

# Ostendo<sup>®</sup>

## FAQ

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# 1 How do I define various document 'start' numbers

Go into **File>System Configuration>System Settings** and click on the **System Numbering** tab.

Automatic numbering is used extensively throughout Ostendo. This screen enables you to define and maintain auto-numbering covering the various documents. If you wish to revise the numbering sequence you may enter any number greater than the current number. Upon entering the number you should click the 'Set' button to reset all numbers that have been changed. To prevent possible number duplicates for each document Ostendo will not allow you to enter a lower number than that currently being used.

It is strongly recommended that you use a start number such as 1000001 rather than 1 because of the way the generated number is sorted. For example:

If you use 1000001 then the displayed sort sequence would be

```
1000001
1000002
1000011
1000012
1000021
1000022
```

Whereas if you used 1 the sort sequence would be

```
1
11
12
2
21
22
```

## 2 How do I define the number of decimal places for my currency

Go into **File>System Configuration>System Settings** and locate field 'Currency Decimals'. By default this is set to 2 but you can amend it to provide any number of decimal places up to 6. You should note that this affects only Unit Prices. I.e. Any calculated extended Prices (Unit Price \* Qty) will still be displayed to 2 decimal places

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### 3 How do I load the Ostendo Licence Key

Go into **File>System Configuration>Licence Key**. This screen allows you to load a licence key to either register the owner of Ostendo or increase the number of allowable users. The key will normally be supplied as a file 'ostendo.ldf' but may be supplied in text form. These can be actioned as follows:

1. Load file Ostendo.ldf. You should already have received the Licence Key 'ostendo.ldf' and saved it on your computer. If you click on this button then a panel will appear for you to point the program to where the Licence Key resides. Locate that key and press the 'Open' button. The display will then update your licence and revert to the 'Load Licence Key' screen with your new Licence Key information displayed.

2. Enter as Text: A panel will appear into which you should enter the following information:

**User Name:** Enter the user name that was used to generate the Licence Key. This must be exactly the same as that supplied to generate the key. You may wish to consider a 'Copy' and 'Paste' function from the Text file that contains the User Name.

**Organization:** Enter the organisation Identity that was used to generate the Licence Key. This must be exactly the same as that supplied to generate the key. You may wish to consider a 'Copy' and 'Paste' function from the Text file that contains the Organisation.

**Licence Key:** Enter the Licence Key exactly as supplied. As this contains a combination of numbers and alpha characters in both upper and lower case it is preferable that you 'Copy' and 'Paste' function from the Text file.

Press the **OK** button to load the key.

## 4 How do I define optional entry fields as being mandatory

Go into **File>System Configuration>Required Fields**. Select the Table Name from the drop-down list. In the next field select the field - within the above table - that will be subject to the mandatory entry. Finally enter a brief description into '**Display Field Name**'. This description will be returned to the User whenever the (now mandatory) field does not contain an entry

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## 5 How can I add my own fields to Ostendo

Ostendo's 'Additional Fields' function enables you to define your own field definitions in key areas across Ostendo. Once you have defined the additional field it will immediately be available for data entry, reporting and analysis purposes. To create additional fields go into ***File>System Configuration>Additional Fields***.

## 6 How do I set up and configure System Alerts

System Alerts (accessed via **File>System Configuration>System Alerts**) provide facility to have a 'pop-up' message appear on your PC at a selected time after an alert condition has arisen. The notification can then be forwarded (emailed) to the relevant Employee should any action be required. The large range of Alerts are predefined within Ostendo and you have the option to set the following activities relating to each Alert

Assigned To: From the drop-down list select the User(s) to which this Alert will be sent. The Alert will be sent to each User selected. The Users in this List are those defined under **File>System Configuration> User Security and Options**.

- An alert tolerance definition
  - Alert Severity Level
  - Who is informed when the Alert is triggered
-

## 7 How do I link a Workflow to a User

Workflows are user-defined graphical representations of Operational Activities, Training Guides, Installations Guides, KPIs, etc. The Workflow itself can include interaction with Ostendo such that clicking on a Graphical object takes the User directly to a Screen, Report, or View in Ostendo. Additionally, the object can be linked to Custom Menu Scripts that can perform Customised Activities. These activities can be refreshed automatically or each time the object is selected. A separate Graphical Developer is available for the User to create the Workflows. The Workflow itself can be linked to a User by going into *File>System Configuration>User Security and Options* and clicking on the **Workflow** tab

## 8 How do I set up desktop views by User

Desktop Views are user-defined presentations of information taken from Ostendo. They can be Analysis Views, Charts, Pivot Views or KPI's. Additionally the displayed information can be refreshed at a user-defined frequency to provide up-to-the-minute information. To link a User to a Desktop View go into **File>System Configuration>User Security and Options** and click on the Desktop Views tab.

The Views themselves are created via the Report and Views Developer function. These would normally be Analysis Views, Graphs, Charts, or KPI's. They are display only and provide no interaction with the User. However drill--down facility are available if the View has been specified to provide this

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## 9 How do I restrict Users to specific Screens and Reports

Go into *File>System Configuration>User Security and Options* and click on the 'Security Access' tab. This tab is not available if the User has Administrator Rights because an 'Administrator' is assumed to have full access rights. Within the screen you can select which Screens, Reports, and Views that the User can access.

## 10 How do I prevent a User from amending a list screen layout

Go into **File>System Configuration>User Security and Options** and click on the **'User Options'** tab. Two options are available:

'Check' the **'List Customizing'** checkbox to prevent the user from adding extra fields to the list  
'Check' the **'Save Grid Layouts'** checkbox if you are allowing this user to move the displayed columns and these settings are saved upon exiting the screen

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## 11 How can I change a Customer's or Supplier's Name

You can amend many key fields in Ostendo. This is especially useful where your Customer or Supplier has changed their name. To reflect that name change in Ostendo go to **File>System Configuration>Global Name Change** and select the specific field that you want to change. Select the 'Old' Name and enter the new Name. Click on the button to '**Apply change to Entire Database**'

NOTE:

1. You should be aware that this action should only be done when you are the sole User signed onto Ostendo.
2. A second point to note is that this routine temporarily disables primary checks to allow the change to take place. Therefore you must not abort this process part way through as this result in the primary checks not being re-enabled.

## 12 How can I create multiple Site addresses within a Company

Go to [General>Company Sites](#) and enter the Site Name, Address, etc.

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## 13 How can I enquire onto the database

Ostendo provide facility to enquire on any table in the database by going into **General>Data Spreadsheet** and entering your selection criteria. The data will be returned to the screen from which you can save as a Spreadsheet.

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## 14 How do I define the Tax Accounting Basis for my Business

Ostendo allows you to define one of three Tax Accounting options depending on how you collect and pay Tax. The options are

- **Invoice:** Sales Revenue and Tax Amount are posted at time Invoice was raised
- **Cash Deferred Sales:** Sales Revenue and Tax Amount are posted at time of payment.
- **Cash Immediate Sales:** Sales Revenue is posted at time Invoice was raised. Tax Amount is posted at time of Payment

To define the option that you use go to [File>System Configuration>System Settings](#)

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## 15 How do I define that my Invoices contain a Remittance Slip

Ostendo provides you with the option to include a Remittance Slip in the Invoice Print. This also applies to Customer Statements. To do this go to [File>System Configuration>System Settings](#) and check the **'Invoice Remittance'** checkbox. Also the **'Statement Remittance'** checkbox if required

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## 16 How do I set up Tax Codes and define the way they are used

Tax is evaluated at Order Line Level. This is achieved by having a Tax Group against each Customer/Supplier and another Tax Group against each Item/Descriptor. When creating an Order the Customer (or Supplier)/Item (or Descriptor) combination defines the Tax Rate to be applied.

- You should first define the Tax Groups via **File>Financial Configuration>Tax Groups** and nominate a default Tax Group for Suppliers and Customers.
- The next step is to define Tax Codes and their Rates. Therefore, go into **File>Financial Configuration>Tax Codes** and the Codes and their Rates. Nominate one of the Tax Codes as being the system Default.
- The final step is to link all these together. Go into **File>Financial Configuration>Tax Matrix** and for each Customer/Supplier and Item/Descriptor Tax Group combination enter the Tax Code that will apply.

Whenever you create a Customer, Supplier, Item, or Descriptor record you can identify the Tax Group to which the record belongs. If no Tax Group is entered then the system default Tax Code as defined above will apply

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## 17 How do I define Credit Terms in Ostendo

Payment Credit Days can be related to:

- From Invoice Date
- From end of current Month
- From end of next month

To set up Credit Terms go into [File>Financial Configuration>Credit Terms](#). Select one of the Terms to be the default that will populate a Supplier or Customer record when that record is being created.

## 18 How do I prevent financial entries to prior or later periods

You can prevent financial entries prior to a user-specified date by going into **File>Financial Configuration>Cutoff dates**. There are three separate dates; each covering a specific area.

These are:

- Order, Order Transactions, and Inventory
- Supplier Invoicing
- Customer Invoicing and Payments

For financial entries relating to future dates you should go into **File>System Configuration>System Settings** and enter a single value representing the maximum entry days forward that you are going to allow

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## 19 How do I define the Aging Periods

You have the option to define the aging based upon the Invoice Date or the Payment Due date. For either option you can define if the aging is by calendar month or you can define the length (in days) to be included in up to four aging Periods. To set up aging periods go into **File>Financial Configuration>Aging Periods** and enter the period days and aging basis

## 20 How do I define Currency Codes and their Exchange Rates

Go into **File>Financial Configuration>Currency Codes** and enter the foreign currency. Note that your home currency need not be entered, as Ostendo will use your computers Regional Settings. Against each currency you can add the currency symbol and that will be used throughout Ostendo. There are a couple of ways to enter the Currency Symbol if the symbol is not on your keyboard

1. Go into Microsoft Word and select Insert on the top toolbar. In the dropdown list select 'Symbol'. You can now select the symbol and 'Insert' into the word document. From there you can copy the symbol and paste it into this field

2. Set your keyboard with 'Numerics Lock'. Using the enabled numbers due to the Numerics Lock being on (I.e. NOT the numbers 0 to 6 on the top row of the keyboard) you should place the cursor where the symbol is to appear and then - holding down the 'Alt' key - enter

- 0128 for the Euro (€)
  - 0163 for the Pound (£)
  - 0165 for the Yen (¥)
-

## 21 How do I maintain Cost Centres in Ostendo

You can create and maintain Cost Centres in Ostendo. You can then link these Cost Centres to financial activities. These can then be mapped to the Account Codes in any 3<sup>rd</sup> party Financial package. To create Cost Centres go into [General>Cost Centres](#)

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## 22 How do I map Cost Centres to Accounting Activities

Ostendo comes with Cost Centres already linked to 'basic' Journals. If you wish to amend these you should first create your Cost Centres via General>Cost Centres. If you then go to [File>Financial Configuration>Cost Centre Mapping](#) you remap the base Journals.

You also have the option to 'drill down' in various areas and allocate Cost Centres to specific areas of activity. These are

- Warehouse segregation: [Inventory>Warehouses](#)
  - Mapping By Site: [File>Financial Configuration>Cost Centre Mapping by Site](#)
  - Sales Mapping: [File>Financial Configuration>Sales Mapping Matrix](#)
  - Labour Mapping: [File>Financial Configuration>Labour Mapping Matrix](#)
  - Currency Codes: [File>Financial Configuration>Currency Codes](#)
  - Descriptors: [Inventory>Descriptors](#)
-

## 23 How do I create different Invoice Layouts

Step 1. Create your new Invoice Layout using the Report and View Developer (*File>Reporting Configuration>Report and View Developer*) and save the report with a unique name.

Step 2. *Go into File>Reporting Configuration>Specific Reports Layouts* and 'Add' a new record. Select '**Invoice**' under column '**Print Form Name**' and select Customer (or Customer Type) under column '**Condition**'. Under column '**Value**' select either the specific Customer or Customer Type. Finally, under column '**Filename**' locate the above report.

## 24 How do I create differing Purchase Order Layouts

Step 1. Create your new Purchase Order Layout using the Report and View Developer ([File>Reporting Configuration>Report and View Developer](#)) and save the report with a unique name.

Step 2. Go into [File>Reporting Configuration>Specific Reports Layouts](#) and 'Add' a new record. Select '**Purchase Order**' under column '**Print Form Name**' and select **Supplier** (or **Supplier Type** or **Purchase Type**) under column '**Condition**'. Under column '**Value**' select either the specific Supplier, Supplier Type, or Purchase Type. Finally, under column '**Filename**' locate the above report.

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## 25 How do I create email Texts to support emailed documents

Go into **File>Reporting Configuration>Specific Email Text** and 'Add' a new record. Select the area that is covered by this email. Two extra fields will now contain the specific Text. These are the Header and Main Body of the email. These fields can be plain text or can include fields from the database relevant to the document being sent.

For example: If a 'Purchase Order' was to be emailed as an attachment to an Email then the available database fields for placing in this Text will come from the 'Purchase Order' Print Layout. To view the fields that are available to a Purchase Order carry out the following:

- Click on **File>Reporting Configuration>Report Layout Editor**
- Copy the specific report (in this example "**Purchase Order**") to your 'Company'. Note: You can delete this once you have reviewed the available fields
- '**Edit**' the report to bring up the Report Layout
- Select '**Report**' on the top toolbar and select '**Variables**'
- Scroll until you see dataset **MD\_**
- All the fields under that dataset are available for inclusion in the Email

Now, if a Purchase Order 'PO34567' had been created in Ostendo and you want the Purchase Order Number to appear in the Emails Subject Line then the format would be

Purchase Order ["ORDERNUMBER"] is attached for your attention

Upon sending the Email the Subject Line in the Email would appear as:

Purchase Order PO34567 is attached for your attention

Note:

1. The format of the field in the Subject Line is always ["FIELDNAME"] where FIELDNAME is the name defined in the specific dataset.
2. The available Forms all have their own MD\_ dataset

## 26 How do I merge extracted data into a Word Document

You have the option to print a document from within Ostendo whereby 'User-defined' source data can be merged with a Word document to produce printed forms with data from both sources

To describe how to create your own merged document we will use the Supplier data to create a letter to your Suppliers. The Letter contains a combination of data fields from Ostendo and user Text. In our example we will produce the following letter

.....

To <Company Name>  
 <Address Line 1>  
 <Address Line 2>  
 <Address Line 3>

Dear <Primary Contact>

This is my test document for merging.

.....

### Step 1. Extract the Supplier Data

Go into **File>Reporting Configuration>Report and View Developer**. Click the 'Add' button and, in the creation screen, 'check' the '**Analysis**' Radio Button and enter '**Suppliers**' in the '**Name**' field

On the presented '**Master Settings**' tab:

- Select '**Purchasing**' from the drop-down against Category
- Against '**Merge Word Document**' enter a document name (Example: **SuppLetter**) that will become the Merge Template Document. Note: use the 3 dots to generate the full path
- Against '**Merge Data File**' enter a file name (Example: **SuppSource**) that will become the Merge Source Data. Note: use the 3 dots to generate the full path

Now enter a query in 'Master Query' that will extract the data you wish to use. For example

**Select SUPPLIER, SUPPLIERADDRESS1, SUPPLIERADDRESS2, SUPPLIERADDRESS3, PRIMARYCONTACT from SUPPLIERMASTER**

Also enter a Supplier From and To parameter as follows

**From Supplier;SUPPLIERMASTER.SUPPLIER >= :FSUPPLIER**  
**From Supplier;SUPPLIERMASTER.SUPPLIER <= :TSUPPLIER**  
 Both linked to Code Type **1001**

'Save' the entries

### Step 2. Run the Analysis and create the Data Source

This step will create the extracted data format from which the Merge Template can be created.

Click the '**Preview**' button to produce an Analysis View of the extracted data.  
 Click on '**Export**' on the top toolbar and select 'Mail Merge'

This routine will generate your '**SuppSource**' data file containing the data displayed in the Analysis View.

---

The first time through you will get a message stating '**File Not Found**'. Make sure the file path is correct'. This is because the Word document required to print the information has not been created yet. This will be done in the next step.

### Step 3. Create the Word Document and link to the Data Source

This step will create the Document using Microsoft Word and link to the generated fields in the extracted '**SuppSource**' file.

Go into Microsoft Word and create a new document and '**Save**' it as '**SuppLetter**' in the path that you identified above.

Click on '**Tools**' on the top toolbar within Word and select '**Mail Merge**'. A panel will appear into which you should carry out the following steps.

Step 3.1. Click the '**Create**' button and select '**Form Letters**'

Step 3.2. On the displayed panel select 'Active Window'

Click on '**Get Data**' button and then on the '**Open Data Source**' option and point it to the '**SuppSource**' document that you generated above. A panel will appear asking you to define what the Field and Record delimiters are. Select the following

Field Delimiter - , (I.e. A comma)

Record Delimiter - (enter)

Click the '**OK**' button

Step 3.3. On the presented panel click the '**Edit Main Document**' button.

You have now linked the document to the data source. The next step is to select the data fields and place them on the document.

### Step 4. Constructing the Merge Document

This step will create the Document using Microsoft Word and link to the generated fields in

In the new document that you have just generated you will notice that a new toolbar called '**Mail Merge**' appears at the top of the screen. In that Toolbar click on the '**Insert Merge Field**' and you will see the field names in the '**SuppSource**' file.

Type in the word '**To**' followed by a space on the first line. The position of the cursor now defined where the first 'merged field will appear.

From the '**Insert Merge Field**' select field '**SUPPLIER**'. Your document should now look like this

To <<SUPPLIER>>

Complete the remainder of the document using a combination of typed words and linked Data Fields to produce the following

To <<SUPPLIER>>  
<<SUPPLIERADDRESS1>>  
<<SUPPLIERADDRESS2>>  
<<SUPPLIERADDRESS3>>

Dear <<PRIMARYCONTACT>>

This is my test document for merging.

then '**Save**' the document

### Step 5. Preview

You can preview the finished report by clicking on the '<<ABC>>' button on the 'Mail Merge' Toolbar and, using the right and left arrows on the same Toolbar, progress through all the extracted records. You have now created the 'SuppLetter' document to use in conjunction with the 'SuppSource' file. Close all documents and we will now see the full process flow

Step 6. Running the Merged document from within Ostendo

Go into Ostendo and select *Purchasing>Views* then select 'Suppliers'.

Click on 'Export' on the top toolbar and select 'Mail Merge' and you will be presented with the Merge document as you created above.

If you click on the print icon you will print the design view that you currently see

If you click on *File>Print* you will print the merged details

You can also click on the 'Merge' button on the Merge Toolbar and print the merged details

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## 27 How do I use the Search and Filter facilities in Ostendo

All of the main 'List' panels throughout Ostendo have some - or all - of the following to provide a best possible viewing option to suit the end user

**Displayed fields.** The displayed fields are taken from the master record to which the List applies. The selection of which fields to display is at the user's discretion. To select the fields to display simply 'right mouse' in the main panel and select '**Customize List Fields**'. If this option is not displayed then the User does not have the rights (as set up via **File>System Configuration**) to make these changes. On the displayed panel you can:

- Click on the '**Show field**' checkbox to display the field
- Amend the column heading by changing the content of '**Display Label**'
- Define the sort sequence of the records by going to the lower panel and dragging the field from '**Available Fields**' to '**Sort By**'.
- Click the '**Save**' Button when done.

**Field Position** - On each List screen you can move the field position by dragging the column heading left or right to the position where you want it to appear.

**Filtering and Sorting** - If you 'check' the checkbox then the displayed data is available for filtering and sorting.

- To sort the data in a selected column simply click on the column heading. Clicking against will sort in descending order.
- Click on the black 'down arrow' to the right of your selected column heading and you can either select the specific entries to display records containing that entry, or you can select (Custom...) to enter detailed selection criteria.

**Searching** - If you enter some text into the '**Search**' field and click on the 'binoculars' Icon then all records will be interrogated and those records that contain the entered text will be displayed. If you are entering multiple search criteria you have the option to define whether this is an 'And' or 'Or' condition. This option applies to all list views and can be set up by going into **File>System Configuration>System Settings** and clicking on the appropriate radio button in the opening screen. Note: If you enter multiple words enclosed in 'double quotes' then the search will look for the combined words as they appear within the quotation marks.

Also, if the '**Advanced Searching**' option is 'checked' in System Settings (**File>System Configuration>System Settings**) then, in the following screens, an additional facility is provided to search the content of all Properties linked to the master record in addition to searching the fields currently displayed in the list.

- Assembly Order
- Customer Assets
- Customers
- Descriptors
- Items \*\*
- Job Orders
- Labour Codes
- Purchase Orders
- Sales Orders
- Supplier Codes
- Warehouses
- Inventory Availability

\*\* Additionally the Advanced Search for Items will also address the linked Supplier records and search a Supplier's Part Number

**Other Options** - If you right-click on any column 'Heading' a panel will appear that offers the following options. Note: Some options may be 'greyed out' because the above 'Filtering and Sorting' checkbox has not been 'checked'.

**Sort Ascending:** The current column will be sorted into ascending sequence

**Sort Descending:** The current column will be sorted into descending sequence

**Clear Sort:** This will clear the sort sequence in the current column

**Group By This Field:** A 'band' will appear above the list into which the current field now resides as a 'box'. The data in the main panel is grouped by this selection. If you click on the '+' sign in the main panel then the group will expand to show all records in the group. Note that:

You are not restricted to a single grouping in the top Group Box. I.e. You can have Groups within a Group.

You can also 'change' the grouping sequence by simply 'dragging' one of the Group Boxes left or right as required

If you 'right mouse' on a Group Box you will note that the option 'Group by this field' now reads 'Remove from Grouping'. Select this to remove this Group Box and restore the details to the main panel

**Group By Box:** A 'band' will appear above the list. You can select and drag any column heading into this area where it will now reside as a 'box'.

- If you 'right mouse' on a Group Box you will note that the option 'Group by this field' now reads 'Remove from Grouping'. Select this to remove this Group Box and restore the details to the main panel.

- If you select the 'Group Box' again then it will not appear in the panel; however any Groupings will still be retained

**Footer:** A band will appear at the bottom of the display. Under each column - if you click the 'right mouse' - you have the option to display:

- **Sum** - The total of the values in the column (only if it is numeric)
- **Max** - The maximum value that exists in the column (only if it is numeric)
- **Min** - The minimum value that exists in the column (only if it is numeric)
- **Ave** - The Average of all the values in the column (only if it is numeric)
- **Count** - The Number of records in the column
- **None** - No value displayed

**Group Footers:** Similar to the above 'Footer' but the values appear at each 'Group' level

**Remove this column:** This will 'hide' the column from the current display. To restore the column select 'Field Chooser'

**Field Chooser:** The fields displayed in the main panel are defined in the above 'Displayed Fields' option. Using this feature you can 'Hide' selected fields from those on display. When 'Field Chooser' is selected a small panel will appear. You can hide fields by clicking on the column header and dragging it to this panel. Restoring the field to the display is simply the reverse of this action

**Best Fit:** Selecting this will adjust the width of the selected column to that defined by the maximum width of the data entered into it, or the Column Title, whichever is the greater

**Best Fit (All Columns):** Performs the same function as 'Best Fit' on all the columns in the display

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## 28 How do I create and/or amend Workflows on my desktop

Workflows are desktop process flows, which you can design and display on the main Ostendo Desktop. You can link any object in the workflow to any Ostendo activity such that clicking on the object will bring forward that Screen, Report, View or Script. You can create and maintain workflows by running program **ostdesigner.exe** (you will find this under your installed Ostendo Folder). Alternatively you can simply 'right mouse' in the Desktop Workflow displayed within Ostendo and select "**Edit Workflow**". If this option is not visible then the User record (via **File>System Configuration>User Security and Options**) has the '**Disable Workflow Editing**' checkbox 'checked'

## 29 What are Desktop Views

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

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

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## 30 How can I link to other applications and have them appear in the toolbar

If you go to *File>Custom Menu Links* then you can create an unlimited number of records. Each record can be linked to other files or functions in your computer network. Upon creation of the first 'Link' record a menu heading called '**Custom**' will appear on the top toolbar and the link will be displayed in the drop-down list under it. If you click on that link the the linked application will be activated.

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## 31 How do I import Supplier Catalogues

Supplier Catalogue Items can be called up in Sales Orders, Job Orders, Purchase Orders, and Purchase Invoices where the contents of the Catalogue are displayed from which the user makes selection(s).

There are two methods of importing supplier catalogues:

- Using the Ostendo Catalogue Import Wizard, or
- Creating a Script that is created via **File>Custom Menu Scripts**

The Catalogue Import Wizard is called up via **Purchasing>Supplier Catalogues** and allows you to import and maintain those Catalogues. Additionally you have the option to hold selected Catalogue Items as Ostendo Items. Whenever a Catalogue Item is selected against Sales, Assembly, or Purchase Order Lines and it exists as an Ostendo Item the program will display the Item's current Ostendo Stock level. The User has the option to use that stock or continue as a Catalogue Item. If the Catalogue Item option is selected then Ostendo will create a 'Source On Demand' record to satisfy the Order. This 'Source On Demand' record can be converted into a Purchase Order using the Requirements>Create Required Orders function. It is worth noting how the Importing Function interacts with Ostendo's Item Master file:

- If an Ostendo Item Master record contains a Primary Supplier that matches the Catalogue Supplier/Supplier Item Code then the imported record (shown in the 'Lines' view - below) will have its 'Linked Item Code' field updated to include the Ostendo Item Code
- In the Ostendo Item's Pricing screen (Pricing>Item Pricing - Buy Prices tab) if a record contains a Buy Price Supplier whose Supplier Item Code and Supplier Unit matches the Catalogue Supplier, Supplier Part Number, and Unit then the imported record (shown in the 'Lines' view) will be updated to include the Ostendo Item Code that relates to this Item/Unit.

Importing using a Custom Script is specific to the Catalogue being imported. The script itself is created by the end user and is specific to their importing requirements.

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## 32 How do I Export data from Ostendo

To export data from Ostendo you should go to **File>Data Export**. That function allows you to export data from Ostendo to either a Comma Separated Value file or an Excel Spreadsheet. The procedure uses a simple Wizard that takes you through the whole process as follows.

Step 1: Click on the appropriate 'Radio' button to select whether the data is to be exported to a Comma Separated Value (.csv) or a Excel Spreadsheet (.xls) file.

Step 2: Point to where the generated file will reside and give it a name. You can also specify the following conditions that will apply to that file if it is a .csv output format:

Record Separator - select the record separator from the drop-down list

Text Qualifier - select the Text Qualifier from the drop-down list

Click the 'Next' button.

Step 3: Select the Table from which the data is being exported and click the 'Next' button

Step 4: The fields in the selected table will be displayed. They are all pre-selected for output. You have the option to:

- Select specific fields by checking or unchecking the checkbox adjacent to each field

- You can alter the sequence in which they are output by dragging and dropping the field into the required position

- Click the 'Next' button.

Step 5: Define the format of the fields in the Exported File. This allows the export routine to convert it from the current Ostendo settings (defined in the Regional Settings of your computer) to that required in the exported file.

Step 6: This screen confirms your settings. Ensure that all the settings are correct then click the 'Execute' button to perform the export.

### 33 How do I set up and maintain a Knowledge Base of information

Go to [General>Knowledge Base](#). You can categorise the Knowledge base into Categories and Sub Categories if required (Go into [General>Settings](#) to maintain these). Having created the Knowledge Base the Sort and Search options in the List view will enable you to quickly get to a Knowledge Base record

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## 34 How do I establish Labour Codes and their charge rates

You should create and maintain Labour Codes by going into [Labour>Labour Codes](#). In that screen you can enter a charge rate. You can also have different Charge Rates for the Labour Code by linking it to a Rate Level. A Customer record contains the Rate Level that is applicable.

To create Rate Levels go into [Labour>Settings>Rate Levels](#). You can now establish Charge Rates for each Rate Level by going into [Labour>Labour Rates](#).

To define that the Customer uses this Rate Level go into the Customer screen ([Sales>Customers](#)) and click on the 'Pricing and Invoicing' tab

## 35 How do I maintain Employees

Go into [Labour>Employees](#). In that screen you can enter a unit Cost of the employee. If the Employee is booking time against different Labour Codes then you can also define the cost for that activity by clicking on the '[Labour Codes](#)' tab and defining any additional [Fixed](#) and [Variable Overhead](#) costs.

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## 36 How do I record Employee Times against Jobs, etc.

Two methods are available.

1. Use Timesheets ([Labour>Timesheets](#)) where you can enter times by Employee.
  2. Go into the Job or Assembly Order line and, against a Labour Code, enter an 'Actual' time for the employee
-

## 37 How do I define the Inventory and Descriptor Costing Methods

Go into **File>System Configuration>System Settings** where you will find the system-wide settings.

- For Descriptors the options are **Last**, **Standard** or **Buy Price**.
- For Inventoried Items the options are **Average** or **Standard**.

A further refinement can be defined for specific Inventory Items in the Item Master record (**Inventory>Items**). These are:

- Actual Cost for each Serial Number within an Item
  - Batch Average Costing for Batch Controlled Items
-

## 38 How can I change the Unit of Measure

Create the replacing Unit of Measure if it does not currently exist by going into **General>Settings>Standard Units**.

For changing the base Unit of measure against an Item

- Go into **Inventory>Items** and select the Item Code then click on the '**Related**' Button and select '**Item Units**'. Enter the new Unit of Measure with a conversion factor of **1**.
- Now go into **File>System Configuration>Item Base Unit Swap**. From the drop-down list select the Item Code against which you are making the change. In field '**Swap to this Unit**' select the new Unit of Measure then click the '**Apply change**' button.

For changing the base Unit of measure against a Descriptor

- Go into **File>System Configuration>Descriptor Base Unit Swap**. From the drop-down list select the Descriptor Code against which you are making the change. In field '**Swap to this Unit**' select the new Unit of Measure then click the '**Apply change**' button.

## 39 What Pricing options are available within Ostendo

Ostendo's Sell Price structure covers:

- Inventory Items
- Descriptors
- Labour Charges
- Kit Sets (Kits of Parts)
- Tasks (Service oriented activities)
- Supplier Catalogues

The Pricing options offered:

- Basic Sell Price
  - Price Matrix by Customer Pricing Level
  - Pricing based on Discounting
  - Unit of Measure Pricing
  - Special (or Promotional) Pricing
  - 'On Sell' Pricing
  - Cost Plus Pricing
-

## 40 How do I set up and maintain Sell Prices for Item and/or Descriptors

### 1. Inventory Items

**Basic Sell Price** - To add the Base Sell Price go into [Inventory>Items](#) and add the base Sell Price. In the absence of any other Sell Price conditions this price will be used. If no Price is entered here then a zero Base Price is assumed.

**Sell Price Matrix** - A Sell Price matrix can be established against each Item where a Base Sell Price and Quantity Discounts can be defined for user-defined Price Levels. A single Price Level is linked to a Customer record and whenever an Order is raised the Customer's Price Level price is used. To set this up you should first go into [Pricing>Settings>Price Levels](#) and set up a Price Level.

The next step is to create the Prices by Price Level. Go into [Pricing>Item Pricing](#) (or click on the 'Pricing' button on the Item Screen) and create a Sell price with Quantity Breaks for the Price Level.

Finally, go into the Customer Screen ([Sales>Customers](#)) and select a Customer. Click on the 'Pricing and Invoicing' tab and attach one of the above Price Levels to the Customer

**Unit of Measure Sell Price** - If the Inventory Item has multiple Units of Measure then each UOM can offer a Sell Price based on a percentage of the Base Price. To create these discounts go into [Inventory>Items](#) and select the Item. Click on the 'Related' button down the right-hand side of the screen and select 'Item Units'. In the presented screen add the discount relating to the Items Alternate Unit

**Special Pricing** - Allows for the maintenance of promotional pricing of Items. To create a special price go into [Pricing>Special Pricing](#) and create a special Price - covering a brief period - for the Item. You will see the Special Price come through to the Order Line if the Date range of the Special Price is effective to the Order Line creation Date

**'On Sell' Pricing** - 'Add-on' Sales cover those additional products or services you wish to promote when certain Items are added to a Sales Order. To create an 'On Sell' Price go into [Inventory>Items](#) and select the primary Item then go to the 'Detail' tab. 'Check' the 'Add-On Sales Apply' checkbox then click on the adjacent 'Item Add-On Sales' button and add the Add-On Sale Item with its special Price when sold as an 'Add-on' Sale Item.

**Job Order 'Markup' Price** - This type of Sell Price is specific to Job Orders and only applies where the Item in the Job Order Line has been specifically ordered for the Job. In this instance the Purchase Price will be used as a basis for evaluating the Sell Price. You can see the setup options by going into [Inventory>Items](#) and, on the main panel, you will see two fields ('Calculate Sell Price from Receipt Cost for Jobs' and 'Markup')

### 2. Descriptors

**Base Sell Price** - is held against each Descriptor. To add the Base Sell Price go into [Inventory>Descriptors](#) and enter a Sell Price into field 'Standard Sell Price'. In the absence of any other conditions this price will be used. If no Price is entered then a zero Base Price is assumed.

**Sell Price Matrix** - A Sell Price matrix can be established against each Descriptor where a Base Sell Price and Quantity Discounts can be defined for user-defined Price Levels. A single Price Level is linked to a Customer record and whenever an Order is raised the Customer's Price Level price is used. You should first set up Price levels by going into [Pricing>Settings>Price Levels](#). The next step is to create the Prices by Price Level. Go into [Pricing>Descriptor Pricing](#) (or click on

the '[Pricing](#)' button on the Descriptor Screen) and create a Sell price with Quantity Breaks for the Price Levels you have just created.

Finally, go into the Customer Screen ([Sales>Customers](#)) and select a Customer. Click on the '[Pricing and Invoicing](#)' tab and attach the Price Levels to the Customer

**Special Pricing** - Special Pricing allows for the maintenance of promotional pricing of Descriptors. To create a special price go into [Pricing>Special Pricing](#) and create a special Price - covering a brief period - for the Descriptor. The Special Price will come through to the Order Line if the Date range of the Special Price is effective to the Order Line creation Date.

**Job Order 'Markup' Price** - This type of Sell Price is specific to Job Orders and only applies where the Descriptor in the Job Order Line has been specifically ordered for the Job. In this instance the Purchase Price will be used as a basis for evaluating the Sell Price. You can see the setup options by going into [Inventory>Descriptors](#) and selecting Descriptor Subcontract. On that screen you will see two fields ('[Calculate Sell Price from Receipt Cost for Jobs](#)' and '[Markup](#)')

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## 41 How do I set up Special or Promotional Prices

Special Pricing allows for the maintenance of promotional pricing of Items or Descriptors. To create a special price go into **Pricing>Special Pricing** and create a special Price - covering a brief period - for the Item or Descriptor. The Special Price will come through to the Order Line if the Date range of the Special Price is effective to the Order Line creation Date.

## 42 How do I set up Discounts relating to the evaluated Sell Price

There are two options relating to Discounts.

1. You can apply a Discount to the base or calculated price for Items or Descriptors. To create a Discount go into [Pricing>Discount Matrix](#) where you will see the Discounting maintenance screen.
2. You can enter a 'global' discount against a Customer's record ([Sales>Customers](#) and click on the '[Pricing and Invoicing](#)' tab). This will apply the entered discount to ALL lines in the Order

## 43 What Stock Replenishment options are available

Two options are available to Replenish Inventory:

**Single Level MRP:** This focuses on nominated Items and creates Suggested Orders required to maintain stock to satisfy the future actual and/or Forecast demand.

**Multi-Level MRP:** In addition to looking at the current actual and/or forecast future demands this option also looks to see if the Item is a Parent in a Bill of Material and, if so, will 'explode' any Suggested Orders to determine the components required to make it. These are then used as 'Suggested Demands' when assessing component requirements.

## 44 How do I create Supply Orders from the Inventory Replenishment Run

If you go into **Replenishment>Create Required Orders** you will see all Suggested orders from the following sources:

- The Replenishment Routine (Both Single and Multi-Level MRP)
- Items, Descriptors, and Catalogue Items whose 'Supply Method' is 'Source on Demand' and a demand was generated by the Sales, Assembly, or Job Order

This routine allows you to modify and/or approve the requirements before finally converting them into physical Orders. When converting to physical orders you have the option to:

- Select the lines to convert to Order(s)
- Combine Lines (segregated by Supplier) into a single Purchase Order if Purchased.
- Combine Lines into a single Assembly Order if Assembled.

On the screen you will see all the Required Orders that satisfy the selection criteria. If you scroll to the left you will see the source of the demand. You can now:

- Select any line and - in the Detail tab - amend the Order quantity
  - 'Check' the line(s) that are to be converted into Orders
  - 'Check' the Radio Button to state whether you want a combined Order by Supplier or that each line will have a separate Order
  - Click the 'Generate Orders for selected Requirements' button
-

## 45 How do I establish Buy Prices in Foreign Currency

You should first establish Foreign Currencies via *File>Financial Configuration>Currency Codes*. The next step is to identify the Currency Code against the Supplier. Therefore go into *Purchasing>Suppliers* and 'check' the '**Foreign Currency**' checkbox and then select the Currency under field '**Currency Code**'.

Click on '**Pricing**' on the top toolbar and select **Item Pricing** or **Descriptor Pricing** as required. Highlight the Item (or Descriptor) and click on the '**Buy Prices**' tab in the middle of the screen. Click the 'Add' button and add the above Supplier to the Buy Price list. You will notice that:

- '**Currency Code**' is the currency of the Supplier
- '**Unit**' is the Unit of Measure that the Supplier will supply the Item
- '**Conversion**' converts the Supplier's UOM qty to the Item's base Unit of Measure
- '**Supplier Code**' is the normal Item or Descriptor Code used by the Supplier
- '**Supplier Description**' is the normal description of the Item used by the Supplier

## 46 How do I restrict Purchasing Items to specific Supplier(s)

Click on '[Pricing](#)' on the top toolbar and select [Item Pricing](#) or [Descriptor Pricing](#) as required. Highlight the Item (or Descriptor) and click on the '[Buy Prices](#)' tab in the middle of the screen. If you have entered a Buy Price then the checkbox '[Restrict Purchasing to the Suppliers below](#)' will become active. 'Check' this checkbox

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## 47 Can I order from Supplier Catalogues

Ostendo has facilities to Import and hold multiple Supplier Catalogues (via [Purchasing>Supplier Catalogues](#)). Having imported a Catalogue it can be used in Sales Orders, Purchase Orders, Job Orders, and Direct Invoicing

## 48 Can I stock Supplier Catalogue Items

Once a Catalogue has been imported via *Purchasing>Supplier Catalogues* the same routine (in the 'Lines' tab) allows you to identify those Catalogue Items that you also wish to hold in stock. Check the relevant lines and click the **'Convert Selected Codes to Inventory Items'** button. Whenever an Order Line is created for the Catalogue Item you are given the option to use the current stock rather than order it

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## 49 Does Ostendo have a Shipment Tracking function

Shipments can cover shipments from local and overseas Suppliers. Ostendo's Shipment Tracking Function provides facility to identify shipments and their content. Additionally you can record ETD and ETA in addition to Departure and Arrival Points. Colour-coded, User-Defined, Tracking Codes help with quick identification of current status. Shipment Tracking History with extended notes can also be recorded.

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## 50 Does Ostendo cover Import Costing facilities

Yes. Against each Shipment you can identify multiple additional charges such as Duty, Storage Fees, etc. These charges can be apportioned to each Item in the shipment by **Price**, **Quantity**, **Volume**, **Weight**, or **Duty**. Upon receipt the apportioned Shipment Costs are added to each Item and represent the true Cost of the receipt

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## 51 Does Ostendo have 3-way matching

Ostendo covers the 3 steps normally associated with Purchasing. These are:

- Raising the Purchase Order
  - Matching Receipts against the Purchase Order
  - Matching Supplier Invoices against the Receipts
-

## **52 Is 3-way matching a mandatory requirement**

No. In addition to the normal 3-Way matching you can:

- Receive Goods without having a prior Purchase Order
  - Receive an Invoice without having a prior Receipt or Purchase order
-

## 53 How do I maintain Buy Prices without going into each record

Two routines enable the user to maintain Item and Descriptor Buy prices.

- Go into **Pricing>Batch Price Update**. In this screen you can select a range of Items or Descriptors and apply a % change based on Standard Sell Price, Standard Buy Price, or Last Cost.

- Go into **Pricing>Price Update from File**. This function allows you to maintain standard Buy Prices held in some other database or spreadsheet and import these into Ostendo.

## 54 How do I add multiple Contact Names to a Supplier record

To create multiple contacts go to the Supplier screen (*Purchasing>Suppliers*) and click on the '**Related**' button down the right of the screen and select '**Contacts**'. Alternatively you can go to *CRM>Contacts* and create the contacts via that screen using '**Contact Type**' = '**Supplier**' and selecting this Supplier under '**Company Name**'.

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## **55 How do I link Images, Documents, etc to a Supplier record**

You can add Images or Documents to a Supplier record by going into Purchasing>Suppliers and selecting the Supplier. Click on the 'Related' Button on the right of the screen and select 'Supplier Images' or Supplier Documents point the program to where the image or document is located on your computer network

## 56 How do define how Purchase Orders are numbered

The settings for Order Number generation is defined against the Purchase Types records. Go into [Purchasing>Settings>Purchase Types](#) and you can define if you want **Automatic** or **Manual** Order Numbers.

If '**Manual**' is selected then you are required to type in a unique Purchase Order number every time you create a new order. Ostendo will ensure that duplicate Purchase Order Numbers are not used

If '**Automatic**' is selected then a generated number will be created that comprises of two parts:

- The first part is an Order Prefix. This is an optional requirement that can be up to 5 characters in length (For Example PO-, ORD, etc).
  - The second part is automatically generated by Ostendo. You can define the start number in [File>System Configuration>System Settings](#) then click on the '**System Numbering**' tab.
-

## 57 What options are available for creating Purchase Order Lines

If you go into *Purchasing>Purchase Orders* and click on the 'Lines' tab you can enter lines in both Batch or single entry modes as follows:

- Selecting from a user-defined List
- Selecting Items in batch
- Selecting Descriptors in batch
- Selecting multiple Lines from a Supplier Catalogue
- Selecting a single Item
- Selecting a single Descriptor
- Selecting a single Line from a Supplier Catalogue

### 1. Selecting from a user-defined List

Click on the 'List' button on the 'Batch Entry' bar. A panel is presented that displays all pre-defined Lists. You can create your own Lists via *Inventory>Lists*. Upon selecting a 'List' a further panel will appear showing all lines in the List (Items, Descriptors, Labour). Select the specific lines from the List and click the 'Create Lines from Selected Contents' button. Each selected line will become a Purchase Order Line in its own right.

### 2. Selecting Items in batch

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

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

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

Once you have made the full Item selection click the 'Create Lines from selected contents' button to add the lines to the Purchase Order

### 3. Selecting Descriptors in batch

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

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

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

Once the full Descriptor selection has been made click the 'Create Lines from selected contents' button to add the lines to the Purchase Order

### 4. Selecting multiple lines from a Supplier Catalogue

Click on the 'Catalogue Items' button on the 'Batch Entry' bar. A panel is presented that shows all Items in the current Supplier Catalogue. You can select lines, and place them in the lower panel, by either

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

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

Once the full selection has been made from the Catalogue click the 'Create Lines from selected contents' button to add the lines to the Purchase Order

### 5. Selecting a single Item

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

#### **6. Selecting a single Descriptor**

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

#### **7. Selecting a single Line from the Supplier's Catalogue**

This can be used as an alternative to the above '**Batch**' selection. Click on the 'Add' button located to the right of the screen. Select the specific Catalogue Item that you want to add to the Purchase Order Line. All the remaining information (except the 'greyed out' fields) can be amended as required.

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## 58 Can I 'Drop-Ship' my Purchase orders

Ostendo will allow you to create a Purchase Order and identify the delivery address to be that of your Customer. Your Supplier will confirm the delivery (Usually by presentation of an Invoice). You can print your Sales Invoice at any time or upon receipt of your Supplier's delivery confirmation

## 59 What are 'Phantom' Assemblies

Phantom Assemblies are Bills of Material that are not normally manufactured in their own right but are used to simplify creation and maintenance of other (parent) Bills of Material. For example, if you have (say) 100 end products who's BOM includes the same 20 components then it is simpler to create a single Phantom Assembly that contains these common components. In each of the Parent BOMs you would add the Phantom Assembly rather than the 20 components. When generating an Assembly Order or running MRP the program will 'blow through' the Phantom Assembly and provision the components.

Ostendo not only allows the use of Phantoms in MRP and Assembly Order creation, but also allows you to create an Assembly Order for the Phantom itself. This feature is useful for instances where you do not assemble the Phantom during normal manufacture but do use the Phantom as a sellable Spare Part

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## 60 Can I set up a BOM that relates to making a Batch Quantity

Many industries use a BOM (or Ingredients) that relate to a Production Batch Size. Ostendo allows you to identify the Parent Batch size and create a BOM relative to it.

## **61 Does the BOM include both Setup and Process requirements**

Yes. You can optionally include BOM requirements (Labour, Material, Descriptor) that are specific to setting up in preparation for manufacturing the Assembly. When the Assembly Order is created the Setup requirements are copied directly to the Order whereas the manufacturing process requirements are multiplied by the Order quantity (taking into account the nominal BOM Batch size)

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## 62 How do I carry out a Cost Roll-Up

Cost Roll-ups are used to determine the cost of all Assembled Items by using the components required to make it plus Labour and other costs to put the components together.

To carry out a Cost Roll-up go into *Assembly>Standard Cost Rollup* and click on the 'OK' Button. Ostendo will carry out the Cost Roll-up and return the results to the screen. On that screen you will see that the system calculated value is displayed in 'Rolled Up Cost' field. It is also shown in field 'New Std Cost' where it can be amended if required. It is the value in this field that will be used to update the Standard Cost of this Item.

Having agreed with the Calculated/Amended Standard Cost 'check' the checkbox to the left of the line and click the 'Update Standard Costs for selected Lines' button.

If you go into *Pricing>Item Costing* and select the Item that you have just updated and click on the 'Detail' tab. You will see that the record's Standard Cost field has been updated and a history record created

## 63 Can I enquire on all occurrences where a component is used

Yes. Go into [Assembly>Where Used Inquiry](#) and enter the component. A multi-level 'where Used' display will be returned

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## 64 Does Ostendo allow 'Backflushing'

Backflushing is used during Assembly Order receipts to automatically issue the components, Descriptors and Labour required to make the Assembled Item at the time the Item is received into stock. Ostendo allows you to define if Backflushing is at system level (All receipts) or is Item specific

- To set the Backflush to be all receipts go to *Inventory>Settings>Item Rules* and select '**All Items**' under drop-down against field '**Assembly Backflush Policy**'.
- To identify that a specific Item is to be backflushed go into *Inventory>Items* and select the Item. In the '**Detail**' screen click on the '**Additional Inventory Settings**' button and in that panel 'check' the '**Backflush Issues on Assembly Receipts**' checkbox

You can, optionally, include/exclude Labour Activities from Backflushing by going into *Assembly>Settings>Assembly Rules* and 'checking' the checkbox '**Include Labour When Backflushing**'.

## 65 To what extent is Barcoding used in Ostendo

Barcoding is used extensively across Ostendo. Barcoding covers:

**Descriptors:** To enter Barcodes against Descriptors go into *Inventory>Descriptors* and enter the barcode into the **'Barcode'** field

**Item specific Barcode:** To enter Barcodes go into *Inventory>Items* and enter the barcode into the **'Barcode'** field.

**Item Variant Barcode:** For Items that have variations such as Unit of Measure, Batch Number, Colour, etc. you can enter a barcode specifically related to the combination. To do this go to Inventory then, in the drop-down list under **Items** (i.e Do not click on Items but go to it's drop-down list) select **Item Barcodes**. Select the Item(s) that have sub-level variants and go to the **'Detail'** view. You can now enter the specific Barcode for the exact combination of variants.

**Serial Numbered Items:** For Items that are Serial Number Controlled it is not necessary to enter a bar code as described above. The reason for this is that a Serial Number Barcode is attached to a single Item/Serial Number when it is received into stock. Ostendo therefore knows the sub level variations (if any) that are attached to this specific Serial Number. Simply scanning the Serial Number will enable Ostendo to recognise the Item and its variants. You should note that duplicate Serial Numbers within an individual Item Code is not allowed in Ostendo. However you may have the same Serial Number used against another Item Codes or Descriptors. In this instance Ostendo will display both occurrences to the User for selection of the correct one

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## 66 Do the Sell Prices include Tax

Sell Pricing can be entered against Items or Descriptors with Tax Inclusive or Tax Exclusive prices using the default Tax rate set for the company. When using the Sell Prices the Sales Order function always uses Tax Exclusive pricing. For POS, however, you have the option to use Tax Inclusive or Exclusive pricing.

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## 67 Can I use an Orderpad to generate Order Lines

Within Ostendo you can create multiple Order Pad 'Lists'. Each List can be Customer specific or used for all Customers. Within the List you can define multiple Items. Each Item can also be added multiple times to segregate the Items Variants (such as Colour, Size).

When creating a Sales Order you can select one or more Lists and simply enter the required quantities against selected lines in the List. These lines are copied to the Sales Order

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## 68 Can I order multiple variations of a Product (such as Colour and Size)

Sub-Level variants of an individual Item is covered throughout Ostendo. The sub-level control can include Colour, Size, Lot, Revision Number, Expiry Date, Serial Number. Each Item may contain one, or combinations of these (Such as Colour and Size for the Apparel Industry)

- For Customer Ordering Purposes you can simply enter a specific variant combination or can define an Order Pad that is used for quick entry of multiple variant requirements

- Sub-Level Variants can also be used in Purchase Orders where you have the option to pre-define the Purchase requirement and match against that or simply record the variants upon receipt

- An Assembly Order can be placed for the Item. Upon receipt into stock the relevant sub-level variants are recorded and segregated in Inventory

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## 69 How do I get Ostendo to generate a Warranty record

Having created the Warranty definition 'Template' via [Service>Warranty Definitions](#) you can create actual Warranty records using one of two methods

1. Go into [Service>Warranty List](#) and create it manually
  2. Go into the Item, Descriptor, or Labour Master record and identify that it is covered by Warranty (select the Warranty definition that will apply). Whenever the Item, Descriptor, or Labour Code is 'Issued to a Sales or Job Order then Ostendo will automatically create a Warranty record
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## 70 How do I create a Maintenance Service Schedule

Go into **Service>Service Plans** and create the Service Plan Schedule. This Plan contains a schedule of Planned Service Events at user-defined time intervals. Whenever a Customer Asset is created the Service Plan is used to create definitive dates when the Planned Services are scheduled

## 71 How do I create a Customer Asset

There are two methods to create a Customer Asset

1. Go into **Service>Customer Assets** and create it manually
  2. Go into **Inventory>Items** and 'check' the **'Create Customer Asset'** checkbox (you can also specify the Service Plan to be used when generating the Asset). Whenever the Item is 'Issued to a Sales or Job Order then Ostendo will automatically create a Customer Asset record.
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## 72 Can I link multiple Assets to a main Customer Asset

You may wish to link multiple Customer Assets to a main Asset. For example the Main Asset could be a Customer's Building which requires regular servicing of all the Safety equipment contained in it. Each Item of Safety Equipment is a Customer Asset in its own right but is linked to the main Asset by going into [Service>Customer Assets>Customer Asset Hierarchy](#).

## **73 Does Ostendo retain full Service History of a Customer Asset**

An Asset's Service Order (both Scheduled and Breakdown) is generated as a Job Order. The Job Order records the Customer Asset along with all activities carried out during the Service. These can be accessed and grouped within the Job Order function (for detailed analysis purposes) or a summary is held against the Customer Asset itself

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## 74 How do I set up opening balances for Customer records

As you most probably have outstanding Invoices in your 'old' system, these can be added into Ostendo by firstly going into **Sales>Settings>Sales Rules** and amending field '**Direct Invoice Numbering**' from **Automatic** to **Manual**. You should then go into **Sales>Direct Invoicing** and create Invoices that reflect the current Outstanding Invoices. Having entered the current outstanding Invoices you may wish to amend the '**Direct Invoice Numbering**' mentioned above back from **Manual** to **Automatic**. You can set the Start Number of the auto-generated number by going into **File>System Configuration>System Settings** and clicking on the '**System Numbering**' tab. It is strongly recommended that you enter a start number of (say) 1000001 and not 1 due to the sorting sequence used when displaying Invoices.

## 75 How do I initialise stock quantities

Opening Stock Balances can only be added to Items that currently exist in Ostendo therefore the first step is to create the Items by keying them into **Inventory>Items** or Importing using either Ostendo's Data Importing function (**File>Data Importing**) or your own Custom Script (**File>Custom Scripts**). You should note that the Item Master record contains a field called ONHANDQTY. This field is updated by Ostendo whenever a stock movement is made therefore, if you are importing the Item Master records this should contain zero.

It is recommended that you use the **Inventory Adjustment** routine to create the opening balances by going through the following steps

- Create the Inventory Adjustment Batch header
- Create the Opening Balance Lines in a Spreadsheet
- Ensure that 'Look Up' table values are present in Ostendo
- Import the Spreadsheet data as Adjustment Batch Lines
- 'Post' the Adjustment Batch

### 1. Create an Adjustment Batch header

In Ostendo go into **Inventory>Inventory Adjustments** and create an Adjustment Batch header. Make a note of the generated Adjustment Number.

### 2. Create a Spreadsheet

Create a Spreadsheet containing the following fields:

- Adjustment Number
- Warehouse Code
- Location
- Item Code
- Unit
- Adjustment Type
- Adjustment Quantity
- Serial Number
- Expiry Date
- Batch Number
- Revision Number
- Item Grade
- Item Colour
- Item Size

2.1. You should now populate the spreadsheet by creating one record for each unique combination of

- Adjustment Number (i.e. The Number you noted down above)
  - Warehouse
  - Location
  - Item Code
  - Unit
  - Expiry Date
  - Batch Number
  - Revision Number
  - Item Grade
  - Item Colour
-

- Item Size

You can populate the spreadsheet manually or you could use Ostendo's Data Exporting function ([File>Data Exporting](#)) using the current Item Master table as the basis for generating the Lines in the Spreadsheet.

### 3. Look-Up Table Checks.

Having created the Spreadsheet lines you now need to ensure that certain field values exist in Ostendo as Ostendo validates these during data entry. These are:

#### 3.1. Always Validated

- **Warehouse Code**: Must exist in table WAREHOUSEMASTER ([Inventory>Warehouses](#))
- **Location**: Must exist in LOCATIONMASTER for the Warehouse/Location combination ([Inventory>Locations](#))
- **Unit**: Must exist in ITEMUNITS for the Item Code ([Inventory>Items>Item Units](#))
- **Adjustment Type**: Must exist in ADJUSTMENTTYPES ([Inventory>Settings>Adjustment Types](#)). It is suggested that – because this is an opening balance – you create one called 'Opening Stock'

#### 3.2. Conditional Validation

If your 'sub-level' item variants covering Batches, Colour, Grade or Size are restricted to pre-defined values then you should firstly create these in the following Tables:

- **Batch Number**: Must exist in ITEM BATCHES. Click on the 'Batches' button on the Item's Detail screen
- **Item Grade**: Must exist in ITEM GRADES. Click on the 'Grades' button on the Item's Detail screen
- **Item Colour**: Must exist in ITEM COLOURS. Click on the 'Colours' button on the Item's Detail screen
- **Item Size**: Must exist in ITEM SIZES. Click on the 'Sizes' button on the Item's Detail screen

#### 3.3. Mandatory 'sub-level'

**Revision Levels.** If you are using Revision Numbers then this is validated against Table ITEM REVISIONS. You can maintain these by either clicking on the 'Item Revisions' Icon in the Item's Detail screen or going to the Revisions Maintenance screen via [Inventory>Settings>Item Traceability>Item Revisions](#)

#### 3.4. Distinct Value Check.

You may wish to use the following script to determine the distinct values under each of the above columns in your spreadsheet

Go into [File>Custom Scripts](#) and create a 'Standard' script and add the following under the 'Script' tab.

```
var
  OpenDlg: TOpenDialog;
  x, ColumnNumber: Integer;
  ImportFile: String;
  OutputList: TStringlist;
```

```

TempList: TStringList;

function GetImportFile: string;
var
  OpenDlg: TOpenDialog;
begin
  OpenDlg := TOpenDialog.Create(nil);
  try
    OpenDlg.InitialDir := 'C:\';
    OpenDlg.Filter := 'Excel Files (*.csv)|*.csv|All Files (*.*)|*.*';
    if OpenDlg.Execute then
      Result := OpenDlg.filename
    else
      Result := '';
  finally
    OpenDlg.Free;
  end;
end;

{ Main Code Section }
begin
  OutputList := TStringList.Create;
  TempList := TStringList.create;
  ImportFile := GetImportFile;
  if trim(ImportFile) = '' then exit;
  try
    ColumnNumber := AskQuestion('Column Number','INTEGER','Please enter the Column
Number,');
    TempList.LoadFromFile(ImportFile);
    for x := 0 to TempList.Count - 1 do
      begin
        if OutputList.IndexOf(trim(ParseString(TempList.Strings[x],',',(ColumnNumber - 1)))) <
0 then
          begin
            OutputList.Add(trim(ParseString(TempList.Strings[x],',',(ColumnNumber - 1))));
          end;
        end;
      OutputList.SaveToFile('c:\DistinctValues.txt');
      run('c:\DistinctValues.txt');
    finally
      TempList.free;
      OutputList.free;
    end;
  end.

```

Click on the **'Run'** Button in the Script tab and point the script to the above Spreadsheet. Tell it which column you are assessing and a display will be returned showing the distinct values in that column. You can then print it so that you can key the results into Ostendo or alternatively 'save' the file and create a Spreadsheet then import from the spreadsheet into Ostendo.

#### 4. Import the records

Having ensured that the above data now exist in Ostendo you should go to **File>Data Importing** and import the Spreadsheet into table INVENTORYADJUSTLINES.

#### 5. Final validation and update

Having imported the data go into *Inventory>Inventory Adjustments* where you will see the imported records against the Inventory Adjustment Batch. You can make any final adjustments as required before going to the **'Detail'** tab and clicking to **'Post all Adjustments'** button to generate the opening balances.

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