

# COMPANY

## **COMPANY CONFIGURATION**

Company configuration is set up during the implementation process, and is not usually amended down the line. Implementation of new functionality post implementation, may require additional configuration.

The options selected are discussed with management and set up according to the company's requirements.

#### Ribbon Select Company > Company



The Company Maintenance screen will be displayed.

## **DETAILS TAB**

The system should open with the *Details* frame expanded, if not click on the *Details* tab.

### **COMPANY DETAILS**

- Name: Type in the full company name.
- **Registration No**: Type in the company registration number.
- Other Reg No: Type in other registration number if required.



	enance - BPO Configurator : Version 2.4.0.4 - Example Company
	ts Human Resources Inventory Reporting Sales Security Services Static Data Open4Business — 🗗
Save Back Save Layout Workspaces	
Process "Format "	
Details Configuration	
Company Details	Base Currency
Name Example Company	Currency South African Rand
· · · · · · · · · · · · · · · · · · ·	
Registration No 000000asa4521	
Other Reg. No 00	Company Logo
Tax Details	
Tax No 0000000	
Vat No 0000000	
	Company Logo
- Financial Details	$\langle \cdot \rangle \sim /2$
Start of Year 1 🖕 Mar 👻	
End of Year 28 🗘 Feb 🔻	
Open Windows 🕶	16 Mar 2022
Open windows *	16 Mar 2022 🛟

## **TAX DETAILS**

- Tax No: Type in the Company Tax number.
- VAT No: Type in the Company VAT number.



			Comp	any Maintena	nce - BPO Configura	ator • Versio	n 2 4 0 4 - Ev	ample (	ompany					
Home Acco	unts Call Centre	Company			Human Resources					Services	Static Data	Open4Business	_	8 3
Save Back Save L	ayout Workspaces													
Process "	Format 4													6
Details Configuration														
Company Details					Base Currency									
Name E	xample Company		*		Currency	South Afri	an Rand		. W					
Registration No 0	000000asa4521													
Other Reg. No 0	0				Company Logo				م					
						~								
Tax Details						5								
Tax No 00	000000				5	/ _	51 -							
Vat No 00	000000					mna	ny Log	7						
						<u>sinpa</u>	, /\							
Financial Details					1		5							
Start of Year	1 🗘 Mar	•												
End of Year	28 🗘 Feb	-												
Open Windows 🔻												16	Mar 2022	÷

#### **FINANCIAL DETAILS**

- Start of Year:
  - **Date**: Either type in or use the arrow indicators to select the start date of the company financial year.
  - **Month**: Click on the drop-down arrow and select from the list, the start month of the company financial year.
- End of Year:
  - **Date**: Either type in or use the arrow indicators to select the end date of the company financial year.
  - **Month**: Click on the drop-down arrow and select from the list, the end month of the company financial year.



(m) =				Com	pany Maintena	ance - BPO Configur	ator : Versio	n 2.4.0.4 - F	cample (	Company					
Home	Accounts	Call Centre	Company			Human Resources					Services	Static Data	Open4Business	_	8 X
Save Back S	Save Layout	Workspaces													
Process "	Form	nat ,	4												6
Details Configura	ation														
Company Details						Base Currency					-				
Name	Example	Company		- -		Currency	South Afri	can Rand							
Registration No	0000000	)asa4521													
Other Reg. No	00					Company Logo				م					
Tax Details							5								
Tax No	0000000	)				5	/ _	- 15							
Vat No	0000000	)					mpa	ny Log							
							<u>Sinpa</u>		0 /						
Financial Details															
Start of Year	1	L 🗘 Mar	-												
End of Year	28	B 🗘 Feb	-												
Open Windows 🔻													16	Mar 2022	\$

### **BASE CURRENCY**

• Click on the drop-down arrow and select from the list, the correct currency for this company.



in →			Comr	any Mainten	ance - BPO Configur	ator · Versio	n 2 4 0 4 - Fr	ample (	omnany					
~	Accounts Call	Centre Company			Human Resources					Services	Static Data	Open4Business	_	8
Details Configurat	tion													
Company Details					Base Currency									
Name	Example Com	pany	- 	]	Currency	South Afri	can Rand		Y					
Registration No	000000asa4	521												
Other Reg. No	00				Company Logo				Q					
						~								
Tax Details						,								
Tax No	0000000				S	/ _	5.00							
Vat No	0000000						ny Log							
Financial Detals Start of Year End of Year	1 ¢	Mar • Feb •												
Open Windows 🕶												16	Mar 2022	¢

### **COMPANY LOGO**

The company logo is used when printing transactional documents.



				Com	pany Maintena	nce - BPO Configur	ator : Versio	n <b>2.4.0.4</b> - E	(ample)	Company						x
Home	Accounts	Call Centre	Company	Contract	Departments	Human Resources	Inventory	Reporting	Sales	Security	Services	Static Data	Open4Business	-	æ	х
		Workspaces														
Process "	Form	at .	4													$\diamond$
Details Configurati	tion															
Company Details						Base Currency										
Name	Example	Company		-		Currency	South Afri	can Rand		Ŧ						
Registration No	0000000	asa4521									-					
Other Reg. No	00					Company Logo				م						
										~						
Tax Details																
Tax No	0000000					5		S								
Vat No	0000000						/	אַ Ny Log								
Financial Details		<ul> <li>Mar</li> <li>Feb</li> </ul>	•													
Open Windows 🔻													16	Mar 2022	¢	

- Click on the *search* button and find the logo image file.
- The **Select File** screen will come up, browse to the image file location and select the file.
- Click on **Open** button.



			Com	pany Maintena	ance - BPO Configur	ator:Versio	n 2.4.0.4 - E	kample C	ompany				-		
3 Home	Accounts C	all Centre 0	Company Contract		Human Resources		Reporting			Services	Static Dat	ta Open4Bu	usiness	_ 4	P x
	2														
E V	ive Layout V														
Save Back Sa	we Layout	vorkspaces •													
Process 4	Format	4													$\Diamond$
Details Configurat	ion														
Company Details					Base Currency					-					
Name	Example Co	mpany	4		Currency	South Afri	can Rand		Ŧ						
Registration No	0000000as	a4521								1					
Other Reg. No	00				Company Logo				٥						
									<b>F</b>						
Tax Details									1 N						
Tax No	0000000				5	/ _	S			1					
Vat No	0000000					/				1					
						umpa	ny Log	0 (		N.					
Financial Details					5		- 7				2				
Start of Year	1	Mar				A	and the P			N					
End of Year	28	Feb	Select File												×
			$(\leftrightarrow \rightarrow )$	🛧 📙 « Loca	IDisk (C:) → Progra	am Files CO3	> BPOConf	figurator		~	5	Search E	BPOConfigurat	or	
			Organize 🔻	New folder									E - I		
			BPO_V	2 ^	Name	^		Date	modified		Туре		Size		^
			CO3He	lp_LiveV3	BPO.Common.	dll		2022	/03/08 15:2	5	Applicati	on exten	124 KB		
			Specifi	cation	BPOConfigurat				/03/08 15:3		Applicati		9 305 KB		
			OneDrive	e - Persor	BusinessLogic.	dII		2022	/03/08 15:2	5	Applicati	on exten	1 362 KB		
				~	DataLayer.dll			2022	/03/08 15:2	5	Applicati	on exten	1 412 KB		¥
				File nam	ne:						~ /	All files (*.*)		~	
												Open	Cano	cel	
Open Windows 🔻													10.14	22	
Open windows *													16 Mar 20	122	÷ //

• The selected image will now be displayed in the *Company Logo* frame.



				Com	any Mainten:	ance - BPO Configur	ator - Versio	n 2 4 0 4 - Fi	vample	Company					
~	Accounts	Call Centre	Company			Human Resources					Services	Static Data	Onen4Business		e x
	ave Layout	Workspaces													~
Details Configurat			4												
Company Details	Example	Company		4		Base Currency	South Afri	an Rand							
				-											
Registration No	0000000	asa4521				Company Logo					_				
Other Reg. No	00									م					
Tax Details Tax No Vat No	0000000						ompai	ny Log							
Financial Details	1	Mar	•			5									
End of Year		Feb	•												
	20	•													
Open Windows 🕶													16	Mar 2022	÷ ,

## **CONFIGURATION**

• Click on the *Configuration* tab.

Help v2.5.0.14 - Pg 8 - Printed: 25/06/2024



Save Back Save Layout Workspaces	() T				Com	oany Maintena	ance - BPO Configura	ator : Versio	n <b>2.4.0.4</b> - E	cample	Company						x
Save Back       Save Layout Workspaces         Process       Pormat         Company Detais       Image: Company Detais         Company Detais       Image: Company Detais         Registration No       0000000asa4521         Other Reg. No       00         Tax Detais       Image: Company Logo         Francial Detais       Image: Company Logo         Francial Detais       Image: Company Logo	Home	Accounts	Call Centre	Company	Contract	Departments	Human Resources	Inventory	Reporting	Sales	Security	Services	Static Data	Open4Business	-	æ	х
Details       Company Details         Company Details       Base Currency         Registration No       0000000asa4521         Other Reg. No       00         Tax No       0000000         Vat No       0000000         Financial Details       Company Logo         Financial Details       Company Logo         Start of Year       1 * Mar		-															
Company Details     Base Currency       Name     Example Company       Registration No     0000000asa4521       Other Reg. No     00       Tax No     0000000       Vat No     0000000       Finandal Details       Start of Year     1 * Mar	Process	Form	at ,														$\diamond$
Name Example Company   Registration No 0000000esa4521   Other Reg. No 00   Tax No 0000000   Vat No 0000000   Vat No 0000000   Finandal Details   Start of Year 1 1 Mar	Details Configurat	tion															
Name Example Company   Registration No 0000000esa4521   Other Reg. No 00   Tax No 0000000   Vat No 0000000   Vat No 0000000   Finandal Details   Start of Year 1 1 Mar	Company Details		1				Base Currency					_					
Other Reg. No       00         Tax Detals       Company Logo         Vat No       0000000         Finandal Detals       Company Logo         Start of Year       1 : Mar		Example	Company					South Afri	can Rand		Ŧ						
Tax Details   Tax No   Vat No   000000	-		asa4521				Company Logo				0						
Vat No     0000000       Financial Details       Start of Year       1	Tax Details							,			2						
Friandal Details Start of Year 1 : Mar •								$\left( \right)$	- )S								
Open Windows • 16 Mar 2022 🛟	Start of Year								hy Log								

• Now you can view a selection of frames relating to configuration set up.



Home Account	nts Call Centre Company Contra				igurator : Versior ces Inventory	2.4.0.4 - Exa			Open4Busines		E X
Save Back Save Lay	yout Workspaces										
Process 🦼	Format 4										6
Details Configuration											
	Settings				Work Order Config			Project Configuration			
ConfigFlag	FlagDesc	Value		1 [	work Order Configu	ration					
9 8 <b>0</b> 0	8 <b>0</b> C	8 <b>0</b> 0				n ( )		Auto Ref 🗹		-	
fldConcurrentWO	Allow concurrent open work orders	No		L I'	Default WO Type	Default	•	Ref Prefix PR	3		
fldCreateClosureCall	Contract Closure Call	No			Default Priority		2 🌲	Next Project No	409	:	
fldCustomerCodePrefix	Customer Code Prefix										
fldDashboardPollingPe	Reports Dashboard Polling Period(seco	20			lew Asset Configura	tion		Asset Numbering			
fldDecimalPlaces	Decimal Places in price fields	3			Default Type	Default	•	Auto Ref 🗹		_	
fldDelinkInvoicePosting	Delink posting of invoices from Print Qu	Yes			Default Class	Default class fo	or new 🔻	Ref Prefix AR	EG	]	
fldDocumentPath	Document Repository Path	C:\Program		D	efault Category	Default catego	ry for 🔻	Next Asset Reg No	395 🛊	1	
fldDomainAuthentication	Domain Authentication										
fldDRSTemplatePath	DRS Template Repository Path	C:\DRS Tem		_							
fldEnableDepreciation	Enable Depreciation Calculations	Yes						Tax Rates			
fidEnableSSL	Enable SSL	No	0		TaxType	TaxTypeDesc	Code	TaxCodeDesc	Rate	Default	Accourt
fldEnableYieldTracking	Enable Yield Tracking Automation	Yes		Þ	1 VAT	Value Adde	0	Zero Rated	0.00	No	6
fidEnforceInTransit	Enforce In-transit	No			1 VAT	Value Adde	1	Standard Rate	15.00	Yes	12
fldEnforceQuarantine	Enforce Quarantine	Yes			1 VAT	Value Adde	2	Exempt	0.00	No	7
fldEnforceWOSweep	Enforce Sweep	No			1 VAT	Value Adde	3	Standard Rate Procurement	15.00	No	1
fldHoldingCompanyLink	Holding Company Transactions (Linked	No		٠							
fldISOCultureFormat	Default Datetime String Formatter	dd/MM/yyyy									
fldIsVersionBPO2	BPO Version check	Yes									
fidPartAutoCRM	Part Auto CRM	Yes									
fldPartRequestPerPart	Individual Part requests per new deal p	No									
fldPrintNegativeState	Print Negative Statements	Yes	0								
fldQuickWarehouse	Quick Warehousing	No									
fldQuoteUsePeriodFac	Use period factor instead of interest ra	Yes									
fldReadingRequired	Meter Reading Required	Yes									
fldRestrictCRMSearch	Restrict CRM Search Detail	Yes									
fldReviewedProcess	Time Review	Yes	-								

## SETTINGS (FLAGS)

• Expand the *Settings* frame and the columns within, to be able to view all the text.



## **Company Configuration**

5	Home Accou		ict Departments	Human Re	esou	rces Inventory	Reporting !	Sales Secur	ity Services Static Data	Open4Busines	55 —	- E >
[	Details Configuration											
-		Settings		G	÷							
	ConfigFlag	FlagDesc	Value		H	Work Order Configu	ration		Project Configuration			
ę	a E c	-0-	REC	*					Auto Ref 🗹			
	fldConcurrentWO	Allow concurrent open work orders	No			Default WO Type	Default	•	Ref Prefix PR	.)		
	fldCreateClosureCall	Contract Closure Call	No			Default Priority		2 🌲	Next Project No	409	•	
	fldCustomerCodePrefix	Customer Code Prefix			Ľ							
	fldDashboardPollingPe	Reports Dashboard Polling Period(seco	20		١r	New Asset Configura	tion		Asset Numbering			
	fldDecimalPlaces	Decimal Places in price fields	3			Default Type	Default	•	Auto Ref 🗹			
	fldDelinkInvoicePosting	Delink posting of invoices from Print Qu	-			Default Class	Default class fo	or new 🔻	Ref Prefix AR	EG		
	fldDocumentPath	Document Repository Path	C:\Program			Default Category			Next Asset Reg No	395		
	fldDomainAuthentication		cryrogram				benduit catego	., ,	incit respectively ino			
	fldDRSTemplatePath	DRS Template Repository Path	C:\DRS Tem		1							
	fdEnableDepreciation	Enable Depreciation Calculations	Yes						Tax Rates			
	fidEnableSSI	Enable SSI	No	0	Ľ	TaxType	TaxTypeDesc	Code	TaxCodeDesc	Rate	Default	Accour
	fdEnableYieldTracking	Enable Yield Tracking Automation	Yes			• 1 VAT	Value Adde	0	Zero Rated	0.00	No	6
	fidEnforceInTransit	Enforce In-transit	No			1 VAT	Value Adde	1	Standard Rate	15.00	Yes	12
	fldEnforceQuarantine	Enforce Quarantine	Yes		IF	1 VAT	Value Adde	2	Exempt	0.00	No	7
	fdEnforceWOSweep	Enforce Sweep	No		IF	1 VAT	Value Adde	3	Standard Rate Procurement	15.00	No	1
	fldHoldingCompanyLink	Holding Company Transactions (Linked	No		4							
	fidISOCultureFormat	Default Datetime String Formatter	dd/MM/vvvv		IF.							
	fidIsVersionBPO2	BPQ Version check	Yes									
	fidPartAutoCRM	Part Auto CRM	Yes									
	fdPartRequestPerPart	Individual Part requests per new deal p	No									
	fdPrintNegativeState	Print Negative Statements	Yes	U								
	fldQuickWarehouse	Ouick Warehousing	No									
	fldQuoteUsePeriodFac	Use period factor instead of interest ra	Yes									
	fldReadingRequired	Meter Reading Required	Yes									
			Yes									
	fldRestrictCRMSearch	Restrict CRM Search Detail										

- Allow concurrent open work orders: This functionality has not been developed, so that flag is not in use. This was to support concurrent jobs (a pause work function).
- Allow the selling price to be shown on Tech Connect report: With this flag selected, the selling price for parts and services will display on the Tech Connect report during sign off.
- Allow the work description to be shown in final report: With this flag selected, the description of work done will show on the Tech Connect final report during sign off.
- Auto Accept Call Assignment: (Call Centre) With this flag selected, a call will be placed in the 'In Progress' status when an employee is assigned (only for use with clients that don't use <u>TechConnect</u>). If this flag is not selected, the call will remain in status 'New' after a technician is assigned. This is for clients who

use <u>TechConnect</u>. Technicians need to accept the call on their device, and this will move the call to 'In Progress'.

- Auto Apply Task Configuration to WO: Will automatically assign Task Required Resources to Work Orders created with the same WO Type: Part Request, Internal Service Request, External Service Request, Labour Craft Requirement. Important: The Auto Apply Task to WO functionality is meant for use in a simplified planned maintenance environment where Project Methodology is not used. These two functionalities cannot be used together.
- Auto Approve Asset Disposals: (Depreciation) If an asset is converted to stock, the system will auto approve the disposal and close off the accumulated depreciation. If this flag is not selected, the user must review and authorise the disposals before depreciation is run.
- Auto Call Status Change Email: (Call Centre) Will send an email notification to the customer primary contact each time the call changes status, if the 'Send Call Email' flag is selected on the customer.
- Auto Customer Code: (Customers) When the flag has been set to YES, BPO will automatically create a customer code (account number) when the customer is saved.
- Auto Receipt Debit Order: (Accounts) Will perform automatic receipting of payments due by customers who have banking details set up with the payment method code type of 'DO' (debit order). If set to 'Yes' the system will auto allocate the Debit Order receipt to the contract invoice (where the customer payment method code type = 'Yes') via the IRCP driver. There is a single receipt per contract invoice. If set to 'No' the receipt must be captured in Pastel Evolution.



 Auto Release Billing: If set to 'Yes' – when the current contract billing period is closed and the new period opens, the system will set the billing period to released. If set to 'No' – the user (generally a senior who will ensure all records are ready for billing) user must manually set the period to released. This must be done before contract billing can be processed.

#### Auto Sales Stock Issue

- This enables auto sale issuing for POS Invoices.
- Auto Schedule: (Work Orders) Task manager who is configured on the site will automatically be linked to work orders, with a 0 value time record.
- Auto Update Shipping Address: Toggle automatic shipping address updates between contracts, items and assets / functional locations. Relates to edits made to:
  - Contract item's shipping address
  - Asset location shipping address
  - Customer functional location shipping address should update the addresses for all three of these

#### • B Class Part acts as Service:

- Yes:
- On Customer Creation, a functional location is auto created named after the customer's shipping address
- B Class item part requests are created as Non-Billable when creating a new deal rental
- Ability to add B class serialised stock items to a contract that were issued to a work order linked to contract



- No:
- On customer creation, no location is created.
- B class item part requests are set to billable.
- B class items must be internal assets in order to link to contract
- Batch Auto Bill: When the Contract Billing run is done, if this flag is selected, the contract invoices will be generated automatically off the back of the contract batch created during the billing process. If the flag is set to 'No', the Contract Invoices are generated as a separate step - which is advised for high volume billing runs.
- Batch Tracking: (Warehouse & Stock) Enforce C-class stock batches (recommended where batch recalls are done on stock).
   Each time a goods received note is done – stock is received into a new batch. Stock is issued by selecting the relevant batch to issue from.
- BPO Version Check: This flag is set to 'No' by default. If using RSI, the flag must remain as such. Clients using BPO2 have the option to set this flag to 'Yes' which will enable them to use <u>Swap</u> <u>Out</u> functionality (the Call where the swap out is being done <u>must</u> be linked to a serial number that is on contract) and *On-Site Serialised Equipment Auditing*.
- **Bulk GRN Limit**: The number of lines within a GRN that must be reached in order to generate a <u>Bulk GRN</u> in order to decrease time taken to process GRNs that have a large number of items.
- Call Centre Default Period (Days): (Call Centre) Range of days for calls that are displayed in the Call Centre screen by default.



- Call Complete Error Code Mandatory: (Call Centre) A call cannot be closed unless an Error Code is selected in the Call Closure screen.
- Call Close Error Code Mandatory: (Call Centre) A call cannot be closed unless an Error Code is selected in the Call Closure screen.
- **Certificate Name**: (Mail Service) For clients where certification authentication is required, the certificate must be pasted in the Certificates folder within the Mail Service folder, ensure the name is correctly typed in here.
- **Certificate Path**: (Mail Service) For clients where certification authentication is required, the certificate must be pasted in the Certificates folder within the Mail Service folder, ensure the folder location path is correctly typed in here.
- Check Credit Limit: (Accounts) Not allow the transactions that will cause the Customer to exceed their credit limit.
- Check Credit Terms: (Accounts) Not allow transactions that will cause the customer to exceed their credit terms.
- Contract Closure Call: On closing a contract, a work order is created to collect the machine from the client and return to store.
   With this flag selected, a Call will also be created, so that a technician can be assigned to do the work on TechConnect.
- **Customer Code Prefix**: Setting the Customer Code prefix provides the ability to have a unique customer code for each customer across all databases/companies within a group.
- **Debtors Aging Method**: Determines how the system does credit checks, where the financial transactions are posted to BPO tables, and not to another financial system.
- Decimal Places in price fields: Allows the number of decimal places shown to be configured here instead of being controlled by regional settings.



- **Default DateTime String Formatter**: Allows the ISO Culture DateTime format to use within BPO, e.g. dd-MMM-yyyy, to be set here instead of being controlled by regional settings.
- **Delink Invoice Posting**: If set to No, Predefined Billing Batch invoices are posted into Evolution from the Print Queue, if Yes via the PostingEngine application.
- **Document Repository Path**: The file path used to save documents that are linked within BPO.
- **Domain Authentication**: (Mail Service) Set to True or False dependant on whether Domain Authentication is required for the Mail Server.
- DRS Template Repository Path: The folder path on the server where DRS templates are saved when created via BPO and then accessed when processed via the DRS Reporting Service.
- Enable Depreciation Calculations: (Depreciation) Enables the system to compute depreciation on trading assets and posts this amount to Pastel Evolution. The user must run the depreciation monthly.
- Enable SSL: (Mail Service) Set to True or False dependant on whether SSL is required for the Mail Server.
- Enable Yield Tracking Automation: For yield controlled inventory definitions: if a short yield exists, the system places a billable service on the work order for the amount relating to the short yield.
- Enforce Alternate ref: (Work Orders) Enables changing the work order code to an external reference, when closing the work order.
- Enforce In-transit
  - (In-transit Warehouse and In-transit Stock) This option is used by company's who have various sites set up and wish to move goods <u>from</u> one site <u>to</u> another site



## **Company Configuration**

via an intermediate location (an 'in-transit' location). Stock in this transit location are in the process of being transferred to a different warehouse and therefore cannot be picked for orders and issued until they are receiving into the destination warehouse. Two stock transfer transactions occur during this process:

- i. Stock is transferred <u>to</u> the In-transit 'warehouse' (e.g. a container, or a transport truck)
- ii. Stock is transferred from the In-transit 'warehouse' to a destination (stock) warehouse

#### • Enforce Quarantine

- (Quarantine Warehouse and Quarantine Stock) This option sets the functionality to <u>receive goods into a</u> <u>quarantine bin location</u>.
- This Quarantine process allows for:
  - Quality Control / Assurance to inspect goods for condition and the required documentation before they are released into a stock warehouse.
  - ii. Importation fees or <u>Shipping Costs to</u> <u>be added to the parts/items received</u>. Parts can then be <u>released from the</u> <u>Quarantine warehouse</u> into a stock warehouse or <u>returned to the sup-</u> <u>plier</u>.
- Enforce Sweep: (Work Orders) Incomplete work orders will populate in the Work Order Management Sweeping Process screen to view outstanding items on the work order, and must be cleared from this list in order to complete the work order.



- Holding Company Transactions (Linked Accounts): If 'Linked Accounts' is set to 'Yes' then all financial transactions will post to the 'Holding Company' selected on the client. If 'Linked Accounts' is set to 'No', then the 'Holding Company' is not taken into account for financial transactions.
- Include Yield shortfalls in Billing Batch:
- Individual Part requests per new deal part: When converting a Sales Order to Call or Project, a single part request will be created per part listed on the sales order. If set to 'No', one part request will be created listing all the part items listed on the sales order.
- Listing screens refresh when activating: Screens in BPO will auto refresh. If set to 'No', the screen must be refreshed manually this is recommended for high volume environments.
- Make provision for back to back configured on contract:
- Meter Reading Required: With this flag set to Yes, a meter reading is required on the call / underlying work order, before a call can be closed.
- **Part Auto CRM**: Automatically create the part record in CRM in order for parts to be available in CRM and link an image.
- **Post Account Journals**: (Accounts) Transaction posting to Pastel Evolution.
- **Print Negative Statements**: Allow negative statements to be generated when processing the Customer Statement Run.
- **POS Print the Delivery Note**: Allows the Delivery Note to print when the POS Lite Invoice is printed from the POS List screen.
- **POS Print Picking Slip**: Allows the Picking Slip to print when the POS Lite Invoice is printed from the POS Lite Screen.
- OTC Sales Picking Slip Template: A report layout has been provided for the Picking Slip to be printable from the POS Lite screen, which is inserted into the Custom Layout table. The value



for this flag is config flag is set to the description of the report layout.

- **Quick Warehousing**: (Locations) Select to enable quick warehousing for assets that exist in a location receiving a new asset.
- Realise Assets at Carrying Values: (Depreciation) If this flag and the Auto Approval Disposals flag are selected, then the stock item will be re-valued to the net of cost and accumulated depreciation.
- Reports Dashboard Polling Periods (seconds):
- **Restrict CRM Search Detail**: Reduce the number of records returned when searching in CRM. Recommended for high volume environments.
- Show Assets: (Locations) This will give you the ability to see the Assets in the Functional Location tree view, if you have selected to use Multiple Asset Fill (Single Asset Fill de-selected).
- Single Asset Fill: (Locations) This option ensures the integrity of a structure, such as an aircraft. The system will not allow two components to be placed in one location. If you want the ability to place more that one asset into a location, you need to de-select Type Validation in order to de-select Single Asset Fill.
- TechConnect part requests use boot stock warehouse as origin warehouse:
  - If set to No the part request origin warehouse will be set to the main warehouse.
  - If set to Yes This allows for the origin warehouse of a TechConnect part request to be set to the technician's boot stock warehouse.
  - These improvements will give the tech using the app more control of where their part request will be assigned to and will help Inventory management staff by having the correct warehouse selected and not



## **Company Configuration**

having to rely on additional information or warehouse changes in BPO. This change is purely for quality of service and will not have any changes to the User Interface.

- TechConnect: No of days of open work orders to get: Limits Call List retrieved by Number of Days to fetch, in order to avoid time outs in high volume environments.
- Time Review: If 'No' labour records logged on work orders that are marked as billable will be available for invoicing. If 'Yes' the <u>Time Review</u> process is enforced.
- Time interval for Ticket Notifications (mins): You can click in the value field and type in or use the arrow indicators to select a time value (in minutes) for the interval between raising a ticket and the ticket notification appearing.
- **Type Validation**: (Locations): This option ensures that components are issued to the correct location. With this option selected, the system needs to match the Type, Class and Category of the Component and the Location where it is being moved to, or it will prevent the movement thereof.
- Use Certificate:(Mail Service) For clients where certification authentication is required, the certificate must be pasted in the Certificates folder within the Mail Service folder, ensure this flag is set to 'Yes'.
- Use Extended Call Centre Mode: Determines whether the new Call Centre Extended Mode (<u>Call Lite</u> and <u>Call Administration</u> screens) will be enabled. Otherwise the modified original <u>Call Listing</u> screen will be used. User rights will need to be configured for this functionality to work correctly.
- Use period factor instead of interest rate to calculate quote repayments: A set of calculated period repayment factors will be

used when setting up different quote repayments in <u>Sales Studio</u>. Otherwise a set interest rate will be used.

• WO Item Auto Assign: Will automatically assign an Asset or Location to a call – where one of the items linked to a client is marked as 'WO Default Item' (this will only work where one item is marked as the default).

## Work Order Configuration

- **Default WO Type:** When raising a work order, this will be the default work order type.
- **Default Priority:** When raising a work order, this will be the default work order priority.

Home Accou	nts Call Centre Company Contra			ce - BPO Co Human Reso				4 - Example Company ting Sales Security	Services	Static Da	ta Open4Business	- 8	
Save Back Save La	yout Workspaces		1										
Details Configuration													
	Settings												
ConfigFlag 🔺	FlagDesc	Value	11	Work Order (	Config	uration		Project Config					
a 🔤 c	* 0 c	n 🗖 c 👘	11						to Ref 🔽				
fldAccountPosts	Post Account Journals	Yes	11	Default WO	Туре	Default		▼ Ref	Prefix PRJ				
fldAgingMethod	Debtors Aging Method	STATEMENT		Default Pr	iority		2 🌲	Next Proje	ect No	40	9 🗘		
fldAssetPerLocation	Single Asset Fill	No	۱Ľ										
fldAutoApplyTask	Auto Apply Task Configuration to WO	No		lew Asset Co	nfigura	ation		- Asset Numberi	ng				
fldAutoAssignment	Auto Accept Call Assignment	No		Default	Гуре	Default		- Au	to Ref 🗹				
fldAutoCallStatusChan	Auto Call Status Change Email	Yes				Default class fo			Prefix ARE	G			
fldAutoCustomerCode	Auto Customer Code	No	D	efault Cate	gory	Default catego	ry for .	• Next Asset R	eg No	39	5 🜲		
fldAutoDispose	Auto Approve Asset Disposals	Yes											
fldAutoReceiptDO	Auto Receipt Debit Order	No											
fldAutoRefreshLists	Listing screens refresh when activating	Yes						Tax Ra	ites				
fldAutoReleaseBilling	Auto Release Billing	Yes		TaxTyp	e	TaxTypeDesc	Code	TaxCodeDesc	Rate	Default	AccountSystemCode	AmendDate	
fldAutoSaleIssue	Auto Sale Stock Issue	Yes		1 VAT		Value Adde		Zero Rated	0.00	No	6	18/10/2021	
fldAutoScheduling	Auto Schedule	No		1 VAT		Value Adde		Standard Rate	15.00	Yes	12	18/10/2021	
fldAutoUpdateShippin	Updates the shipping address	No		1 VAT		Value Adde	2	Exempt	0.00	No	7	18/10/2021	
fldBatchAutoBill	Batch Auto Bill	Yes	Þ	1 VAT	•••	Value Adde	3	Standard Rate Procureme	nt 15.00	No	1	18/10/2021	1
fldBatchBillYields	Include Yield shortfalls in Billing Batch	No	۰										
fldBatchCalculatedLimit	Calculated value of the total contracts	700											
fldBatchTracking	Batch Tracking	Yes											
fldBClassAsService	B Class Part acts as Service	No											
fldBulkGRNLimit	Enforces Bulk GRN processing when thi	5000											
fldCallCentrePeriod	Call Centre Default Period (Days)	180											
fldCallClosureErrorCode	Call Error Code Mandatory	No											
fldCallCompleteErrorC	Call Complete Error Code Mandatory	Yes											
fldCertificateName	Certificate Name												
fldCertificatePath	Certificate Path												



## New Asset Configuration

- **Default Type**: Click on the drop-down arrow and select from the list, the default asset type when procuring or adding a new asset.
- **Default Class**: Click on the drop-down arrow and select from the list, the default asset class when procuring or adding a new asset.
- **Default Category**: Click on the drop-down arrow and select from the list, the default asset category when procuring or adding a new asset.

Home Accou		Company Mainto act Departmen		nce - BPO Co Human Reso					nple Company ales Security S	ervices	Static Da	ta Open4Business	_	8	
Save Back Save La	yout Workspaces														
Details Configuration															
	Settings		Г												
ConfigFlag 🔺	FlagDesc	Value	1	Work Order	Config	uration			Project Configurat						
a 🔤 c	* 🖸 C	n 🖬 c 👘	1						Auto F	Ref 🗸					
fldAccountPosts	Post Account Journals	Yes		Default W	) Туре	Default		•	Ref Pre	fix PRJ					
	Debtors Aging Method	STATEMENT		Default P	riority		2 🌲		Next Project	No	40	9 🗘			
fldAssetPerLocation	Single Asset Fill	No	L	L											
fldAutoApplyTask	Auto Apply Task Configuration to WO	No		New Asset Co	onfigura	ation			Asset Numbering						
fldAutoAssignment	Auto Accept Call Assignment	No		Default	Туре	Default		-	Auto I	Ref 🗸					
fldAutoCallStatusChan	Auto Call Status Change Email	Yes	н	Default	Class	Default class fo	or new.		Ref Pre	fix ARE	3				
fldAutoCustomerCode	Auto Customer Code	No		Default Cate	gory	Default catego	ry for .		Next Asset Reg	No	39	5 🗘			
fldAutoDispose	Auto Approve Asset Disposals	Yes													
fldAutoReceiptDO	Auto Receipt Debit Order	No		1											
fldAutoRefreshLists	Listing screens refresh when activating	Yes							Tax Rate	s					
fldAutoReleaseBilling	Auto Release Billing	Yes		TaxTyp	e	TaxTypeDesc	Code	TaxCode	eDesc	Rate	Default	AccountSystemCode	AmendD	ate	
fidAutoSaleIssue	Auto Sale Stock Issue	Yes 2		1 VAT		Value Adde	0	Zero Rat	ted	0.00	No	6	18/10/20	021	
fldAutoScheduling	Auto Schedule	No	1	1 VAT		Value Adde	1	Standard	d Rate	15.00	Yes	12	18/10/20	021	
fldAutoUpdateShippin	Updates the shipping address	No		1 VAT		Value Adde	2	Exempt		0.00	No	7	18/10/20	021	
fldBatchAutoBill	Batch Auto Bill	Yes		▶ 1 VAT		Value Adde	3	Standard	d Rate Procurement	15.00	No	1	18/10/20	021	
fldBatchBillYields	Include Yield shortfalls in Billing Batch	No	4	•											1
fldBatchCalculatedLimit	Calculated value of the total contracts	700													
fldBatchTracking	Batch Tracking	Yes													
fldBClassAsService	B Class Part acts as Service	No													
fldBulkGRNLimit	Enforces Bulk GRN processing when thi	5000													
fldCallCentrePeriod	Call Centre Default Period (Days)	180													
fldCallClosureErrorCode	Call Error Code Mandatory	No													
fldCallCompleteErrorC	Call Complete Error Code Mandatory	Yes													
fldCertificateName	Certificate Name														
fldCertificatePath	Certificate Path														

## **PROJECT CONFIGURATION**

- Auto Ref: The system will auto-generate project numbers.
- **Ref Prefix**: Type in the project number prefix, if required.



• Next Project No: Type in the project number you want BPO to continue with at go-live.

Process       Promat         Settings       Configuration         Configuration       FlagDesc       Value         Gli		Home Account of the A		act Department	s I	Human I	Resource	es	Inventory	Repor	rting S	ales Security S	ervices	Static Da	a Open4Business	- 8	
Settings         Configling       FlagDesc.       Value         Git       Git <th></th> <th>Process 🖌</th> <th>Format 🦼</th> <th></th>		Process 🖌	Format 🦼														
ConfigHag       FlagDesc       Value         ID:       ID:       ID:         RdAcounPorts       Post Acount Journals       Yes         RdAgnyMethod       Debtors Agny Method       STATEMENT         RdAutoApplYTak       Auto Agety Tak Configuration to WO       No         RdAutoApplYTak       Auto Accept Call Assignment       No         RdAutoCalStatusChan.       Auto Calles Status Change Email       Yes         RdAutoReleaseBilling       Auto Seles Change Email       Yes         RdAutoReleaseBilling       Auto Schedule       No         RdAutoLackatismuc       No       No         RdAutoLackatismuc       Auto Seles Change Email       Yes         RdAutoReleaseBilling       Auto Seles Chall Status       No         RdAutoReleaseBilling       Auto Seles Challs       Yes         RdAutoReleaseBilling       Auto Seles Challs       Yes         RdAutoReleaseBilling       Auto Seles Challs       No         RdBatch/Rick       Auto Seles Challs       No         RdBatch/Rick       Batch Auto Billing       Yes         RdAutoReleaseBilling       Yes       No         RdBatch/Rick       Calcehole       No         RdBatch/Rick       Role Rel Mators       Standard	De	tails Configuration															
Configing       Neglosc:       Value         ID:       ID:       ID:         ID:       ID:       ID:         IdAccountPosts       Post Account.Journals       Ves         IdAdutoAgringMethod       Debtors Aging Method       STATEMENT         IdAdutoAgringMethod       Debtors Aging Method       STATEMENT         IdAdutoAgringMethod       Debtors Aging Method       STATEMENT         IdAdutoAgingMethod       Auto Acept Call Assignment       No         IdAdutoCalIstatusChan.       Auto Calistatus Change Email       Yes         IdAdutoBacepitDO       Auto Receipt Debti Order       No         IdAdutoBacepitDO       Auto Receipt Debti Order       No         IdAdutoSecalistatusChan.       Listing soreens creftesh when activating       Yes         IdAdutoSecalistatus       Listing soreens creftesh when activating       Yes         IdAdutoSecalistatus       Listing soreens creftesh when activating       Yes         IdAdutoSecalistatus       Auto Release Billing       Yes         IdAdutoSecalistatus       Auto Release Billing       Yes         IdAdutoSecalistatus       No       StateMarkde       1       Standord Rate       15.00       No       18/10/2021         IdAdutoSecalistatus       Robit Markde			Settings					6				- Designation of the second					
International of the state	1	ConfigFlag 🔺	FlagDesc	Value	1   '	WORK U	ruer con	ngura	HUOTI							2	
fdAcounPorts Post Account Journals Yes   fdAgingMethod Debtors Aging Method STATEMENT   fdAsderbet.coation Single Asset Fill No   fdAutoApplyTask Auto Apply Task Configuration to WO No   fdAutoApplyTask Auto Actop Call Assignment No   fdAutoCallStatusChame, Auto Call Status Change Status Yes   fdAutoCallStatusChame, Auto Call Status Change Status Yes   fdAutoReseptiD Auto Recept Debt Order No   fdAutoReleaseIlling Auto Recept Debt Order No   fdAutoReleaseIlling Auto Recept Debt Order No   fdAutoReleaseIlling Auto Recept Debt Order No   fdAutoSelestaue Auto Section Yes   fdAutoLabelaseIlling Auto Recept Debt Order No   fdAutoLabelaseIlling Auto Recept Debt Order No   fdAutoSelestaue Auto Section Yes   fdAutoSelestaue Auto Section No   fdAutoSelestaue No   fdAutoSelestaue No   fdAutoSelestaue No   fdAutoSelestaue No   fdAutoSelestaue No   fdAutoSelestaue No   fdBath/Function No   fdBath/Selestaue Status   fdBath/Selestaue Status   <	ł	a 🖬 c	A 🗖 C	REC _	.				0.6.1							2	
Indignetized       Defaults singly netrod       Single settide       Single settide         Indiase Period       Single settide       No         Indiase Period       Auto Apply Task       Auto Accept Call Assignment       No         Induuto CallstatureCode       Auto Accept Call Assignment       No       Default Category       Def		IdAccountPosts	Post Account Journals	Yes	I'	Detaun	two iy	pe			•	Ref Pre	fix PRJ				
fidAutoApplyTask       Auto Apply Task Configuration to WO       No         fidAutoAssignment       Auto Accept Call Assignment       No         fidAutoCalStatus/Chan_       Auto Callstatus Change Email       Yes         fidAutoCalStatus/Dispose       Auto Callstatus Change Email       Yes         fidAutoScalestatus       Long Email       Yes         fidAutoScalestatus       Long Email       Yes         fidAutoScalestatus       Long Email       Yes         fidAutoScalestatus       Auto Release Billing       Yes         fidAutoScalestatus       Auto Set Stock Staue       Yes         fidAutoScalestatus       No       Standard Rate       0.00       No       6       13/10/021         fidBatchTurbulin       Batch Auto Bill       Yes       Standard Rate       1       VAT       Yalue Adde		ldAgingMethod	Debtors Aging Method	STATEMENT		Defau	It Priori	ity		2 🌲		Next Project	No	40	9 🗘		
IdAutoApplyTask       Auto ApplyTask       Auto		RdAssetPerLocation	Single Asset Fill	No								L					
HdAutoCalStatusChan.       Auto Cal Status Change Email       Yes         HdAutoCustomerCode       Auto Customer Code       No         HdAutoCustomerCode       Auto Auto Auto Auto Auto Auto Auto Auto		idAutoApplyTask	Auto Apply Task Configuration to WO	No		ew Asse	et Config	uratio	on			-					
Indicationalistate and anelabity and and and and and and and and and an		dAutoAssignment	AutoAssignment Auto Accept Call Assignment			Default Type		e D	Default 🔻			- Auto R					
HighutoDispose       Auto Approve Asset Disposals       Yes         fidAutoReceiptDO       Auto Receipt Deht Order       No         fidAutoReceiptDO       Auto Receipt Deht Order       No         fidAutoReceiptDO       Auto Receipt Deht Order       No         fidAutoReceiptDO       Auto Release Dilling       Yes         fidAutoReceiptDO       Auto SateStock Issue       Yes         fidAutoReceiptDO       Bath Auto Billing Bath       No         fidBatch/AutoBill       Bath Auto Billing Bath       No         fidBatch/AutoBill       Bath Tracking       Yes         fidBatch/Tracking       Bath Tracking       Yes         fidBatch/BineidS       Iso Park Auto SateStock       No         fidBatch/BineidS       Bath Auto Bill       Yes         fidBatch/Tracking       Bath Tracking       Yes         fidBatch/BineidS       Call Centre Default Period (Days)       180		dAutoCallStatusChan	Auto Call Status Change Email	Yes								<ul> <li>Ref Pre</li> </ul>		3			
IndAutoReceptiDO         Auto Recept Debit Order         No           IndAutoRefreshults         Listing screens refresh when activating         Yes           IndAutoRefreshults         Listing screens refresh when activating         Yes           IndAutoRefreshults         Listing screens refresh when activating         Yes           IndAutoRefreshults         Auto Release Billing         Yes           IndAutoRefreshults         Auto Release Billing         Yes           IndAutoRefreshults         Auto Schedule         No           IndAutoLipdateShippin.         Updates the shipping address         No           IndBatch/Incluss         Indue Yeld         Yes           IndBatch/Inclus         Endores Buk RAP processing when thill         Sono           IndBatch/Inclus         Endores Buk RAP processing when thill         Sono           IndCalconreferendo         Cal Centre Default Rerod (Days)         100           IndCalconreferendo         Cal Centre Default Rerod (Days)         100           IndCalconreferendo         <		fdAutoCustomerCode	Auto Customer Code	No	De	efault (	Categor	γD	efault catego	ry for .		Next Asset Reg	No	39	5 🗘		
IndutatoRefreshilation         Using screens refresh when activating         Yes           IndutatoReleaseBilling         Auto Release Billing         Yes           IndutatoReleaseBilling         Auto Sale Stock Issue         No           IndibatoReline         Indute Ved AbortIBilling Baton         No           IndibatoReline         Indute Ved AbortIBilling Baton         Yes           IndibatoReline         Solase Part acts as Service         No           IndibatoReline         Solase Part Acts as Service         No           IndibatoReline         Baton Part Acts as Buton Ritor Part Acts as Service         No     <		1dAutoDispose	Auto Approve Asset Disposals	Yes													
Inducational call         Conduct Participant         Text Type         TaxType         Code         TaxType         Code         TaxType         Code         TaxType         Code         TaxType         Code         TaxType         Code         TaxType         TaxType         TaxType         Code         TaxType         TaxType         TaxType         TaxType         TaxType         Code         TaxType         TaxType <t< td=""><td></td><td>1dAutoReceiptDO</td><td>Auto Receipt Debit Order</td><td>No</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></t<>		1dAutoReceiptDO	Auto Receipt Debit Order	No													
Indicative         Auto Sale Stock Issue         Yea         Yea         Yea         Value Adde         Q         Zero Rated         Quot         No         6         18/10/2021           Riduutoplates         Auto Sale Stock Issue         Yea         No         Yea         Value Adde         1         Standard Rate         15:00         Yes         12         18/10/2021           Riduutoplates         Important         Yes         Value Adde         1         Standard Rate         15:00         Yes         12         18/10/2021           Riduutoplates         Indue Yes         Value Adde         3         Standard Rate         10:00         No         7         18/10/2021           Riduutoplates         Indue Yes         Indue Yes         Indue Yes         Value Adde		1dAutoRefreshLists	Listing screens refresh when activating	Yes													
Indicatorscience         Auto Schedule         No         I VAT         Value Adde         1         Standard Rate         15.00         Yes         12         18/10/2021           fidautoSchedule         No         I VAT         Value Adde         1         Standard Rate         15.00         Yes         12         18/10/2021           fidautoSchedule         No         I VAT         Value Adde         2         Exempt         0.00         No         7         18/10/2021           fidatatoLivitedi         Induce Ved dovrtfils in Billing Batch         Yes         No         1         VAT         Value Adde         3         Standard Rate Procurement         15.00         Yes         12         18/10/2021           fiddatch/Uncoll         Batch Batch         Standard Rate Procurement         15.00         Yes         12         18/10/2021           fiddatch/Uncoll         Batch Trading         Batch Trading         Yes         Standard Rate Procurement         15.00         Yes         18/10/2021           fiddatch/Uncoll         Batch Trading         Yes         Standard Rate Procurement         15.00         Yes         18/10/2021           fiddatch/Uncoll         Batch Processing when thit.         50000         18/10         Yes		1dAutoReleaseBilling	Auto Release Billing	Yes									Rate	Default	,		
Inductory example         Auto Statution         Auto		dAutoSaleIssue	Auto Sale Stock Issue	Yes		1 VA	т						0.00	No	6	18/10/2021	
Moltachycolact       Molta		1dAutoScheduling	Auto Schedule	No							Standar	d Rate	15.00	Yes			
Indicative     Deck Park Low     Park       Alifatative     Survey     No       Alifatative     Calculated wile wild shortfalls in Billing Batch     No       Alifatative     Calculated value of the total contracts     700       Alifatative     Calculated value of the total contracts     700       Alifatative     Batch Tracking     Batch Tracking       Alifatative     Solutive     No       Alifatative     Calculated value of the total contracts     No       Alifatative     Solutive     No       Alifatative     Solutive     No       Alifatative     Calculated value of the total contracts     Solutive       Alifatative     Calculated value of the total contracts     No		dAutoUpdateShippin	Updates the shipping address	No		1 VA							0.00	No	7	18/10/2021	
Indext Calculated.um     Calculated.um     Calculated.um     700       IdBatchCalculated.um     Enforces Bulk CRN processing when thi     5000       IdCalContrePeriod     Call Centre Default Period (Days)     180       IdCalConterForto-Cec     Calculated.um     No       IdCalConterForto-Cec     Calculated.um     Yes       IdCalConterForto-Cec     Calculated.um     Yes       IdCalculated.um     CertificateName     Yes		fdBatchAutoBill	Batch Auto Bill	Yes	•	1 VA	т	••• v	alue Adde	3	Standar	d Rate Procurement	15.00	No	1	18/10/2021	
ftdBatchTracking     Batch Tracking     Yes       ftdBClassASService     B Class Part acts as Service     No       ftdBCRNLImit     Enforces Bulk (RRM processing when thil     5000       ftdBClassASService     Call Centre Default Period (Days)     180       ftdBClassUnetErrorCode     Call Error Code Mandatory     No       ftdBClerbfreberiterrorConcetetErrorCode Mandatory     Yes       ftdBClerbfrateName     Certificate Name     Model		fdBatchBillYields	Include Yield shortfalls in Billing Batch	No	٠												
fidBClassASService     B Class Part acts as Service     No       RdBUlkGRNLimit     Enforces Bulk GRN processing when thil     5000       fidBclaContrePeriod     Call Error Code Mandatory     180       fidBclaICOsureErrorCode     Call Error Code Mandatory     No       fidBclaICosureErrorCode     Complete Error Code Mandatory     No       fidBclertificateName     Certificate Name     Service		dBatchCalculatedLimit	Calculated value of the total contracts	700													
ftdBulkGRNLImit     Enforces Bulk GRN processing when thil     5000       ftdBulkGRNLEnrict     Call Centre Default Period (Days)     180       ftdBulkGRnrcEnrorCode     Call Error Code Mandatory     No       ftdBulkGRrtEnrorCode     Call Complete Error Code Mandatory     Yes       ftdGebrufteterrorCode     Certificate Name     Yes		fldBatchTracking	Batch Tracking	Yes													
fldCallCentrePeriod     Call Centre Default Period (Days)     180       fldCallCosureErrorCode     Call Error Code Mandatory     No       fldCallCorpleteErrorCode     Call Complete Error Code Mandatory     Yes       fldCertificateName     Certificate Name     Certificate Name		dBClassAsService	B Class Part acts as Service	No													
fdCallClosureErrorCode     Call Error Code Mandatory     No       fdCallCompleteErrorCode     Call Complete Error Code Mandatory     Yes       fdCertificateName     Certificate Name     Ves		ldBulkGRNLimit	Enforces Bulk GRN processing when thi	5000													
fldCalCompleteErrorCu. Cal Complete Error Code Mandatory Yes fldCertificateName Certificate Name		fdCallCentrePeriod	Call Centre Default Period (Days)	180													
fldCertificateName Certificate Name		RdCallClosureErrorCode	Call Error Code Mandatory	No													
		fdCallCompleteErrorC	Call Complete Error Code Mandatory	Yes													
RdCertificateDath Certificate Dath		fldCertificateName	Certificate Name														
		1dCertificatePath	Certificate Path														

## **ASSET NUMBERING**

- **Auto Ref**: The system will auto-generate asset registration numbers. This is not the same as the serial number.
- **Ref Prefix**: Type in an asset registration number prefix, if required.
- Next Asset Reg No: Type in the next asset registration number you want BPO to continue with at go-live.



Process ,		act Departments	Human Resources	Inventory	Repor	rting Sale	es Security Se	rvices	Static Data	a Open4Business	- 8
Details Configuration	C-11'										
0.01	Settings	Value	⊂ Work Order Config	uration			Project Configuration	n			
	FlagDesc						Auto Re	f 🗸			
8 C	n 🖪 c	* <b>O</b> C	Default WO Type	Default		-	Ref Prefi	RJ			
fldAccountPosts	Post Account Journals	Yes	Default Priority		2 ‡		Next Project N		.40	9 \$	
fldAgingMethod	Debtors Aging Method	STATEMENT		L	• •				40:	- •	
fldAssetPerLocation	Single Asset Fill	No	New Asset Configura	ation		<b>F</b>	Asset Numbering				
fldAutoApplyTask	Auto Apply Task Configuration to WO	No					Auto Re				
fldAutoAssignment	Auto Accept Call Assignment	No	Default Type			<u> </u>					4
fldAutoCallStatusChan	Auto Call Status Change Email	Yes	Default Class				Ref Prefi	<u> </u>			
fldAutoCustomerCode	Auto Customer Code	No	Default Category	Default catego	ry for .		Next Asset Reg N	0	395	5 🗘 🦷	
fldAutoDispose	Auto Approve Asset Disposals	Yes				L					
fldAutoReceiptDO	Auto Receipt Debit Order	No					Tax Rates				
fldAutoRefreshLists	Listing screens refresh when activating	Yes									
fldAutoReleaseBilling	Auto Release Billing	Yes	TaxType	TaxTypeDesc				Rate		AccountSystemCode	AmendDate
fldAutoSaleIssue	Auto Sale Stock Issue	Yes	1 VAT	Value Adde		Zero Rateo		0.00		6	18/10/2021
fldAutoScheduling	Auto Schedule	No	1 VAT	Value Adde	-	Standard R	Rate	15.00		12	18/10/2021
fldAutoUpdateShippin	Updates the shipping address	No	1 VAT	Value Adde		Exempt		0.00		7	18/10/2021
fldBatchAutoBill	Batch Auto Bill	Yes		Value Adde	3	Standard R	Rate Procurement	15.00	No	1	18/10/2021
fldBatchBillYields	Include Yield shortfalls in Billing Batch	No	•								
fldBatchCalculatedLimit	Calculated value of the total contracts	700									
fldBatchTracking	Batch Tracking	Yes									
fldBClassAsService	B Class Part acts as Service	No									
fldBulkGRNLimit	Enforces Bulk GRN processing when thi	5000									
fldCallCentrePeriod	Call Centre Default Period (Days)	180									
nacareena er enoa	Call Error Code Mandatory	No									
fldCallClosureErrorCode	Call Complete Error Code Mandatory	Yes									
fldCallClosureErrorCode	Call Complete Error Code Mandatory Certificate Name	Yes									

## **TAX RATES**

- Tax rates need to be set up so that you can add tax to items, e.g. 14% VAT on stock sold.
- Refer to <u>Company Tax Rates</u> to learn how to make adjustments in this frame.



Home Accou	ints Call Centre Company Contr					4 - Example Company rting Sales Security	Services	Static Dat	a Open4Business	d	2
Process 4	Format 4										
Details Configuration											
	Settings										
ConfigFlag 🔺	FlagDesc	Value	Work Order Config	uration		Project Configu					
a 🔤 c	*D:	n 🗖 c 🔶					o Ref 🗹				
fldAccountPosts	Post Account Journals	Yes	Default WO Type	Default		Ref I	Prefix PRJ				
fldAgingMethod	Debtors Aging Method	STATEMENT	Default Priority		2 🌲	Next Proje	ct No	40	9 🗘		
fldAssetPerLocation	Single Asset Fill	No									
fldAutoApplyTask	Auto Apply Task Configuration to WO	No	New Asset Configura	ation		- Asset Numberin	9				
fldAutoAssignment	Auto Accept Call Assignment	No	Default Type	Default		▼ Aut	o Ref 🗹				
fldAutoCallStatusChan	Auto Call Status Change Email	Yes	Default Class	Default class fo	or new.	• Ref I	refix ARE	S			
fldAutoCustomerCode	Auto Customer Code	No	Default Category	Default catego	ry for .	Next Asset R	eg No	39	5 🗘		
fldAutoDispose	Auto Approve Asset Disposals	Yes									
fidAutoReceiptDO	Auto Receipt Debit Order	No									
fldAutoRefreshLists	Listing screens refresh when activating	Yes				Tax Ra	tes				
fldAutoReleaseBilling	Auto Release Billing	Yes	TaxType	TaxTypeDesc	Code	TaxCodeDesc	Rate	Default	AccountSystemCode	AmendDate	
fldAutoSaleIssue	Auto Sale Stock Issue	Yes	1 VAT	Value Adde	0	Zero Rated	0.00	No	6	18/10/2021	
fldAutoScheduling	Auto Schedule	No	1 VAT	Value Adde	1	Standard Rate	15.00	Yes	12	18/10/2021	
fldAutoUpdateShippin	Updates the shipping address	No	1 VAT	Value Adde	2	Exempt	0.00	No	7	18/10/2021	
fldBatchAutoBill	Batch Auto Bill	Yes	▶ 1 VAT	Value Adde	3	Standard Rate Procureme	nt 15.00	No	1	18/10/2021	
fldBatchBillYields	Include Yield shortfalls in Billing Batch	No	•								
fldBatchCalculatedLimit	Calculated value of the total contracts	700									
fldBatchTracking	Batch Tracking	Yes									
fldBClassAsService	B Class Part acts as Service	No			/						
fldBulkGRNLimit	Enforces Bulk GRN processing when thi	5000		5							
fldCallCentrePeriod	Call Centre Default Period (Days)	180									
fldCallClosureErrorCode	Call Error Code Mandatory	No									
fldCallCompleteErrorC	Call Complete Error Code Mandatory	Yes									
	Certificate Name										
fldCertificateName											

• When you have finished editing the Configuration according to your company requirements, click on *Save*.



## Company Configuration

		act Departments	s Human Resource:	s Inventory	Repor	rting Sales Security	Services	Static Data	a Open4Business	- 8	P
Save Back Save La	ayout Workspaces	1									
Process 4	Format 4										
Details Configuration											
	Settings										
ConfigFlag 🔺	FlagDesc	Value	Work Order Conf	guration		Project Config					
8 🖬 c	a 🛛 c	REC 🔶					to Ref 🗸				
fldAccountPosts	Post Account Journals	Yes	Default WO Typ	e Default		<ul> <li>Ref</li> </ul>	Prefix PRJ				e 1 1 1
fldAgingMethod	Debtors Aging Method	STATEMENT	Default Priori	y	2 🗘	Next Proj	ect No	409	9 🗘		
fldAssetPerLocation	Single Asset Fill	No									
fldAutoApplyTask	Auto Apply Task Configuration to WO	No	New Asset Configu	ration		Asset Number	ing				
fldAutoAssignment	Auto Accept Call Assignment	No	Default Type	Default		▼ Au	to Ref 🗹				
Back         Save         Back         Save Layor           Process         F         Back         Save Layor           Details         Configuration         F         Back         Save Layor           Configriag         F         F         Back         Save Layor           Configriag         F         F         Back         Save Layor           Configriag         F         F         Back         Save Layor           RdAccountPosts         Pc         Back         F         RdacoantPosts         Pc           RdAutoApplyTask         At         RdAutoCalistatusChan         At         RdAutoCalistatusChan         At         RdAutoReceptDO         At         RdAutoReceptDO         At         RdAutoReceptDO         At         RdAutoReceptDO         At         RdAutoReceptDO         At         RdAutoReleaseBilling         At         RdAtoCalistatuBillinedS         Bt         RdBat	Auto Call Status Change Email Auto Customer Code	Yes		Default dass fo			Prefix ARE	G			
		No	Default Category	Default catego	ry for .	• Next Asset F	teg No	395	5 <b>‡</b>		
fldAutoDispose	Auto Approve Asset Disposals	Yes									
fldAutoReceiptDO	Auto Receipt Debit Order	No									
fldAutoRefreshLists	Listing screens refresh when activating	Yes				Tax R	ates				
fldAutoReleaseBilling	Auto Release Billing	Yes	TaxType			TaxCodeDesc	Rate	Default	AccountSystemCode	AmendDate	
fldAutoSaleIssue	Auto Sale Stock Issue	Yes	1 VAT	Value Adde	0	Zero Rated	0.00	No	6	18/10/2021	
fldAutoScheduling	Auto Schedule	No	1 VAT	Value Adde		Standard Rate	15.00	Yes	12	18/10/2021	
fldAutoUpdateShippin	Updates the shipping address	No	1 VAT	Value Adde		Exempt	0.00	No	7	18/10/2021	
fldBatchAutoBill	Batch Auto Bill	Yes	▶ 1 VAT	•• Value Adde	3	Standard Rate Procureme	ent 15.00	No	1	18/10/2021	
fldBatchBillYields	Include Yield shortfalls in Billing Batch	No	•								
fldBatchCalculatedLimit	Calculated value of the total contracts	700									
fldBatchTracking	Batch Tracking	Yes									
fldBClassAsService	B Class Part acts as Service	No									
fldBulkGRNLimit	Enforces Bulk GRN processing when thi	5000									
fldCallCentrePeriod	Call Centre Default Period (Days)	180									
fldCallClosureErrorCode	Call Error Code Mandatory	No									
fldCallCompleteErrorC	Call Complete Error Code Mandatory	Yes									
fldCertificateName	Certificate Name										
	Certificate Path										

#### MNU.091.011

Help v2.5.0.14 - Pg 26 - Printed: 25/06/2024