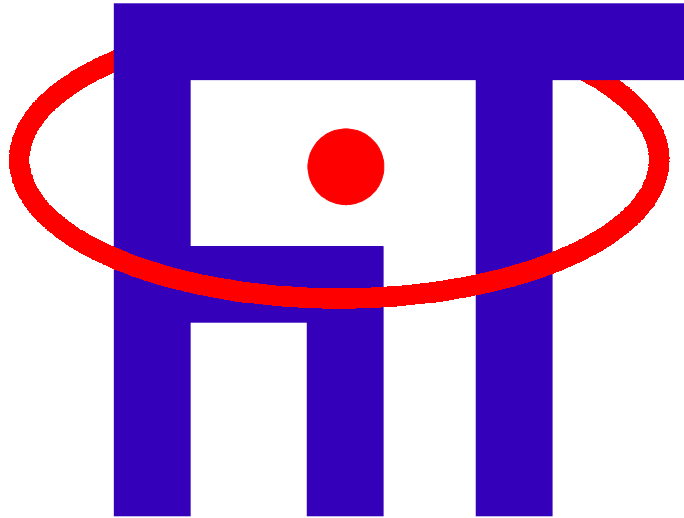


FINCON ACCOUNTING™



Financial Control at your Fingertips™

Workshop Manual and Support Contracts

Revision 1.0 Draft August 2005

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Fincon Accounting is equipped with a workshop module where job cards can be processed. The workshop allows you to manage warranty stock, out-of-warranty stock, stock used for installation or reparation, as well as stock booked out on contract.

The different scenarios that exist in a workshop are endless. For this tutorial we will cover a few common scenarios:

Scenario 1:

Amber from Computer Retail Mecca bought a motherboard from you eight months ago. The motherboard seems to be dead, as it does not initialize any of the components attached. She decides to bring it to you. You do not swap items under warranty with your stock on hand. You test it first, then send it to your supplier, and wait for them to send you a new item or credit.

Create a Customer Repair Order via Workshop -> Internal Customer Repair Order -> Enter CRO.

Stock is involved in this CRO, therefore it is not a Support Call (Support Call = N). Fill in the technician code. Technician codes are created via Inventory -> Sales Reps -> Sales Rep Maintenance. Complete in the Customer Detail tab.

Now complete the item details on the **Customer Items** tab.

SERIAL NUMBER	ITEM NUMBER	DESCRIPTION	STATUS	W	S
MBD001	MB400-ATX-RAID	MOTHERBOARD 400MHZ FSB WITH ONB	Pending	Y	R
				N	R
				N	R
				N	R
				N	R

If the serial number entered is on file, the rest of the item detail will be filled in.

NOTE: A serial number must be entered. Fincon will allow you to enter a serial number that is not on file for reference purposes. A serial number can also be created with the Serial Number Take On in Progress set to 'Y' via System -> Company Parameters -> Stock/Workshop Settings, where GRV and Supplier information can be captured. Creating a serial number should only be done if the item will be swapped with one of your stock items, thus having the created serial number end up in your faulty stock.

The column W indicates whether the item is under warranty (Y) or not (N). The column S indicates the service type. A clue of the different options is displayed in the status bar of the window. R = Repair, I = Installation, P = Preventative Maintenance.

By clicking on the Fault and Notes buttons, the fault description and notes you might have may be entered.

Click on the Status button to change the status of the CRO to Started. The current status is Pending indicated in the status column.

Select the new status for the customer repair order item:

Cancel Started W/Customer W/Spares Tech Fin

Acept the CRO.

Your technician has tested the motherboard and found there is a problem. Due to the fact that it is under warranty you decide to send the motherboard to the supplier to have it swapped for another one. Your Internal CRO has now become an External CRO. Send this item to the supplier via Workshop -> External Customer Repair Order -> Send for Repair.

Search for the appropriate CRO number.

Send Customer Repair Order

CRO Number: 000001 Support Call: N Priority: 1 Order Date: 12/05/2005 Delivery Date: 12/05/2005

Technician: 002 TECHNICIAN Location & Bin:

Customer Detail Customer Items Items Swapped Items at Suppliers Send for Repair CRO Notes Log

Supplier Account: CWG001

Supplier Name: COMPUTER WHOLESALER GIANTS

Address: 2 LONG STREET
UNIT 1-12 SUPER BUSINESS PARK
GERMISTON

Line: 0 of 20

SERIAL NUMBER	DESCRIPTION	SEND
MBD001	MOTHERBOARD 400MHZ FSB WITH ONBOARD	Y

Supplier Ref: []

Supplier Note: []

Supplier Ref
Supplier Note
Serial No Info

Fill in the supplier details where the board was originally purchased. The item detail will appear at the bottom. Indicate with a Y in the Send column that this item has been sent away to the supplier.

Any supplier reference or supplier notes you need to add can be done via their respective buttons.

NOTE: On completion of the Send for Repair step, a Workshop Repair Order is printed. This document serves as a stock flow control mechanism. Also, the supplier must sign this document as proof of delivery.

a) The supplier has tested the board, and returned a new item with a new serial number at no charge due to the warranty.

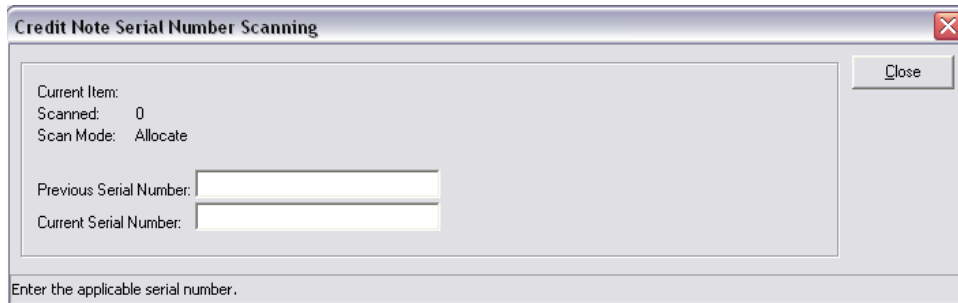
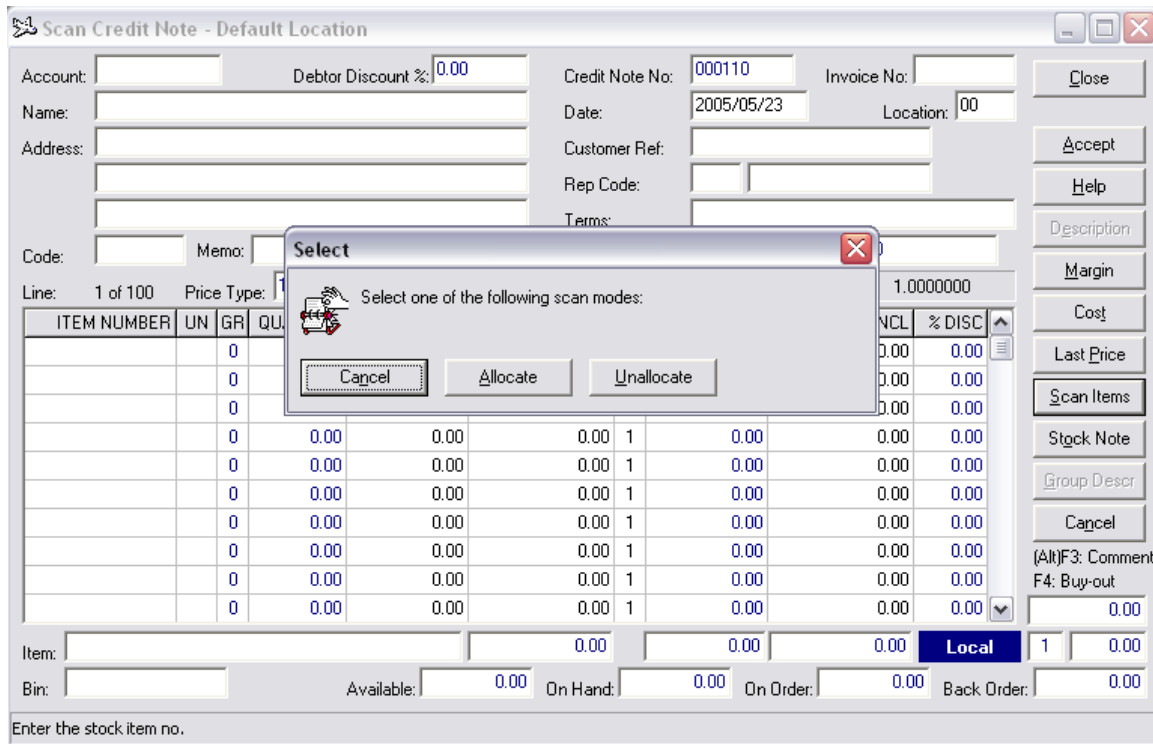
To receive this item back and capture the new serial number information, go to Workshop -> Internal Customer Repair Orders -> Complete CRO. Enter the CRO number, and navigate to the Items at Suppliers tab. Click the receive button to receive the item back from the supplier. The same step can be accomplished via Workshop -> External Customer Repair Order -> Receive From Repair.

b) The supplier was unable to swop this item due to it being discontinued. You are given credit from your supplier.

Due to your supplier giving you credit, you could also give the customer credit for this item via Debtors -> Credit Notes -> Scan Credit Note.

Click Scan Items, and Allocate the serial number to the credit note.

NOTE: To use the Scan Items function, Serial Number Tracking should be activated via System -> Company Parameters -> Stock/Workshop Settings.



Enter the serial number. The customer details will be filled in. Acept the credit note.

This item will now be in Normal Stock again. You need to transfer the stock item to Faulty stock to be able to send it back to your supplier. Go to Inventory -> Stack Transfers -> Stack Type Transfers.

Document Number: 000001
Document Date: 23/05/2005
Technician Code: 002
Technician Name: TECHNICIAN
CRD Number:
Remark:
Line: 1 of 100
From Location: 00: DEFAULT LOCATION
To Location: 00: DEFAULT LOCATION

ITEM NUMBER	UNIT	DESCRIPTION	QUANTITY	SERIAL NUMBER
			0.00	
			0.00	
			0.00	
			0.00	
			0.00	
			0.00	
			0.00	
			0.00	
			0.00	
			0.00	

Bin Location: On Order: 0.00
Normal Stock: 0.00 Swop-out Stock: 0.00 Technician Stock: 0.00 Faulty Stock: 0.00

Enter the stock item number or a bill no as <nn>.

Select the appropriate From (Source) Stock Type radio button, and the appropriate To (Destination) Stock Type radio button. Click the Scan button and scan the serial number.

Current Item:
Scanned: 0
Previous Serial Number:
Current Serial Number: MBD001

Enter the applicable serial number.

Click Acept to confirm the transfer from normal stock to faulty stock.

Document Number: 000001
Document Date: 23/05/2005
Technician Code: 002 TECHNICIAN
CRD Number:
Remark:
Line: 0 of 100

From Stock Type:
 Normal Stock
 Faulty Stock
 Swap-out Stock
 Technician Stock
 Customer Repair Order

To Stock Type:
 Normal Stock
 Faulty Stock
 Swap-out Stock
 Technician Stock
 Customer Repair Order

From Location: 00: DEFAULT LOCATION
To Location: 00: DEFAULT LOCATION

ITEM NUMBER	UNIT	DESCRIPTION	QUANTITY	SERIAL NUMBER
MB400-ATX-RAID	EA	MOTHERBOARD 400MHZ FSB WITH ONBOAR	1.00	MBD001
			0.00	
			0.00	
			0.00	
			0.00	
			0.00	
			0.00	
			0.00	
			0.00	
			0.00	

Bin Location:
Normal Stock: 0.00 Swop-out Stock: 0.00 Technician Stock: 0.00 Faulty Stock: 0.00
On Order: 0.00

Select the stock group to which stock must be transferred.

No that this item is in faulty stock, you will be able to send it to the supplier to receive credit.

Go to Creditors -> Faulty Stock -> Send Stock to Suppliers.

Send Stock to Supplier

Account: Close

Name: Document No:

Address: Date:

Supplier Ref No:

Source Location:

Code: Destination Location:

Accept

Help

Scan

Cancel

Line: 1 of 50

ITEMNO	QUANTITY	SERIAL NUMBER	FAULT DESCRIPTION	REFERENCE
	0.00			
	0.00			
	0.00			
	0.00			
	0.00			
	0.00			
	0.00			
	0.00			
	0.00			
	0.00			

Bin: Unit: Description:

Normal: Faulty: Supplier: Swop-out: F3: Comment

Enter the stock item number.

Enter the appropriate creditor account number. Click the Scan button to allocate the faulty items serial number. Click Accept to complete the Send Stock to Supplier process.

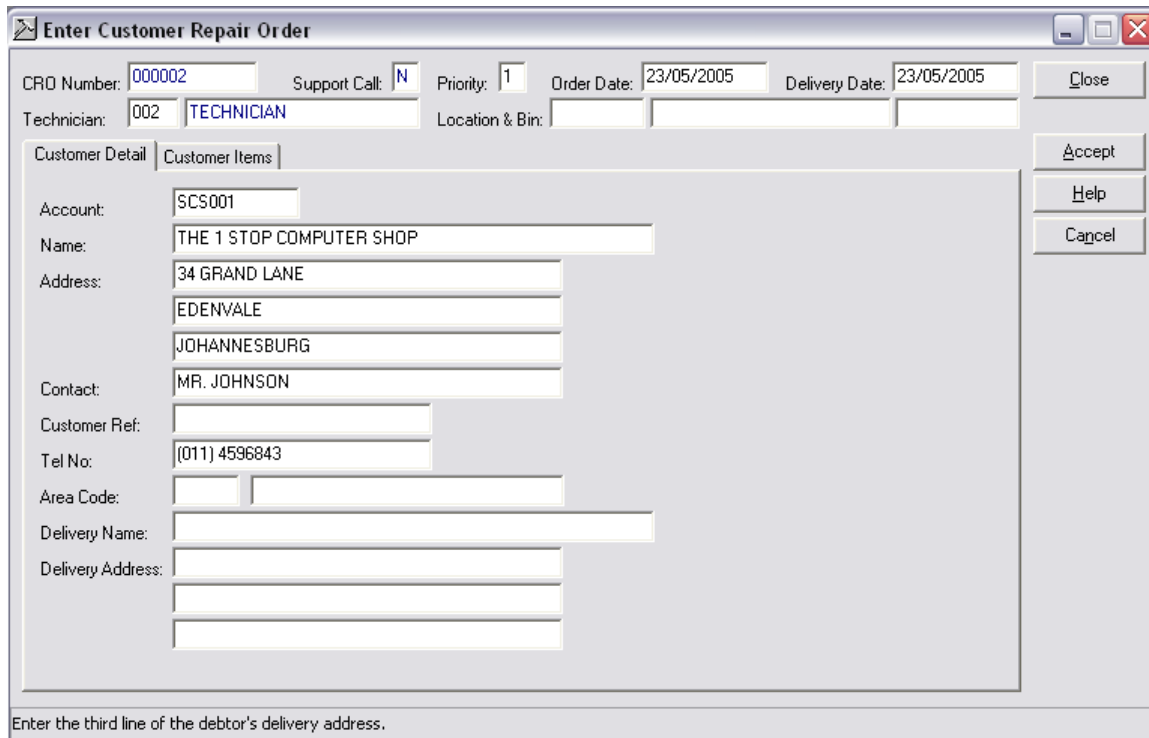
Enter the creditor account number. The item that was sent in the previous step will display in the stock at suppliers box. Double click the item to have it move to the detail line on the form. Acept the form to complete the receive credit from supplier process. A debit note will be generated from your supplier.

Scenario 2:

Mr. Johnson from The 1 Stop Computer Shop purchased a 17" monitor from you yesterday. Mr. Johnson claims an out-of-box failure because the monitor never switched on at all. You decide to book it in, and test it. Your supplier has an agreement with you that any monitor that fails should be swapped with your stock on hand, and the faulty one will be swapped with a new one from your supplier's stock.

Create a Customer Repair Order via Workshop -> Internal Customer Repair Order -> Enter CRO.

Stock is involved in this CRO, therefore it is not a Support Call (Support Call = N). Fill in the technician code. Technician codes are created via Inventory -> Sales Reps -> Sales Rep Maintenance. Complete the detail on the Customer Detail tab.



Enter the third line of the debtor's delivery address.

Now fill in the item details on the **Customer Items** tab.

SERIAL NUMBER	ITEM NUMBER	DESCRIPTION	STATUS	W	S
17FLT001	17"DPFLAT	17" DOT PITCH FLAT MONITOR 1280x102	Pending	Y	R
				N	R
				N	R
				N	R
				N	R

Fault: NOT POWERING UP
Notes: POSSIBILITY OF AN OUT-OF-BOX FAILURE
Diagnosis:
Work Done:
History:

Buttons: Fault, Notes, Diagnosis, Work Done, Status, Serial No Info, Contract Info

Enter the service type. (R = Repair, I = Installation, P = Preventative Maintenance)

If the serial number entered is on file, the rest of the item detail will be filled in. The column W indicates whether the item is under warranty (Y) or not (N). The column S indicates the service type. A clue of the different options is displayed in the status bar of the window. R = Repair, I = Installation, P = Preventative Maintenance.

By clicking on the **Fault** and **Notes** buttons, the fault description and notes you might have may be entered.

Click on the **Status** button to change the status of the CRO to **Started**. The current status is Pending indicated in the status column.

Acept the CRO.

Due to the agreement with your supplier, you can immediately swop the faulty item with one out of your normal stock.

Complete this CRO via **Workshop** -> **Internal Customer Repair Order** -> **Complete CRO**.

The item information will appear on the form. Click Acept to complete the sending process.

ITEMNO	QUANTITY	SERIAL NUMBER	FAULT DESCRIPTION	REFERENCE
17"DPFLAT	1.00	17FLT001	NOT POWERING UP	
	0.00			
	0.00			
	0.00			
	0.00			
	0.00			
	0.00			
	0.00			
	0.00			
	0.00			

Bin: [] Unit: EA Description: 17" DOT PITCH FLAT MONITOR 1280x1024
Normal: 3.00 Faulty: 1.00 Supplier: 0.00 Swop-out: 0.00

Enter any reference if applicable.

Once the supplier has sent you the new item, you can process it via Creditors -> Faulty Stock -> Receive stock from Supplier.

Enter the applicable creditor account number. The stock that is at the supplier will appear in the Stock at Suppliers box. Double click this item to enter it onto the forms detail lines.

Stock at Supplier:	ITEMNO	QUANTITY
	17"DPFLAT	1.00

Click start scan to have Fincon prompt for the new serial number received from the supplier. Enter the new serial number.

Document Detail

Document Number: 000001 Source Location: 00

Document Date: 23/05/2005 Destination Location: 00

Account Number: CWG001

Name: COMPUTER WHOLESALER GIANTS

Stock Bought Back: Multiple Workstation Scan:

Serial Number Scan

Current Item: 17"DPFLAT - 17" DOT PITCH FLAT MONITOR 1280X1024

Quantity: 1

Scanned: 0

Double Scan: Disabled

Previous Serial Number:

Current Serial Number: 17FLT010

Buttons: Close, Start Scan, Help, End Scan, Next Item, Previous Item, Auto Scan, Range Scan

Enter the applicable serial number.

On entering the new serial number, Fincon will prompt that the new serial number is invalid. Click Swop to tell Fincon that this is a swop serial number for the item that was originally sent.

Fincon - Error

Invalid serial number!

Buttons: Re-Enter, Swop

Select Current Supplier and OK to have Fincon list the supplier item with which it is being swopped.

NOTE: In the case where serial numbers were taken on (via Serial Numbers -> Serial Number Take On) no supplier information will be present, therefore you should select the All Suppliers radio button to select the applicable supplier.

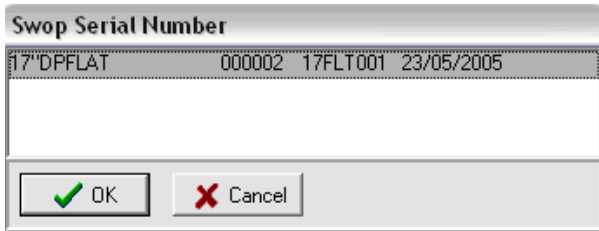
Swop Serial Number Options

Include Serial Numbers:

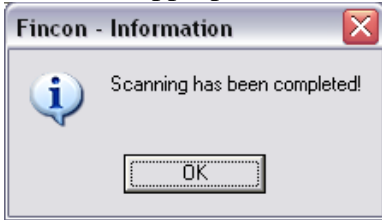
Current Supplier

All Suppliers

Buttons: OK, Cancel

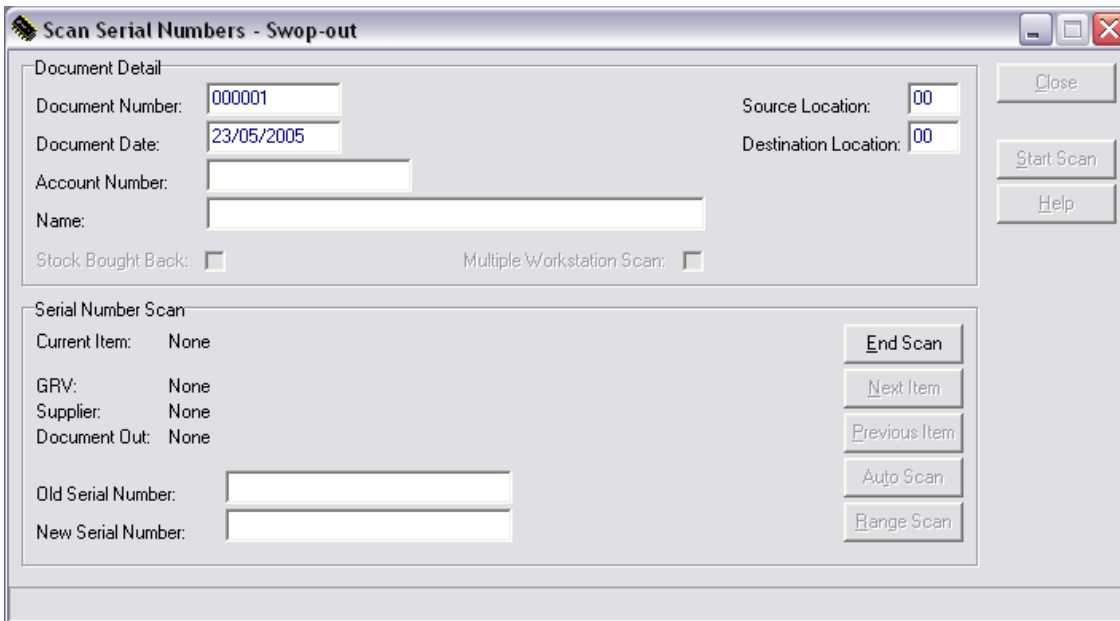


Select the appropriate item from the list, and click OK.



Fincon will now have swopped the two serial numbers.

This procedure of swopping items within the workshop via Customer repair order could have been avoided. Via Serial Numbers -> Scan Serial Numbers -> Swop-out, the above procedure could have been completed by merely scanning the faulty serial number, and the swop serial number. This procedure however has the drawback of not being able to control the stock item while it is being tested by your workshop.



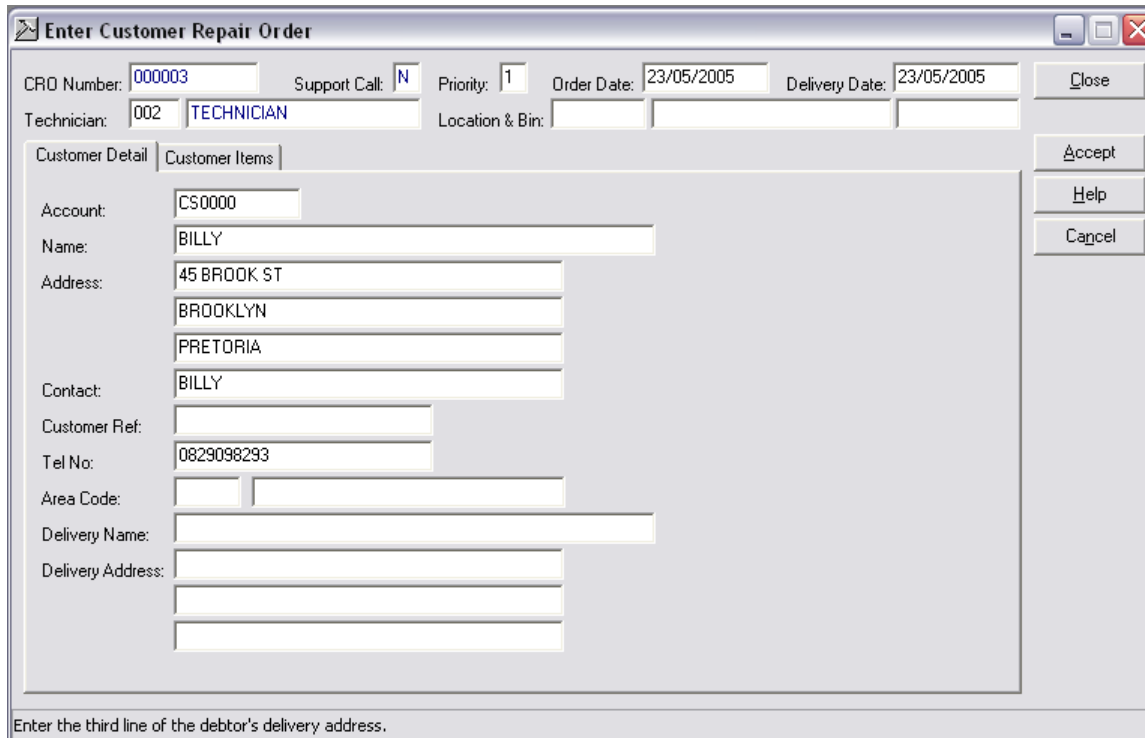
NOTE: When this sort of swop-out is done, the scanned faulty serial number will automatically be moved to Faulty Stock. The swop serial number will be taken from your normal stock if swop-out stock is disabled in the Company Parameters. If swop-out stock is enabled, normal stock will need to be transferred and scanned to the swop-out stock type.

Scenario 3:

Billy has never purchased anything from you. He has a standard machine that he would like to upgrade to enable him to play the latest games. You have all the components he is looking for and decide to book his machine into your workshop so that the upgrade can be done.

Create a Customer Repair Order via Workshop -> Internal Customer Repair Order -> Enter CRO.

Stock is involved in this CRO, therefore it is not a Support Call (Support Call = N). Fill in the technician code. Technician codes are created via Inventory -> Sales Reps -> Sales Rep Maintenance. Complete the Customer Detail tab.



Now fill in the Customer Items tab. You need to enter a serial number in the applicable column. This serial number could be the one on the power supply of Billy's computer case. You could also use pre-printed serialized stickers to book this sort of job into the workshop.

NOTE: The serial number entered must be unique for every job booked into the workshop. The purpose is to ensure accurate tracking and reporting of items in the workshop, or previous items that were in your workshop.

Enter Customer Repair Order

CRO Number: 000003 Support Call: N Priority: 1 Order Date: 23/05/2005 Delivery Date: 23/05/2005

Technician: 002 TECHNICIAN Location & Bin:

Customer Detail Customer Items

Line: 1 of 20

SERIAL NUMBER	ITEM NUMBER	DESCRIPTION	STATUS	W	S	
1234567890				N	R	<input type="button" value="↑"/>
				N	R	<input type="button" value="↓"/>
				N	R	
				N	R	
				N	R	

Fault:

Notes:

Diagnosis:


Work Done:

History:

Enter the item's serial number.

In either of these cases, Fincon will warn you that these serial numbers are invalid as they do not exist on file. Click yes to continue using this serial number.

Fincon - Confirm

 WARNING: Invalid serial number - Do you want to accept it?

Enter a description of the item or job that was booked into this job card. Click the **Fault** button and mention that this machine is not being repaired but upgraded (for future reference). Change the value to I in the S column to indicate that this is an installation.

SERIAL NUMBER	ITEM NUMBER	DESCRIPTION	STATUS	W	S
1234567890		CASE FOR UPGRADE	Pending	N	I
				N	R
				N	R
				N	R
				N	R

Change the status to Started via the Status button.

Select the new status for the customer repair order item:

Buttons: Cancel, Started, W/Customer, W/Spares, Tech Fin

Click Acept to commit to this Customer Repair Order.

According to the specification sheet that Billy gave you, he would like a memory upgrade from his existing 128MB to 512MB. He also needs a good graphics adapter and has decided to add in a DVD writer drive.

Your technician has requested these items from you. To allocate these items to the job, a stock transfer from your normal stock to the customer repair order should be done. Go to Inventory -> Stack Transfers -> Stack Type transfers.

Select the From (source) Stock Type and the To (destination) Stock Type. In this example From Stock Type = Normal Stock and To Stock Type = Customer Repair Order. Now enter the Technician Code and the applicable CRO number. (F2 can be used to search for the technician code and CRO number). Enter any remark you might have.

ITEM NUMBER	UNIT	DESCRIPTION	QUANTITY	SERIAL NUMBER
			0.00	
			0.00	
			0.00	
			0.00	
			0.00	
			0.00	
			0.00	
			0.00	
			0.00	
			0.00	
			0.00	

Click Scan, and scan the component serial numbers to allocate them to this CRO. Close when scanning is completed.

Current Item: DVD-RW16XDL
Scanned: 4

Previous Serial Number: DVD16RW001
Current Serial Number:

The allocated items will appear on the stock transfer. Click Accept to commit to this stock transfer.

Stock Type Transfers

Document Number: 000002
 Document Date: 24/05/2005
 Technician Code: 002 TECHNICIAN
 CRO Number: 000003
 Remark:

From Stock Type:
 Normal Stock
 Faulty Stock
 Swop-out Stock
 Technician Stock
 Customer Repair Order

To Stock Type:
 Normal Stock
 Faulty Stock
 Swop-out Stock
 Technician Stock
 Customer Repair Order

From Location: 00: DEFAULT LOCATION
 To Location: 00: DEFAULT LOCATION

Line: 1 of 100

ITEM NUMBER	UNIT	DESCRIPTION	QUANTITY	SERIAL NUMBER
AGP256DDR8xVIV	EA	256MB AGP MULTIMEDIA CARD 8x VIVO	1.00	AGP8x256MB001
MEM256DDR333	EA	256MB DDR MEMORY MODULE 333MHZ	1.00	256MB333/001
MEM128DDR333	EA	128MB DDR MEMORY MODULE 333MHZ	1.00	128MB333/001
DVD-Rw16xDL	EA	DVD WRITER 16x DUAL LAYER SUPPORT	1.00	DVD16RW001
			0.00	
			0.00	
			0.00	
			0.00	
			0.00	
			0.00	

Bin Location: On Order: 0.00
 Normal Stock: 6.00 Swop-out Stock: 0.00 Technician Stock: 0.00 Faulty Stock: 0.00

Enter the stock item number or a bill no as <nn>.

These items are now part of the Customer Repair Order, or in this case the Job Sheet. Your technician takes 2 hours to complete the installation and testing of this upgrade. You charge R55-00 per hour for labour on installations. This must be added to the CRO items used in the job. Go to Workshop -> Internal Customer Repair Orders -> Complete CRO.

Navigate to the **Stock Used** tab. The items and serial numbers which were previously transferred and allocated will be displayed in the Stock Transferred table. Any other non-stock (service) items can be added in the Other Charges table at the bottom. Here we added our 2 hours of labour charged.

NOTE: Non-stock or service type items are created as normal via Inventory -> Stock Maintenance. The *item type* field within Stock Maintenance should be set to 1 to have it as this sort of item.

Enter CRO Invoice - Default Location

Account: CS0000 Debtor Discount %: 0.00 Invoice Number: 000004 CRO Number: 000003

Name: BILLY Date: 24/05/2005

Address: 45 BROOK ST Customer Ref:

BROOKLYN Rep Code: 002 TECHNICIAN Det: C

PRETORIA

Code: Memo: Terms:

Line: 7 of 100 Price Type: 1 Contract: Credit Available: Unlimited 342.00

Exchange Rate: 1.0000000 1.0000000

ITEM NUMBER	UN	GR	QUANTITY	PRICE EXCL	TOTAL EXCL	TC	TAX	TOTAL INCL	% DISC
AGP256DDR8xVIV	EA	1	1.00	1 558.80	1 558.80	1	218.23	1 777.03	0.00
DVD-RW16xDL	EA	1	1.00	706.80	706.80	1	98.95	805.75	0.00
MEM128DDR333	EA	1	1.00	178.80	178.80	1	25.03	203.83	0.00
MEM256DDR333	EA	1	1.00	269.00	269.00	1	37.66	306.66	0.00
LABOUR	EA	2	2.00	55.00	110.00	1	15.40	125.40	81.67
*		0	0.00	0.00	0.00	0	0.00	0.00	0.00
*		0	0.00	0.00	0.00	0	0.00	0.00	0.00
		0	0.00	0.00	0.00	1	0.00	0.00	0.00
		0	0.00	0.00	0.00	1	0.00	0.00	0.00
		0	0.00	0.00	0.00	1	0.00	0.00	0.00

Item: S.NO: 1234567890 2 823.40 395.27 3 218.67 Local 1 0.00

Bin: Available: 0.00 On Hand: 0.00 On Order: 0.00 Back Order: 0.00

Enter the stock item no, a bill no as <nn>, or a (G)RV/(Q)otation/(S)ales Order no as <Xnnnnnn>.

Scenario 4:

Jane from Super Computer World brought back a hard drive on behalf of one of her customers. This hard drive was purchased from you before you implemented the Fincon system, so the serial number should be on file but is not. The hard drive's warranty period has also unfortunately expired. She asks you to send it back to your supplier to have the data recovered and the drive repaired.

NOTE: Due to the fact that this hard drive was purchased before Fincon was implemented the serial number needs to be taken on to allow it to be on file. To enable this feature navigate to System -> Company Parameters -> Stock/Workshop Settings and set Serial Number Take On in Progress to 'Y'. Click Accept to change the company parameters. Re-enter Fincon via File -> Re-enter as new User.

Create a Customer Repair Order via Workshop -> Internal Customer Repair Order -> Enter CRO.

Stock is involved in this CRO, therefore it is not a Support Call (Support Call = N). Fill in the technician code. Technician codes are created via Inventory -> Sales Reps -> Sales Rep Maintenance. Complete the detail on the Customer Detail tab.

Enter Customer Repair Order

CRD Number: 000004 Support Call: N Priority: 1 Order Date: 27/05/2005 Delivery Date: 27/05/2005

Technician: 002 TECHNICIAN Location & Bin:

Customer Detail Customer Items

Account: SCW001

Name: SUPER COMPUTER WORLD

Address: GATEWAY MALL
UNIT 5C 3RD FLOOR
SANTON

Contact: JANE

Customer Ref:

Tel No: (011) 3748272

Area Code:

Delivery Name:

Delivery Address:

Close

Accept

Help

Cancel

Now fill in the **Customer Items** tab. Enter the hard drive's serial number in the applicable column.

NOTE: The serial number entered must be unique for every job booked into the workshop. The purpose is to ensure accurate tracking and reporting of items in the workshop, or previous items that were in your workshop.

Enter Customer Repair Order

CRO Number: 000004 Support Call: N Priority: 1 Order Date: 27/05/2005 Delivery Date: 27/05/2005 Close

Technician: 002 TECHNICIAN Location & Bin: Accept

Customer Detail Customer Items

Line: 1 of 20

SERIAL NUMBER	ITEM NUMBER	DESCRIPTION	STATUS	W	S
HD40GB7200RPM/00001				N	R
				N	R
				N	R
				N	R
				N	R

Fault:

Notes:

Diagnosis:

Work Done:


History:

Fault Notes Diagnosis Work Done Status Serial No Info Contract Info

Enter the item's serial number.

On accepting the entered serial number, Fincon will display an error that the serial number does not exist. Due to you wanting to take the serial number on, select 'Yes' to create the serial number.

Fincon - Error

 The serial number does'nt exist - do you want to create it?

Yes No

To complete the taking on of the serial number you need to enter the original Goods Received Voucher number and date. Next, enter the supplier account number, original invoice number and date, and the item number for the serial number. Click Acept to confirm the information.

Create Serial Number

GRV Number: 000245 Accept

GRV Date: 12/02/2004 Cancel

Supplier Account: DRU001 DRIVES R US

Invoice Number: 000656

Invoice Date: 31/03/2004

Item number: 40GB72002MB 40GB HARD DRIVE 7200RPM 2MB CACHE

Enter the item's stock number.

Now that the serial number has been created, enter a fault description and notes where applicable. Change the status of the CRO to Started.

SERIAL NUMBER	ITEM NUMBER	DESCRIPTION	STATUS	W	S
HD40GB7200RPM/00001	40GB72002MB	40GB HARD DRIVE 7200RPM 2MB CACHE	Started	N	R
				N	R
				N	R
				N	R
				N	R

Click Acept to commit the CRO.

You can now send the hard drive to the supplier via Workshop -> External Customer Repair Order -> Send for Repair.

Enter the applicable CRO number, as well as the supplier information. Enter a 'Y' in the SEND column to indicate that the item is sent away.

Any supplier reference or supplier notes you need to add can be done via their respective buttons.

NOTE: On completion of the Send for Repair step, a Workshop Repair Order is printed. This document serves as a stock flow control mechanism. Also, the supplier must sign this document as proof of delivery.

Receive Customer Repair Order

Supplier Account: DRU001
 DRIVES R US
 WEALTH BUSINESS PARK
 34 WEST DRIVE
 SANDOWN

Line: 0 of 1

SUPPLIER	SERIAL NUMBER	DESCRIPTION	CRONO	DATE	SUPPLIER REFERENCE
DRU001	HD40GB7200RPM/00001	40GB HARD DRIVE 7200RPM 2MB CACHE	000004	27/05/2005	

Customer Repair Order Receive Detail

Supplier Invoice Number: 0069854

Invoice Amount: 560.00

Technician: TECHNICIAN Status: Sent Away

Customer: SCW001 - SUPER COMPUTER WORLD

Drives R Us charged you an amount of R.560-00 for the reparation and data recovery. To carry the charges over to your customer, you need to enter a buy-out. This buy-out can be placed on the CRO and other charges can be added.

Go to Creditors -> Buy-Outs -> Enter Buy-Out. Press enter to skip the order number field and enter the applicable supplier account number. Next enter a description of the service you received from the supplier with the respective invoice number and amounts.

Insert Buy-out

Options

Buy-out
 Project

SRV Number: 000001

Description: DATA RECOVERY AND DRIVE REPAIR

SRV Detail (Local Currency)

Date: 27/05/2005
Supplier: DRU001 - DRIVES R US
Total Cost: 491.23

Enter the description to appear on the document.

The buy-out information will be displayed in the other charges table. You can change the price from R491.23 excl. (R560-00 incl.) to R657.89 excl. (R750-00 incl.).

Jane also requested that the drive be delivered to their offices. You can also enter a deliver charge in the other charges table. These items must be non-stock (service) items only.

NOTE: Non-stock or service type items are created as normal via Inventory -> Stock Maintenance. The item type field within Stock Maintenance should be set to 1 to have it as this sort of item.

TAX INVOICE

Account Number: SCW001
Name: SUPER COMPUTER WORLD
Address: GATEWAY MALL
UNIT 5C 3RD FLOOR
SANTON
Postal Code: 0891
Customer Ref:

Invoice Number: 000008
Date: 27/05/2005
Sales Rep: SALES
Order Number: 000004
Page: 1

Item Number	Description	Unit	Quantity	Price	Total Excl
<SRV000001>	DATA RECOVERY AND DRIVE REPAIR		1.00	657.89	657.89
DELIVERY	DELIVERY 50KM RADIUS	EA	1.00	250.00	250.00
*	40GB HARD DRIVE 7200RPM 2MB CACHE				
*	S.NO: HD40GB7200RPM/00001				

Total Excluding:	907.89
Total Tax:	127.11
Total Including:	1035.00

SUPER COMPUTER WORLD
GATEWAY MALL
UNIT 5C 3RD FLOOR
SANTON

00 DEFAULT LOCATION

Support Contracts

The Bank of South Africa has one of your photocopy machines on contract. The contract is for a period of 6 months at R450-00 a month. The agreement states that the one toner cartridge for the photocopy machine as well as the first 1000 copies are included at no charge on a monthly basis. Copies made above the 1000 copy limit is chargeable.

Fincon Accounting also caters for stock which is out on contract. These sort of items include air conditioners, photocopy machines, etc. A contract is created via Workshop -> Support Maintenance -> Contract Maintenance.

Contract Maintenance

Contract Number: CON-900001 Name: BANK OF SOUTH AFRICA Close

Account: BAN001 Address: BOSA BUILDING Accept

Start Date: 24/05/2005 46 CHURCH STREET Help

Expiry Date: 24/11/2005 PRETORIA Cancel

Remark: Contact: MR. BALOY

Line: 0 of 0 Tel: (012) 3623456/7/8

SERIAL NUMBER	DESCRIPTION	REPLACED BY

Parent: Sub Account: Remark: Monthly Rate: 0.00

Category: Asset Number: Contract Type: Purchase Date: Warranty Expiry: Service Start: Service Days: 0 Contract Start: Contract Expiry: Supplier: Supplier Invoice:

Press <INSERT> to add, <ENTER> to edit or <DELETE> to delete an item.

Enter a contract number. Fincon will prompt to create this non-existing contract. Click Yes to continue.

Fincon - Confirm

? The contract does not exist - do you want to create it?

Yes No

Enter the debtor account who's contract it is. Enter the correct contract start date and contract end date. Enter any remarks you might have. Navigate to the table's Serial Number column. Here contract item information is added. Refer to the status bar of this form to get clues on the keys to be pressed to enter the item information.

Location:		Purchas
Service Start:	<input type="text"/>	Service Days: <input type="text" value="0"/> Contract
Supplier:	<input type="text"/>	Supplier

Press <INSERT> to add, <ENTER> to edit or <DELETE> to delete an item.

Press <Insert> on the keyboard to add in the items information. The Contract Maintenance – Add Item form will be called up.

Fill in the item's serial number. If the serial number is on file, the item information will be pulled through. On the **Item Info** tab, fill in the item's category, item number. The contract type must also be added. Contract types are created via **Workshop -> Support Maintenance -> Contract Type Maintenance**. Add any remarks which apply to the item itself or people supporting that item. Enter the Service Start date of the item. This is when the first service on the machine will commence. Next, enter the interval days for services in the Service Days field.

The Sub-Account information needs to be entered. This account is the account which has the physical item on their premises, therefore the contact information and telephone numbers are important. The physical location of the item can also be entered in the Location field.

NOTE: Keep referring to the status bar to get a clue on what each field needs entered.

On the **Billing Info** tab the contract invoice information and specific charges are added.

Change the N to Y in the Invoice(Y/N) field to indicate that the customer will be invoiced. Add the debtor account number who is responsible for paying the invoice.

NOTE: The Invoice account can be different. Example: The copy machine is at the Bloemfontein branch (BAN002) of Bank of South Africa, but the head office (BAN001) pays for the contract.

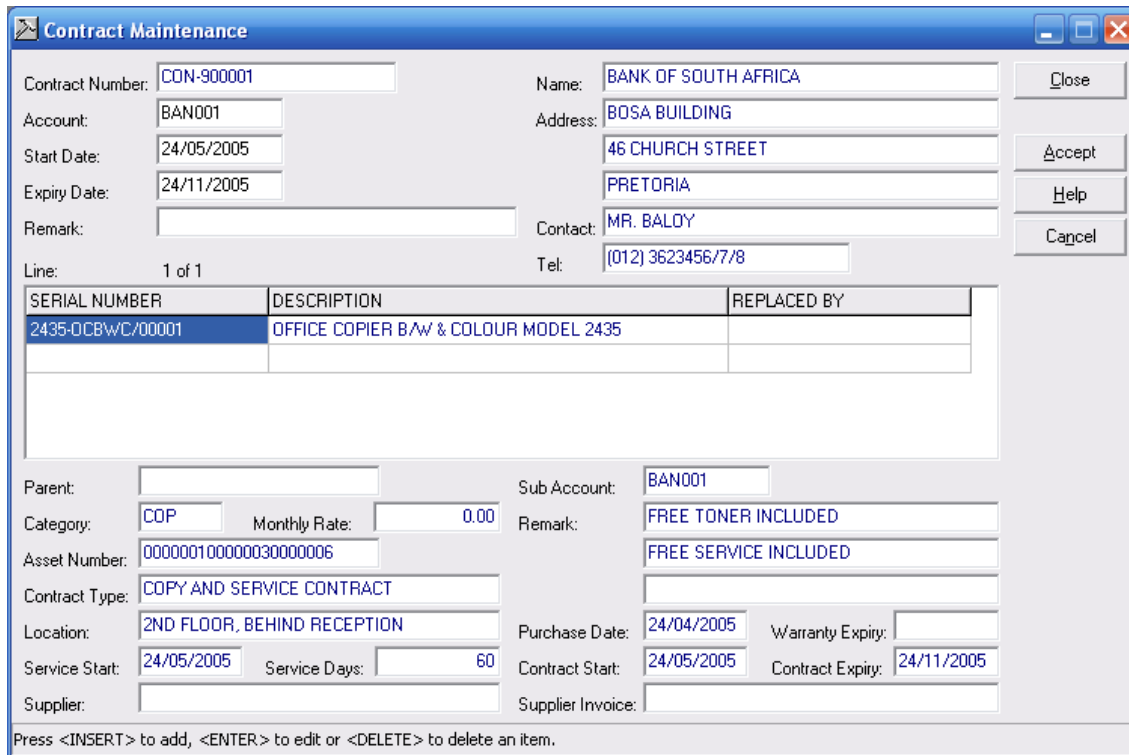
Now add in monthly charge amount and the non-stock (service) item which represents the monthly charge amount for the contract.

NOTE: Non-stock or service type items are created as normal via Inventory -> Stock Maintenance. The *item type* field within Stock Maintenance should be set to 1 to have it as this sort of item.

The above contract is R450-00 a month. This contract includes 1000 copies at no charge. Copies made above 1000 and below 5000 are charged at 30 cents each. Any copy made above 5000 copies is charged at 60 cents a copy.

Fill in this charging information as well as the non-stock (service) item which represents this charge.

The Validation Quantity represents the monthly number of copies which should not be exceeded by the contract holder. The Opening Quantity is the current reading on the machine's meter as to how many copies have been made on this machine. Enter these quantities and click A to commit the item's addition.



SERIAL NUMBER	DESCRIPTION	REPLACED BY
2435-DCBWC/00001	OFFICE COPIER B/W & COLOUR MODEL 2435	

Your item and serial number information will now be added to the contract. Click A to commit the contract.

The Bank of South Africa has called you to send a technician out to replace the toner cartridge. To capture this process go to Workshop -> Internal Customer Repair Order -> Enter CRO.

Enter the applicable technician code. Navigate to the Customer Detail tab and then enter the Contract's Sub-Account information.

Enter Customer Repair Order

CRO Number: 000005 Support Call: N Priority: 1 Order Date: 05/08/2005 Delivery Date: 05/08/2005

Technician: 002 TECHNICIAN Location & Bin:

Customer Detail Customer Items

Account: BAN001

Name: BANK OF SOUTH AFRICA

Address: BOSA BUILDING
46 CHURCH STREET
PRETORIA

Contact: MR. BALDY

Customer Ref:

Tel No: (012) 3623456/7/8

Area Code:

Delivery Name: BANK OF SOUTH AFRICA

Delivery Address: BOSA BUILDING

Enter the second line of the debtor's delivery address.

Navigate to the **Customer Items** tab. Here you can right-click or press F2 to invoke the Contract search.

Click OK to display the various items on contract based on the contract number.

Contract Item Search

2435-0CBWC/00001 CON-900001 COP OFFICE COPIER B/W & COLOUR MODEL 2435 00000010000003000000 BAN001

Select the applicable contract and click OK.

NOTE: By clicking on the Contract Info button, the contract information will be displayed.

Serial Number:	2435-OCBWC/00001	Swapped With:		Close
Description:	OFFICE COPIER B/W & COLOUR MODEL 2435	Parent:		
Item Info History Relation				
Category:	COP	Contract No:	CON-900001	
Monthly Rate:	450.00	Start Date:	24/05/2005	Expiry Date: 24/11/2005
Contract Start:	24/05/2005	Contract Expiry:	24/11/2005	Remark:
Asset Number:	000000100000030000006			
Contract Type:	CSP	Account:	BAN001	
	COPY AND SERVICE CONTRACT	Name:	BANK OF SOUTH AFRICA	
Location:	8TH FLOOR NEXT TO RECEPTION	Address:	BOSA BUILDING	
Remark:	LEFT FRONT WHEEL IS JAMMED.		46 CHURCH STREET	
	NEEDS REPLACEMENT.	Contact:	PRETORIA	
			MR. BALDY	
Purchase Date:	24/05/2005	Tel:	(012) 3623456/7/8	
Service Start:	24/05/2005	Supplier:		
Warranty Expiry:		Sup Invoice:		
Service Days:	60			

Close the View Contract Information form, and click Acept the commit the Enter Customer Repair Order form.

A toner cartridge needs to be transferred to the Customer Repair Order, and invoiced at zero Rand.

Go to Inventory -> Stack Transfers -> Stack Type Transfers.

Stock Type Transfers

Document Number: 000003
 Document Date: 25/05/2005
 Technician Code: 002 TECHNICIAN
 CRO Number: 000005
 Remark:

From Stock Type:
 Normal Stock
 Faulty Stock
 Swop-out Stock
 Technician Stock
 Customer Repair Order

To Stock Type:
 Normal Stock
 Faulty Stock
 Swop-out Stock
 Technician Stock
 Customer Repair Order

From Location: 00: DEFAULT LOCATION
 To Location: 00: DEFAULT LOCATION

Line: 1 of 100

ITEM NUMBER	UNIT	DESCRIPTION	QUANTITY	SERIAL NUMBER
TONBL-2435	EA	BLACK TONER 500G FOR MODEL 2435	1.00	TONBL500G-0001
			0.00	
			0.00	
			0.00	
			0.00	
			0.00	
			0.00	
			0.00	
			0.00	
			0.00	

Bin Location: On Order: 0.00
 Normal Stock: 10.00 Swop-out Stock: 0.00 Technician Stock: 0.00 Faulty Stock: 0.00

Enter the stock item number or a bill no as <nn>.

Buttons: Close, Accept, Help, Scan, Cancel

Select the From (source) Stock Type and the To (destination) Stock Type. In this example From Stock Type = Normal Stock and To Stock Type = Customer Repair Order. Now enter the Technician Code and the applicable CRO number. (F2 can be used to search for the technician code and CRO number). Enter any remark you might have. Click the Scan button and allocate the serial number of the toner (if applicable) to the Customer Repair Order. Acept the Stock Transfer.

Enter CRO Invoice - Default Location

Account: BAN001 Debtor Discount %: 0.00 Invoice Number: 000006 CRO Number: 000005

Name: BANK OF SOUTH AFRICA Date: 25/05/2005

Address: BOSA BUILDING Customer Ref:

46 CHURCH STREET Rep Code: 002 TECHNICIAN Det: C

PRETORIA Terms:

Code: 0001 Memo: Credit Available: Unlimited 5 130.00

Line: 3 of 100 Price Type: 1 Contract: CON-900001 Exchange Rate: 1.000000 1.000000

ITEM NUMBER	UN	GR	QUANTITY	PRICE EXCL	TOTAL EXCL	TC	TAX	TOTAL INCL	% DISC
TONBL-2435	EA	1	1.00	0.00	0.00	1	0.00	0.00	100.00
*	0	0	0.00	0.00	0.00	0	0.00	0.00	0.00
*	0	0	0.00	0.00	0.00	0	0.00	0.00	0.00
	0	0	0.00	0.00	0.00	1	0.00	0.00	0.00
	0	0	0.00	0.00	0.00	1	0.00	0.00	0.00
	0	0	0.00	0.00	0.00	1	0.00	0.00	0.00
	0	0	0.00	0.00	0.00	1	0.00	0.00	0.00
	0	0	0.00	0.00	0.00	1	0.00	0.00	0.00
	0	0	0.00	0.00	0.00	1	0.00	0.00	0.00
	0	0	0.00	0.00	0.00	1	0.00	0.00	0.00
	0	0	0.00	0.00	0.00	1	0.00	0.00	0.00
Item:	S.NO: 2435-OCBWC/00001			0.00	0.00	0.00	Local	1	0.00
Bin:	Available:	0.00	On Hand:	0.00	On Order:	0.00	Back Order:	0.00	

Enter the stock item no, a bill no as <nn>, or a (G)RV/(Q)uotation/(S)ales Order no as <Xnnnnnn>.

Enter the applicable CRO number. The CRO details will appear on the invoice. Change the price of the toner cartridge to zero Rand.

NOTE: The ability to Allow Prices Below Retail should be enabled under System -> Company Parameters -> Global Settings. Also, the per user right *Sell Below Suggested Retail* should also be ticked under System -> Users and Passwords -> Other.

Click Acept to commit the CRO invoice.

The contract conditions state that monthly invoices are processed based on the monthly rental charge and the difference between the current meter reading at the end of the month and the previous monthly meter reading. Before an invoice is processed however, the current meter reading at the end of the month should be entered.

Go to Workshop -> Support Maintenance -> Process Meter Readings.

CONTRACT	SERIAL NUMBER	ITEM DESCRIPTION	ACCNO	PREVIOUS	CURRENT	UNITS
CON-900001	2435-OCBwC/00001	OFFICE COPIER B/W & COLOUR MODEL 2	BAN001	3 258.00	4 956.00	1 698.00

Click Accept to display all contract entries. When the contract was originally entered, the opening (starting) meter reading was 3258 which is displayed in the column marked PREVIOUS. The new meter reading a month later is 4956 which must be entered in the column marked CURRENT. This will work out the number of units the customer used; in our case 1698 as shown in the UNITS column.

Click Close to commit the process meter reading form.

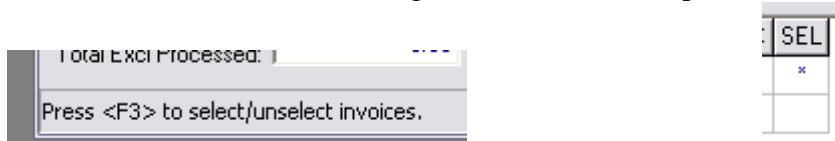
If this meter reading is correct, it can be invoiced. If it needs correction, it can be done under Workshop -> Support Maintenance -> Process Meter Readings and Accept. This will allow you to re-enter a meter reading.

Go to Workshop -> Support Maintenance -> Process Invoices.

The contracts that have had meter readings processed will appear here ready to be invoiced.

NOTE: Make sure the **ERRORS** column is blank. Errors will appear here if there are discrepancies with the specific account. For example: If the error *Rep* is displayed, it means that the debtor account has now Sales Rep allocated to it under Debtors -> Account Maintenance.

The status bar on the form will give clues on how to process these invoices.



By pressing <F3> on the keyboard, you can individually select invoices you would like to process. An asterisk will appear in the SEL column indicating that it is selected for invoicing.

Click Process to generate an invoice for the selected contracts.

INVNO	CONTRACT	ACCNO	TOTAL EXCL	TAX	TOTAL INCL	ERRORS	LOC	SEL
000007	CON-900001	BAN001	659.40	92.32	751.72		00	

Total Excl Processed: 659.40 Total Excl Listed: 659.40 Total Excl Selected: 0.00

An invoice number will appear for all processed contracts as displayed above.

Viewing this invoice, you will be able to see the breakdown information according to the contract.

TAX INVOICE

Account Number: BAN001
 Name: BANK OF SOUTH AFRICA
 Address: BOSA BUILDING
 46 CHURCH STREET
 PRETORIA
 Postal Code: 0001
 Customer Ref:

Invoice Number: 000007
 Date: 25/05/2005
 Sales Rep: SALES
 Order Number:
 Page: 1

Item Number	Description	Unit	Quantity	Price	Total Excl
CSP-CONTRACT	MONTHLY CSP CONTRACT CHARGE	EA	1.00	450.00	450.00
	* OFFICE COPIER B/W & COLOUR MODEL 2435				
	* SERIALNO: 2435-OCBWC/00001				
CHRG-A4	A4 COPY CHARGE ON CONTRACT	EA	1000.00	0.00	0.00
CHRG-A4	A4 COPY CHARGE ON CONTRACT	EA	698.00	0.30	209.40
	* PREVIOUS READING: 3258.00				
	* CURRENT READING: 4958.00				
	* READING DATE: 25/05/2005				

Total Excluding:	659.40
Total Tax:	92.32
Total Including:	751.72

You can now report on the income received on this contract based on your expenses (the toner which was invoiced at zero Rand) and the contract invoice (monthly charge plus meter reading invoice).

Go to Workshop -> Reports -> Income per Contract. Click Acept to display all contracts.

Income per Contract

Year:

From Period:

To Period:

Location:

Line: 1 of 1

CONTRACT	ACCNO	NAME	TURNOVER	COST	GROSS
CON-900001	BAN001	BANK OF SOUTH AFRICA	659.40	79.00	580.40

659.40 79.00 580.40