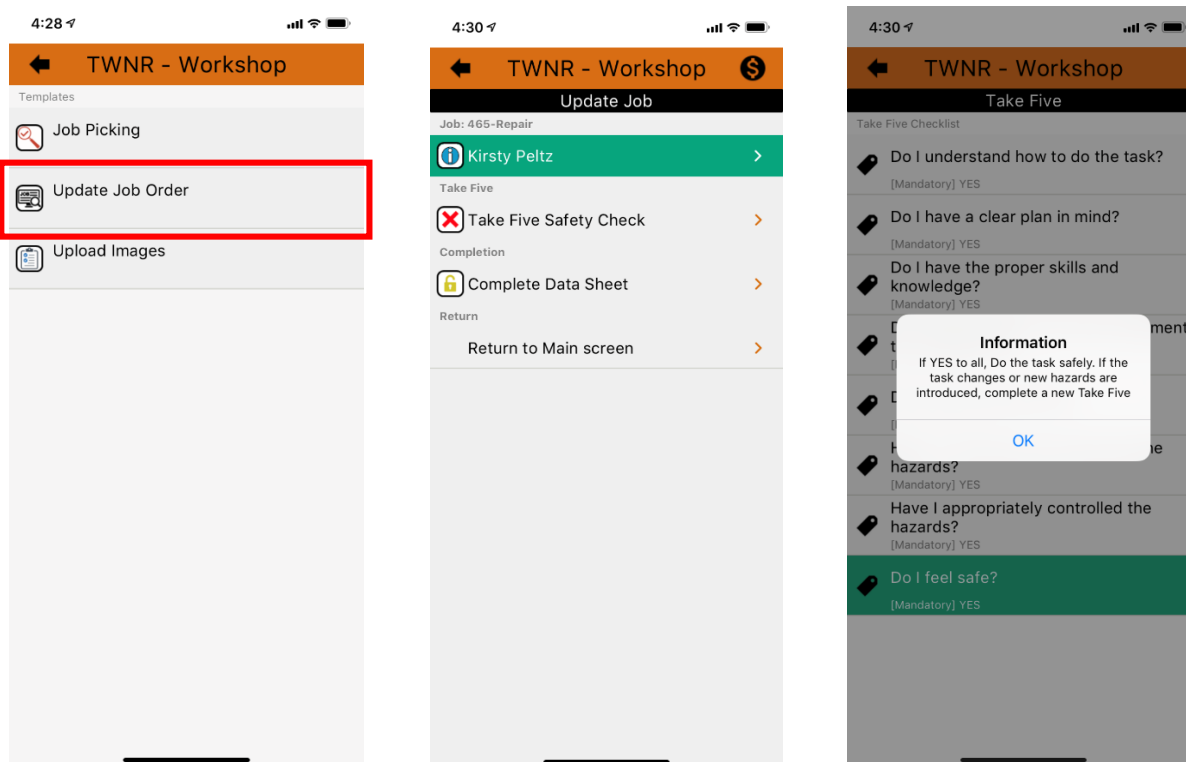
Freeway Processes



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**

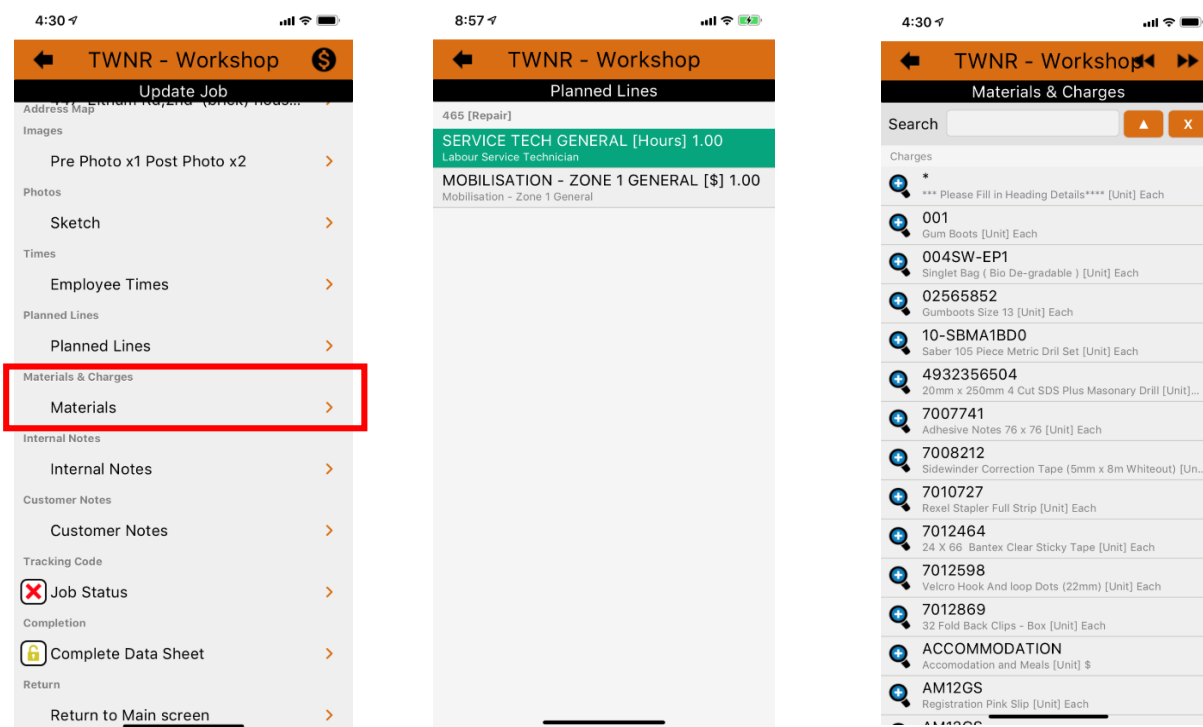
Your datasheet will now be generated. Complete the list by going into each module chronologically. The first module is information only about the Customer & Job.

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

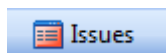
This is a good option for large jobs where items need to be grouped together and picked ready to be issued to a job.

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)

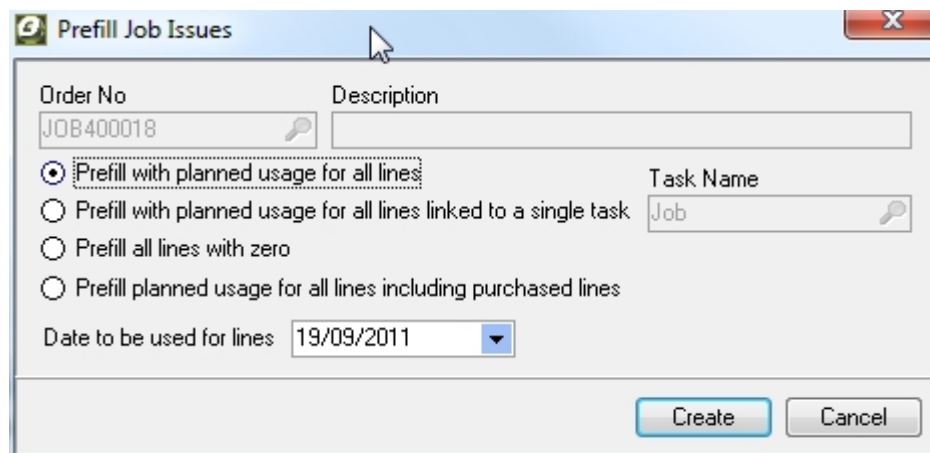
Enter Notes (if required)

Click **Update Job with the Issues Above**

Option 2 - Prefill

Click **Prefill Issues**

Select Filter for pre filling lines, filters provided below



The dialog box titled "Prefill Job Issues" contains the following fields and options:

- Order No:** A text field containing "JOB400018".
- Description:** An empty text field.
- Task Name:** A text field containing "Job".
- Options:**
 - ☒ Prefill with planned usage for all lines
 - ☐ Prefill with planned usage for all lines linked to a single task
 - ☐ Prefill all lines with zero
 - ☐ Prefill planned usage for all lines including purchased lines
- Date to be used for lines:** A dropdown menu showing "19/09/2011".
- Buttons:** "Create" and "Cancel".

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)

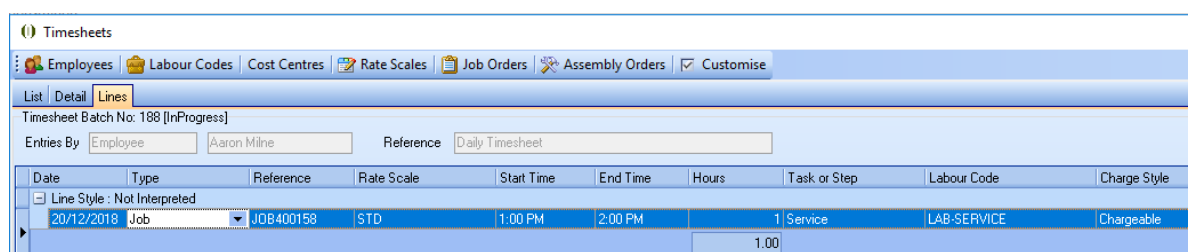
Click **Update Job with the Issues Above**

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

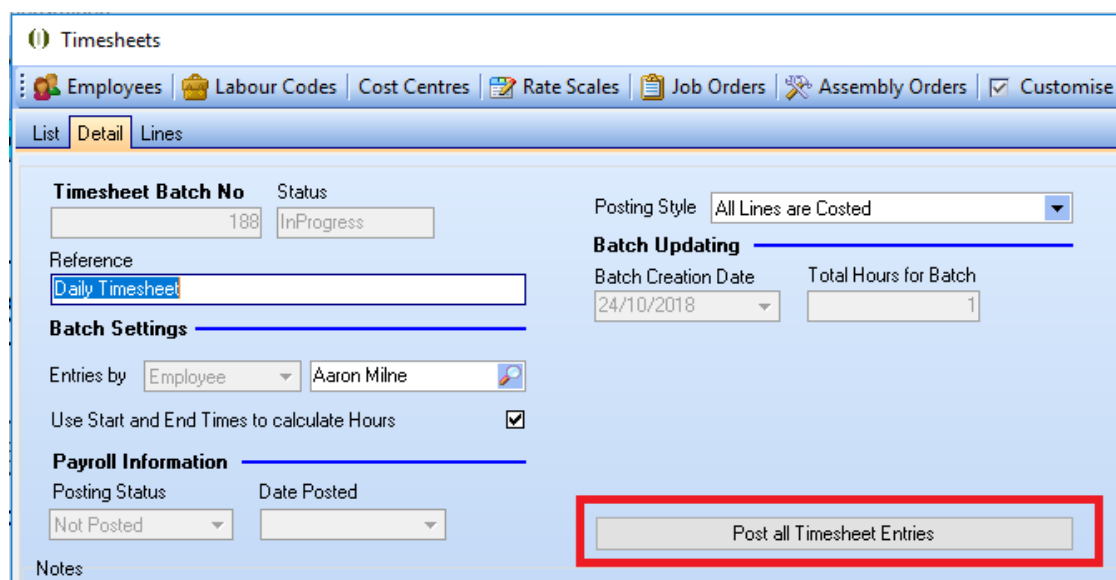


The screenshot shows the 'Lines' tab of the Timesheets module. At the top, there are tabs for Employees, Labour Codes, Cost Centres, Rate Scales, Job Orders, Assembly Orders, and a Customise checkbox. Below these, there are fields for 'Timesheet Batch No: 188 [InProgress]', 'Entries By: Employee Aaron Milne', and 'Reference: Daily Timesheet'. A table lists the timesheet entries with columns: Date, Type, Reference, Rate Scale, Start Time, End Time, Hours, Task or Step, Labour Code, and Charge Style. One entry is visible: 20/12/2018, Job, JOB400158, STD, 1:00 PM, 2:00 PM, 1, Service, LAB-SERVICE, Chargeable. A total of 1.00 hours is shown at the bottom right of the table.

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**



The screenshot shows the 'Detail' tab of the Timesheets module. It contains several sections: 'Timesheet Batch No' (188) and 'Status' (InProgress); 'Reference' (Daily Timesheet); 'Batch Settings' with 'Entries by' (Employee Aaron Milne) and a checked box for 'Use Start and End Times to calculate Hours'; 'Batch Updating' with 'Batch Creation Date' (24/10/2018) and 'Total Hours for Batch' (1); 'Posting Style' (All Lines are Costed); 'Payroll Information' with 'Posting Status' (Not Posted) and 'Date Posted' (empty); and a 'Notes' section at the bottom. A red rectangle highlights the 'Post all Timesheet Entries' button at the bottom right.

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.

Job Orders

Job Hazards | Job Tasks | Job Order Resources | Job Capabilities | Job Values | Job Invoices | Job Retentions

List | Detail | Lines

Order No: 3 | Order Date: 17/01/2019 | Status: Open

Description:

Job Type: WKS_Warranty | Job Style: Customer Asset

Job Sheet: Not Printed | Current Task: | Tracking Code: |

Site Name: Head Office

Settings | Scheduling | Overrides | Financial

Credit Terms: Purchase Order

Pre Paid: | Sales Person: |

Tax Group: | GST: | Project: | Job Category: |

Service | Asset | Tracking | Readings

Mobility Team or Employee: | Name: |

Customer: Cash Sales

Additional Order Address Details:

Billing Customer: Cash Sales

Additional Billing Address Details:

Job Scheduling

Required Date: 17/01/2019 | Requested Time of Day: | Job Tasks: |

Estimated Duration: 0 Minutes | Job Booking Status: Not Booked In | Job Booking: |

Planned Start Date: | Planned End Date: |

Job Values

Invoice Style: No Invoice

This is a Fixed Price Job: ☐ | Net Value: \$0.0000

Cost Centre: WARRANTY | Labour C/C: WARRANT

Create an Item: ☐

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 'uncheck' 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 jobs 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

Description Internal Project linking Job Orders

Project Type Standard **Project Leader** Bob Drum

Parent Project

Project Dates

Project Budgeted Start Date 1/11/2006 End Date 1/05/2008

Dates From Jobs 9/01/2008 11/01/2008

WIP Value

Current Work in Progress Valuation \$102.40

Project for Company Customer

Company

Budget, Planned & Invoiced

| | Project Budget | Order Planned | Invoiced To Date |
|----------|----------------|---------------|------------------|
| Income | \$2,000.00 | \$1,708.77 | \$157.00 |
| Costs | \$1,400.00 | \$936.25 | \$111.00 |
| Margin % | 30 | 45.21 | 29.3 |

Project Values

| | Order Planned | Projected (Est) | Variance % |
|----------|---------------|-----------------|------------|
| Income | \$1,708.77 | \$1,708.77 | 0 |
| 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 | Job Value |
|-------------|------------|-----------------------------------|--------------------|------------|
| ▶ JOB400001 | InProgress | Repair of a PC (replace Harddisk) | Cash Sale Customer | \$176.00 |
| JOB400002 | InProgress | Computer Network Setup | Seven Wonders Ltd | \$1,532.77 |

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 In

List | **Detail** | Lines

Order No REC400011 **Order Date** 12/10/2017 **Status** Closed

Description AirConService

Job Type Recurring **Job Style** Customer Asset

Job Sheet Not Printed **Current Task** **Tracking Code**

Site Name Company

Settings | Dims | Scheduling | Overrides | Financial

Credit Terms 20th of Month **Purchase Order**

Tax Group TAXABLE **Sales Person**

Project SAMPLEPROJECT **Job Category**

Customer Jim Gold & Co Ltd

Billing Customer Jim Gold & Co Ltd

Job Scheduling

Required Date 30/10/2017 **Requested Time of Day**

Estimated Duration 0 Minutes **Job Booking Status** Not Booked In

Planned Start Date **Planned End Date**

Job Values

Invoice Style From Actual Entries

This is a Fixed Price Job ☐ **Nett Value** \$0.00

Invoice Currency **Invoice Rate** 1

SERVICE

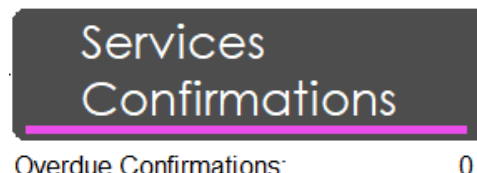
Service Confirmations

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



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

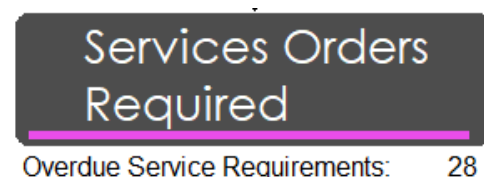
Set **Confirmation Status** to **Confirmed**

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



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 26/09/2018 ▼

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

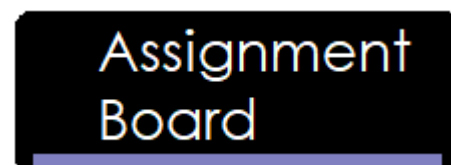
Now that the service job is fully up to date it can be assigned to the relevant personnel for completion using the assignment board.

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.

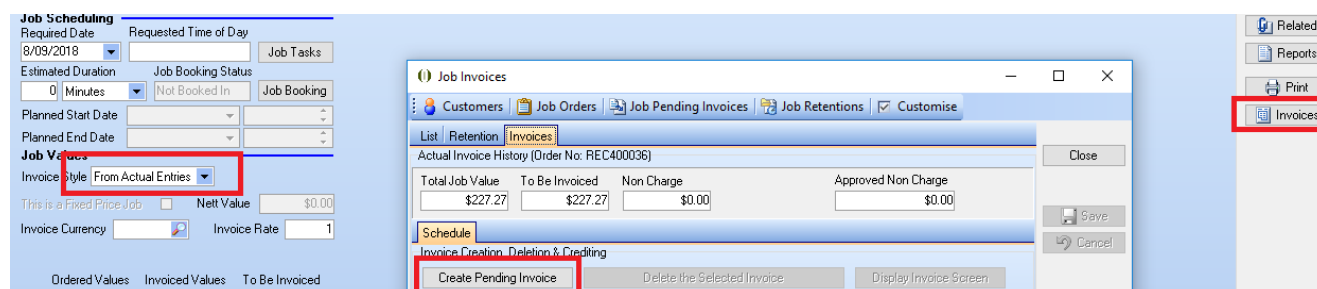
Navigate to the Job that's ready for invoicing

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

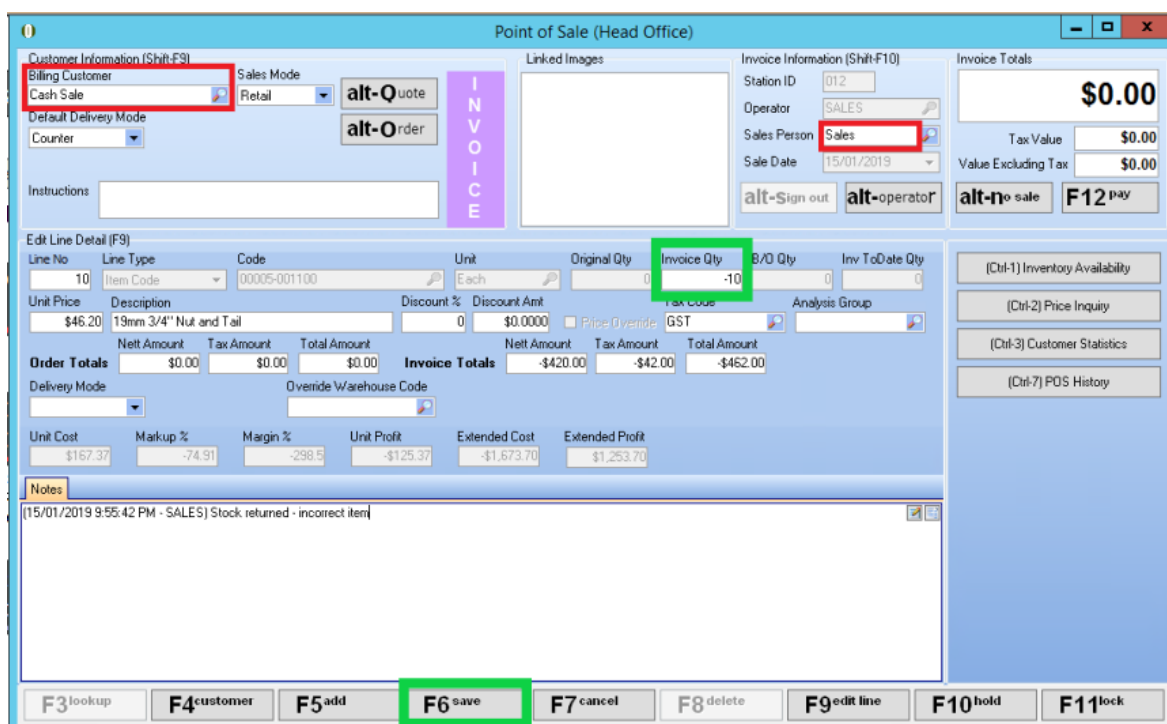
*****Note** If you are processing a Customer Refund with no Item return create a POS Sale using the REFUND Descriptor Code. The Quantity should be positive and the Unit Price should be negative

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



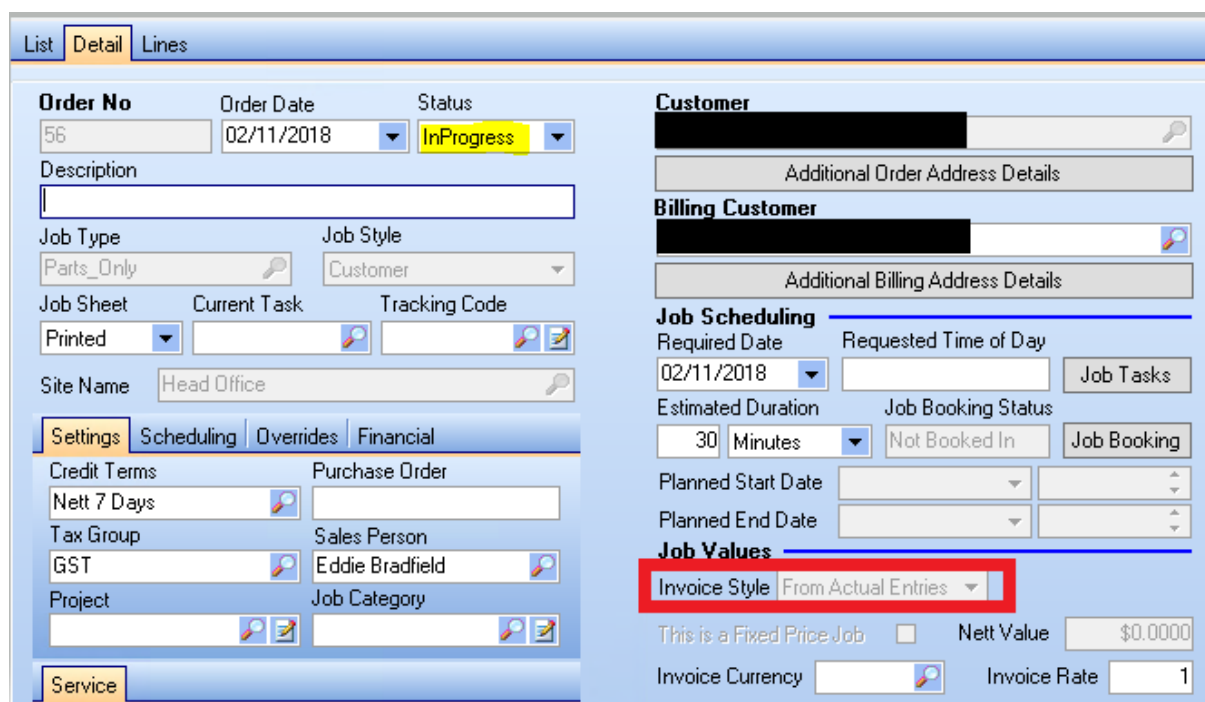
Once all Items being returned and refunded have been entered process the payment as per a normal POS Sale (F12) Pay.

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. Key fields include:

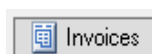
- Order No:** 56
- Order Date:** 02/11/2018
- Status:** InProgress
- Job Type:** Parts_Only
- Job Style:** Customer
- Job Sheet:** Printed
- Current Task:** (empty)
- Tracking Code:** (empty)
- Site Name:** Head Office
- Settings:** Credit Terms (Nett 7 Days), Tax Group (GST), Project (empty)
- Purchase Order:** (empty)
- Sales Person:** Eddie Bradfield
- Job Category:** (empty)
- Customer:** (redacted)
- Billing Customer:** (redacted)
- Job Scheduling:** Required Date (02/11/2018), Requested Time of Day (empty), Estimated Duration (30 Minutes), Job Booking Status (Not Booked In)
- Job Values:** Invoice Style (From Actual Entries - highlighted), This is a Fixed Price Job (unchecked), Net Value (\$0.0000), Invoice Currency (empty), Invoice Rate (1)

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**

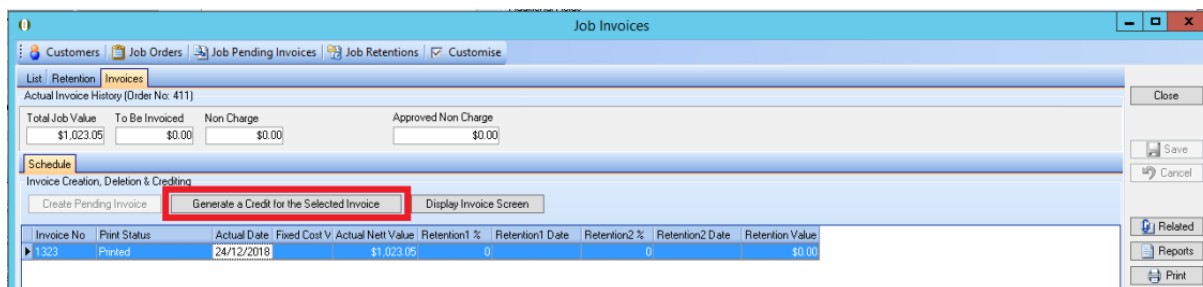
Full Financial Credit

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

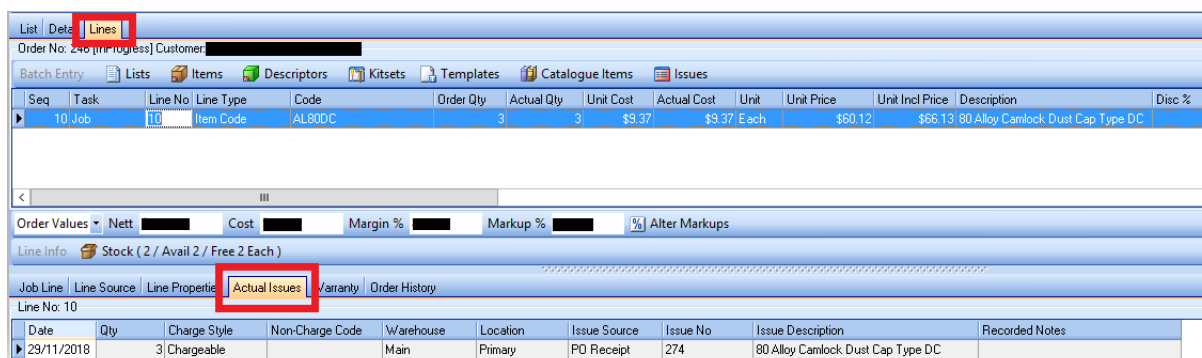


*****Note:** If no Credits are displayed check the **Batch Invoicing** screen to ensure that the Status is 'Printed' as a 'Planned' credit will not appear in the **Customer Payments** screen.

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

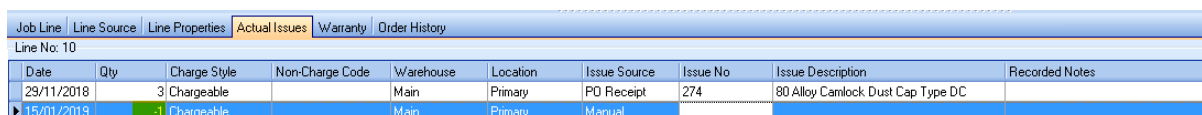
Stock Return Credit

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



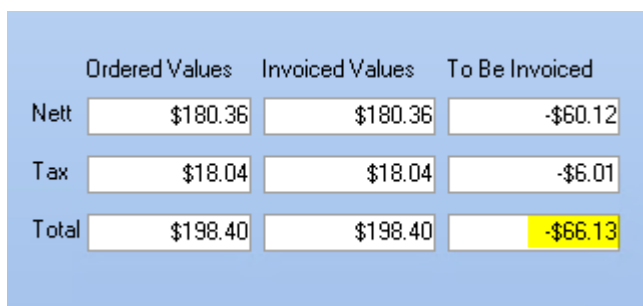
| Seq | Task | Line No | Line Type | Code | Order Qty | Actual Qty | Unit Cost | Actual Cost | Unit | Unit Price | Unit Incl Price | Description | Disc % |
|-----|------|---------|-----------|--------|-----------|------------|-----------|-------------|------|------------|-----------------|-----------------------------------|--------|
| 10 | Job | 10 | Item Code | AL800C | 3 | 3 | \$9.37 | \$9.37 | Each | \$60.12 | \$66.13 | 80 Alloy Camlock Dust Cap Type DC | 0 |

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

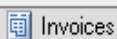


| Date | Qty | Charge Style | Non-Charge Code | Warehouse | Location | Issue Source | Issue No | Issue Description | Recorded Notes |
|------------|-----|--------------|-----------------|-----------|----------|--------------|----------|-----------------------------------|----------------|
| 29/11/2018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

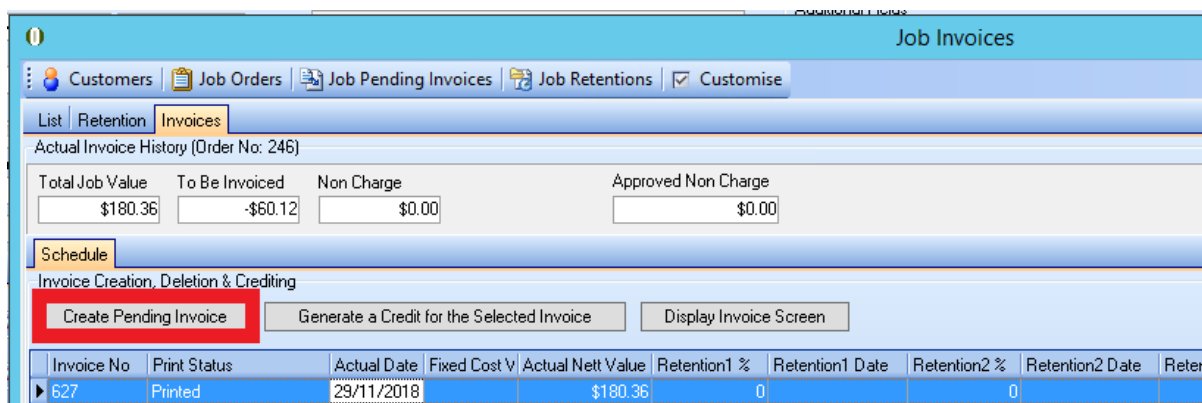
You will note on the Detail tab that this has created a negative amount in **To Be Invoiced**



| | 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



| Invoice No | Print Status | Actual Date | Fixed Cost v | Actual Nett Value | Retention1 % | Retention1 Date | Retention2 % | Retention2 Date | Retent |
|------------|--------------|-------------|--------------|-------------------|--------------|-----------------|--------------|-----------------|--------|
| 627 | Printed | 29/11/2018 | | \$180.36 | 0 | | 0 | | |

Print the Adjustment Note created

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

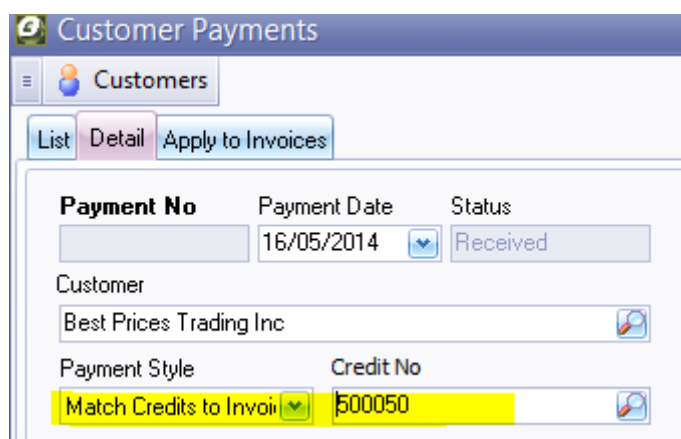
Under Sales > Customer Payments

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 Price | Unit Incl Price | Description | Disc % | Cost Markup % | Sales Margin % | Line Net | Line Tax |
|-----|------|---------|-----------|----------|-----------|------------|-----------|-------------|------------|-----------------|--|--------|---------------|----------------|----------|----------|
| 10 | Job | 10 | Item Code | 435 | 1 | 1 | \$57.00 | \$57.00 | Each | \$95.00 | \$104.50 Relay Pump Start Weather Proof 2... | 20.83 | 66.67 | 40 | \$95.00 | \$9.50 |
| 10 | Job | 30 | Item Code | HYP020L | 1 | 1 | \$35.91 | \$35.77 | Bottle | \$53.85 | \$65.83 Sodium Hypochlorite 20L | -0.36 | 66.67 | 40 | \$59.85 | \$5.99 |
| 10 | Job | 40 | Item Code | 102-2685 | 1 | 1 | \$41.95 | \$37.76 | Each | \$63.92 | \$76.91 Toro Transformer (240V - 24V) | 16.68 | 66.67 | 40 | \$69.92 | \$6.99 |
| 10 | Job | 50 | Item Code | 45MHP2 | 1 | 1 | \$544.77 | \$544.77 | Each | \$907.95 | \$998.75 Stenner 45MHP2 Adjustable Pensta... | -3.02 | 66.67 | 40 | \$907.95 | \$90.80 |
| 10 | Job | 60 | Item Code | F25-C | 1 | 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

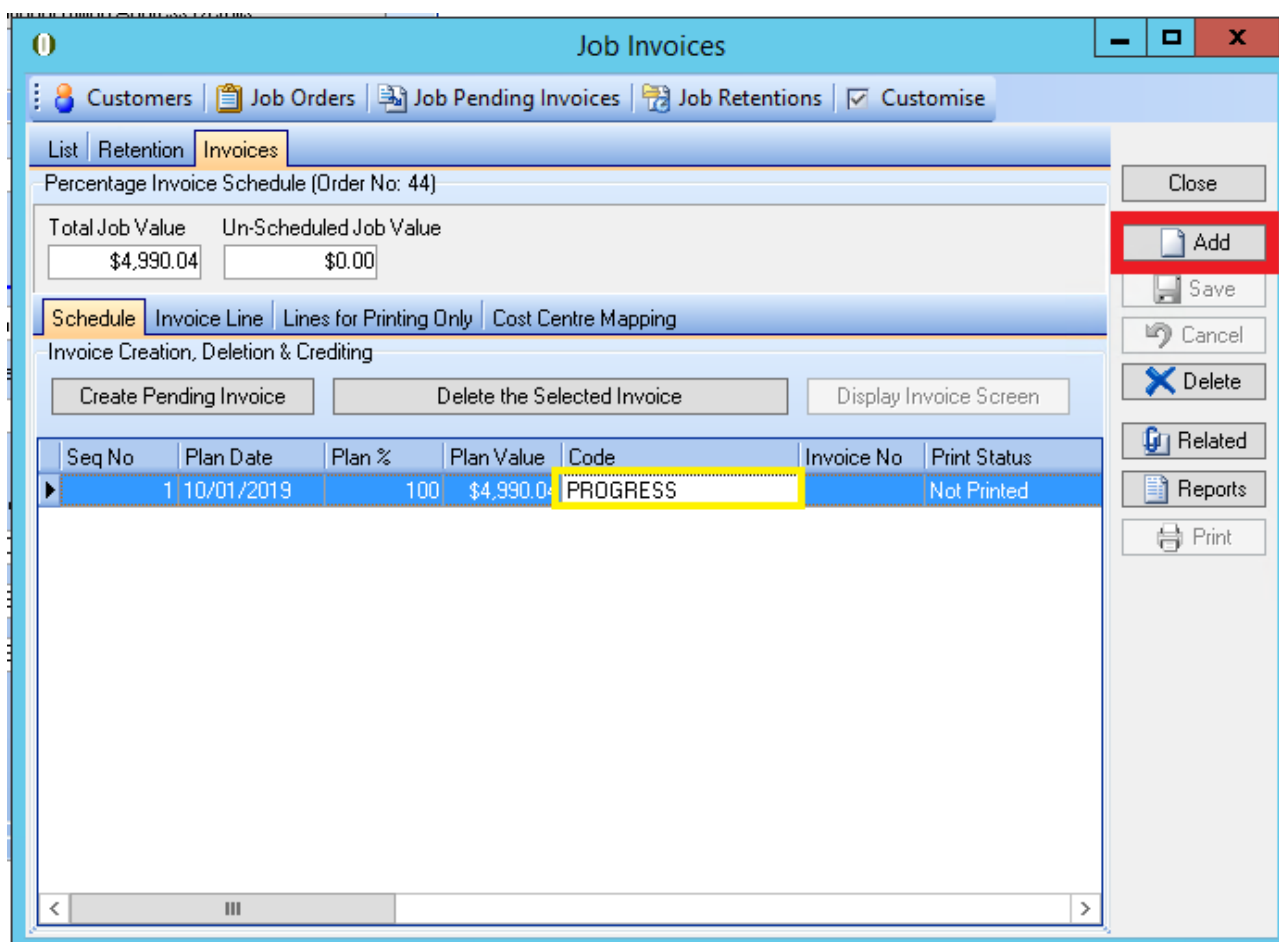
Line No: 40

| 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)



Job Invoices

Customers | Job Orders | Job Pending Invoices | Job Retentions | Customise

List | Retention | **Invoices**

Percentage Invoice Schedule (Order No: 44)

Total Job Value: \$4,990.04 Un-Scheduled Job Value: \$0.00

Schedule | Invoice Line | Lines for Printing Only | Cost Centre Mapping

Invoice Creation, Deletion & Crediting

Create Pending Invoice Delete the Selected Invoice Display Invoice Screen

| Seq No | Plan Date | Plan % | Plan Value | Code | Invoice No | Print Status |
|--------|------------|--------|------------|----------|------------|--------------|
| 1 | 10/01/2019 | 100 | \$4,990.04 | PROGRESS | | Not Printed |

Close **Add** Save Cancel Delete Related Reports 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

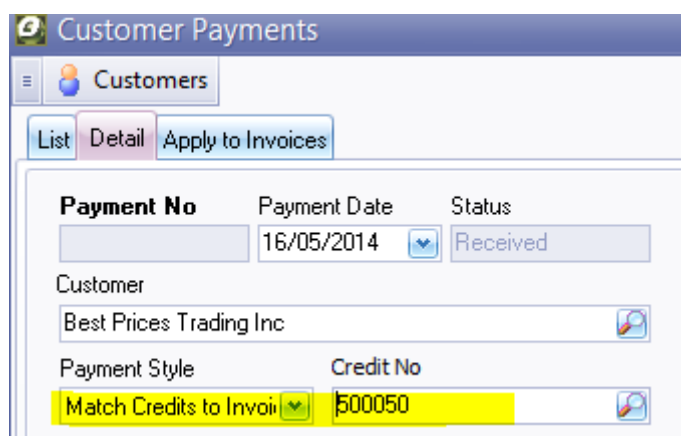
Under Sales > Customer Payments

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 Items 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**

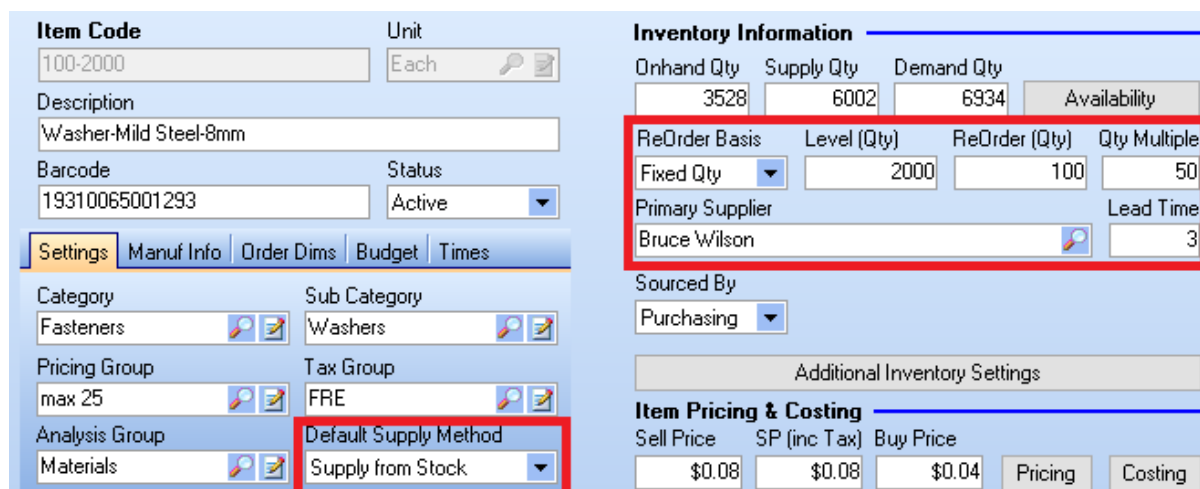
Level – If the projected stock falls below this level then a Suggested Order is triggered using the Re-Order Quantity or the actual demand quantity (whichever is the greater) to bring the stock up to the Re-Order level

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 | | Unit |
|-----------|--|------|
| 100-2000 | | Each |

Description: Washer-Mild Steel-8mm

Barcode: 19310065001293 | Status: Active

Category: Fasteners | Sub Category: Washers

Pricing Group: max 25 | Tax Group: FRE

Analysis Group: Materials | Default Supply Method: Supply from Stock

| Inventory Information | | | |
|------------------------|-------------|---------------|--------------|
| Onhand Qty | Supply Qty | Demand Qty | Availability |
| 3528 | 6002 | 6934 | |
| ReOrder Basis | Level (Qty) | ReOrder (Qty) | Qty Multiple |
| Fixed Qty | 2000 | 100 | 50 |
| Primary Supplier | | | Lead Time |
| Bruce Wilson | | | 3 |
| Sourced By: Purchasing | | | |

| Item Pricing & Costing | | |
|------------------------|--------------|-----------|
| Sell Price | SP (inc Tax) | Buy Price |
| \$0.08 | \$0.08 | \$0.04 |

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

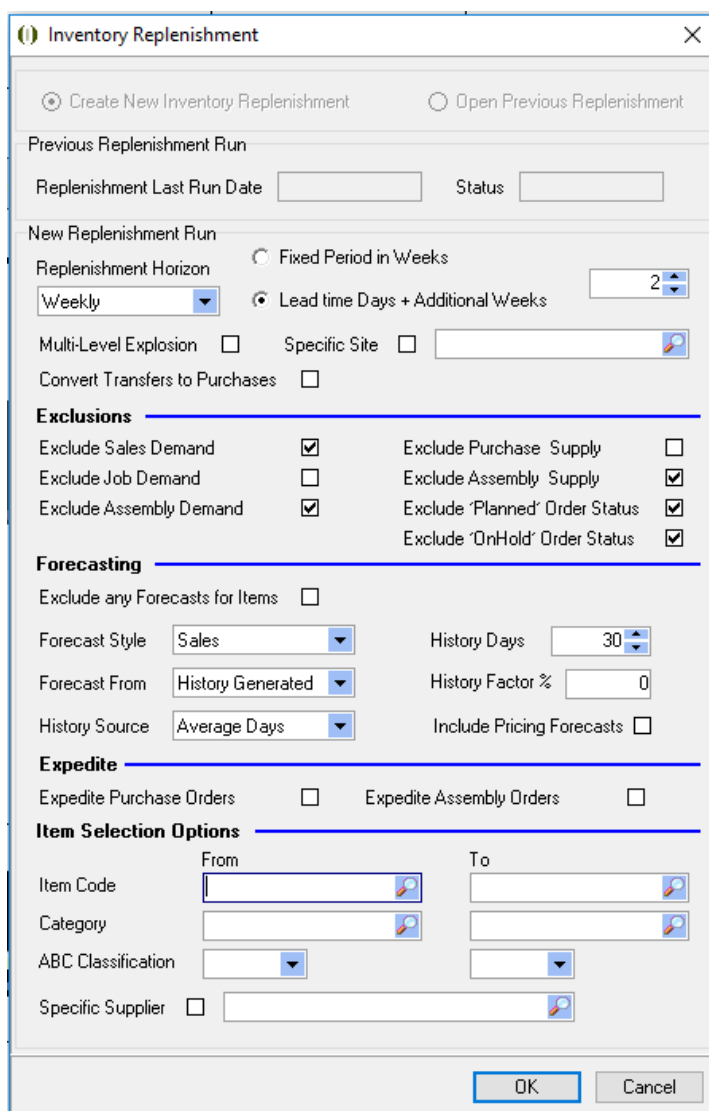
Both of these reports provide insight into daily usage of an item and the average daily usage of an item.

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.



The screenshot shows the 'Inventory Replenishment' dialog box with the following sections and options:

- Buttons:** ☒ Create New Inventory Replenishment, ☐ Open Previous Replenishment
- Previous Replenishment Run:**
 - Replenishment Last Run Date: [Text Box]
 - Status: [Text Box]
- New Replenishment Run:**
 - Replenishment Horizon: ☐ Fixed Period in Weeks, ☒ Lead time Days + Additional Weeks
 - Weekly: [Dropdown Menu]
 - Multi-Level Explosion: ☐ Specific Site: ☐ [Text Box]
 - 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: [Sales] [Dropdown Menu]
 - History Days: [30] [Spin Box]
 - Forecast From: [History Generated] [Dropdown Menu]
 - History Factor %: [0] [Text Box]
 - History Source: [Average Days] [Dropdown Menu]
 - Include Pricing Forecasts: ☐
- Expedite:**
 - Expedite Purchase Orders: ☐
 - Expedite Assembly Orders: ☐
- Item Selection Options:**
 - From: [Text Box]
 - To: [Text Box]
 - Item Code: [Text Box]
 - Category: [Text Box]
 - ABC Classification: [Dropdown Menu]
 - Specific Supplier: ☐ [Text Box]
- Buttons:** OK, Cancel

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 |
| Cumulative Forecast Demand | 10 | 20 | 30 | 40 | 50 | 60 |
| Actual Demand | 15 | 3 | 14 | 2 | - | - |
| Cumulative Actual Demand | 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

3/01/2019

Replenishment Horizon

Fixed Period in Weeks

Lead time Days + Additional Week:

2

Include Zero Qty's

☐

Specific Site

☐

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 checked="" type="checkbox"/> | 5000-2010 | Cat 6 Network Cable - 1.2 Metres | 4 | Purchasing | 2 | \$10.70 | 9 | 7 | Computer | Network | Daffodi 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 | Daffodi Computer Supplies Ltd |
| <input type="checkbox"/> | 5000-3001 | RAM 512 Mb | 0 | Purchasing | 1 | \$70.00 | 0 | 1 | Computer | RAM | Daffodi Computer Supplies Ltd |
| <input type="checkbox"/> | 5000-3004 | RAM 4096 Mb | 0 | Purchasing | 1 | \$152.00 | 0 | 1 | Computer | RAM | Daffodi 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 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, AU... | 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 | Daffodi Computer Supplies Ltd |
| <input type="checkbox"/> | 5000-5002 | LCD 19 inch Monitor | 5 | Purchasing | 1 | \$423.00 | 0 | 1 | Computer | Monitors | Daffodi Computer Supplies Ltd |
| <input type="checkbox"/> | 5000-5001 | LCD 17 inch Monitor | 10 | Purchasing | 5 | \$1,120.00 | 0 | 1 | Computer | Monitors | Daffodi 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

Description Washer-Mild Steel-8mm

Default Supply Method Supply from Stock **Status** Active

Inventory Information

Onhand Qty 1598 **Sourced By** Purchasing

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 **Override Suggested Qty** ☐

Projected Requirements **Orders** **Expedite**

| Date | Supply | | | Demand | | | | Calculated | | | | |
|------------|---------|----------|----------|--------|------|----------|-----------|------------|--------|-----------|-----------|---------|
| | 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 Mana | 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 | Carmel 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 | Carmel 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-16mm | 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 | SE400076 |
| <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**

| 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"/> | 22/06/2018 | 60 | 15/06/2018 | 60 | Item Code | 780-2176 | Each | <input type="checkbox"/> | \$0.00 | Tube-Stainless Steel-25mm/200mm | Engineering Supply Pty Ltd | Order | Assembly | W0200037 |
| <input type="checkbox"/> | 6/07/2018 | 1 | 6/07/2018 | 1 | Descriptor Code | OR BATEAU BAY MEAL | Each | <input type="checkbox"/> | \$0.00 | gaming | Order | Sales | Assembly | S0300045 |
| <input type="checkbox"/> | 6/07/2018 | 1 | 6/07/2018 | 1 | Descriptor Code | MISCHARGE | \$ | <input type="checkbox"/> | \$0.00 | Misc Charge | Center Insurance Brokers | Order | Assembly | W0200045 |
| <input checked="" type="checkbox"/> | 6/07/2018 | 1 | 6/07/2018 | 1 | Item Code | 100-2000 | Each | <input checked="" type="checkbox"/> | \$0.00 | Washer-Mild Steel-8mm | Order | Job | JOB400077 | |
| <input type="checkbox"/> | 27/10/2018 | 1 | 1/5/10/2018 | 1 | Item Code | 100-2000 | Each | <input type="checkbox"/> | \$0.00 | Washer-Mild Steel-8mm | Hardness Company | Order | Job | JOB400038 |
| <input type="checkbox"/> | 7/12/2018 | 2 | 7/12/2018 | 2 | Item Code | PVC PIPE | M | <input type="checkbox"/> | \$0.00 | PVC Pipe | Carmel Car Co Ltd | Order | Sales | S0300047 |

☒ 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**

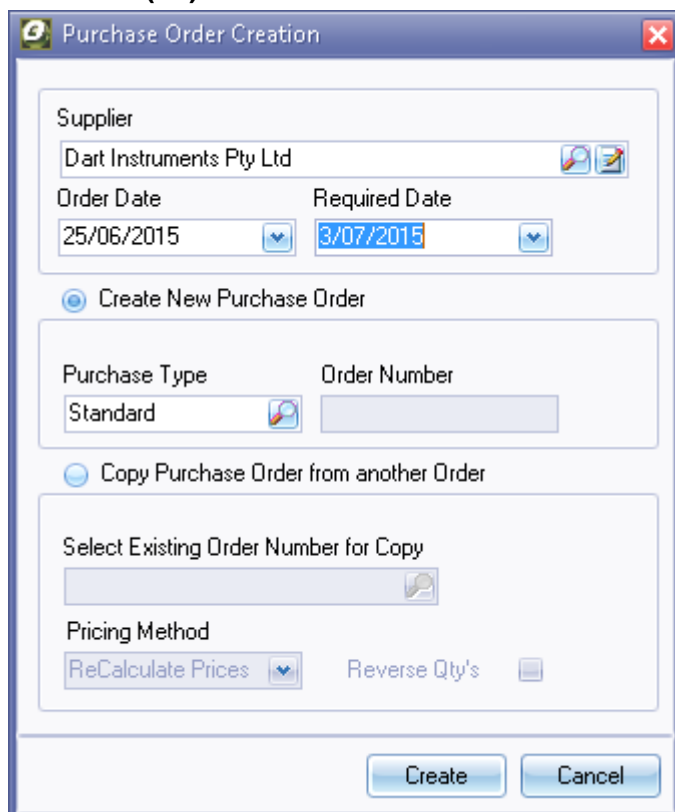
You will then have option to view recently generated Purchase Order Click **Yes**

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

Purchase Orders – Manual

Under Purchasing > Purchase Orders

Click **Add (F5)**



The 'Purchase Order Creation' dialog box contains the following fields and options:

- Supplier:** Text field with 'Dart Instruments Pty Ltd' and a search icon.
- Order Date:** Date picker showing '25/06/2015'.
- Required Date:** Date picker showing '3/07/2015'.
- Radio Buttons:**
 - ☒ Create New Purchase Order
 - ☐ Copy Purchase Order from another Order
- Purchase Type:** Text field with 'Standard' and a search icon.
- Order Number:** Empty text field.
- Select Existing Order Number for Copy:** Text field with a search icon (disabled).
- Pricing Method:** Dropdown menu with 'ReCalculate Prices' selected.
- Reverse Qty's:** Check box (unchecked).
- Buttons:** 'Create' and 'Cancel' at the bottom right.

Enter Supplier's name

Adjust Required Date

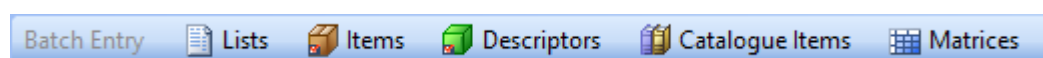
Click **Create**

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



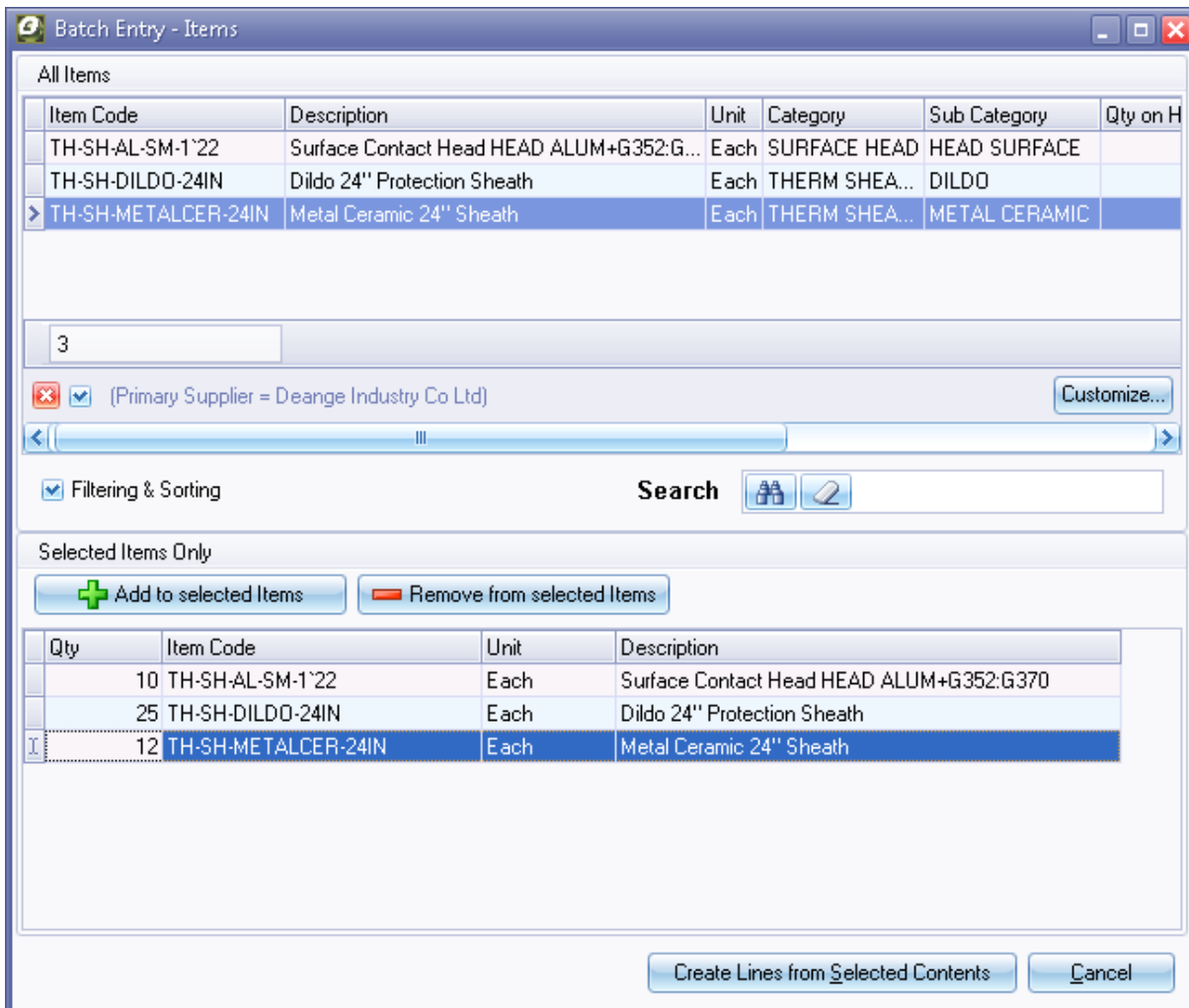
A search field with the label 'Field Search' and a search icon.

Double Click on your item or click **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) Customize...

Filtering & Sorting Search

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 |

Create Lines from Selected Contents Cancel

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 | | 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

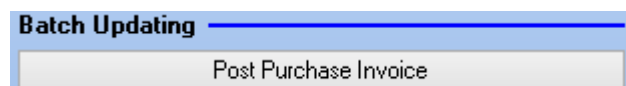
Adjust supplier invoice date if necessary - this is used to record the suppliers invoice date if you have already closed off your month for reporting and the supplier's bill is late. It's a display only field. The INVOICEDATE field is what passes to accounting system not the supplier invoice date

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

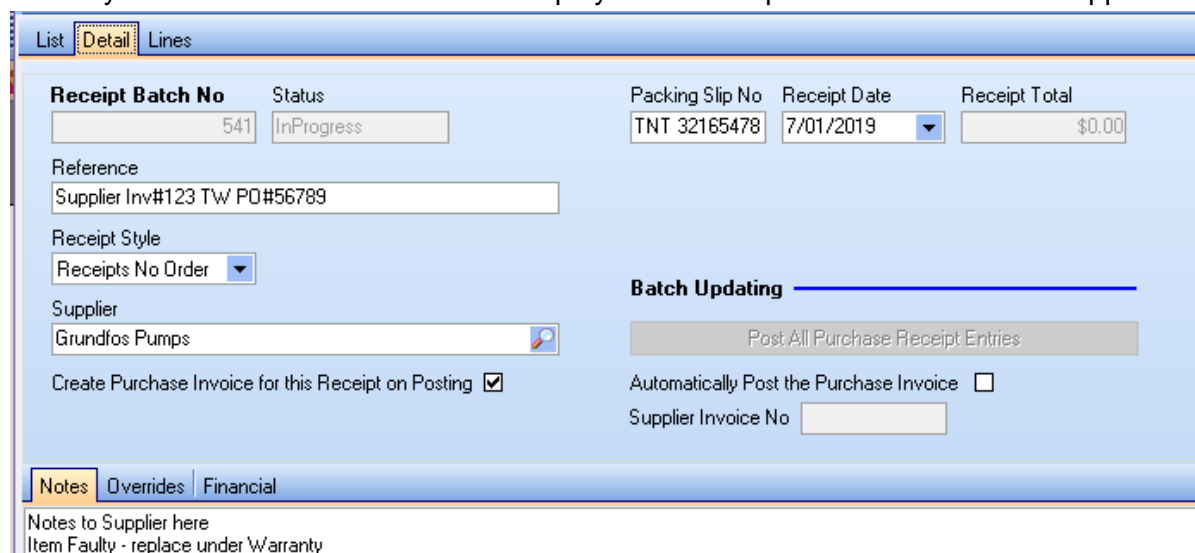
Select the Receipt Style **Receipts No Order**

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

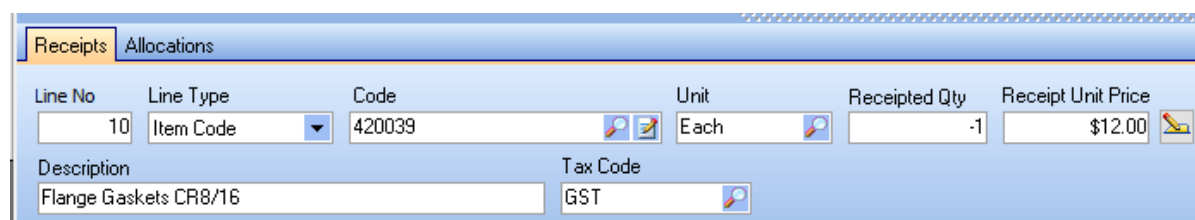
Click **Add (F5)**

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 | Allocation Reference | Allocation Qty | Receipt Qty | Warehouse | Location |
|-----------------|----------------------|----------------|-------------|-----------|-----------|
| > Inventory | | 10 | 10 | DN Main | 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 Receipted 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 receipted 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 journaled 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

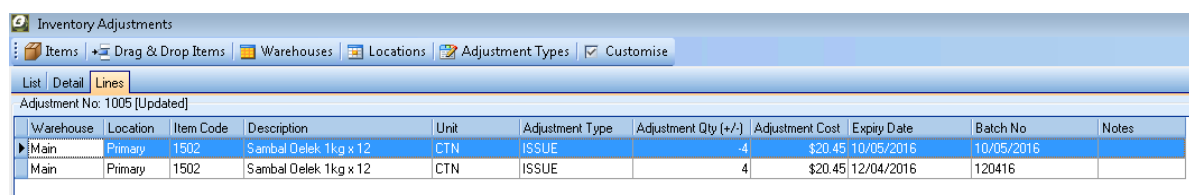
Select the **Lines** TAB

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 Olek 1kg x 12 | CTN | ISSUE | -4 | \$20.45 | 10/05/2016 | 10/05/2016 | |
| Main | Primary | 1502 | Sambal Olek 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

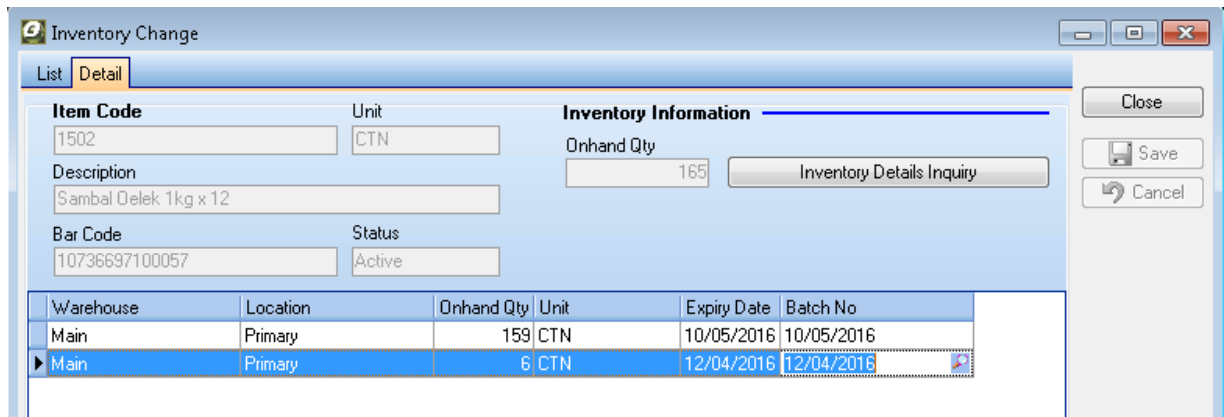
Enter Item Code into Inventory Change Grid or search from the search field

Select **Detail** TAB

Click into field to be modified against the line Qty variant

Enter new value

Click **Save (F6)**



Inventory Change

List **Detail**

Item Code: 1502 Unit: CTN

Description: Sambal Delek 1kg x 12

Bar Code: 10736697100057 Status: Active

Inventory Information

Onhand Qty: 165

Inventory Details Inquiry

Close Save Cancel

| 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 |

Inventory Transfer

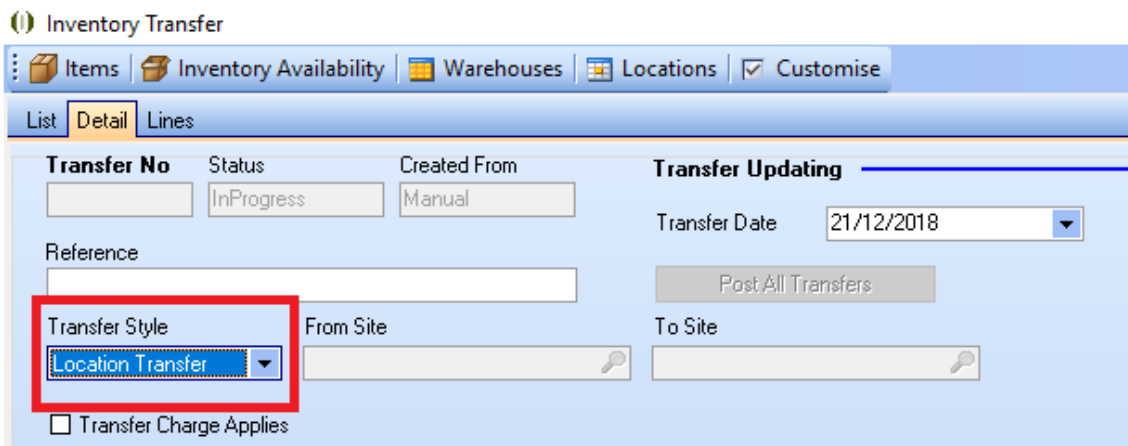
This screen allows you to move inventory to different locations whether it be a different location in store, moving stock to service vehicle (Van Stock) or other store.

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: InProgress Created From: Manual

Transfer Updating

Transfer Date: 21/12/2018

Reference:

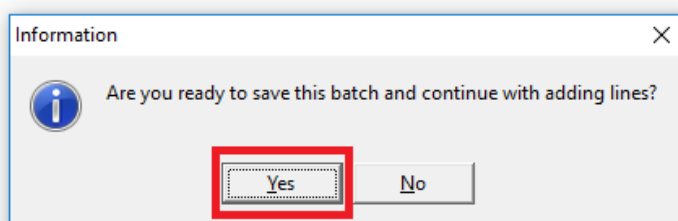
Post All Transfers

Transfer Style: Location Transfer From Site: To Site:

☐ Transfer Charge Applies

Go to **Lines** TAB

Click **Yes**



Information

Are you ready to save this batch and continue with adding lines?

Yes No

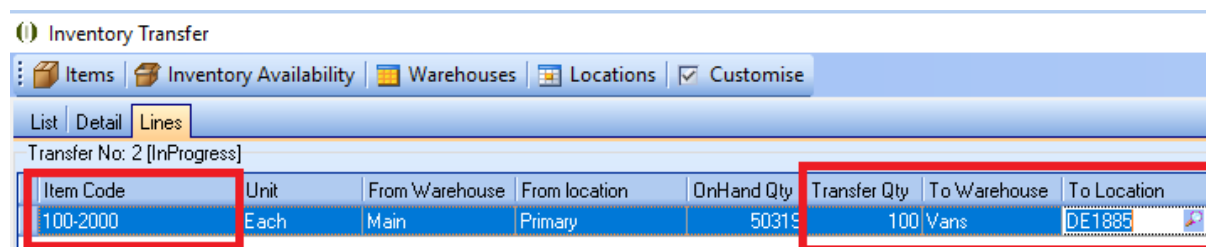
Click **Add (F5)**

Select **Item Code**

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

Enter **Transfer Qty**

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



Inventory Transfer

Items Inventory Availability Warehouses Locations Customise

List Detail Lines

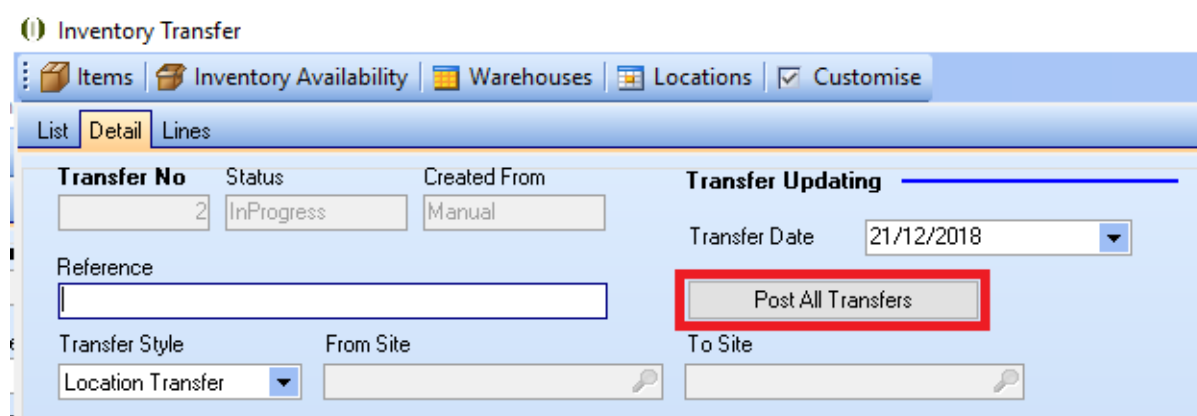
Transfer No: 2 [InProgress]

| 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



Inventory Transfer

Items Inventory Availability Warehouses Locations Customise

List Detail Lines

Transfer No: 2 Status: InProgress Created From: Manual

Transfer Updating

Transfer Date: 21/12/2018

Reference:

Post All Transfers

Transfer Style: Location Transfer From Site: To Site:

Multi-Site Transfer

Click **Add (F5)**

Transfer Style = Site Transfer

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

Inventory Transfer

Items | Inventory Availability | Warehouses | Locations | Customise

List | **Detail** | Lines

Transfer No: 2 | Status: InProgress | Created From: Manual | Transfer Updating: 21/12/2018

Reference: | Transferred to InTransit | Received from InTransit

Transfer Style: Site Transfer | From Site: Company | To Site: 2nd Site

☐ Transfer Charge Applies

Go to **Lines** TAB

Click **Yes**

Information

Are you ready to save this batch and continue with adding lines?

Yes | No

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 | InProgress

| Item Code | Unit | From Warehouse | From Location | OnHand Qty | To Warehouse | To Location | Serial No | Batch No | Revision No | Colour | Description | InTransit Qty |
|-----------|------|----------------|---------------|------------|--------------|-------------|-----------|----------|-------------|--------|------------------------|---------------|
| 1002002 | 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 **Received from InTransit**

Inventory Count

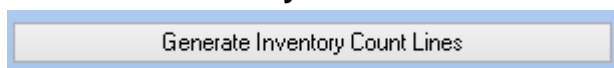
This screen enables you to carry out stock counts on all, or selective areas, of your Inventory. The Inventory Count process comprises the following Steps

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)

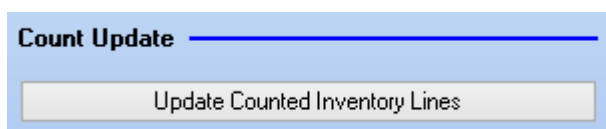
Update the Batch Lines with the counted stock - Note there will be an entry for each variant

Add lines where Item found was not as expected

Return to the Batch Header

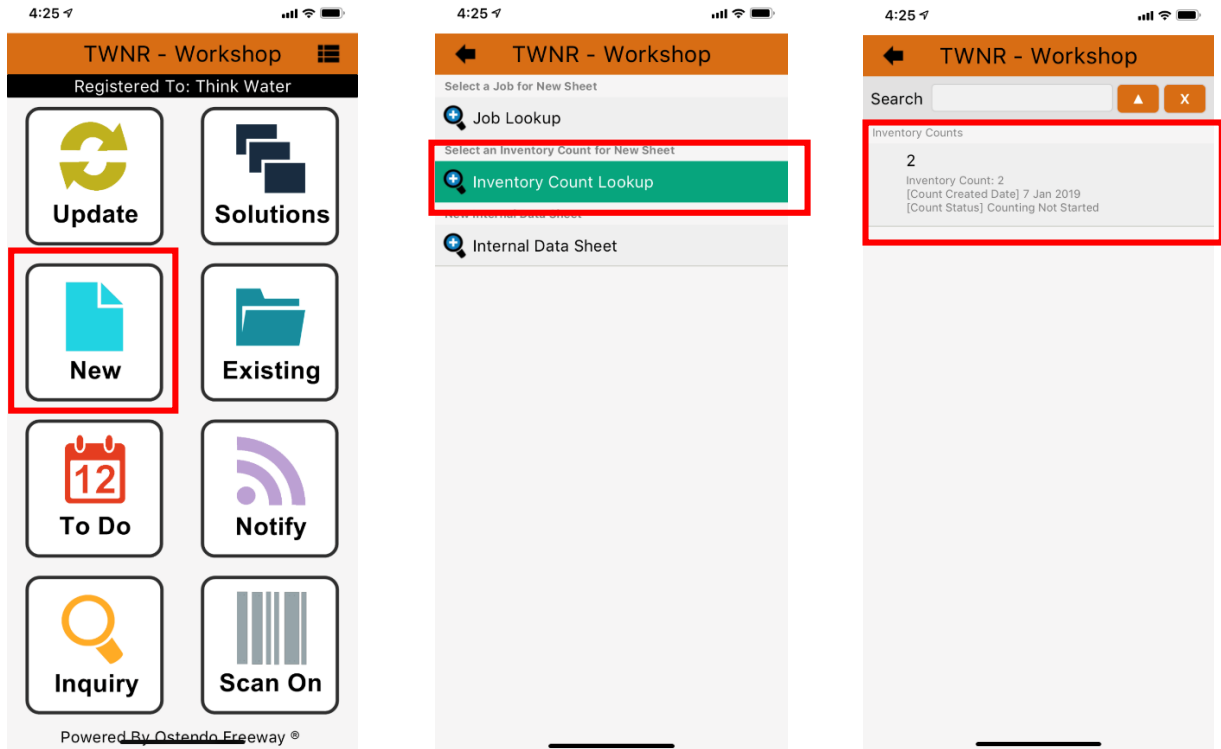
To update the quantities against lines that have been flagged as 'Counted', click **Update**

Counted Inventory Lines



Freeway Process

Select **New** from Freeway Main Menu

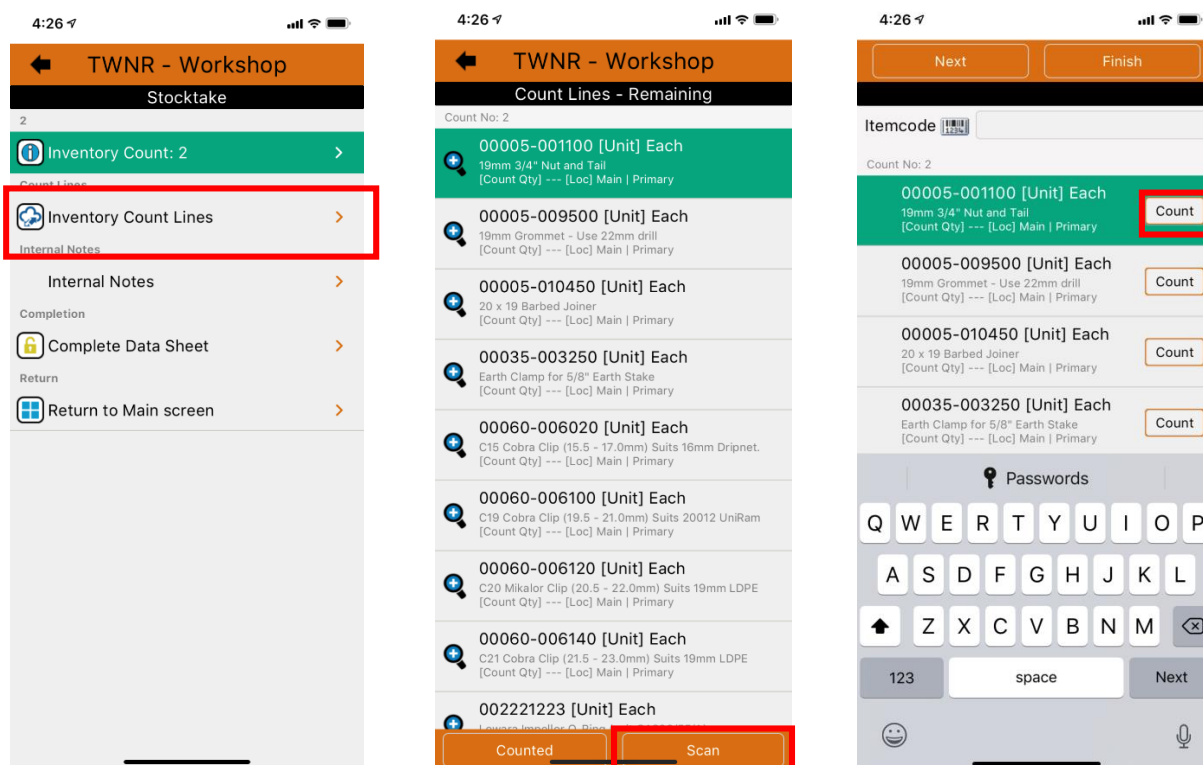


Select **Inventory Count Lookup**

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.

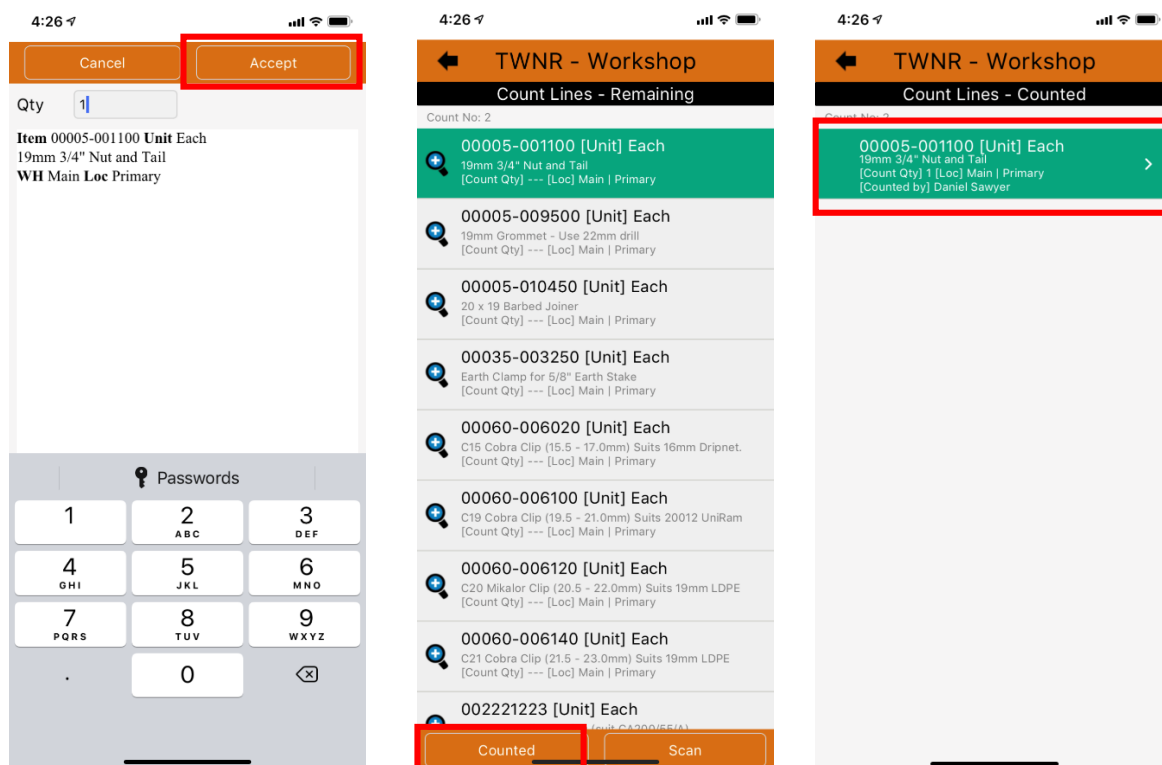
Select **Inventory Count Lines**

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.

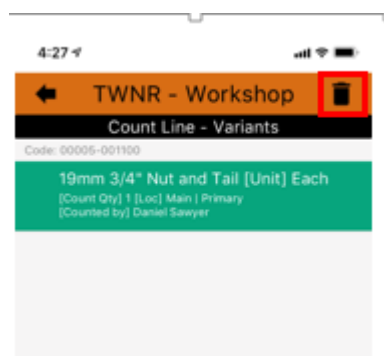
*****Note** typing in the item code will require the code to be EXACTLY as it appears



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

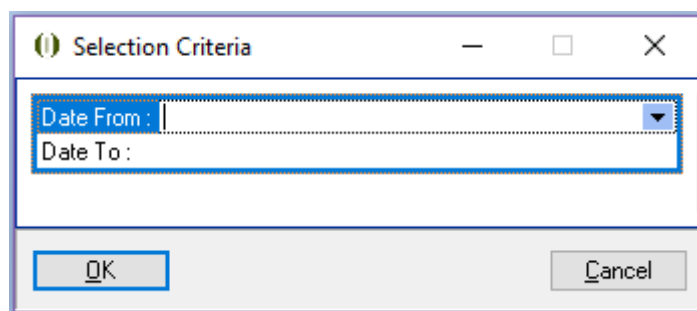
There are two options in the database for printing Shelf Labels. Both options will print the same label format but have different criteria for selecting the Labels to be printed.

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

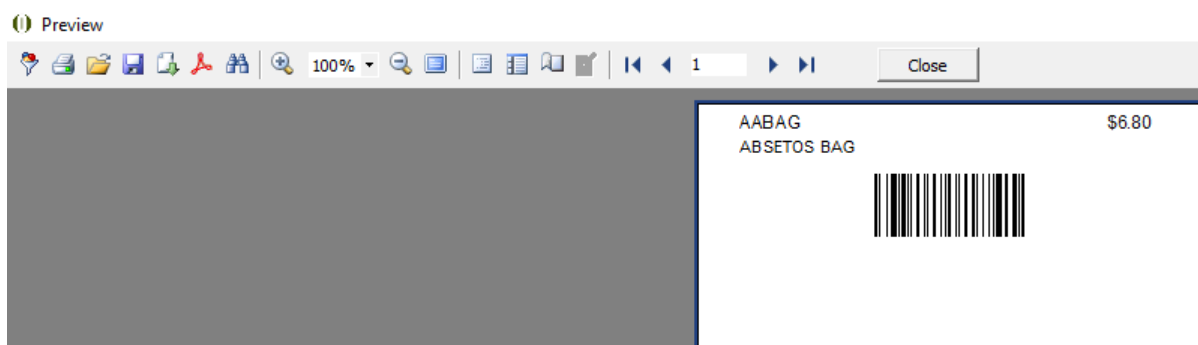
In the Selection Criteria displayed select the date range where Item Pricing has been updated.



A dialog box titled "Selection Criteria" with a close button (X) in the top right corner. It contains two text input fields: "Date From:" and "Date To:". Below these fields are two buttons: "OK" and "Cancel".

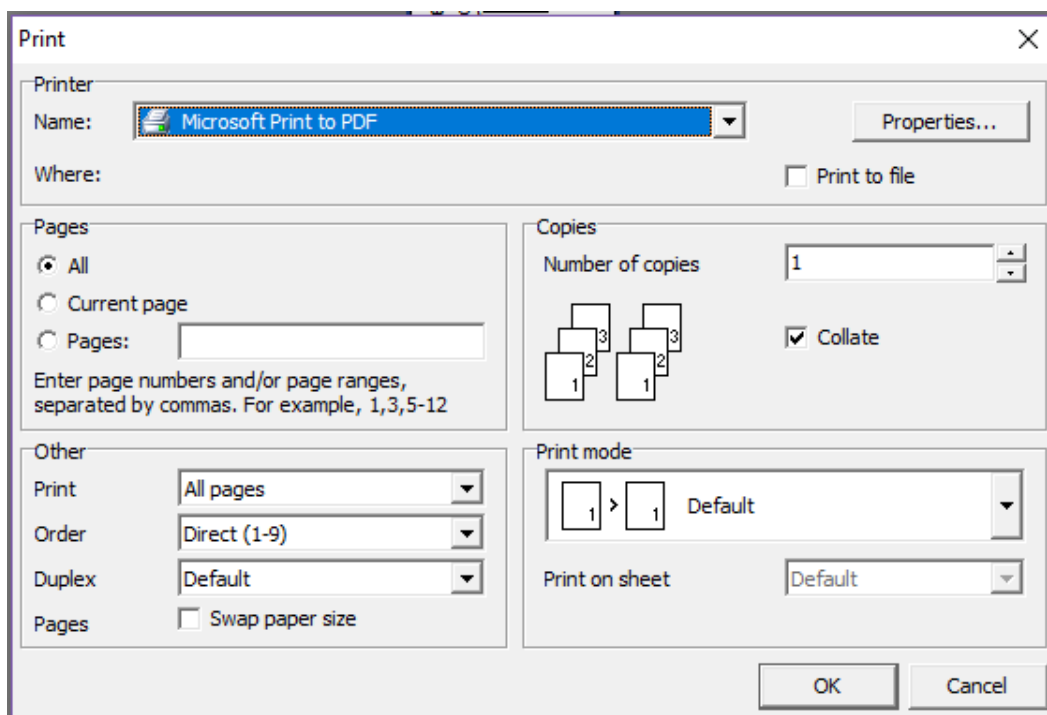
For example, if Item Pricing has been updated on 7/01/2019 then select date range for the single day. This will display and allow you to print the Shelf Labels for all Items where the Price has been updated on 7/01/2019. If no Shelf Labels are displayed or the Shelf Labels displayed are blank, then there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



A preview window titled "Preview" with a toolbar at the top containing various icons and a "Close" button. The main area displays a sample shelf label. The label text reads: "AABAG" and "ABSETOS BAG" on the left, and "\$6.80" on the right. Below the text is a barcode.

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



Print

Printer
 Name: **Microsoft Print to PDF** Properties...

Where: ☐ Print to file

Pages
☒ All
☐ Current page
☐ Pages:
 Enter page numbers and/or page ranges, separated by commas. For example, 1,3,5-12

Copies
 Number of copies:
☒ Collate

Other
 Print:
 Order:
 Duplex:
 Pages: ☐ Swap paper size

Print mode
 > Default
 Print on sheet:

OK Cancel

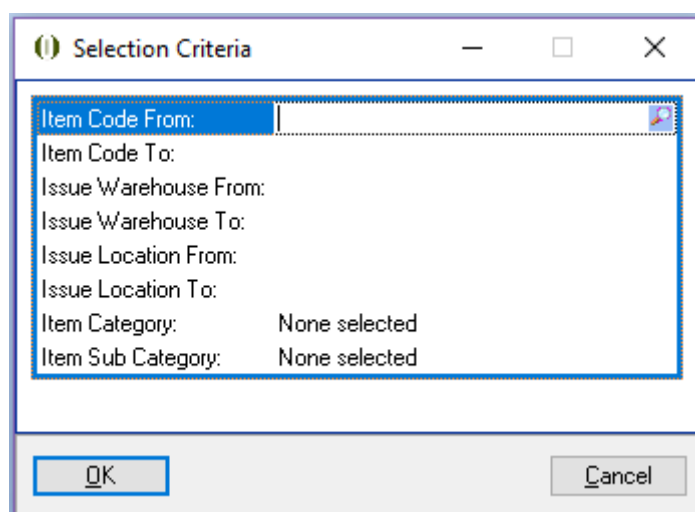
Select the Label Printer from the drop down list if not already selected and edit Properties as required.

Shelf Labels filtered by Item Criteria

When an Item has been updated or moved, it may 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.



Selection Criteria

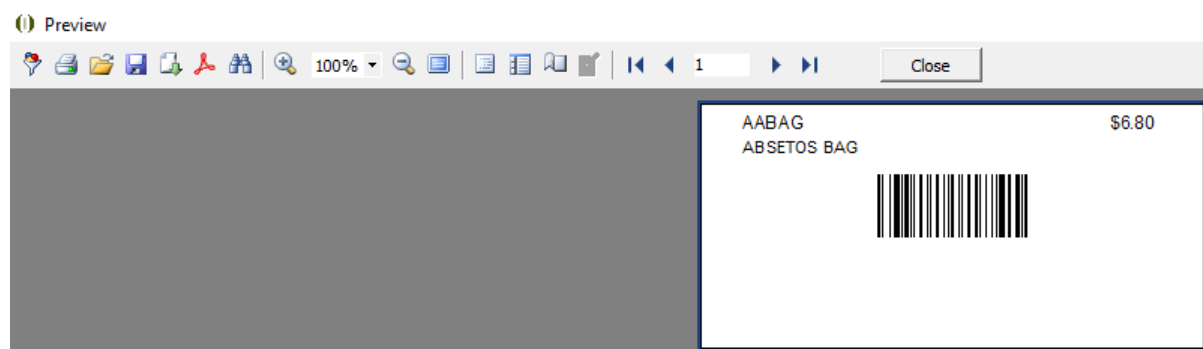
Item Code From:
 Item Code To:
 Issue Warehouse From:
 Issue Warehouse To:
 Issue Location From:
 Issue Location To:
 Item Category:
 Item Sub Category:

OK Cancel

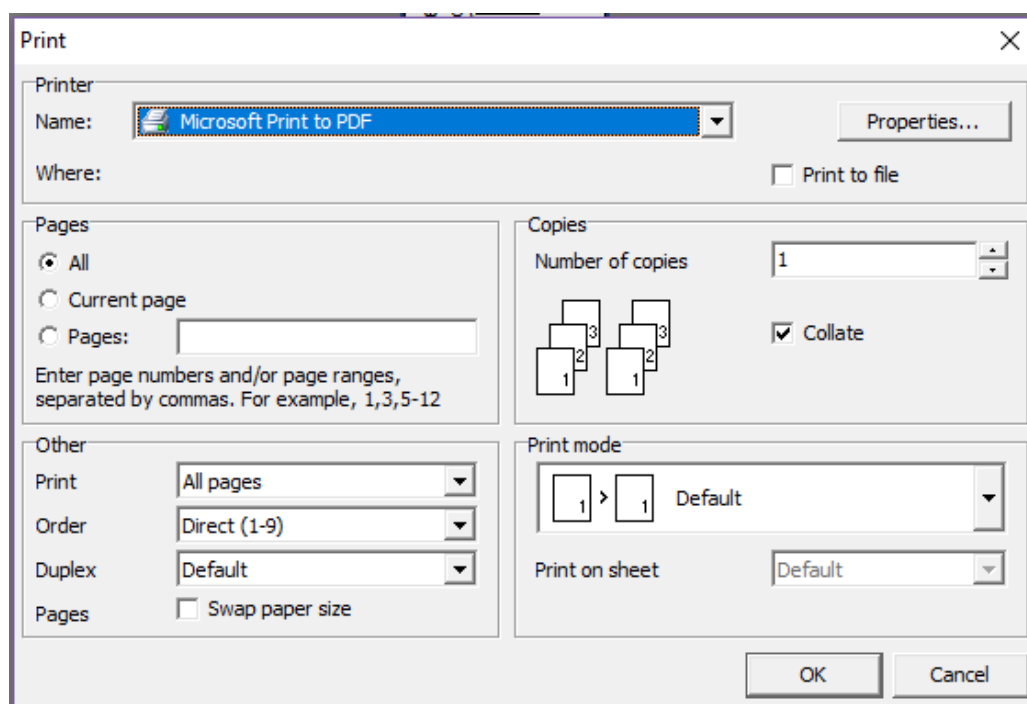
For example, if you notice a Shelf Label has been damaged for a specific Item, select the Item Code in the Item Code From & Item Code To in the Selection Criteria to display and Print the Label for the individual Item Code.

*****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.



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

| | | | |
|-----------------------|--|-----------------------|---------------------------|
| Who | Address | | |
| Type Prospect ▼ | <table style="width: 100%;"> <tr> <td style="width: 30%;">Contact Joe Bloggs</td> <td style="width: 70%;">Company Bloggs Pty Ltd</td> </tr> </table> | Contact Joe Bloggs | Company Bloggs Pty Ltd |
| Contact Joe Bloggs | Company Bloggs Pty Ltd | | |

Continue to enter contact information

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

| | | | | | | | | | | | | | |
|-----------|--|-----------|------|-------|--|-----------|------|---------|--|-----------|--|--|--|
| Who | Address | | | | | | | | | | | | |
| | <table style="width: 100%;"> <tr> <td style="width: 50%;">Address 1</td> <td style="width: 10%;">City</td> <td style="width: 10%;">State</td> <td style="width: 30%;"> </td> </tr> <tr> <td>Address 2</td> <td>Code</td> <td>Country</td> <td> </td> </tr> <tr> <td>Address 3</td> <td colspan="3"> </td> </tr> </table> | Address 1 | City | State | | Address 2 | Code | Country | | Address 3 | | | |
| Address 1 | City | State | | | | | | | | | | | |
| Address 2 | Code | Country | | | | | | | | | | | |
| Address 3 | | | | | | | | | | | | | |

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

| | | | | | |
|--------------------|--|---------|---------|--|--------------------------------|
| Who | Address | | | | |
| Type Customer ▼ | <table style="width: 100%;"> <tr> <td style="width: 30%;">Contact</td> <td style="width: 70%;">Company</td> </tr> <tr> <td> </td> <td>west Pennant Hills Sports Club</td> </tr> </table> | Contact | Company | | west Pennant Hills Sports Club |
| Contact | Company | | | | |
| | west Pennant Hills Sports Club | | | | |

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

If contact does not exist

| |
|------------|
| Contact |
| 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

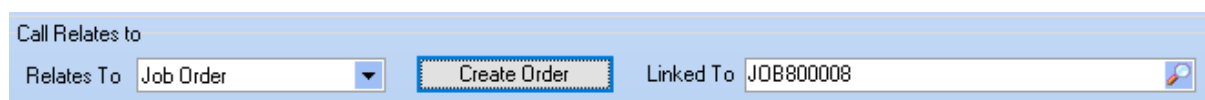
This section allows the user to initiate a quote at any time, independent of the pipeline stage. The initial setting is “Call Only”. To create a Quote;

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



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



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 exist 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. A 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**