

Ostendo[®]

Functionality Guide

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1 User-Definable Functions

Ostendo contains extensive functionality that allows any Customer to create their own specific functions and have them fully integrated within Ostendo.

1.1 Multiple Company Generation

Ostendo allows you to create multiple company databases on your network. Each company can be accessed in accordance with the User Signon Codes entered into that company. This feature is very useful for:

- Enabling a multi-company facility, and
- Copying an existing database and then using that for testing potential or actual changes before addressing the 'Live' system.

1.2 Additional Fields

Additional Fields enable you to define your own fields in key areas across Ostendo. These fields will then be visible on data entry and maintenance screens in addition to being available for reporting and analysis purposes.

1.3 Required Fields

This allows you to define which non-mandatory fields in Ostendo are 'mandatory' entry fields for your company. If this field is not completed during data entry then a User-defined error message will be returned.

1.4 System Screen Conditions

This feature allows you to identify - by User - restrictions regarding which records can be addressed. For example: You may wish the User to only access Sales orders whose Order Status is Open or In-Progress. Thus, when the User goes into the Sales Order screen (and other screens linked to Sales Orders) only those records with this status are available to view and action.

1.5 Order Tabs

Order Tabs allow you to add your own display 'Tab' in the Purchase, Sales, Assembly or Job Order Lines screen. This can be, for example, a list of all Items with stock in a Consignment Warehouse. The name of the tab and the way it functions is user-defined.

1.6 Report and View Developer

The Report and View Developer allows you to create and/or amend Reports, Analysis Views, Charts, and Pivot Views within Ostendo and include these in the Ostendo Menu structure. In generating a new Report or View, or copying an existing one, you should note:

System Reports and Views Ostendo contains a base folder of reports. These reports and views are maintained and updated by Development-X and cannot be amended by the end user.

Customer Reports, Inquiry Screens and Views are created by the User either (a) Creating a new Report, Inquiry or View 'from scratch', or (b) Copying a 'System' level Report or View and amending it as required. In both cases the new report or view will be created and held in an Ostendo sub-folder whose name will be the current signed on

Company.

Whenever the Report, Inquiry or View is called in normal 'day-to-day' activity Ostendo will first look into the 'Company' folder to get the document. If it does not exist in that folder then the base Ostendo Report, Inquiry or View will be used.

1.7 Specific Form Layout

This feature allows you to link a single or group of Customers or Suppliers to forms specifically designed for them. Using the Report and View Developer you can amend a standard report layout and 'Save as' a different name. When printing the form Ostendo will first check if a specific report exists for the Customer/Supplier and - if so - use it.

1.8 Specific Email Text

You can create and maintain Email Text for various Forms in Ostendo. This Text will populate an Email whenever the respective 'Form' is emailed to a Customer or Supplier. The Text can contain plain text or can also include data taken from the specific Form.

1.9 Custom Menu Links

You can create links to other files or functions in your computer network and have them displayed under the drop-down under 'Custom' on the main Toolbar of Ostendo. Selecting this option from the drop-down will immediately carry out that activity. For example you could have 'Microsoft Word' as the Custom Link. Clicking in this will start up Microsoft Word

1.10 Custom Scripts

Custom Scripts can be created to perform a multitude of user-defined tasks at various levels across Ostendo such as:

1. 'Custom' Menu

Adds the Name to the drop-down under 'Custom' on Ostendo's main Toolbar. Selecting this will run the Script. Examples of scripts that can be used here are:

- Updating your existing system with information from Ostendo
- Updating Ostendo with information from your existing system
- Importing Supplier Catalogues
- Send user-defined KPI information via email, or to a Mobile phone

This style of Script can be:

- Available to all
- Restricted to Administrator
- Restricted to specific Users

2. 'Related' Menu

Adds the Script Name to the drop-down Menu held against the 'Related' button within specific screens. Examples could be as above with information specifically related to the current main screen

3. Order Script

This allows you to create a Script that is run against an Order as a whole in the following areas:

- Assembly

- Jobs
- Sales
- Purchase
- POS

and enables you to add extra specific functionality such as:

- Total Order Value discounting based on Order content
- Freight calculations based on Order content
- Order Authorisation Levels (Example: User Purchasing levels)
- Order Margin Control with User-defined Margin levels
- Order Validation and/or Checks
- Workflow actions (Example: send Email regarding this Order)
- Promotions (Example: 3 for price of 2, etc)

The Script can also be defined as 'Mandatory' in which case Picking, Receiving, Printing, etc is denied until the Script has been run

4. Screen Data Script

This is related to Master, Order, Receiving, and Invoicing Screens where the action of Adding or Deleting a record or changing any field within the record will automatically run the Script to provide a resultant action. For example

- Zero Price Check on Sales Order Lines
- Update Sell Price based on Last receipt Cost
- In Purchasing check for best price from all Suppliers
- Have a pop-up Sales Message appear
- Specify a minimum order quantity

Show active Promotion when Sales Line Entered

- Screen Script
- Screen Data Script
- Order Script
- Accounting Link Script

5. Accounting Link Script

This script allows you to take Journals generated from within Ostendo and 'Post' them to a 3rd Party Accounting package

1.11 Custom Data Screens

Custom Data Screens enable a User to create their own Screens that provide the following options

Display Types: The Screen itself can be Inquiry only, Data Entry only or a combined Inquiry/Data Entry

Data Entry Styles: You have the option to use a Computer Keyboard, Graphical Keyboard, Touch Screen, or Barcode Scanner. All four can be utilised in the same Custom Data Screen.

Data Options: can include Open format entry, validated against data within the Custom Data Script, or validated against Ostendo data.

Data Storage Options. Data being entered can be held in temporary storage for 'Batch Posting' into Ostendo or posted immediately - a single record at a time. If the data is held in temporary storage it can be held in non-Ostendo files and subsequently recalled into the data screen.

1.12 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.

Desktop Views can be specific to each User. Up to 4 Views can appear on a user's Desktop. The Views themselves are created via the Report and Views Developer function and can be Analysis Views, Graphs, Charts, or KPI's.

1.13 Desktop Workflows

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 that describes the creation and maintenance of Workflows.

1.14 User-Defined Tables

Ostendo provides the facility for the Users to create and maintain their own Database Tables.

With these Tables the user can:

- Maintain their own data using standard Add, Change, Delete, and Inquiry functions
- Have data maintenance screen appear in the standard Ostendo Menu.
- Fully integrate the Table(s) within Ostendo's standard database structure
- Be able to produce Reports, Views, Charts, and Inquiries
- Allow access to Screens, Reports, etc using standard User access routine

2 Multi-Currency

Ostendo is Multi-Currency capable and can integrate with 3rd-Party Accounting packages with the following options

- Single-Currency Ostendo and Single-Currency 3rd Party Accounts. This is the default supplied with an initial Install.
- Multi-Currency Ostendo and Multi-Currency 3rd Party Accounts. You would define other currencies as shown in this exercise to achieve this option.
- Multi-Currency Ostendo and Single-Currency 3rd Party Accounts. This is a simple setting that allows you to have full multi-currency processing in Ostendo (Purchase receipts, Invoices, payments, statements, etc) but output local currency Journals to the linked Accounting package

2.1 Currency Codes

Currency Codes setup

Currency Codes: By default Ostendo assumes that the Regional Settings of the Computer will be the Local Currency. Other Currency Codes are defined within Ostendo along with their linked Cost Centre.

Against each Currency you can define Fixed Term or Floating Exchange Rates. This Rate will be used to prefill exchange Rate fields where they are used.

2.2 Purchasing

You can define the Currency against individual Suppliers.

Having defined the Supplier Currency you can now define the Buy Prices of Items and Descriptors from this Supplier along with the Suppliers equivalent Item Code, Description, and up to 5 quantity price breaks

When creating a Purchase order all Order totals and lines will be in the Supplier's Currency. If you are ordering an Item that is not in the above Supplier Price List/Quantity Break then Ostendo will use the local currency pricing converted at the current exchange rate

Purchase Receipts/Invoices. All receipt and Invoice lines are in the Supplier's currency. Before posting you have the option to amend the exchange rate

Purchase Shipments is an alternative way of receiving goods. This allows you to include additional costs such as Duty, freight, Storage, etc. These additional costs can be apportioned across the Shipment and the individual shipment costs added to the Buy Price to arrive at a true receipt Cost

2.3 Sales Orders

Within Ostendo you can define one or more Price Lists of Items, Descriptors and Labour by currency code

You may also define Customers by Currency Code and link them to a preferred Price List.

When creating a Sales Order the default option is to raise the Order in the Customer's currency but this can be amended against the specific order if required.

When adding Lines to the Sales Order the Customer's Price List will be used. If the Item does not exist in the Price List then the local currency price will be assumed and will be displayed in the currency of the Sales order using the current exchange rate

Customer Deposits and Payments can be entered in the currency of the payment. This may not be in the same currency as that held against the Customer record. When subsequently applying the Deposit or Payment the currency of Invoices to which it is being applied will be displayed in the currency of this Deposit/Payment using the current exchange rate

You should note that you are not restricted to the Customer's Currency but can receive a Deposit/Payment in any other Currency in which case Currency Triangulation will be carried out

2.4 Job Orders

All planned and actual activities in Job Orders are carried out in local currency. You can however define the Invoicing Currency and exchange rate when you progress the Job Order. This enables you to generate an Invoice in the Customer's Currency from actual values carried out in local currency

3 Sell Pricing

Ostendo contains a very flexible and comprehensive pricing structure covering

- Inventory Items
- Non-Inventory Items (In Ostendo these are called 'Descriptors')
- Labour Charges
- Kit Sets (Kits of Parts)
- Tasks (Service oriented activities)
- Supplier Catalogues

Two prices are held against a record - Sell Price and Buy Price - This document covers the processing and use of Sell Prices and includes Pricing options such as:

- Basic Sell Price
- Price Matrix
- Quantity Discounts
- Alternate Unit of Measure Pricing
- Special and Promotional Pricing
- 'On Sell' Pricing
- Cost Plus Pricing
- Customer Specific Discount

This Functionality Guide describes the way in which the prices and price matrices are created and maintained. Also included is a brief description of the Process flows to determine the final Sell Price.

3.1 Item Pricing

Base Sell Price

A Base Sell Price is held against individual Inventory Item. In the absence of any other conditions this price will be used. If no Price is entered then zero is assumed.

Sell Price Matrix

A variable Sell Price per Item is derived from the **Price Level** as held against a Customer and the price matrix for that price level as held against an Item

Price Levels: Price Levels are user-defined and comprise:-

- Price Level - Retail, Trade, Wholesale, Internet, etc
- Description - Short description of the Price level

Customer's Price Level: A Price Level field is available on the Customer Master screen that allows the Customer to be linked to one of the above Price Levels

Item Prices: Against each Item the user can - for each Price Level - define both a Sell price and up to 5 quantity discounts. Therefore, against each Price level the following can be defined:-

- **Sell Price** - This can be evaluated using one of the following criteria
 - Std Sell Price
 - Std Sell Price + \$ Value
 - Std Sell Price - \$ Value

Std Sell Price + % Value
 Std Sell Price - % Value
 Std Buy Price + \$ Value
 Std Buy Price - \$ Value
 Std Buy Price + % Value
 Std Buy Price - % Value
 Fixed Price \$ Value
 Last Cost + \$ Value
 Last Cost - \$ Value
 Last Cost + % Value
 Last Cost - % Value
 Std Cost + \$ Value
 Std Cost - \$ Value
 Std Cost + % Value
 Std Cost - % Value

- Quantity Break Pricing:** Up to 5 quantity Break Prices can be applied in one of two ways
- If the Sell Price (above) is 'Fixed Price' then you can enter the Qty Price Breaks as monetary amounts
 - If the Sell Price is based on any of the other evaluation methods then the Qty Price Breaks are expressed as a percentage of the Sell Price

Sell Price by Unit of Measure

If the Inventory Item is stocked with multiple Units of Measure then each UOM can offer a discount relative to the Base UOM. For example, if the Items basic UOM is (say) 'Each' and it is also stocked and sold in 'Carton' and 'Case' then a UOM discount matrix can be set up as follows:-

<u>Sell Unit</u>	<u>Sell Price Discount</u>
Each	0%
Carton	5%
Case	15%

This type of discount applies to the Base Price and Sell Price Matrix. It does not apply to Special Pricing or 'Add-On' Promotional Price

Round-up: You can specify that, after applying the above price calculations and discounts, the resultant sell-price is rounded up to the nearest factor. The allowable rounding factors are 0.01, 0.05, 0.10, 0.25, 0.50, 1.00, 5.00, 10.00, 25.00, 50.00, 100.00

Special Pricing

Special Pricing allows for the maintenance of promotional pricing with effective date ranges.

The special pricing covers the following

Effective Dates	Start Date End Date
Pricing can be for	Specific Item Item's Price Group All Items
Combined with	Specific Customer Customers in Price Level All Customers
Special Price can be	Additional discount % Defined Price

'Add-on' Sales Pricing

'Add-on' Sales cover those additional products or services you wish to promote when certain Items are added to a Sales Order. Example:- If the Customer orders a Printer you may also wish to promote Printer Paper and Printer Ink at the same time. Each 'Add-on' Item can have a single price specifically linked to this promotion or alternatively can use its standard pricing matrix.

Item Price Calculation Flow

- Get the Price Level from the Customer record
- Is order line an 'Add-on' Item and does it have an 'Add-on' sell price? If so use it
- Does Item have Special Price for that Customer or Price Level? If so use it
- Does Item have a Price for the Customer's Price Level? If so then apply any UOM discounts and use it
- Use Base Price and apply any UOM discounts

Option is also available to amend the calculated Sell Price in the Order Line

3.2 Descriptor Pricing

Base Sell Price

A base Sell Price is held against individual Descriptors (Non-Inventory Items). In the absence of any other conditions this price will be used. If no Price is entered then zero is assumed.

Sell Price Matrix

A variable Sell Price per Descriptor is derived from the **Price Level** as held against a Customer and the price matrix for that price level as held against a Descriptor

Price Levels: Price Levels are user-defined and comprise:-

- Price Level - Retail, Trade, Wholesale, Internet, etc
- Description - Short description of the Price level

Customer's Price Level: A Price Level field is available on the Customer Master screen that allows the Customer to be linked to one of the above Price Levels

Descriptor Prices: Against each Descriptor the user can - for each Price Level - define both a sell price and up to 5 quantity discounts. Therefore, against each Price level the following can be defined:-

Sell Price - This can be evaluated using one of the following criteria

- Std Sell Price
 - Std Sell Price + \$ Value
 - Std Sell Price - \$ Value
 - Std Sell Price + % Value
 - Std Sell Price - % Value
 - Std Buy Price + \$ Value
 - Std Buy Price - \$ Value
 - Std Buy Price + % Value
 - Std Buy Price - % Value
-

Fixed Price \$ Value
 Last Cost + \$ Value
 Last Cost - \$ Value
 Last Cost + % Value
 Last Cost - % Value
 Std Cost + \$ Value
 Std Cost - \$ Value
 Std Cost + % Value
 Std Cost - % Value

Quantity Break Pricing: Up to 5 quantity Break Prices can be applied in one of two ways

- If the Sell Price (above) is 'Fixed Price' then you can enter the Qty Price Breaks as monetary amounts
- If the Sell Price is based on any of the other evaluation methods then the Qty Price Breaks are expressed as a percentage of the Sell Price

Round-up. You can specify that, after applying the above price calculations and discounts, the resultant sell-price is rounded up to the nearest factor. The allowable rounding factors are 0.01, 0.05, 0.10, 0.25, 0.50, 1.00, 5.00, 10.00, 25.00, 50.00, 100.00

Special Pricing

Special Pricing allows for the maintenance of promotional pricing with effective date ranges.

The special pricing covers the following

Effective Dates	Start Date End Date
Pricing can be for	Specific Descriptor Descriptor's Price Group Descriptors
Combined with	Specific Customer Customers in Price Level All Customers
Special Price can be	Additional discount % Defined Price

Descriptor Price Calculation Flow

- Get the Price Level from the Customer record
- Does Descriptor have Special Price for that Customer or Price Level? If so use it
- Does Descriptor have a Price for the Customer's Price Level? If so use it
- Use Base Price

Option is available to amend the calculated Sell Price in the Order Line

3.3 Labour Charges

This section covers the way in which Labour Charges can be applied according to the type of Customer

Base Labour Rate

User-defined Labour Codes can be maintained; each having its own base Labour Rate (\$) and Unit of Charge (Hour, Day, etc). In the absence of any other conditions this price will be used. If no Labour Rate is entered then zero is assumed.

Labour Rate Matrix

A variable Labour Rate per Labour Code is derived from the **Labour Rate Level** as held against a Customer and the price matrix for Labour Rates as held against the Labour Code

Labour Rate Levels: Labour Rate Levels are user-defined and comprise:

- Rate Level - Retail, Business, etc
- Description - Short description of the Rate level

Customer's Labour Rate Level: A **Labour Rate Level** field is available on the Customer Master screen that allows the Customer to be linked to one of the above Labour Rate Levels

Labour Rate Prices: Against each Labour Code the user can - for each **Labour Rate Level** - define a sell price based on one of the following criteria

Std Labour Rate + \$ Value
 Std Labour Rate - \$ Value
 Std Labour Rate + % Value
 Std Labour Rate - % Value
 Std Labour Cost + \$ Value
 Std Labour Cost - \$ Value
 Std Labour Cost + % Value
 Std Labour Cost - % Value
 Rate \$ Value

Round-up: You can specify that, after applying the above price calculations and discounts, the resultant sell-price is rounded up to the nearest factor. The allowable rounding factors are 0.01, 0.05, 0.10, 0.25, 0.50, 1.00, 5.00, 10.00, 25.00, 50.00, 100.00

Labour Price Calculation Flow

- Get the Labour Rate Level from the Customer record
- Does the Labour Code have a Rate for that Customer's Labour Rate Level? If so use it
- Use Base Labour Rate

Option is available to amend the evaluated Labour Rate in the Order/Job Line

3.4 Kit Set Pricing

A Kitset is a collection of Items and Descriptors that are sold as a 'single entity'.

Note: The individual Items and Descriptors within a Kitset can also be sold independently with their own sell price as described above.

Base Kit Price

A **Base Sell Price** is held against individual Kitsets. In the absence of any other conditions this price will be used. If no Price is entered then zero is assumed.

The Base Kit Price can come from one of three sources:-

- Price as (manually) entered against the Kitset record, or

- Rolled-up from the Base Sell Price of the Kit's Components
- Rolled-up from the Base Cost of the Kit's Components multiplied by a Markup %

The source is user selectable by Kitset.

It should be noted that whenever a change is made to any Item or Descriptor's Base Sell Price or Cost then the program will automatically update the Base Kitset Price where they exist as Kit Components.

Kit Sell Price Matrix

A variable Sell Price per Kitset is derived from the **Price Level** as held against a Customer and the price matrix for that price level as held against a Kit

Price Levels: Price Levels are user-defined and comprise:-

- Price Level - Retail, Trade, Wholesale, Internet, etc
- Description - Short description of the Price level

Customer's Price Level: A Price Level field is available on the Customer Master screen that allows the Customer to be linked to one of the above Price Levels

Kit Prices: Against each Kit the user can - for each Price Level - define both a sell price and up to 5 quantity discounts. Therefore, against each Price level the following can be defined:-

Sell Price - This can be evaluated using one of the following criteria

- Std Sell Price
- Std Sell Price + \$ Value
- Std Sell Price - \$ Value
- Std Sell Price + % Value
- Std Sell Price - % Value
- Std Buy Price + \$ Value
- Std Buy Price - \$ Value
- Std Buy Price + % Value
- Std Buy Price - % Value
- Fixed Price \$ Value
- Last Cost + \$ Value
- Last Cost - \$ Value
- Last Cost + % Value
- Last Cost - % Value
- Std Cost + \$ Value
- Std Cost - \$ Value
- Std Cost + % Value
- Std Cost - % Value

Quantity Break Pricing: Up to 5 quantity Break Prices can be applied in one of two ways

- If the Sell Price (above) is 'Fixed Price' then you can enter the Qty Price Breaks as monetary amounts
- If the Sell Price is based on any of the other evaluation methods then the Qty Price Breaks are expressed as a percentage of the Sell Price

Round-up: You can specify that, after applying the above price calculations and discounts, the resultant sell-price is rounded up to the nearest factor. The allowable rounding factors are 0.01, 0.05, 0.10, 0.25, 0.50, 1.00, 5.00, 10.00, 25.00, 50.00, 100.00

Special Pricing

Special Pricing allows for the maintenance of promotional pricing with effective date ranges.

The special pricing covers the following

Effective Dates	Start Date End Date
Pricing can be for	Specific Kit Kit's Price Group Kit Range
Combined with	Specific Customer Customers in Price Level All Customers
Special Price can be	Additional discount % Defined Price

Kit Price Calculation Flow

- Get the Price Level from the Customer record
- Does Kit (Descriptor) have Special Price for that Customer or Price Level? If so use it
- Does Kit (Descriptor) have a Price for the Customer's Price Level? If so use it
- Use Kit Base Price

Option is available to amend the calculated Sell Price in the Order Line

3.5 Discount Matrix

The Item and Descriptor Pricing plus the Labour Charges calculate the Sell Price. You can optionally apply a Discount to the calculated price. This provides the following variations

- Use the Base Price only
- Use the Sell Price Calculation
- Discount the Base Price
- Discount the Calculated Sell Price

The Discount Matrix can be applied the following levels

- Customer
- Price Level
- All

And can apply to

- Specific Item, Descriptor, or Labour Code
- Category of the Item, Descriptor, Labour Code, Supplier Catalogue Line
- Specific Unit of Measure for the Item

3.6 Task Bill Pricing

A Task Bill is a collection of Items, Descriptors and Labour activities that are assembled to form a Project Style Job. Job Orders are more focused on 'Cost Plus' activities and usually require a 'Sell Price' for quoting and planning purposes

Note: The Items, Descriptors and Labour Codes within a Task Bill can also be sold independently with their own sell price as described above.

Base Task Price

A Base Task Price is held against individual Tasks. In the absence of any other conditions this price will be used. If no Price is entered then zero is assumed.

The Base Task Price can come from one of three sources:-

- Price as (manually) entered against the Task record, or
- Rolled-up from the Base Sell Price of the Task Detail
- Rolled-up from the Base Cost of the Task Details multiplied by a Markup %

The source is user selectable by Task.

It should be noted that whenever a change is made to any Item, Descriptor, or Labour Code's Base Sell Price or Cost the program will automatically update the Base Task Price where they exist as a Task Detail.

Task Price Matrix

A variable Sell Price per Task is derived from the **Price Level** as held against a Customer and the price matrix for that price level as held against a Task

Price Levels: Price Levels are user-defined and comprise:-

- Price Level - Retail, Trade, Wholesale, Internet, etc
- Description - Short description of the Price level

Customer's Price Level: A Price Level field is available on the Customer Master screen that allows the Customer to be linked to one of the above Price Levels

Task Prices: Against each Task the user can - for each Price Level - define both a sell price and up to 5 quantity discounts. Therefore, against each Price level the following can be defined:-

Sell Price - This can be evaluated using one of the following criteria

Std Sell Price
Std Sell Price + \$ Value
Std Sell Price - \$ Value
Std Sell Price + % Value
Std Sell Price - % Value
Std Buy Price + \$ Value
Std Buy Price - \$ Value
Std Buy Price + % Value
Std Buy Price - % Value
Fixed Price \$ Value
Last Cost + \$ Value
Last Cost - \$ Value
Last Cost + % Value
Last Cost - % Value

Std Cost + \$ Value
 Std Cost - \$ Value
 Std Cost + % Value
 Std Cost - % Value

Quantity Break Pricing: Up to 5 quantity Break Prices can be applied in one of two ways

- If the Sell Price (above) is 'Fixed Price' then you can enter the Qty Price Breaks as monetary amounts
- If the Sell Price is based on any of the other evaluation methods then the Qty Price Breaks are expressed as a percentage of the Sell Price

Round-up: You can specify that, after applying the above price calculations and discounts, the resultant sell-price is rounded up to the nearest factor. The allowable rounding factors are 0.01, 0.05, 0.10, 0.25, 0.50, 1.00, 5.00, 10.00, 25.00, 50.00, 100.00

Special Pricing

Special Pricing allows for the maintenance of promotional pricing with effective date ranges.

The special pricing covers the following

Effective Dates	Start Date End Date
Pricing can be for	Specific Task Task's Price Group Task Range
Combined with	Specific Customer Customers in Price Level All Customers
Special Price can be	Additional discount % Defined Price

Task Price Calculation Flow

- Get the Price Level from the Customer record
- Does Task (Descriptor) have Special Price for that Customer or Price Level? If so use it
- Does Task (Descriptor) have a Price for the Customer's Price Level? If so use it
- Use Task Base Price

Option is available to amend the calculated Sell Price in the Order Line.

3.7 Supplier Catalogue Prices

A simple Import Routine allows the user to create and maintain multiple Supplier Catalogues. These catalogues can contain both a Buy Price and a Recommended Sell Price. Your final Sell Price is based upon either of these two Prices.

Catalogue Price Matrix

A variable Sell Price per Catalogue Item is derived from the **Price Level** as held against a Customer and the price matrix for that price level as held against a Supplier Catalogue record

Price Levels: Price Levels are user-defined and comprise:-

- Price Level - Retail, Trade, Wholesale, Internet, etc

- Description - Short description of the Price level

Customer's Price Level: A Price Level field is available on the Customer Master screen that allows the Customer to be linked to one of the above Price Levels

Catalogue Prices: Against each Supplier Catalogue the user can - for each Price Level - establish a sell price. Therefore, against each Price level the following can be defined:-

Sell Price - This can be evaluated using one of the following criteria

- Std Sell Price
- Std Sell Price + \$ Value
- Std Sell Price - \$ Value
- Std Sell Price + % Value
- Std Sell Price - % Value
- Std Buy Price + \$ Value
- Std Buy Price - \$ Value
- Std Buy Price + % Value
- Std Buy Price - % Value
- Fixed Price \$ Value
- Last Cost + \$ Value
- Last Cost - \$ Value
- Last Cost + % Value
- Last Cost - % Value

Value - As an alternative to evaluating the Sell Price from the above criteria you can simply specify a monetary value

3.8 Price Updates

A simple routine enables the user to maintain Item and Descriptor Sell prices. It comprises of selecting a range of Items or Descriptors and applying a % change (plus or minus) based on Standard Sell Price, Standard Buy Price, or Last Cost.

3.9 Price Inquiries

Quite often a Prospect or Customer may wish to know the current sell price. A simple Interactive screen is available where the user simply enters

- Customer Name (I.e. Price Level known) or Price level
- Item or Descriptor identity (selected from drop-down list)
- Quantity required (to take advantage of any Quantity Price Breaks)
- Unit of Measure (Base unit defaulted - amend from drop-down) for UOM discounts

Upon entering this information a display panel shows the Sell Price and all the applied discounts that enabled the price to be calculated

4 Buy Pricing

Ostendo contains a comprehensive Supplier Buy pricing structure covering

- Inventory Items
- Non-Inventory Items (In Ostendo these are called 'Descriptors')
- Supplier Catalogues

This document covers the processing and use of Buy Pricing options such as:

- Standard Buy Price
- Supplier Specific Pricing
- Quantity Discounts
- Supplier Unit of Measure Pricing

It should be noted that a Buy Price differs from a Cost in that the Cost could be the Buy Price PLUS additional charges such as Freight, Postage, etc.

4.1 Item Buy Price

Standard Buy Price

A Standard Buy Price is held against individual Inventory Item. In the absence of any other conditions this price will be used. If no Buy Price is entered then zero is assumed.

Supplier-based Buy Price

Against each Item facility is provided to add Supplier-specific Buy prices. This price is used when adding this Item to a Purchase Order raised against this Supplier. Each Supplier-specific 'Buy Price' record linked to this Item contains the following information

Supplier: Supplier to which this Buy Price applies.

Currency Code: Display only field showing the Currency Code held against the Supplier

Unit: This is prefilled with the base Unit of measure for the Item but can be amended to reflect the specific Unit of Measure from this Supplier

Conversion: This represents the conversion factor between the Supplier's Unit of Measure and the Item's base Unit of Measure as defined in the Item Master record. This is used as follows. If the Supplier's Unit of Measure is 'Drum' and the base Unit of Measure in Ostendo is 'Litres' and 1 drum contains 50 Litres then enter 50 into this field. This allows you to order and receive in the Supplier's UOM but place into Inventory in your own UOM.

Supplier Item Code: An optional entry field to identify the Supplier's Item Number if it is different than your own internal number. Both numbers are available for printing on the Purchase Documents.

Suppliers Description: An optional entry field to identify the Supplier's Description of this Item. Both your, and the Supplier's, descriptions are available for printing on the Purchase Documents.

Unit Price: The Buy Price per Supplier's Unit of Measure in the currency specified against the Supplier

Quantity Breaks: Up to 5 Quantity Breaks can be defined. These are in the form of a Buy Price and the Quantity Break at which it will apply

Restrict to defined Suppliers

A 'flag' can be set to restrict purchase from Suppliers in the above Buy Price List. Any attempt to purchase this Item from other Suppliers will be rejected.

Primary Supplier

This is used during automatic ordering via the Replenishment run and prefills the Purchase Order's supplier with this Primary (or preferred) Supplier.

Item Purchase Price Calculation Flow

- Does Item have Supplier Price for that Supplier? If so use it
- Use Standard Buy Price

Option is also available to amend the evaluated Buy Price in the Order Line

4.2 Descriptor Buy Price

Standard Buy Price

A Standard Buy Price is held against individual Descriptors (Non-Inventory Items). In the absence of any other conditions this price will be used. If no Buy Price is entered then zero is assumed.

Supplier-based Buy Price

Against each Descriptor facility is provided to add Supplier-specific Buy prices. This price is used when adding this Descriptor to a Purchase Order raised against this Supplier. Each Supplier-specific 'Buy Price' record linked to this Descriptor contains the following information

Supplier: Supplier to which this Buy Price applies.

Currency Code: Display only field showing the Currency Code held against the Supplier

Unit: This is pre-filled with the base Unit of measure for the Descriptor but can be amended to reflect the specific Unit of Measure from this Supplier

Conversion: This represents the conversion factor between the Supplier's Unit of Measure and the Descriptor's Unit of Measure as defined in the Descriptor Master record. This is used as follows. If the Supplier's Unit of Measure is 'Drum' and the base Unit of Measure in Ostendo is 'Litres' and 1 drum contains 50 Litres then enter 50 into this field. This allows you to order and receive in the Supplier's UOM but place into Inventory in your own UOM.

Supplier Descriptor Code: An optional entry field to identify the Supplier's Descriptor

Code if it is different than your own internal Code. Both numbers are available for printing on the Purchase Documents.

Suppliers Description: An optional entry field to identify the Supplier's Description of this Descriptor. Both your, and the Supplier's, descriptions are available for printing on the Purchase Documents.

Unit Price: The Buy Price per Supplier's Unit of Measure in the currency specified against the Supplier

Quantity Breaks: Up to 5 Quantity Breaks can be defined. These are in the form of a Buy Price and the Quantity Break at which it will apply

Restrict to defined Suppliers

A 'flag' can be set to restrict purchase from Suppliers in the above Buy Price List. Any attempt to purchase this Descriptor from other Suppliers will be rejected.

Primary Supplier

This is used during automatic ordering via the 'Create Required Orders' routine and prefills the Purchase Order's supplier with this Primary (or preferred) Supplier.

Descriptor Purchase Price Calculation Flow

- Does the Descriptor have Supplier Price for that Supplier? If so use it
- Use Standard Buy Price

Option is also available to amend the evaluated Buy Price in the Order Line

4.3 Supplier Catalogues

A simple Import Routine allows the user to create and maintain multiple Supplier Catalogues. These catalogues contain both a Buy Price and a Recommended Sell Price. The Buy Price is taken directly from this Catalogue. The Import routines contains the following steps:

Step 1: Select whether the data being imported is in a .csv or a xls source

Step 2: In the source file define where the data cells are located. I.e.

Start at Row - From which row in the import file is the importing to commence
Field Names - tell the program which row in the import file contains headings

Step 3: Match the fields in the .csv or .xls file with the fields required by Ostendo. These are:

Catalogue Number - The Catalogue Number used above

Catalogue Code - The Supplier's Item Reference Number

Code Description - Description of the Supplier's Item

Code Unit - The Unit of Measure for the Item

Tax Group - The Tax Group that relates to this Item

Analysis Group - The Analysis Group that relates to this Item

Standard Buy Price - The Standard price at which the Supplier is selling the Item

Standard Sell Price - The price at which the Supplier suggests you sell the Item

Code Notes - Extended Notes that are specific to this Item

Sales Notes - Extended Notes that will be copied to Sales Order Lines

Job Notes - Extended Notes that will be copied to Job Lines

Purchase Notes - Extended Notes that will be copied to Purchase Order Lines

Step 4: Define the format of the fields in the Import File. This allows the import routine to convert it from the format in your Import file to the format defined in the Regional Settings of your computer.

Step 5: Confirm the settings plus what you want the Import routine to do with the data. The options are:

- **Append** - Add all records even if they currently exist in Ostendo
- **Update** - Update existing Ostendo records where there is a matching key.
- **Append/Update** - Add the record if it doesn't exist and update the record where there is a matching key.
- **Delete** - Delete existing records where there is a match.
- **Copy** - Delete all existing records in Ostendo and recreate from the import file.
- **Append New** - Add a new record where the record in the Import file does not currently exist in Ostendo.

4.4 Buy Price Updates

Two routines enable the user to maintain Item and Descriptor Buy prices and a separate routine for updating Supplier Catalogue Buy Prices.

Batch Buy Price Update

This comprises of selecting a range of Items or Descriptors and applying a % change based on Standard Sell Price, Standard Buy Price, or Last Cost. The following is available through this process:

% Change: The required percentage change relative to the price defined in the next field. This can be positive or negative.

Based On: The basis against which the Price Update will be applied. The options are:

- Std Sell Price (For Items and Descriptors)
- Std Buy Price (For Items and Descriptors)
- Last Cost (For Items and Descriptors)
- Average Cost (For Items Only)
- Standard Cost (For Items Only)

Round Up to Nearest: A rounding factor can be applied to the recalculated Price. The allowable rounding factors are 0.01, 0.05, 0.10, 0.25, 0.50, 1.00, 5.00, 10.00, 25.00, 50.00, 100.00

Price Update from File

This function allows you to maintain standard Buy Prices or Sell Prices in some other database or spreadsheet and import these into Ostendo. This feature requires that the other database is capable of exporting to .csv or .xls format. The Price Update process uses a standard Ostendo routine to carry out this process and comprises the following Steps

- Create a Price Update Batch and define the update criteria
- Point the import function to the .csv or .xls file
- Match the import file to the fields in the .csv or .xls file
- Run the import function to a temporary file
- View the results and re-run if necessary
- Update the prices

Catalogue Price

This function allows you to maintain existing Supplier Catalogue Buy Prices with option to:

- **Append** - Add all records even if they currently exist in Ostendo
 - **Update** - Update existing Ostendo records where there is a matching key.
 - **Append/Update** - Add the record if it doesn't exist and update the record where there is a matching key.
 - **Delete** - Delete existing records where there is a match.
 - **Copy** - Delete all existing records in Ostendo and recreate from the import file.
 - **Append New** - Add a new record where the record in the Import file does not currently exist in Ostendo.
-

5 Costing

Ostendo contains a very comprehensive costing structure, which enables coverage of a wide range of Costing Methods and Methodologies. Functionality Guide describes the available Costing Methods, how they are generated and maintained, and how they address the demands made by a wide spectrum of Business requirements. This Functionality Guide will address the following areas.

Cost Methods Used

- Standard Cost
- Average Cost
- Actual Cost
- Last Cost
- Buy Price as Cost
- Calculated

How they are maintained

- Item Cost
- Descriptor Cost
- Labour Cost
- Kitset Cost
- Task Bill Cost

How they are used

- Inventory Costing
- BOM Costing
- Employee Costing
- Assembly Order Costing
- Custom Product Costing
- Sales Order Costing
- Job and Service Order Costing
- Project Costing

5.1 Cost Methods

1. Cost Methods

Standard Cost

This method applies a 'fixed' Cost to an Item, Descriptor, Labour, Kitset, or Task Bill. This Standard Cost is used whenever the Item is received into stock or when the Item, Descriptor, Labour, Kitset, or Task Bill is issued to an Order. The Standard Cost is generally 'fixed' for a period of time and does not vary, even if the true cost is different. Facilities are available to update the Standard Cost based on user-selectable criteria.

Average Cost

Average Cost applies to Inventory Items only and reflects the current Average Cost of the Item whilst in Stock. Upon receipt of an Item its Inventory Average Cost is updated taking into account the Actual Cost of the receipt. Upon issuing of an Item from Inventory the Average Cost is used.

Actual Cost

Actual Cost applies to Inventory Items only and reflects the Actual Cost of the Item when it was received into stock. This Actual Cost is the used when issuing from Stock. In using this method it is essential that the Item is either Batch or Serial Number Controlled so that the Actual Cost can be

maintained against that Item's sub-reference

Last Cost

This method applies to Descriptors only (although it is recorded against Inventory receipts) and reflects the Last Cost of the Descriptor when it was received through a Purchase Order. This is used when the Descriptor is issued to an Order

Buy Price

This method applies a Buy Price to a Descriptor, Kitset, or Task Bill. A base Buy Price is held against each Descriptor, Kitset, or Task Bill which reflects its current Purchase Price. This Buy Price is used when the Descriptor, Kitset, or Task Bill is issued to an Order.

Facilities are available to update the Buy Price based on user-selectable criteria.

Calculated

This method applies to a Kitset or Task Bill. Whenever the Kitset or Task Bill is issued to an Order then the Cost of its contents (Items, Descriptors, Labour) are calculated at the time it is attached to an Order using the Cost Method defined against the individual Item, Descriptor, or Labour.

2. Summary

In summary these are the sources where Costs are derived and the options available:-

<i>Inventory Costing</i>	Standard Average
<i>Descriptor Costing</i>	Buy Price Standard Last
<i>Labour Costing</i>	Standard
<i>Kit Costing</i>	Buy Price Standard Calculated
<i>Task Bill Costing</i>	Buy Price Standard Calculated
<i>Catalogue Item Cost</i>	Buy Price

5.2 Standard Cost Maintenance

Items

In its simplest form the Standard Cost can be keyed directly into the Item Master Screen. Alternatively, the Standard Cost can be created or maintained by specifying a percentage increase or decrease relative to it's Standard Buy Price, Last Cost, Average Cost, or Standard Cost.

Descriptors

In its simplest form the Standard Cost can be keyed directly into the Descriptor Master Screen. Alternatively, the Standard Cost can be created or maintained by specifying a percentage increase

or decrease relative to its Standard Buy Price, Last Cost, or Standard Cost.

Labour

Labour Costs are manually maintained. It is worth noting here that Labour Costs are held at two levels

Labour Code: A Labour Code is used in Quotes, Assembly Orders and Jobs to determine the planned Labour Cost for the activity. The following elements of cost are manually maintained against this record:

Standard Cost: Cost Rate per Hour

Fixed Overhead: A cost per Labour hour to cover FOH

Variable Overhead: A percentage of the Labour Cost per hour to cover VOH

Employee: An Employee can be linked to many Labour Codes. Against each Labour Code a **Standard Cost** is held and manually maintained. Whenever this Employee books time against a Job Line that has this 'Planned' Labour Code then the appropriate 'Standard Cost' will be applied.

Kit Set

Two options are available against a Kitset record to cover Standard Cost evaluation

Standard Cost: In its simplest form the Standard Cost can be keyed directly into the Kitset Master.

Rolled-Up: The Standard Cost can also be determined by rolling up the Cost of each Kit Component Item or Descriptor.

Task Bills

Two options are available against a Task Bill record to cover Standard Cost evaluation

Standard Cost: In its simplest form the Standard Cost can be keyed directly into the Task Bill Master.

Rolled-Up: The Standard Cost can also be determined by rolling up the Cost of each Task Bill's Item, Descriptor, or Labour.

Catalogue Items

Catalogue Items are contained in a Supplier Catalogue. The specific Item is selected and added to a Job Order or Sales Order. The Catalogue Item contains a Buy Price that is used to cost the Order

5.3 Where and How are the Costing Methods used

This section describes how the Costs are used in the various areas in Ostendo.

5.3.1 Inventory Costing

Inventory Costing

Three cost types are always maintained against each Item. These are:

- Standard Cost: As held against the Item Master
- Average Cost: Adjusted by Stock Movements (see below)
- Last Cost: Adjusted by last Stock Receipt transaction

Additionally a fourth Cost Type is maintained against selected Items

- Actual Cost: Issues and Receipts at Batch/Serial Number level

Standard Cost

Whenever a stock movement is carried out (Issue or Receipt) then the Item's Standard Cost will be applied to the Item.

Average Cost

Whenever an Item is Received then the Average Cost is adjusted using the following formula

$$\text{Item Average Cost} = \frac{(\text{Current Ave} * \text{Current Qty}) + (\text{Received Qty} * \text{Received Cost})}{(\text{Current Qty} + \text{Received Qty})}$$

Whenever an Item is issued then the Item's Average Cost is used

However, the following should also be noted.

- a) If an Item is being issued that forces the current stock into negative then the current Average Cost will still apply
- b) If a Receipt is being made and the current stock is negative then the following costs will be applied.
 - If the Receipt Quantity results in the finished stock balance remaining negative then the current Average Cost will be applied to the full receipt quantity. However, the difference between the Receipt's Actual Cost and the Inventory Average Cost will be posted to a Stock variance.
 - If the Receipt Quantity results in the finished stock balance being positive then the quantity to bring the current stock to zero will be received at the current Average and the balance received at the receipts Actual. However, the difference between the Receipt's Actual Cost and the evaluated Receipt Cost will be posted to a Stock variance.
- c) Where a (new) Item is being issued but no prior receipt transaction has been made and the Average Cost is zero then a message will be returned to warn that the Issue Cost will be zero unless action is taken to update the Average Cost field. This can be done manually against the Item Master record. Subsequent Inventory Cost adjustments will be made as outlined in (b) above

Last Cost

Whenever a stock receipt is carried out then the Last Cost field against the Item will be updated.

Actual Cost

A pre-condition of Actual Cost is that the Item must be Batch or Serial Controlled. Whenever a stock receipt is carried out then a record of the Batch/Serial Number is created and the Actual Cost is attached to this record. Upon Issuing the Item a Batch Number/Serial Number is required and hence the Actual Cost is carried along with the issue

Note: A Batch can contain more than one receipt, each having different Actual Cost. In this instance a 'Batch Average' will be used.

Cost Revision History

All changes to Standard, Average, and Last Cost will be maintained within Ostendo giving a complete history of Type of Change (Standard, Average, Last) along with date of change plus before and after costs.

5.3.2 BOM Costing

Bills Of Material are used in Assembly Jobs to make standard products for stock. BOM Costing allows the user to carry out a multi-level Cost Roll-up using the Standard Cost for Items, Descriptors and Labour plus Fixed and Variable Overheads related to Labour.

The Cost Roll up program goes through the following steps:-

- Sort all parent Items in the BOM table into Low-Level Code descending sequence
- Commencing with the first parent calculate the following from its components

Set Up Cost

Items	- Standard Cost * Usage Quantity / Setup Batch Size
Descriptors	- Standard Cost * Usage Quantity / Setup Batch Size
Labour	- Labour Code * Labour Cost * Hours / Setup Batch Size
FOH	- Labour Code * FOH Cost * Hours / Setup Batch Size
VOH	- Above Labour calculation * VOH recovery Rate

Process Cost

Items	- Standard Cost * Usage Quantity
Descriptors	- Standard Cost * Usage Quantity
Labour	- Labour Code * Labour Cost * Hours
FOH	- Labour Code * FOH Cost * Hours
VOH	- Above Labour calculation * VOH recovery Rate

- Progressively repeat for all parent Items in the BOM
- Select Items whose Standard Cost is to be updated

Note: The Labour Cost (Labour, FOH, & VOH) for an activity comes from a Labour Code rather than a specific Employee.

5.3.3 Employee Costing

A Labour Code is used in BOMs, Jobs Orders, Assembly Orders, Custom Product Orders, etc. to derive a Planned Cost of the Labour activities. The Actual Labour Cost comes from the Employee who carried out the task. Let's look at this in more detail.

Each Employee record has a cross-relationship whereby when the Employee carries out work against a Planned Labour Code then a defined Actual Cost rate is applied. For example let us assume that two Labour Codes have been created:

Labour Code LAB001 uses Std Cost \$20.00, Fixed OH of \$25.00 and Variable OH of 150%
 Labour Code LAB002 uses Std Cost \$22.00, Fixed OH of \$33.00 and Variable OH of 140%

These Costs are used for Planned Costs during BOM Roll-up, etc.

Employee EMP011 could have the following information held against it.

If working in LAB0001 then Std Cost \$24.00, Fixed OH of \$28.00 and Variable OH of 100%
 If working in LAB0002 then Std Cost \$26.00, Fixed OH of \$28.00 and Variable OH of 150%

Therefore if Employee EMP011 booked time against an activity planned for Labour Code LAB001 then each hour booked would incur an Actual Cost of

Labour Charge	\$24
Fixed Overhead	\$28
Variable Overhead	\$24

However, if Employee EMP011 booked time against an activity planned for Labour Code LAB002 then each hour booked would incur an Actual Cost of

Labour Charge	\$26
Fixed Overhead	\$28
Variable Overhead	\$39

5.3.4 Assembly Order Costing

An Assembly Order covers manufacture of a product that is received into Inventory.

Order creation - Planned Cost

An Assembly Order is created by:

- Using a BOM held in Ostendo, or
- Copying an existing Job

Upon creation of the Assembly Order the program calculates:

Setup Costs from the sum of setup Materials and Activities

Run Costs from the sum of process Materials and Activities * Order Quantity

Assembly Order Lines can be amended by:

- Manually adding, changing or deleting the line details
- Adding by making selections from a pre-defined List

If any changes are made to the Assembly Order Lines then the Planned Cost will automatically be adjusted in line with the change.

This feature enables a more accurate planned cost of the Assembly Order to be reflected rather than simply using the current Standard Cost of the parent assembly.

Assembly Order Issues

A **Component Item** will be issued to the Job in line with the following:

- If the component has a supply method of 'From stock' then the Item will be issued in accordance with the global Costing Method for 'Inventory Costing Method' selected by the user. The options are Standard Cost or Average Cost.
- If the component has Sourced By of 'Purchasing' and the supply method is 'Source On Demand' then the Receipt Price from the generated Purchase Order is used.
- If the component has Sourced By of 'Assembly' and the supply method is 'Source On Demand' then the Item will be issued in accordance with the global Costing Method for 'Inventory Costing Method' selected by the user. The options are Standard Cost or Average Cost.

A **Descriptor** will be issued in accordance with that global Costing Method selected by the user. This can be Standard Cost, Last Cost, or Buy Price.

Labour costs come from Assembly Order Timesheets and are booked against the Employee that carried out the task. Two scenarios can occur here:

- As outlined on 4.2. (above) the Employee record can have a relationship whereby when the Employee carries our work linked to the line's Labour Code. In this instance the Order Line is updated with the Employees Costs
- The situation may arise where a Labour booking is made by an Employee for an activity that was not planned. In this instance the Labour Code is automatically added to the Assembly Order with zero Planned Cost and Actual Cost coming from the Employee.

Assembly Order Receipts

The receipt Cost of Assembled Items into stock can be derived from either:

- The Standard Cost of the Item being received, or
- The cost of the actual Issues to the Assembly Order

An Assembly Order can contain Co-Products (I.e. Product made at the same time as the 'Parent' product). In this instance the Co-Product uses its own Standard Cost or a percentage of the Actual Issues Cost. For example:

Standard Cost

All Items are received into Inventory using the User-Specified Cost method (Standard or Actual). Upon the Order status being changed to 'Closed' the program calculates the difference between the total cost of receipts into Stock and the current Actual Cost in Assembly WIP. This difference is posted to a WIP Variance account. Any subsequent Actual Bookings are posted directly to the Variance Account.

Average Cost

When Items are received into Inventory the difference in cost between that already posted and the current Order Actual Cost is applied to this receipt and becomes an Actual Cost for the receipt. This Cost is then used to revalue the Average Cost. Upon the Order status being changed to 'Closed' the program calculates the difference between the total cost of receipts into Stock and the current Actual Cost. This difference is posted to a WIP Variance account. Any subsequent Actual Bookings are posted directly to the Variance Account.

Batch Actual Cost

Items are received into Inventory against a Batch Number. The difference in cost between that already posted and the current Actual Cost is applied to this receipt and becomes an Actual Cost for the Batch. If multiple receipts are made against the same Batch Number then a Batch Average will be calculated and used. Upon the Order status being changed to 'Closed' the program calculates the difference between the total cost of receipts into Stock and the current Actual Cost. This difference is posted to a WIP Variance account. Any subsequent Actual Bookings are posted directly to the Variance Account.

Serial Number Actual Cost

Each Item is received into Inventory against its own unique Serial Number. The difference in cost between that already posted and the current Actual Cost of the Order is applied and apportioned to each Serial Numbered Item in the Receipt. Upon the Order status being changed to 'Closed' the program calculates the difference between the total cost of receipts into Stock and the current Actual Cost. This difference is posted to a WIP Variance account. Any subsequent Actual Bookings are posted directly to the Variance Account.

5.3.5 Custom Product Costs

Custom Products are in effect Assembly Orders for an end Product that has a varying BOM. A pre-requisite for Custom Products is that they must be Batch-Controlled. This will allow Actual Costs to be accumulated against the specific Order variant in addition to the product being segregated whilst in Stock. From hereon it is costed in exactly the same way as described for Assembly Orders for Batch Actual products.

5.3.6 Sales Order Costs

This order type covers Customer Orders that deliver 'Products' and is used in (a) a Sales and Distribution environment and (b) a Sales Function within a Manufacturing environment

The Sales Orders can contain Inventory Items, Non-Inventory Items (Descriptors), Kit Sets, or Supplier Catalogue Items.

Sales Order Creation

A Sales Order can be created by:

- Creating it 'from scratch'
- Copying an existing Sales Order
- Confirming a Sales Quotation

Sales Order Lines can be added by:

- Selecting Stock Items
- Selecting Descriptors
- Selecting complete Kitsets
- Selecting an Item from a Supplier Catalogue
- Making selections from a pre-defined List

Sales Order Costs

Stock Items

When a Stocked Item is issued to the Sales Order the Cost (Standard, Average, or Actual) is posted to the Order

Descriptors

When a Descriptor is issued to the Sales Order the Cost (Standard, Last, or Buy Price) is posted to the Order

Kitset

When a Kitset is issued to the Sales Order the Kitset Costing Method is checked and if the method is Buy Price or Standard it is copied from the Kitset Header. If the Costing Method is 'Calculated' then the cost of each line is the Kitset is determined from their individual Cost Method and the total cost posted to the Sales Order Line

List

A List is simply a list of commonly Sold Items from which a selection can be made (and default quantities changed). Having made the selection and identified required quantities they are copied to the Sales Order as unique Sales Order Lines. At this time the cost of each line is determined from their individual Cost Method and the total cost posted to the respective Sales Order Line

Catalogue Items

A drop-down list of Supplier Catalogues is presented and a selection made. The individual Items in the selected Catalogue are presented for Item selection and quantities required. The Buy Price defined in the Catalogue is copied to the Sales Order Line

5.3.7 Job and Service Order Costing

A Job or Service Order in Ostendo refers to carrying out a single Task or series of Tasks to:

- Produce a product on site (example:- Erecting a Building), or
 - Produce a large product with Stage Payments (example:- Build a Boat), or
 - Carry out a Job that spans a long period of time
 - Regular service of a piece of equipment on Customer Site, or
-

- Produce a series of 'Task' Jobs in a combined Project
- Etc.

A Job or Service Order therefore is significant in that it comprises of a series of inter-related Tasks, each which could contain Materials, Labour, Resources, etc. Each Task can have:

- Task Percentage Completions
- Task Resource Scheduling
- Overall Job Completions
- Progressive Stage Claims with Retentions
- Etc.

This style of Order covers a wide-range of cost control options such as

- Totally Cost Plus
- Selective Cost Plus activities (example: Labour)
- Progress Payments
- Retentions

1. Preparation

In preparation for creating a Job Order the following can be pre-defined:

Task Bills - A multi-line list of activities containing
Items
Descriptors
Labour Codes

Templates - A multi-line combination of
Items
Descriptors
Task Bills
Kit Sets

These can be used to assist in the creation of a Job Order in addition to simplifying the construction of a multi-task Job Order.

2. Order creation

A Job Order can be created by:

- Using a Job Template (and adding extra lines if required)
- Creating a Job Header and adding Job Lines.

Job Order Lines are created by

- Selecting a Job Template during Order creation (which creates the line details)
- Adding a single or multiple Task(s)
- Adding Inventoried Items
- Adding Descriptors
- Adding Labour
- Adding a Kitset
- Adding a Supplier Catalogue Item

3. Planned Costs

Looking at the Job Line Cost for each of the above Line Types. The individual Planned Costs are taken from the following. I.e.

Items	- System Setting (Standard, Average, or Actual)
Descriptors	- System Setting (Buy Price, Standard, Last)
Labour	- Standard
Catalogue Item	- Buy Price
Kitset	- Calculated from details in the Kitset
Task Bill	- Calculated from details in the Task Bill

Once copied to the Job the Planned cost for Descriptors, Labour, or Catalogue Items can be amend if required .

4. Actual Costs

Actual Costs are taken from the following. I.e.

Items	- System Setting at time of Issue (Standard, Average, or Actual)
Descriptors	- System Setting at time of Issue (Buy Price, Standard, Last)
Labour	- Employee Cost at time of booking
Catalogue Item	- Cost at time of Issue
Kitset	- Actual at Sub-Kitset Level *
Task Bill	- Actual at Sub-Task Bill Level **

* Kitsets are issued as a Kit. I.e. the Kit components are 'Backflushed'. During this action the Actual Cost of each component is used to determine the Actual Cost of the Kit. I.e.

Items	- System Setting at time of Issue (Standard, Average, or Actual)
Descriptors	- System Setting at time of Issue (Buy Price, Standard, Last)

** Task Bills are issued as a complete 'Bill'. I.e. the 'Bill' Lines are 'Backflushed'. During this action the Actual Cost of each Line is used to determine the Actual Cost of the Task Bill. I.e.

Items	- System Setting at time of Issue (Standard, Average, or Actual)
Descriptors	- System Setting at time of Issue (Buy Price, Standard, Last)
Labour	- Employee Cost at time of booking

Progressive Posting of Job Costs

The Job Actual Costs are held in detail. In addition a single Cost Bucket is maintained that holds the current (un-invoiced) Costs for the Job. These Costs are progressively posted to Cost Of Sale in line with the following Invoicing Scenarios.

Percentage Invoice: A Percentage Invoice takes a percentage of the total Job Amount and produces the Invoice. At the same time it calculates the Invoice Cost by applying the same percentage to the Job's 'Planned' Cost and posts this along with the Invoice. This evaluated Cost is moved from the Job's 'Actual' Cost Bucket to Cost of Goods. The moving of this Planned Cost amount from the Actual Cost Bucket can result in a Cost Variance. If the Job is closed with costs still in the Jobs Actual 'Cost Bucket' it is posted to a WIP Variance. To avoid this you have the option to use 'Cleanup' Invoices.

Actual Cost Invoice: An Actual Cost Invoice generally applies to 'Cost Plus' Jobs. In this instance every time an Invoice is raised the current value held in the Job's Actual 'Cost Bucket' is applied to the Invoice and the Invoice Value is directly related to a Markup Percentage held against the Job.

5.3.8 Project Costing

In Ostendo Projects comprise of a collection of Jobs. The main Project screen shows progress and costing details taken from each included Job and displays them to show an overall Project status, progress, costs, and projections

6 Inventory

Ostendo has a comprehensive Inventory Control system that includes:

- Multi- Warehouse - Multi-Location
- Allows negative stock
- Multiple Units of Measure per Item
- Item Revision Level Control
- Serial No/Batch No segregation
- Expiry Date segregation
- Grades/Colour/Size Segregation
- Order-On-Demand option
- Item Linked Warranty
- Includes linked documents/Barcode/Images
- Item Sales conversion to Customer Asset
- Interactive Stock Replenishment routine
- etc

6.1 Warehouses and Locations

Warehouses

Ostendo has the ability to maintain multiple Warehouses. These Warehouses can be 'In House', at a Customer location, or at a Supplier location. The Warehouse can be flagged to define if its stock can be excluded from the Stock Replenishment routine

Locations

Within each Warehouse you can maintain multiple locations. An inventory Item can exist in multiple locations across multiple Warehouses. A location can be included in a user-defined Group and Sequence that facilitates Inventory checking in a logical, user-defined, sequence

Negative Stock

Ostendo allows three options relating to negative stock

- Allow negative stock for all Items
- Allow negative stock for designated Items
- Do not allow negative stock

6.2 Inventory Items

Items

Stockable Items in Ostendo contain the following Information. Note:- non-stocked Items should be defined as a Descriptor

1. Default Locations

Each Item can be given a Default Warehouse/Location for both Issues and Receipts. This is used to prefill these when receiving and issuing them and also for auto-issuing when contained in a Kitset. It can also be used as a global default for those users who do not use Warehouses or Locations

2. ABC Code

Each Item can (optionally) be given an ABC Code that is used for Cyclic Stock Checks. The Code is not restricted to simple A, B, or C and the user can maintain their own codes

3. Barcode

An alphanumeric Barcode identifier can be entered against each Item. This barcode can be printed in barcode format on all documentation (Job Sheets, Labels, etc) that use the Item. In addition to a 'base' barcode against the Item you can also maintain barcode identifiers for each unique sub-level variation (Serial Number, Batch, Expiry Date, Colour, Revision Level, etc) of any item. During Order entry scanning the barcode will immediately bring the Item (along with its variant) back to the screen.

4. Warranty

Warranty Codes and their conditions can be maintained in Ostendo. The relevant Warranty Code(s) can be selected and applied to an Item where applicable. The Warranty code and associated Warranty Document is applied during Sales and can be printed during the Despatch/Invoicing function. At that time a Warranty tracking record is produced for this Item/Sales Order/Customer.

5. Add-On Sales

'Add-On' Sales are a single or list of Items that you may wish to promote during the Sales process. For example, If the Item was a tin of Paint then you may wish to suggest the purchase of Paint Brushes, Brush Cleaner, etc. These 'Add-On' Sales Items can have their own Sell Price specifically for use when sold along with the originating Sales Line.

6. Customer Asset

A flag can be set against an Item to define that, when sold, the Item will be converted into a 'Customer Asset'. If this flag is set then a Servicing Frequency and Servicing Template can also be defined. Ostendo will generate an Asset Record against this Customer in the Service Module whenever it is sold. The Service Record then facilitates the Service, Maintenance, and Breakdown activities, thus providing a complete history from initial sale through the complete lifetime of the Asset. For more information on Service Events see the paper on the Service and Maintenance function.

7. Serial Kit

Serial Kits are individual – unique - Serial Numbers within an Item. Each Serial Kit can comprise of one or more Items that may vary in their individual attributes (Colour, Size, Batch, Serial Number, Expiry Date, etc). When a Serial Kit Item is received into stock, and given a Serial Number, Ostendo will (optionally) attach a 'Template' Kit 'Content' List which can be amended and made specific to the receipt.

8. Sourced By

The 'Sourced By' field defines from where the Item is normally procured. The options are Assembled, Purchased, Configured). This enables the Replenishment routine to segregate suggestions for its procurement.

9. Supply Method

Two basic supply Methods are offered. These are:

Supply from Stock - Demand for the Item is satisfied from Inventory. Replenishment of

this is maintained by the Inventory replenishment routine

Source On Demand - A Supply Order (Assembly or Purchase) is automatically planned immediately a demand is made on this Item

10. Alternate Item

An Alternative Item can be attached to the main Item record. During Sales or Assembly Order processing you may find that requested Item is not available. Therefore the alternative can be immediately assessed and dispatched in its place

11. Dimensions

Against each Item you have the option to record:

- Length
- Width
- Volume
- Weight

This can be used to auto-evaluate the gross dimensions during Sales Delivery

12. Sales Dimensions

Item Sales Dimensions cover four basic elements that can be used individually or combined to provide an extensive array of options to calculate an Order quantity. The basic Dimensions are

- Length
- Width
- Depth
- Pack Size

In Order entry you simply specify the individual dimensions of the pieces you require and Ostendo will evaluate the total usage. This feature can be used for example to:

- Calculate the total length of Wood from various cut lengths
- Calculate number of Steel bars required to do a Job
- Calculate the Litres of Paint required for multiple surface area measurements
- Calculate the number of Roof Tiles required to roof a house
- Calculate the volume of concrete required to cover a driveway
- Enter Order pack sizes of Meat and invoice the combined weight
- Take orders for 'ad-hoc' Pack Sizes

13. Manufacturers Info

You can identify the Manufacturer of the Item along with the Brand and Model to which it is applicable. Additionally you can point to the Manufacturers documentation associated with this Item

14. Properties

This option provides the facility to record Item-specific data without affecting other records. For example: An Electric Toaster can be identified as being 230volts. Obviously you don't want a field called 'Voltage' to appear against every Inventory Item. Therefore the 'Properties' option allows you to define a field name (example: Voltage) and add that field to specific Items. The Item Maintenance screen then allows you enter Item specific data in this field.

15. Documents

Option is provided to record one, or more, document references against each item. The reference points to the document(s) in your computer network. You have the facility to copy the document to Jobs or Sales Orders.

16. Images

Option is provided to attach one, or more, images to each item. The Images can be copied to Jobs or Sales Orders.

6.3 Custom Products

Custom Products enable you to quickly specify a Bill of Material to a Customer's specific requirement. This configuration will:

- Create a Bill Of Material
- Create a Routing
- Determine the Cost to Make
- Arrive at a Sell Price to the Customer

Ostendo has two levels of Custom Product configuration

- **Manual:** A simple selection of components and quantities from a pre-defined Bill of Material
- **Rules Based:** A more complex Custom Product configurator with inbuilt conditional inclusions and exclusions, calculations, and other user-specific Rules

To create a Customer configured Product you simply add the Product ID to an Order Line and Ostendo will recognise that it needs to be configured. You are then taken through the process and arrive at a Customer specific BOM with costs and a quoted Sell Price. Upon confirmation of the Quote the configured BOM will be used to raise an Assembly Order to make the product

6.4 Item Variables

1. Inventory Units of Measure

Ostendo not only has multiple Units of Measure but also allows you to stock Items in multiple Units. For example: The base Unit could be Bottle but you also stock it in Box and Case. Not only can the Item be stocked in these Units but also interchange between these units in addition to having the Sell Price adjusted relative to the Unit. For example:

	Quantity per Base Unit	Sell Price multiplier
Bottle	1	1
Case	12	0.95
Box	60	0.85

2. Revision Level

An Item can have the Revision Level recorded against it. Full Revision History is available with comments on the content of the revision. Stock Items are segregated by Revision level and the Level is also recorded against any Sales or Assembly Order issues.

3. Serial Number

An Item can be flagged as Serial Number controlled. Ostendo will then ensure that each individual item has its own unique Serial Number. This Serial Number follows the Item through the full Stock

Control and Sales Cycle process.

4. Lot Number

An Item can be Lot Controlled (it can also be Serial Controlled at the same time). This means that all stock movements must have a Batch Number linked to it. This Batch Number follows the Item through the full Stock Control and Sales Cycle and beyond

5. Expiry Date

When an Item is received into Inventory it can be given an Expiration Date. Full visibility of Quantity by Expiry date is available. This Expiry Date follows the Item through the full Stock Control and Sales Cycle.

6. Grades

Items in Stock can be graded. For example the 'Quality' Grade may be Perfect, Damaged, Seconds, etc. Ostendo enables you to view and segregate Items by Grade. Facility is also available to re-Grade where required. Full visibility of the stock quantity by Grade is available.

7. Colours

Items in Stock can be segregated by Colour. The colours can be a pre-defined list specific to this Item and option is given to allow creation of colours not in the table. Inventory can then be viewed showing the Item's stock quantity segregated by colour

8. Sizes

Items in Stock can be segregated by Size. The size can be a pre-defined list specific to this Item and option is given to allow creation of sizes not in the table. Inventory can then be viewed showing the Item's stock quantity segregated by size

9. Multiple Variable Combinations

Each Item can have single stock variable such as

- Unit Of Measure
- Revision Level
- Serial Number
- Lot Number
- Expiry Date
- Grade
- Colour
- Size

But may also have multiple combinations of the above. For example: Clothing Item 'Sock Style 12345', may have Colour, Size and Units of Measure variables.

6.5 Inventory Movements

Ostendo covers the following aspects of Inventory:

- Allows negative stock where applicable
 - Simple Issue and Receipt functions throughout the system
 - Miscellaneous stock movements.
 - Inter-Warehouse transfers
 - Re-stock processing by Warehouse
 - Stock Replenishment routines
-

- Cyclic Stock Checks
- View current Stock by Warehouse/Location/Item/Item Variable
- View Stock Movement History
- View Stock Valuation (Standard/Average/Last)

1. Inventory Stock Movements

'Formal' Stock Movements are covered in the following areas

- Assembly Order Component Issue
- Assembly Order Product receipt (including Backflush of Components)
- Sales Order Line Issue
- Job Order Line Issue
- Purchase Order receipt
- Stocktake
- Inventory Transfers

Miscellaneous Stock Movements are covered in:

- Stock Adjustments

2. Inventory Transfers

The 'Inventory Transfers' function covers the 'Batch' transfer of stock from one location to another. Each line allows you to specify both the 'From' and 'To' Warehouse/Location with a quantity being transferred

3. Inventory Restock

The 'Inventory Restock' function covers the replenishment of stock relative to an Item's Re-Order Level and Replenishment qty at specific Warehouses (or Van Stock). This creates a Transfer List of affected Items so that stock can be replenished from a central Warehouse.

4. Backflushing.

Backflushing of Assembly Orders can be defined at two levels:

- All Assembly Orders
- Assembly Orders for specific Items

5. Stock Checks

You may generate your own stock count from the following parameters:-

- From/To Warehouse
- From/To Location
- From/To Category
- From/To Item
- Cycle Count Code
- ABC Class

Multiple Cycle counts can be open at any time

6. Inventory Visibility

Stock Movement History

A Complete Stock Movement History is available. This can be viewed as required by the user (Date Sequence, Colour Sequence, Lot Number sequence, etc) in addition to filtering data on any field

Current Stock

Current Stock by Item showing Warehouse/Location/Qty is available at both Item Level and sub Item Level (Serial Number, Batch Number, Revision Level, etc)

Supply and Demand Orders

All current Supply Order (Assembly Orders and Purchase Orders) along with Demand Order (Sales Orders, Job Orders, Assembly Component requirements) are displayed in date sequence

Projected Stock

The Projected Stock balance - taking into account all the above Supply and Demand orders - can be dynamically generated in user-defined time slots.

Stock Value

Current Stock can be valued at Standard Cost, Average Cost, Actual Cost. The valuation can be at System, Warehouse, or Location level

6.6 Inventory Availability

The Order Availability function in Ostendo assesses current stock levels to see which orders can be satisfied in part or in full. Additional option is given when receiving Purchased goods to carry out this assessment taking into account the current receipt.

This is a batch routine whose run parameters look at what defines the Order priorities (6 options) and which Orders to include

The process takes into account how orders are to be fulfilled. Three options are available:

Partial Fulfilments: For each stock Item progressively allocate where there is a demand until all demands are satisfied or available stock has been consumed.

Full Order Fulfilment : All lines in the Order are checked to see if any line in the order cannot be fully satisfied. If so then no lines in the Order will be allocated stock

Order Full Delivery Flag - This is combination of the previous two in that if the Order is flagged as 'Full Delivery' and any line cannot be fully satisfied then none of the lines in that Order will be included. Orders not flagged as 'Full Delivery' will be treated as 'Partial Fulfilments'

A results screen is presented which provides information about the Order Allocation run. This contains the following:

- The results of the Allocations in the same priority sequence that the process was carried out. Each line in this screen represents an individual Order.
- For a selected line you can drill down to look at the content of the Order.
- A third screen is available in which you can view 'Shortages'. This screen shows all Items where there is insufficient stock to satisfy the Order Allocation demands.

6.7 Inventory Replenishment

Ostendo replenishes Inventory relative to the Item's Supply Method. I.e.

1. On Demand

This covers Items whose Supply Method is '**Source On Demand**'. For these Items a Suggested Supply Order (Assembly or Purchase) is automatically created immediately a demand is made on the Item. The quantity suggested equates to that required by the Demand.

2. Stock Replenishment

This covers Items whose Supply Method is '**Supply from Stock**' - Demand for these Items is satisfied from Inventory. Therefore a Replenishment Routine is available to ensure that sufficient stock is available. The following process is used

Item Forecast

A Forecast can optionally be held by Item and allows the user to create a 12-month Forecast. The forecast contains individual monthly forecasts where each month can selectively contain forecasts based on

- A Daily Demand for a 5-Day Week
- A Daily Demand for a 6-Day Week
- A Daily Demand for a 7-Day Week
- A single Monthly Demand

Actual Demand

The Replenishment Routine extracts all demands from the following sources

- Sales Orders
- Assembly Orders
- Jobs

Actual Demand -v- Forecast Demand

The Forecast demand and the Actual Demand are compared such an ongoing demand is generated from the greater of the Cumulative Forecast and the Cumulative Actual Demand. For Example:

Forecast	10	10	10	10	10	10
Actual	15	3	14	2		

Cumulative	15	5	12	8	10	10

Demand Horizon

The above demand analysis is carried out up to a Replenishment Horizon. This can be either

- A fixed number of Days for all Items
- An Item's Leadtime + A defined number of days

Item Replenishment levels

Each Item record has the following data that is used during the Replenishment Run:

ReOrder Level	The Level at which a Replenishment Order should be received
ReOrder Quantity	The normal quantity of a Replenishment Order
Order Multiple	The Order multiple if the Supply is only in that pack size

Replenishment Process

The Replenishment program goes through the following Logic:

1. Add any overdue Supply Orders to the Current Stock Level
2. Is the 'expected' Stock Level below the Item's Re-Order Level?
 - No** - Go to question 4
 - Yes** - Determine the greater of (a) the quantity required to bring it up to the Re-Order Level and (b) the Re-Order Quantity. Round this up in accordance with the Item's Order Multiple and create a Suggested Order
3. Add the Suggested Order Quantity to the Current Stock Level
4. Go to the next day
5. Add any Supply Orders (Assembly Orders or Purchase orders) scheduled for this day
6. Deduct any 'Cumulative Demand' scheduled for this day.

7. Go back to the question 2

Replenishment Results

The results of the Replenishment run are displayed showing all Items that have had Suggested Orders created. You can drill-down on each Item to see the detailed results of the run. This shows (by Day) all Demands, Supply Orders, and Suggested Orders with a resulting stock balance at the end of the day.

The quantity displayed against the Suggested Order can be amended in this display. The results of the amendment is immediately reflected on all subsequent daily balances

6.8 Item Unit Change

You may wish to split or combine Items that have multiple units of measure. A simple routine allows you to achieve this yet still retaining the overall stock level

6.9 Item Number Change

You may have instances where you require to globally replace an Item Number. This may be because:

- The current Item Number was entered incorrectly
- Your Supplier has changed the Item Number
- The Item is changed in selected Bills of Material
- etc

The 'replacing' Item must first be created in the Item Master screen.

In this process a screen is presented where you enter the 'Replaced' Item Number and the 'Replacing' Item Number. You can then select where you wish the replacement to take place. The options are:

- Bills Of Material
- Kitsets
- Templates
- Task Bills
- Lists

Upon accepting your selection all occurrences of the 'Replaced' Item is displayed within the above options and you can make further selections to specifically identify where the replacement is to be made. Upon confirmation the selected replacements are immediately updated.

7 Non-Inventory

Non-Inventory Items in Ostendo are called Descriptors. This does not mean that a Descriptor must be a product. It can also be anything that you wish to add to a Sales Order, Assembly Order or a Job. For example:

- Description of a Service
- Miscellaneous Charges
- Subcontractor Charge
- Travel Expenses
- Equipment Hire Charge
- Standard Daily Charge
- Etc.

7.1 Descriptors

A Descriptor can represent anything that you wish to Invoice that is not an Inventoried Item. Examples of Descriptors are:

- Non-Stock Items
- Travel
- Accommodation
- One-off charges
- etc

The following can be linked to the Descriptor

1. Warranty

Warranty Codes and their conditions can be maintained in Ostendo. The relevant Warranty Code(s) can be selected and applied to a Descriptor where applicable. The Warranty code and associated Warranty Document is applied during Sales and can be printed during the Despatch/Invoicing function. At that time a Warranty tracking record is produced for this Descriptor/Sales Order/Customer.

2. Sourced By

The 'Sourced By' field defines from where the Descriptor is normally procured. The options are Purchasing or Internal. This enables the Replenishment routine to segregate suggestions for its procurement.

3. Supplier

A Supplier can be linked to a Descriptor (Used, for example, Sub Contract activities). Whenever this Descriptor is required it immediately appears against the Supplier as a requirement. From there it can easily be converted into a Purchase Order.

4. Properties

This option provides the facility to record Descriptor-specific data without affecting other records. For example: A non-stocked Tool can have a Manufacturers Code held against it. Obviously you don't a field called Manufacturer to appear against every Descriptor. Therefore the 'Properties' option allows you to define a field name (example: Manufacturer) and add that field to specific Descriptors. The Descriptor Maintenance screen then allows you enter Descriptor specific data in this field.

5. Documents

Option is provided to record one, or more, document references against each Descriptor. The reference points to the document(s) in your computer network. You have the facility to copy the document to Jobs or Sales Orders

6. Images

Option is provided to attach one, or more, images to each Descriptor. The Images can be copied to Jobs or Sales Orders

7.2 Descriptor Change

You may have instances where you require to globally replace a Descriptor. This may be because:

- The current Descriptor was entered incorrectly
- The Descriptor has changed in selected Bills of Material
- etc

The 'replacing' Descriptor must first be created in the Descriptor Master screen.

In this process a screen is presented where you enter the 'Replaced' Descriptor and the 'Replacing' Descriptor. You can then select where you wish the replacement to take place. The options are:

- Bills Of Material
- Kitsets
- Templates
- Task Bills
- Lists

Upon accepting your selection all occurrences of the 'Replaced' Descriptor is displayed within the above options and you can make further selections to specifically identify where the replacement is to be made. Upon confirmation the selected replacements are immediately updated.

8 Assembly Orders

An **Assembly Order** covers the manufacture of a Product from components. Upon completion the Product is moved into Stock. The Assembly Orders can be defined to run with a level of complexity required by the User. For example:

	<u>Bill of Material</u>	<u>Routing</u>	<u>Resources</u>
Assemble 'On the fly'			
Use Bills of Material	Y		
Use Routing Only		Y	
BOM & Routing	Y	Y	
Routing with Resources		Y	Y
BOM & Routing & Resources	Y	Y	Y

You can specify in 'Assembly Rules' whether you are going to use Routings and/or Resources. The settings define what will be displayed on the BOM screens.

8.1 Preparation

The following can be set up to support the Assembly Order process

Assembly Rules: This allows the Systems Administrator to nominate rules that will apply to Assembly Orders. Some of the options are:

- Steps Used - Order will Include Routing
- Setup Used - Order will segregate Setup and Process
- Order Numbering - Automatic or Manual
- Order Prefix - A 5-character prefix to the Order Number (Example WO-, ORD, etc)
- Planned Inventory Costing Method - (Last, Standard, Average, Buy Price)
- Planned Descriptor Costing Method - (Last, Standard, Buy Price)
- Planned Labour Costing Method - (Last, Standard)
- Timesheet and/or Issues and/or Receipt Approvals required

User-Maintained Tables: The following tables are set up in preparation for creating Assembly Orders.

Labour Codes: 'Planned' Labour code for use on the Assembly Order

Tracking Codes: User-defined Codes that facilitates Assembly Order tracking

8.2 Bills Of Material

A Bill Of Material is a pre-defined list of material(s) that, when assembled, make the required Parent Item. This is used as the basis for creating an Assembly Order.

Parent Item: The 'Parent' Item must exist as an Inventory Item in Ostendo. Against this Parent the following is entered

Leadtime: A nominal Leadtime (in Days) to make this product. This is used for simple scheduling purposes

Batch Quantity: The nominal Batch Size for the Parent Assembly. All Component Quantities in the Bill Of Material will be related to this Batch Size

Run Duration: A time to make a nominated quantity. This enables the program to make a more accurate calculation of the Assembly Order duration.

Setup Duration: A time to set up equipment to commence the Order. This, combined with Run Duration, enables the program to make a reasonably accurate calculation of the total Assembly Order duration.

Roll-Up Qty: The quantity entered here will be used to spread the cost of Setup to determine the Unit Cost of making the Parent Item

Phantom Flag: When this Bill of Material is used in another Bill Of Material (I.e. As a Sub-Assembly) then the Assembly Order creation program will 'Blow Through' this Sub-Assembly and use it's components in the 'Grandparents' Assembly Order

Co-Products: When making the above Parent Item you can define that you also make other products. These are known as Co-Products. You can define the following against a Bill Of Material

Code: The selected Inventory Item

Quantity: The Quantity you will make for each Parent Item

Cost%: The percentage of the Assembly Order cost that will be apportioned to this Co-Product Line when it is received into stock.

By-Products: When making the above Parent Item you may also make other products. To take account of what you MAY make Ostendo refers to these as By-Products. You can define the following against a Bill Of Material

Code: The selected Inventory Item

Quantity: The Quantity you will make for each Parent Item

Cost%: The percentage of the Assembly Order cost that will be apportioned to this By-Product Line when it is received into stock.

Component Lines: The above Parent Item can contain many components. Each Component has the following information

Component Type: This can be an Inventory Item, Descriptor or Labour Code

Code: The selected Inventory Item, Descriptor or Labour Code

Unit: The Unit of Measure for the selection.

Scrap%: The nominal percentage scrap that is incurred when using this Component. This is taken into account when creating the Assembly Order.

Run or Setup: Used to define if the Component is used during Setup (and therefore the quantity entered is the quantity required in the Assembly Order), or during Run (where the quantity entered multiplied by the Assembly Order quantity is that required to complete the Assembly Order)

Step: This enables the component to be linked to a Routing Step

8.3 Routing Steps

Steps are the Process steps necessary to convert the BOM Components into the Parent Assembly. A combined sequence of Steps is commonly referred to as a Routing. Each Step contains.

Sequence: A user entered sequence Number that identifies the Step

Description: Brief Description of the Step

Instructions: Extended instructions that describe the activities to be carried out.

Having created the Step(s) you can then annotate which Component is used in which Step. By default the program will assume that the Component is required at the commencement of the Assembly Order unless it is linked to a Step.

Templates

Routing Templates are pre-defined collections of Routing Steps that can be selected and added to Bills Of Material and Assembly Order. It is possible to add multiple Templates to a BOM or Assembly Order.

It is also possible to create an Assembly Order for an Item that does not have a BOM but does have a Route. This can cover (for example) an Order that is issuing an Item to a cleaning process

before returning to Inventory.

Resources

Multiple Resources can be appended to each Step. These Resources are then used in the Scheduling Calendar to plan an overall requirements schedule for the Resource. A Resource can be:

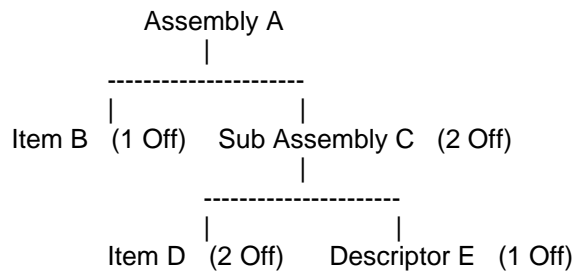
Employee: A specific Employee

Asset: A Company asset held in the Asset Table (I.e. Machine, Equipment, etc)

8.4 Standard Cost Roll-Up

The Standard Cost of an Item can either be manually entered against the Item record or can be determined from the multi-level Bill Of Material structure as follows.

In describing the process let us assume the following product structure will be used



1. 'This Level' and 'Rolled-Up' explained

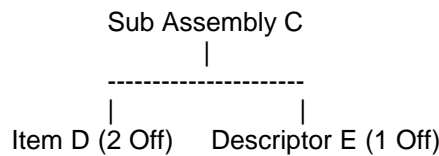
The term 'This Level' describes the cost incurred when:-

- Purchasing the Item if it is 'Sourced By' Purchase
- Assembling the Item if it is 'Sourced By' Assembly

The term 'Rolled Up' describes the costs that relate to the Components' Costs used in an Assembled Part. Note: A Purchased Item does not have any components, therefore 'Rolled-up' is not applicable

The use of This-Level' and 'Rolled Up' is best demonstrated by the following example:-

2. Cost of 'C': In the above product structure products D and E could have the following costs:-



Item 'D'	TL - Item	TL - Descript	TL -Labour	RU - Item	RU - Descript	RU - Labour
	20.00					
Descr 'E'	TL - Item	TL - Descript	TL -Labour	RU - Item	RU - Descript	RU - Labour

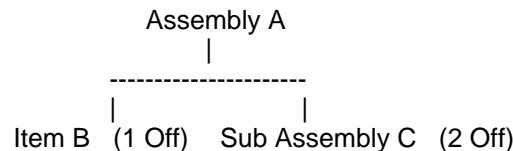
		15.00				
Item 'C'	TL - Item	TL - Descriptor	TL - Labour	RU - Item	RU - Descriptor	RU - Labour
			60.00	40.00	15.00	

Item 'D' has an Item Cost of \$20. This is the 'This-Level' Cost of 'D'
Descriptor 'E' has a Descriptor Cost of \$15. This is the 'This-Level' Cost of 'E'

There are 2 off 'D' and 1 off 'E' used in Item 'C' therefore the 'Rolled-Up' cost of 'C' is
(2 * 20) = \$40 Item Cost + (1 * 15) = \$15 Descriptor Cost
Item 'C' has a 'Labour' Cost of \$60 to assemble the components. Therefore the total cost to make 1 off 'C' is:-

\$60 of 'Labour' at 'This Level'
\$40 of 'Item' 'Rolled Up' and
\$15 of 'Descriptor' 'Rolled Up'

3. **Cost of 'A'**: Applying this same logic to Item 'A' then, in the above product structure



Item 'B'	TL - Item	TL - Descriptor	TL - Labour	RU - Item	RU - Descriptor	RU - Labour
	12.00					
Item 'C'	TL - Item	TL - Descriptor	TL - Labour	RU - Item	RU - Descriptor	RU - Labour
			60.00	40.00	15.00	
Item 'A'	TL - Item	TL - Descriptor	TL - Labour	RU - Item	RU - Descriptor	RU - Labour
			30.00	92.00	30.00	120.00

Item 'B' has a 'Material' Cost of \$12. This is the 'This-Level' Cost of 'B'
Item 'C' has a 'Labour' Cost of \$60 at 'This-Level'
and an 'Item' Cost of \$40 'Rolled-Up'
and a 'Descriptor' Cost of \$15 'Rolled-Up'

There are 2 off 'C' and 1 off 'B' used in Item 'A' therefore the 'Rolled-Up' cost of 'A' is
(2 * 60) = \$120 'Labour' from Part C
(2 * 20) = \$80 'Item' from Part C
(2 * 15) = \$30 'Descriptor' from Part C
1 * 12 = \$12 'Item' from Part B

If Item 'A' has a 'Labour' Cost of \$30 to assemble the components then the total cost to make 1

off 'A' is:-

\$30 of 'Labour' at 'This Level'
\$92 of 'Item' at 'Rolled Up'
\$30 of 'Descriptor' 'Rolled Up'
\$120 of 'Labour' at 'Rolled Up'

4. Considerations: The following should be noted:

- The source of the cost for Items, Descriptors, and Labour is defined in the Assembly Rules described in Section 3.
- The Scrap Percentage held against a BOM line will be taken into account
- The costs for BOM Lines defined as being used in 'Setup' will have their evaluated cost divided by the 'Qty used for Cost Roll-up' value held against the Parent Item.

5. Cost Roll-Up Batch Process

The following steps are carried out during Cost Roll-Up

- Determine each Item's Low Level Code (I.e. The Lowest Level in a multi-level BOM structure that each Item exists)
- Commencing with the bottom of the Low Level Code Structure determine the 'This Level' and 'Rolled Up' Costs for each Item as described above
- Display the evaluated Cost of each Item
- Select All or specific Items that are to have their Standard Cost updated.
- Update the Standard Cost and update each affected Item's Cost History

8.5 Raising an Order

Assembly Orders can originate from the following sources

1. On the Fly

An order can be raised for any Inventoried Item by directly going into the Assembly Order screen and creating the Order. You can also create an Assembly Order for Items that are normally Purchased.

2. Source On Demand

Any Item flagged as being identified as an Assembly and whose supply method is 'Source on Demand' will automatically have an Order Request created. A separate screen allows the user to view all Order Requests (and Planned Orders) and optionally combine those requests into a single Assembly Order for the same Item.

3. Planned Order

A Planned Order is a Suggested Order generated via the Replenishment Run. A separate screen allows the user to view all Suggested Orders (and also Source on Demand Requests) and optionally combine those requests into a single Assembly Order for the same Item.

4. Custom Product

Custom Products are Inventory Items that have their Bill Of Material configured using the Custom Products function. Each configuration is unique.

8.6 Assembly Order Issues

Assembly Order Lines can be issued in one of three ways

Direct Entry: The 'Actual' usage can be entered directly into the Assembly Order Line

Independent Entry: An 'On Screen' Pick list can be produced which contains the required Items and Descriptors. This can cover:

- A Range of Assembly Orders
- A Specific Order
- A Step within a Specific order

Components: A separate Report showing Items to be picked can be produced. This report has facility to enter Item variables such as Batch Number, Serial Number, etc.

Descriptors: A separate Report showing required Descriptors can be produced.

Labour: Actual Labour is entered against the Employee that carried out the work. Entry can be by either

- Employee showing all available Assembly Orders, or by
- Assembly Order showing all available Employees

Times can be entered in one of two formats

- Hours/Decimal Hours worked
- Start Time and End Time (from which the elapsed time is calculated)

Backflushed: The 'Planned' usage quantity of each component line will automatically be issued upon receipt of the Assembly Product

8.7 Assembly Order Receipts

A simple screen allows you to select the Assembly Order Number, which will display the Parent Item and any Co-Products along with the default Warehouse, Location and outstanding quantity. These can be amended as required. If the Item(s) have variants (Serial Number, Batch Number, Grade, etc) then these must be entered before the receipt is allowed.

Receipt Cost: The Cost of the Receipt is in accordance with the Inventory Costing Method and taking into account any Co-Product percentages. At the same time the Actual Cost of the Receipt updates the 'Last Cost' field held against the Item record

8.8 Order Progress Monitoring

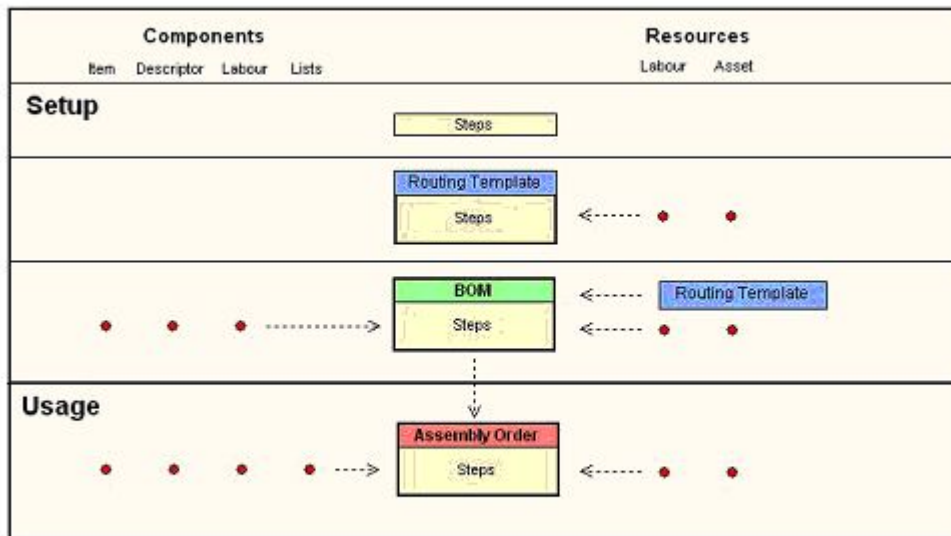
A simple inquiry screen enables you to display each Assembly Order along with details of which Department the order has progressed to and the Tracking Status of the Order within that Department

8.9 Order Closure

Once the Assembly Order status is changed to 'Closed' any remaining Work In Progress costs are posted to a Variance Account. Subsequent bookings are allowed against this order but the cost will by-pass the WIP Control Account and post directly to the WIP Variance.

8.10 Assembly Order Flow

Assembly Orders



1. Steps

All Assembly Orders are segregated into one or more Steps. Step Names are user-defined and enable analysis to be made by Step. Examples of Step Names are:

- Assembly
- Machine
- Inspect

2. Routing Template

A Routing Template is a series of Steps to perform the complete Assembly Job process. For example:

- Step 10 - Machine
- Step 20 - Assembly
- Step 30 - Heat Treatment
- Step 40 - Inspection

Each Step in a Routing Template comprises of creating 'Operational' sequence numbers and attaching a Step Name (i.e. from the list created in 1 above) and additional information regarding requirements for Resources (Labour Type or Company Assets). Note:

- A Step Name can be used more than once in the Template's process 'Sequence'
- A Sequence Number can be used more than once to denote a parallel process
- When used in a Assembly Order the 'Sequence' represents the logical order in which to make the product.

3. Bill Of Material

A Bill Of Material defines what is required to make the Assembly and what processes it goes

through to achieve it. A BOM therefore can consist of all components and other equipment needed to make the assembly and all the steps and resources required to assemble it. When creating a BOM the following should be noted:

- You may use a Routing Template to generate the BOM's Steps and Resources
- You can add Items, Descriptors, and Labour Lines directly into the BOM
- You can add Resource requirements (Labour or Asset) directly into the BOM

The BOM itself is very flexible in that:

- You may ignore Routing Steps and the program will use a single default step.
- Adding Resources to a BOM is optional
- Adding Components (Items, Descriptors, Labour Codes) is optional

You should also note that it is not mandatory to have a BOM when creating an Assembly Order

4. Assembly Order creation

When creating an Assembly Order the following options are available:

- Create an Assembly Order using a pre-defined BOM
- Create an Assembly Order for an Item that doesn't have a BOM
- Create an Assembly Order by copying a previous Assembly Order
- Copy an Assembly Order but give it a new Parent Item Number

5. Assembly Order Maintenance

Once an Assembly Order has been created its details can be added, changed or deleted as required. These details include:

- Adding, amending or deleting individual Sequence Steps
- Adjusting the Sequence Step's inter-relationship
- Adding, amending or deleting Items, Descriptors, Labour Codes to Sequence Steps
- Fast addition of Items and Descriptors to Sequence Steps from an Inventory List.

Adding, amending or deleting Labour and Asset Resources to Steps

9 Sales Orders

Sales Orders cover Customer Orders that (a) deliver 'Products' and is commonly used in a Sales and Distribution environment, (b) provides a Sales Function within a Manufacturing environment, and (c) facilitate the raising of Invoices for non-product related activities such as Consulting.

9.1 Preparation

The following can be set up to support the Sales Ordering process

Auto Numbering: The Systems Administrator can nominate a number from which the program auto generates an incremental number for Sales Order identity

Sales Types: This allows the creation of multiple Order Types. Each Order Type contains:-

Opening Status: The Order Status allocated to the Order when it is created

Numbering: Defines if it uses Auto Numbering or the Number is manually entered

Prefix: A 5-character prefix to the Order Number (For Example SO-, ORD, etc)

Style: Order is a 'Delivery' Order or a 'Counter' Order

Sales Rules: This allows the Systems Administrator to nominate rules that will apply to Sales Orders. Some of the options are:

- Show Message 'Add-On' Sales apply
- Show Message Insufficient Stock
- Whether to manually or auto-close Sales Orders
- Default Expiry Days for Quotations
- Default Sales Order Type (Counter or Delivery)

Default Sales Tax Group: Ostendo facilitates variable Tax Recovery by Sales order Line. This is achieved by having Customer Tax Groups and Item Tax Groups; the combination of which applies to a Tax Recovery Code. The Default Sales Tax Group allows the User to nominate a system-wide Tax Group that is automatically added to a Customer record when the Customer record is being created. Of course it can be amended at Customer record level.

Invoice Name: Many countries have a specific name that must appear on all Invoices (Example, Tax Invoice, Invoice, etc). The entry made here will appear as the main title to the printed Invoice.

Credit Name: As with the above Invoice Name many countries have a specific name that must appear on all Credits (Example, Credit Note, Credit, etc). The entry made here will appear as the main title to the printed Credit Note.

User-Maintained Tables: The following tables are set up in preparation for creating Customer records. The included records can be created 'on the fly' when adding a Customer record.

Customer Types: Segregates Customers into logical groups (e.g. Trade, Retail)

Sales Regions: For Sales Analysis purposes

Customer Codes: For Users who wish to cross-reference to a Customer Code

Shipping Methods: Identity, Taxable?, default amount, and if it includes Tax

Sales Person: (Linked to Employee Table)

Lead Source: For Sales Analysis purposes

Tax Group: To facilitate Customer/Item Tax code evaluation

Terms: Days from (Invoice, EOM, End of Next Month) plus Early Payment Discount

Price Level: (Used in Sell Price calculations)

Rate Level: (Used in Labour Charge Rate calculations)

Invoicing Group: For group selection when creating Batches of Invoices

Statement Cycle Code: Enables Statements to be printed relative to their 'cycle'

9.2 Customers

1. Customer Information

When a Customer record is created it is prefilled with the defaults identified in 'Preparation'. These fields can be amended if required

The following information is held against the Customer record

- Customer Name / Printout Name
- Postal Address / Physical Address
- Additional Addresses
- Contact Detail (Phone, Fax, Email, Web, Mobile)
- Primary Contact/Additional Contacts
- Billing Customer
- Customer Currency
- Credit Settings
 - On Stop Check (with message)
 - Credit Limit Applies? With Limit Amount
 - Aging Days with override
 - General Warning Message
- Status (Active / Inactive)
- Customer Types
- Sales Regions
- Customer Codes
- Shipping Methods
- Sales Person (Linked to Employee Table)
- Lead Source
- Tax Group
- Terms
- Price Level (related to Sell Price calculations)
- Rate Level (related to Labour Charge Rate calculations)
- Customer specific Discount
- Invoicing Group
- Statement Cycle Code
- Requires Statement? Flag
- Customer Properties
- Customer Documents
- Customer Images

2. Customer Inquiries and Reports

- Current Balances
 - Outstanding Invoices
 - Open Orders
 - Unapplied Payments
- Customer Aging
 - User-defined Aging periods
 - Aging based on Invoice Date or Due Date
 - Run Aging at specified Date
 - All Customers linked to Billing Customer?
 - Include Detailed Transactions?
- Customer Statistics
 - Last Order, Invoice and Payment activity date
 - Current Balances
 - MTD and YTD activity
 - Outstanding Invoices with drill-downs

Invoicing History with drill-down
 Payment and Deposit History with drill-down
 Open Orders with drill-down
 Sales by Product
 Customer History

9.3 Sales Quotes

A Sales Quote can be generated by:

- Creating it 'from scratch'
- Copying an existing Sales Quote or Sales Order
- Copying a previously Lost Quote

Sales Quote Lines can be added by:

- Selecting Stock Items
- Configuring a 'Custom Product'
- Selecting Descriptors
- Selecting complete Kitsets
- Selecting an Item from a Supplier Catalogue
- Making selections from a pre-defined List

Sales Quotes can be monitored relative to their expiration date. They can be converted into a Sales order or flagged as 'Lost' along with a user-define 'Lost Business' Code.

Full analysis of Quote history is available

9.4 Sales Orders

A Sales Order includes the following process flow:

- Order
- Picking
- Despatching
- Invoicing

The following flow options are available:

<u>Order Style</u>	<u>Order</u>	<u>Picking</u>	<u>Despatch</u>	<u>Invoice</u>
<i>Delivery</i>	X	X	X	X
<i>Counter</i>	X	X	-	X
<i>One Step</i>	X	X	-	X
<i>One Step with Backorder</i>	X	X	-	X
<i>Direct</i>	-	-	-	X

1. Sales Order Creation and Maintenance

A Sales Order can be created by:

- Creating it 'from scratch'
- Copying an existing Sales Order
- Confirming a Sales Quotation

Sales Order Lines can be added by:

- Selecting Stock Items
- Configuring a 'Custom Product'
- Selecting Descriptors

- Selecting complete Kitsets
- Selecting an Item from a Supplier Catalogue
- Making selections from a pre-defined List

Order Header

The Order Header Screen holds information covering the following areas:

Order Number / Date / Status
 Order Tracking Code (user-defined within Status)
 Customer and Contact Details
 Customer's Purchase Order / Delivery Address / Billing Address
 Sales Person / Sales Order Properties
 Credit Terms / Tax Group / Order Discount
 Charge Freight? (Amount, Taxed?, Tax Code)
 Order Amount (Nett Amount, Freight Amount, Tax Amount, Total Amount)
 Invoiced Amounts (Nett Amount, Freight Amount, Tax Amount, Total Amount)
 Additional Notes for Order Acknowledgement and Invoice

Order Lines

Order Line can originate from one of six sources:

- Items
- Custom Products
- Descriptors
- Catalogues
- Kitsets
- Lists

In each case the entry/maintenance screen displays different options

Items

A panel is presented that facilitates fast selection and addition of single Items or multiple Items to the Sales Order. Each selected line has the following information immediately available (depending upon the Item's settings)

- Unit of Measure (with option to amend if Item has multiple stock Units of Measure)
- Unit Price (calculated from pricing matrix)
- Line's Required Date and Tax Code
- Stock Availability Inquiry
- Line Source: from where the line is being sourced
 - From Stock
 - Source on Demand: Purchase (with PO Number once ordered)
 - Source on Demand: Assembly (with Assembly Order Number once ordered)
- Line Properties
- Planned Variants: Variant(s) required. For example
 - Colour: Blue - 10 required
 - Green - 12 required
 - Grade: Smooth
- Line Pick Detail: Including Variations. For Example
 - Colour: Blue - 10 - Lot 1234
 - Light Green - 8 - Lot 1237
 - Dark Green - 4 - Lot 2775
 - Grade: Smooth
- Warranty Information that applies to this product will effective dates

- Add-On Sales List for promoting linked products

Custom Product

A 'Custom Product' is an Item that has had a Custom 'Script' designed against it. This script will be presented here in the form of a series of questions requiring answers. Upon entry of all the answers the Custom Product 'generator' will configure a Product. This 'Custom Product' will then be processed through the Assembly Job process to facilitate its manufacture.

Descriptors

A panel is presented that facilitates fast selection and addition of Descriptors. The selected Descriptor will be copied to the Sales Line where the following additional information is available

- Unit Price (calculated from pricing matrix)
- Line's Required Date and Tax Code
- Line Source - from where the line is being sourced
 - Purchase (with PO Number once ordered)
 - Internal
- Line Properties
- Line Pick Details: Showing what has been issued to the Order
- Warranty Information that applies to this Descriptor will effective dates

Catalogue Items

A panel is presented that displays all Supplier Catalogues. Upon selecting a Catalogue all the included products are displayed. A screen is presented that facilitates fast selection and addition of single Product or Products to the Sales Order. Each selected line has the following information immediately available

- Unit Price (calculated from pricing matrix)
- Line's Required Date and Tax Code
- Line's Supplier PO Number once ordered
- Line Properties
- Line Pick Details
- Warranty Information that applies to this product will effective dates

Kitsets

A panel is presented that facilitates fast selection and addition of Kitsets. The selected Kitset will be copied to the Sales Line where the following additional information is available

- Unit Price (calculated from Pricing method held against the Kitset. I.e.
 - Rolled-Up Price of Kitset Contents
 - Rolled-Up Cost of Kitset Contents * Markup %
- Line's Required Date and Tax Code
- Line Properties
- Line Pick Details - Showing what has been issued to the Order
- Kit Contents - Showing all lines with Qty Required and Qty Issued
- Warranty Information that applies to this Kitset will effective dates

Lists

A panel is presented that displays all pre-defined Lists. Upon selecting a 'List' a further panel will appear showing all lines in the List (Items, Descriptors, Labour). The relevant Lines can be selected and copied - in bulk - to the Sales Order. Each selected line will become a Sales Order Line in its own right.

9.5 Rental Orders

Rentals in Ostendo cover two basic areas

- The Order and Billing function
- The Equipment Availability and Tracking function

The Billing function uses Descriptors to define the charge rate. This Charge Rate can be a base charge or a variable charge related to the Customer's Price level. Linked to this Descriptor is the Item (Equipment) to be rented. When generating a Rental Order the Descriptor is added along with a Start and Stop date entered. This allows Ostendo to identify the linked duration and quantity when the Item is being used under this order. Armed with this information Ostendo provides a view showing - on a daily basis - the Item's total availability based upon issue and return dates

9.6 Order Picking

All Order lines must be 'Picked'. For Order Style 'Counter' the following process is used. For Order Style 'Delivery' the 'Picking' is carried out during the 'Delivery' process

- For Stock Items this picking requires entry of a quantity and a Warehouse/Location. This is defaulted to that held against the Item but can be amended. If the Item has 'variants' (Serial Number, Lot Number, Colour, Grade, etc) then this must also be selected from a list of current stocked variants.
- For non-stock Items (Descriptors, Kitsets, Catalogue Items) it is simply a Date and quantity

The picking process involves going into the 'Counter' Sales Order Line and simply entering the picked quantity.

9.7 Order Deliveries

A Delivery can be made by a single Customer Order or a collection of Orders from the same Customer.

The Delivery '**Header**' has facility to record:

- Shipping Method and Shipping Reference
- Whether Freight is charged and - if so - how much
- The Planned, Picked, and calculated Weight and Volume of the shipment
- Number of Shipping Pieces
- Shipping Label print
- Delivery confirmation and date

Each Delivery '**Line**' is generated from the selected Customer Order(s) and shows:

- Line Type
- Description
- Required Quantity
- Picked Quantity
- Status

'**Picking**' is now carried out against the Delivery Line noting:

- For Stock Items this picking requires entry of a quantity and a Warehouse/Location. This is defaulted to that held against the Item but can be amended. If the Item has 'variants' (Serial Number, Lot Number, Colour, Grade, etc) then this must also be selected from a list of current stocked variants.
 - For non-stock Items (Descriptors, Kitsets, Catalogue Items) it is simply a Date and
-

quantity

Delivery Activity Tracking Facility is provided to monitor the progress of a Delivery through the Despatch process. The tracking steps include

- **PickList Document:** Shows the status of the Pick List that covers the Delivery
- **Picking Process:** Shows the status of the Picking process for the Delivery.
- **Packing Process:** Shows the status of the Packing process for the Delivery..
- **Shipping Labels:** Shows the status of the Labels Print for the Delivery.
- **Delivery Document:** Shows the status of the Delivery Document covering the Delivery.
- **Shipping:** Shows the Shipping status that covers the Delivery.

9.8 Invoicing

Invoices can be generated from five sources:

- **Invoices from 'Counter' Sales Order** - Once an Order has been 'picked' the picked lines are ready for Invoicing via the 'Batch Invoicing' routine
- **Invoices from 'Delivery' Sales Order** - Once an Order has been 'delivered' the delivered lines are ready for Invoicing via the 'Batch Invoicing' routine
- **Invoices from 'Actual' activity in Job Orders** - Actual Bookings and Issues made against Job Orders are ready for Invoicing via the 'Batch Invoicing' routine
- **Invoices from Invoicing Schedule** - A schedule of Invoices can be defined. This can cover - for example - a Service Schedule. Two styles are available. (a) An 'open-ended' schedule on a regular frequency, or (b) a fixed schedule with pre-defined Invoices. The Invoice generation is carried out via the 'Batch Invoicing' routine
- **Instant Invoices** - You can create an Invoice 'On the fly' via the 'Batch Invoicing' routine

Batch Invoicing

A single panel is available where you can select and collate Invoices from the above categories. Depending upon the preference held against a Customer record you would print a single Invoice covering all the extracted records or print an Invoice for each Sales Order

9.9 Credits and Refunds

There are two types of Credit in Ostendo

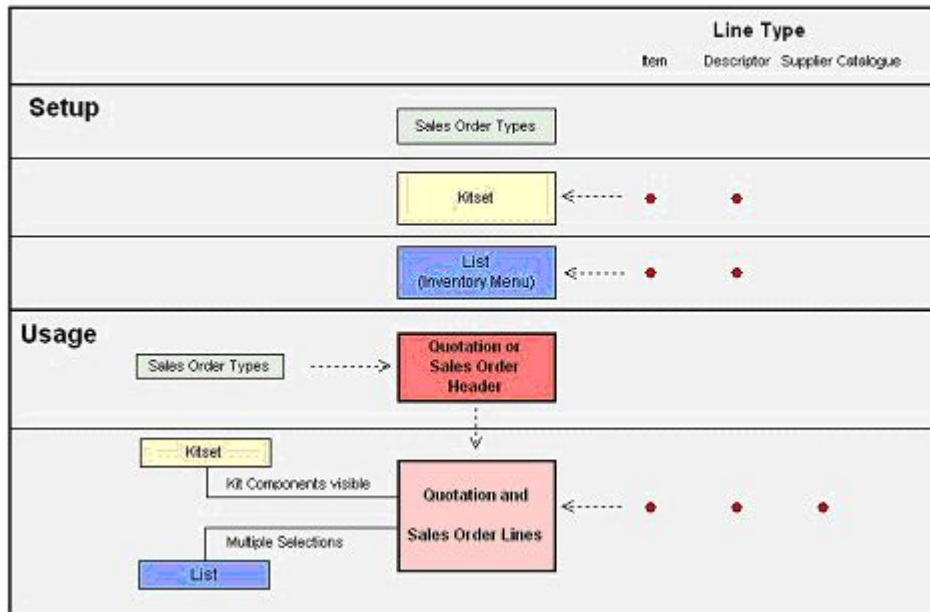
- Credit including return of supplied Goods
- Financial Credit only

You can create Credits in the following ways:

- Credit a Sales Order Invoice (from Counter Style Sales Order) with Item return
- Credit a Sales Order Invoice (from Delivery Style Sales Order) with Item return
- Credit a Job Order Invoice (Scheduled Invoice Style Job Order) with Item return
- Credit a Job Order Invoice (Actual Qty Style Job Order) with Item return
- Credit a Direct Invoice including Item return
- Fully Credit an Invoice (Financial Credit only)
- Fully Credit a System Generated Invoice (Financial Credit only)
- Fully Credit a Job Invoice (Financial Credit only)
- Create a full or partial Credit and subsequently apply to an Invoice

9.10 Sales Order Flow

Sales Orders



1. Sales Order Types

Sales Order Types must be set up before a Sales Order can be raised. A Sales Order Type can have one of two Order Styles. I.e.

Counter - contains Picking and Invoicing steps

Despatch - contains Picking, Despatching and Invoicing steps

A further style of 'Invoice Only' does not require a Sales Order and is not covered here.

2. Kitset

A Kitset is a group of Inventory Items and Descriptors that are grouped together and sold as a single 'Kit'. A Kitset 'header' is a specific type of Descriptor and can contain its own sell pricing structure.

To create a Kitset it must first be created as a Descriptor (under the 'Inventory' Menu) and identified as being a Kitset. The Kitset itself is referenced under the 'Sales' menu where both Inventory Items and Descriptors can be added as Kitset component lines.

The Sell Price of the Kitset is defined against the Kitset Header record and can be evaluated from:

- The Kitset parent's Descriptor sell price matrix
- Rolled up from the sell prices of the Kitset lines
- Rolled up from the cost of the Kitset lines with a markup percentage

The Kitset is called up and added to a Sales Order line as a single line entry. However, the Kitset lines are also visible against the Sales Order Line through an additional 'drill-down' tab

3. Lists

User-defined Lists are created and maintained under the Inventory Menu. An individual List comprises of Items and Descriptors with nominal quantities. Within a Sales Order a List can be called and its content displayed. The user 'checks' which Items or Descriptors (and their quantities) are required from the List. Each selected line is copied to the Sales Order as their own Sales Order individual lines.

4. Sales Orders

When creating a Sales Order the following options are available:

- Create a Sales Order or a Quotation
- Create a Sales Order/Quote using a selected Sales Order Type
- Create a Sales Order/Quote by copying an existing Order

5. Sales Order Lines

Once a Sales Order has been created its line details can be added, changed or deleted as required. These details include:

- Adding, amending or deleting Items
- Adding, amending or deleting Descriptors
- Adding, amending or deleting Kitsets
- Adding, amending or deleting Supplier Catalogue Items
- Adding Items and/or Descriptors selected from a List

6. Custom Products

If an Item has been identified as a Custom Product (in the Item Master record) then, upon adding the Item to a Sales Order line, a separate screen will be presented for entry of details required to 'configure' the Custom Product. Custom products are maintained under the 'Assembly Menu.

10 Job Orders

Scope

Job Orders primarily covers larger 'Project' type activities such as:- Boat Building, Construction, Jobbing. These activities generally contain the following elements:

- Multiple Task Related activities
- Resource (Labour, Heavy Plant, Machines, etc) Scheduling
- Visual Planning Board
- Ongoing Cost Accounting with full Job/Project Cost visibility
- Cost and Timeline projections
- Billing schedules and Retentions
- Multiple Jobs linked to single Project

Additionally, Job Orders can also be used for Service oriented activities such as Air Conditioning Maintenance, Repairs, Consultancy, etc. These activities lean towards providing a 'Service' rather than carrying out a Project. They require the same procedures as the 'Project' Type activity albeit not to the same depth.

Overview

You can (optionally) start with a **Project**. A Project combines a group of Job Orders into a single, high level, contract that has it's own Income, Costs, and Gross Profit analysis in addition to projected completion Cost and Timeline for the whole Project.

A **Job Order** itself can comprise of multiple Tasks. Against the Job are recorded: Customer information, Billing Schedule if required, Job Order Value, Invoiced Value, Planned and actual Costs, Cost and Timeline projects including Job Profitability

Each **Task** within a Job Order is a 'mini-job' in its own right and contains scheduled dates, activity details, Resource requirements, material requirements, planned costs, etc.

Multiple **Resources** can be linked to each Task and scheduled via a drag-and-drop visual Planning Board

Various **Billing** Options are available at Job Level:

- No Invoice: For in-house Plant Maintenance
- Percentage: Can be the whole Job Value or based on a Billing Schedule
- Actual: Based on 'Actual' entries

Retentions can be applied to each Invoice where required.

One of the main features supporting Job Orders is the single display that shows all the current Costing information along with cost and timeline projections at Task, Job and Project levels.

10.1 Preparation

The following can be set up to support the Job Order process

1. Job Rules

This allows the Systems Administrator to nominate rules that will apply to Job Orders. The options are:

- Estimated Duration - Default duration of Resources in Tasks
- Use Timesheet Approvals - Must be approved before they can be posted
- Purchase Reference Required - Must have PO before the Job can be created
- Time of Day Required - If you are scheduling Resources down to HH.MM
- Tracking Status Required - sub-divides the main Job Status
- Show Message 'Add-On' - Hides or displays the "add-on sales" tab
- Show Message 'Insufficient Inventory' - when Required > Available
- Planned Inventory Costing Method - (Last, Standard, Average, Buy Price)
- Planned Descriptor Costing Method - (Last, Standard, Buy Price)
- Planned Labour Costing Method - (Last, Standard)
- Planned Kitset Costing Method - (Last, Standard, Buy Price, Calculated)
- Planned Task Bill Costing Method - (Last, Standard, Buy Price, Calculated)

2. Job Types

Whenever a Job is created it is given a Job Type. This allows Ostendo to focus on what the Order applies to and how it is to be invoiced. The following are the required options when creating an Order Type:

Job Style defines if the Order covers

- Customer Order (for Contracting, Jobbing, Consulting, etc)
- Customer Asset (normally for Warranty and/or Servicing)
- Company Asset (for Plant Maintenance or "In-house work")
- Rental (Equipment or Service Hire by Customer)

Invoice Style relates to how this Job is to be Invoiced. The options are:

- Fixed: Based on agreed Fixed Price. Invoice(s) can optionally be pre-defined in an Invoicing Schedule
- Scheduled: Based on Planned Usage. Invoice(s) can optionally be pre-defined in an Invoicing Schedule
- Actual: Based on Actual Usage incurred. This usage may be charged at Sell Price or Cost-Plus.
- No Invoice: No Invoice required (Example: Plant Maintenance)

3. User-Maintained Tables

The following tables are set up in preparation for creating Job Orders.

Labour Codes: 'Planned' Labour code for use on the Assembly Order

Employee: User-defined Codes that facilitates Assembly Order tracking

Job Categories: Segregates Jobs for analysis - User defined categories

Tracking Codes: Enables lower-level tracking to main Job Status

Lists: Lists are simply a User-defined List of Items, Descriptors, and Labour Codes that can be called up in Job Details and lines from the list selected then batch transferred to the Job Line

10.2 Task Bills

A Task Bill is a pre-defined list of materials, Descriptors and Labour activities. This is often referred to as a 'Schedule of Quantities'. It is used as the basis for adding a known Task to a Job Line. The Task Bill has Header Information plus details lines that make up the Schedule of Quantities

Task Bill Header: This is a description of the Task and provides information about how it will be costed.

Task Bill Identity: And Description identifies the objective of the Task

Sell Price evaluation: 3 options are available to determine the Sell Price when it is used in a Job Order. The options are:

Standard (Descriptor) Sell Price
 Calculated from Task Bill Line Prices
 Calculated from Task Bill Line Costs * Markup%

Task Bill Lines: The above Task Bill can contain an unlimited number of lines. Each Line has the following information:

Component Type: This can be an Inventory Item, Descriptor or Labour Code

Code: The selected Inventory Item, Descriptor or Labour Code

Unit: The Unit of Measure for the selection.

Quantity: The normal quantity that is used.

Of course when a Task Bill is copied to a Job Order the lines and quantities can be amended as required.

10.3 Templates

A Template is a pre-defined Job Order 'Template' that can contain multiple Tasks, Task Lines and Resources. A Template is - optionally - selected when creating a new Job; the copied contents can then be amended as required.

Template Header: The Template Header contains an Identifier, Description and status with indications of how it can be used:

- When used the Template is configurable by Task
- When copied to a Job the Template's Task Numbers are re-numbered and appended to Task Numbers currently in the Job
- The Template's Task Numbers are used when added to a Job

Template Tasks A series of Tasks can be defined against a Template and comprises:

Task Header contains the following information

Sequence Number: The Sequence Number defines the order in which the Tasks are carried out. Tasks can have the same sequence number if they are carried out in parallel.

Task Name: User description of the Task (example: Lay Foundations, Survey, etc)

Task Detail Source: Can be as entered or copied from Task Bill

Task Duration: Estimated duration of the Task

Task Details consist of

Detailed Instructions relating to the Task Activity

Multiple Resources required to carry out the Task. These Resources can be scheduled via the Scheduling Calendar (A visual 'Planning Board' with drag-and-drop facilities)

Template Lines: Against a Template you can identify all materials, etc that are required to in this Template. Each Line can be linked to a specific Template Task. Each Template Line has the following information

Line Type can be:

Item: An Item that is normally kept in Inventory

Descriptor: A general use Identifier (Travel, non-Stock Item, etc)

Kitset Cod: A pre-defined Kit of Parts

Task Bill: A Task Bill as described above

Description of the selected Line Type

Quantity Required

Extended Notes that are specific to this Template/Task/Line

10.4 Raising a Job Order

Job Orders are created by first selecting the Job Type and, optionally, a Task Bill or Template.

You can then add/amend detail to the created Job using the following options:

- Add selected Tasks using pre-defined Task Bills/Task Lines
- Create a Task Header and add detail Lines

When adding or amending Job Task Lines the following options are available:

- Use List to select and copy multiple lines
- Use drop-down list of Items for single or multiple selection
- Use drop-down list of Descriptors for single or multiple selection
- Use Templates and append its content to the Job
- Use drop-down list of Supplier Catalogues for selection of their Items
- Use drop-down list of Kitsets and make single selection of Kit and its included Items
- Use drop-down list of Labour Codes and make single selection of Code

Upon adding new lines the planned Price and planned Cost of the Task and Job is automatically updated.

1. Job Header

The objective of Ostendo is to provide a single view of the Job with option to drill-down for more information when required. The following major areas are available on the Job screen.

- **Order Information** covering Job Number, Description, Status, Tacking Code Status
- **Invoice Style** with drill-down showing Invoice Schedule / Invoice Actual
- **Customer** and Billing Name with drill-down on Addresses and contact details
- **Job Settings** such as parent Project, Category, with drill-down on Order Properties
- **Job Scheduling** with Start/End Dates/Duration with drill-down on current Bookings
- **Job Discount** with option to apply a revised discount amount
- **Job Values** showing Ordered, Invoiced, and To Be Invoiced amounts
- **Job Value Details** drill-down showing:
 - Planned Price, Cost and Profit Margin
 - Current Discount amounts and percentage
 - Actual Values - Invoiced, Pending Invoices with Costs and Gross Profit
 - Calculated Percentage Complete and projected Completion Date
 - Project Costs, Profit and Margin

2. Job Detail

As with the Job Header the Detail screen provides a simple front end with option to drill-down for more detailed information. Each Line has the following information:

- Line Sequence Number used for scheduling purposes
- Line Type can be Item, Descriptor, Labour, Kitset, Catalogue, Task Bill
- Line Quantity, Price Discount
- Task that links this Line to the Task where it is used
- Unit Cost, Cost Markup, Sales Margin with option to amend any of these
- Line Properties, Actual Line Issues, Warranties covered by Line
- Kitset Cost derived from Kitset Header or Kitset content
- Task Bill content drill-down with option to amend

Within the Job lines function you have the option to amend the Markup% against selected lines. This markup can be against individual lines or can be across all lines contained in the following

areas

- **Job** every line in the whole Job
- **Job Task** each line in selected Tasks
- **Line Type** each line belonging to selected Line Types
- **Analysis Group** each line belonging to selected Analysis Groups

3. Job Order 'Product' receipts

Job Order Receipts allows you to receive an Item from a Job Order and is focused on the Repair and Refurbishment environment. The Item to be Repaired, Refurbished or Upgraded can (optionally) be issued to the Job and additional work recorded. The Item is then returned to Inventory along with the additional costs.

Also in this environment, some industries (Example: Boat refurbishment) maintain the Sell Price of the product as the Inventory Value. Therefore Ostendo provides a User-defined option to value this Item in Inventory at Cost or at its Sell Price

10.5 Job Booking

Job Order Lines can be updated with their 'Actual' values in one of two ways

Direct Entry: The 'Actual' usage can be entered directly into the Job Order Line. At the same time the booking can be designated as Chargeable, Non-Charge, Warranty, Contract. Other fields are presented relating to the Type of Line. For example: Item must have Warehouse /Location and (if applicable) variants; Labour Booking must have Employee, etc.

Batch Transaction Entry: Two screens are available for entering 'Actuals' in Batch form.

Job Transactions: Transaction list can be produced which contains all the lines for the selection. This can be prefilled with the Planned quantities if required. The selection criteria covers:

- A Range of Job Orders
- A Specific Order
- A Single Task within a Specific order

Job Timesheets: Actual Labour is entered against the Employee that carried out the work. Entry can be by either

- Employee showing all available Job Orders, or by
- Job Order showing all available Employees

Times can be entered in one of two formats

- Hours/Decimal Hours worked
- Start Time and End Time (from which the elapsed time is calculated)

10.6 Job Progress Tracking

Job Tracking is a comprehensive view of the current and projected status of the Job. This is dynamically built up from each line and is displayed at Task, Job and Project levels.

1. Task Progress

Two views of Task progress are presented in the one screen

Costs:

- Task Planned and Actual Costs with simple evaluation of percentage complete based on these figures plus remaining cost to complete the Task

- Calculated Percentage complete based on each line within the Task (a more accurate completion assessment) with Projected final Task Cost. Facility is provided to temporarily override the calculated % percentage complete to re-assess the final Task Cost.

Hours:

- Task Planned and Actual Hours with simple evaluation of percentage complete based on these figures plus remaining hours to complete the Task
- Calculated Percentage complete based on each line within the Task (a more accurate completion assessment) with Projected final Task Hours. Facility is provided to temporarily override the calculated % percentage complete to re-assess the final Task Hours

2. Job Values

The following information about the Job is dynamically maintained in Ostendo and is presented in one screen

Invoices:

- Planned Invoices (Price, Costs, and Margins)
- Invoiced to Date (Price, Costs, and Margins)
- Percentage of Price - based on Actual to Planned Invoices
- Percentage of Costs - based on Actual to Planned Invoices

Values: Evaluated from each Task's planned and actual values

- Hours (Planned, Projected, % variance)
- Price (Planned, Projected, % variance)
- Costs (Planned, Projected, % variance)
- Margins - Planned and Projected

Costs and Progress:

- Job Planned and Actual Costs with evaluation of percentage complete based on these figures plus remaining Costs to complete the Job
- Calculated Percentage complete based on each Task within the Job (a more accurate completion assessment) with Projected final Job Cost. Facility is provided to temporarily override the calculated % percentage complete to re-assess the final (Projected) Job Costs

Time and Progress:

- Job Planned and Actual Hours with evaluation of percentage complete based on these figures plus remaining Time to complete the Job
- Calculated Percentage complete based on each Task within the Job (a more accurate completion assessment) with Projected final Job Hours. Facility is provided to temporarily override the calculated % percentage complete to re-assess the final (Projected) Job Hours.

WIP Value:

- Values are posted to WIP for the Job as, and when they are incurred. Costs are taken out of WIP when an Invoice is raised. The resultant WIP value, therefore represent the Costs for the Job that have not yet been Invoiced.

3. Project Values

The following information about the Project is dynamically maintained in Ostendo and is presented in one screen

Jobs:

- Jobs included in the Project

Project Progress:

- Estimated Completion percentage taken from included Job's details.

Project Values:

- Income (Project Budget, Job Planned Totals, Job Actual Totals)
- Costs (Project Budget, Job Planned Totals, Job Actual Totals)
- Gross Profit (Project Budget, Job Planned Totals, Job Actual Totals)

10.7 Product Receipts

Job Order Receipts allows you to receive an Item from a Job Order and is focused on the Repair and Refurbishment environment. The Item to be Repaired, Refurbished or Upgraded can (optionally) be issued to the Job and additional work recorded. The Item is then returned to Inventory along with the additional costs.

Also in this environment, some industries (Example: Boat refurbishment) maintain the Sell Price of the product as the Inventory Value. Therefore Ostendo provides a User-defined option to value this Item in Inventory at Cost or at its Sell Price

10.8 Invoicing

The following Invoice Types are defined against the Job Type being used

1. Percentage Invoice

A Percentage Invoice takes a percentage of the total 'Planned' or 'Fixed Value' Job Amount and produces the Invoice. Initially this will be 100% of the Planned Value but this can be amended if required by creating another invoice and 'splitting' the percentage.

2. Actual Cost Invoice

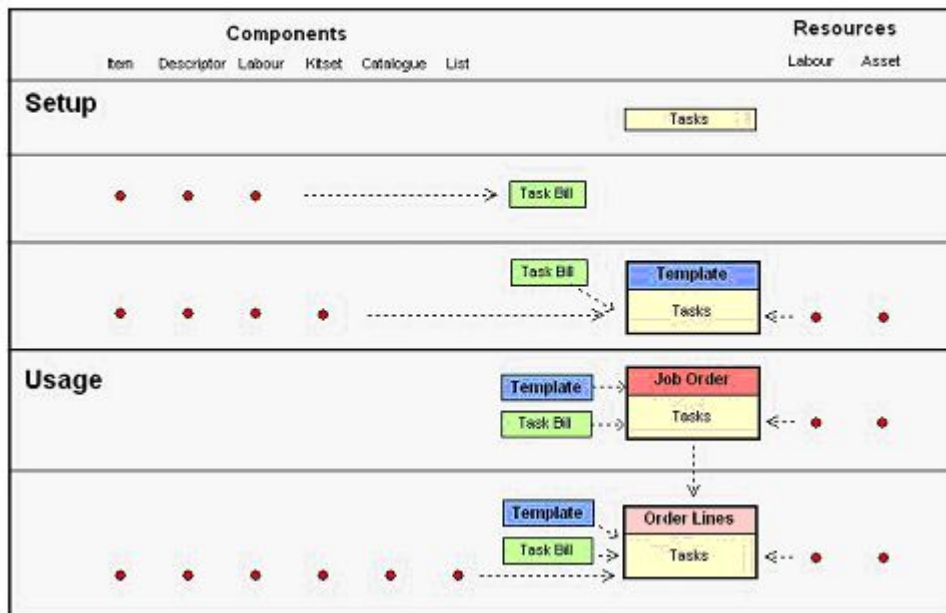
An Actual Cost Invoice generally applies to 'Cost Plus' Jobs. In this instance every time an Invoice is raised the current value held in the Job's Actual 'Cost Bucket' is applied to the Invoice and the Invoice Value is directly related to a Markup Percentage held against the Job.

10.9 Order Closure

Once the Job Order status is changed to 'Closed' any remaining Work In Progress costs are posted to a Variance Account. Subsequent bookings are allowed against this order but the cost will by-pass the Control Account and post directly to the WIP Variance.

10.10 Job Order Flow

Job Orders



1. Tasks

All Job Orders are segregated into one or more Tasks. Tasks are user-defined and enable analysis to be made by Task. Examples of Task Names are:

- Design
- Assessment
- Repair
- Servicing
- Commissioning

2. Task Bill

A Task Bill is a list of Items, Descriptors and Labour Codes that make up a 'segment' of work. At this point the Task Bill is not linked to 'Task' name entered above. For Example you may have a Task Bill for

- Fitting a Kitchen
- Designing a Product or Service
- Servicing a HVAC Unit

Task Bills can be used when setting up Templates, Job Orders, and Job Order Lines where a Task Bill is linked to a Task Name and made specific to that requirement.

3. Template

Taking the Task Name/Task Bill a step further we can combine a series of these to form a complete process. For example:

- Assessment
- Repair

- Inspection

These are logically (but not necessarily) processed sequentially and could contain Resources (Labour Type or Company Assets) whose requirements are planned and maintained via a Planning Board. A Template can be created from:

- A series of Tasks (with data) taken from a single or multiple Task Bills
- Definition of the inter-relationship between the Tasks
- Manually entered Items, Descriptors, Labour Codes, and Kit Sets into a Task.
- Manually entered Resource (Labour Type or Company Assets) needed to carry out the Task

This Template can then be used as a basis for creating Job Orders.

4. Job Order creation

When creating Job Orders the following options are available:

- Create a Job by using a Template to create Job Lines
- Create a Job using one or more Task Bills (and entering Resources) to create Job Lines
- Create a Job 'from scratch' and maintain Job Lines

5. Job Maintenance

Once a Job Order has been created its details can be added, changed or deleted as required. These details include:

- Adding Lines using Templates
 - Adding Lines using Job Tasks
 - Adding, amending or deleting individual Tasks
 - Adjusting the Tasks inter-relationships
 - Adding, amending or deleting Supplier Catalogue Items
 - Adding, amending or deleting Kit Sets
 - Fast addition of Items and Descriptors from an Inventory List.
 - Adding, amending or deleting Items, Descriptors, Labour Codes to Tasks
 - Adding, amending or deleting Labour and Asset Resources to Tasks
-

11 Purchase Orders

The Purchasing function covers the full spectrum from creating a Supplier through raising a Purchase Order and Receiving the Goods or Service, to Invoice receipt and matching

11.1 Preparation

The following can be set up to support the Purchase Ordering process

Auto Numbering: The Systems Administrator can nominate a number from which the program auto generates an incremental number for Purchase Orders

Purchase Types: A Purchase Type is used when creating a Purchase Order to define the format of the Order. Each Purchase Type contains:-

Opening Status: The Order Status allocated to the Order when it is created

Numbering: Defines if it uses Auto Numbering or the Number is manually entered

Prefix: A 5-character prefix to the Order Number (For Example PO-, ORD, etc)

Purchase Rules: This allows the Systems Administrator to nominate rules that will apply to Purchase Orders. The options are:

- Purchase Order Receipt Approvals
- Purchase Order Invoice Approvals
- Whether to manually or auto-close Purchase Orders

Default Purchase Tax Group: Ostendo facilitates variable Tax Recovery by Purchase order Line. This is achieved by having Supplier Tax Groups and Item Tax Groups; the combination of which applies to a Tax Recovery Code. The Default Purchase Tax Group allows the User to nominate a system-wide Tax Group that is automatically added to a Supplier record when the Supplier record is being created. Of course it can be amended at Supplier record level.

User-Maintained Tables: The following tables are set up in preparation for creating Supplier records. The included records can be created 'on the fly' when adding a Supplier record.

Supplier Types: Segregates Suppliers into logical groups (e.g. Trade, Retail)

Supplier Regions: For Purchase Analysis purposes

Supplier Groups: For Purchase Analysis purposes

Shipping Methods: Identity, Taxable?, default amount, and if it includes Tax

Buyer: (Linked to Employee Table)

Tax Group: To facilitate Supplier/Item Tax code evaluation

Terms: Days from (Invoice, EOM, End of Next Month) plus Early Payment Discount

11.2 Suppliers

1. Supplier Details

When a Supplier record is created it is prefilled with the defaults identified in the previous section. These fields can be amended if required

The following information is held against the Supplier record

Supplier Name / Printout Name
Postal Address / Physical Address
Additional Addresses
Contact Detail (Phone, Fax, Email, Web, Mobile)
Primary Contact/Additional Contacts
Billing Supplier

Supplier Currency
 Status (Active / Inactive)
 Supplier Types
 Supplier Regions
 Supplier Codes
 Shipping Method
 Buyer (Linked to Employee Table)
 Tax Group
 Terms
 Supplier Properties
 Supplier Documents
 Supplier Images

2. Supplier Catalogues

Multiple Supplier Catalogues can be imported and maintained through a simple import function that goes through the following steps.

- Step 1:** point to the location of the Supplier's Catalogue
- Step 2:** Match Catalogue fields to Ostendo fields
- Step 3:** Define the format of the fields in the Import File.
- Step 4:** Import. Options are given to append, amend, add, etc
- Step 5:** Optionally save the above 'matching' for future use

3. Supplier Prices

Against each Item or Descriptor you can maintain a base Buy Price. Additionally you can maintain Buy Prices from multiple Suppliers, which takes preference over the base price.

Each Supplier Price has the following information:

- Supplier
- Suppliers Unit with UOM Conversion factor
- Supplier's Item Code
- Supplier's Item description
- Unit Price in Suppliers Currency
- Up to 5 quantity-break prices

Option is given to restrict Purchase Orders to Suppliers in this Price List with optionally identifying a preferred Supplier.

11.3 Purchase Orders

1. Purchase Order Steps

A Purchase Order includes the following process flow:

- Order
- Receiving
- Invoice Receipt

The following flow options are available:

<u>Order Style</u>	<u>Order</u>	<u>Receipt</u>	<u>Invoice</u>
Full Process	x	x	x
Receipt Process	-	x	x
Invoice Only	-	-	x

2. Purchase Order Source

Purchase Orders can originate from the following sources

2.1. On the Fly

An order can be raised for any Item or Descriptor by going into the Purchase Order screen and creating the Order. You can also create a Purchase Order for Items that are normally Assembled.

2.2. Source On Demand

Any Item or Descriptor whose supply method is 'Source on Demand' will automatically have an Order Request created. A separate screen allows the user to view all Order Requests (and Planned Orders) and optionally combine those requests into a single Purchase Order for the same Supplier.

2.3. Planned Order

A Planned Order is a Suggested Order generated via the Replenishment Run. A separate screen allows the user to view all Suggested Orders (and also Source on Demand Requests) and optionally combine those requests into a single Purchase Order from a Supplier.

3. Purchase Order Creation

3.1. Order Header

The Order Header Screen holds information covering the following areas:

- Order Number / Date / Status
- Brief Description
- Order Tracking Code (user-defined within Status)
- Supplier and Supplier Address Details
- Supplier Contact Details
- Deliver to own address or Drop-ship to Customer Address
- Buyer
- Purchase Order Properties / Documents / Images
- Order Amount (Nett Amount, Tax Amount, Total Amount)
- Remaining Amounts (Nett Amount, Tax Amount, Total Amount)
- Additional Notes

3.2. Order Lines

Order Lines can originate from one of four sources:

- Items
- Descriptors
- Supplier Catalogues
- Lists

In each case the entry / maintenance screen displays different options

Items

A panel is presented for selection of the specific Item. Upon selection the line has the following information immediately available (depending upon the Item's settings)

- Unit of Measure (with option to amend if Item has multiple stock Units of Measure)

- Unit Price (calculated from Buy price matrix for Supplier or base Buy Price)
- Line's Required Date and Tax Code
- Stock Availability Inquiry
- Line Allocations: Source of the demand for this Purchase Order Line
 - Stock (default)
 - Job, Assembly, or Sales order number(s) with quantities per order
 - Line Allocation Variants: Variant(s) required by Order. For example
 - Colour: Blue - 10 required
 - Green - 12 required
 - Grade: Smooth
- Line Properties
- Line Receipt Detail: Including Variations. For Example
 - Colour: Blue - 10 - Lot 1234
 - Light Green - 8 - Lot 1237
 - Dark Green - 4 - Lot 2775
 - Grade: Smooth

Descriptors

A panel is presented for selection of the specific Descriptor. The selected Descriptor will be copied to the Purchase Order Line where the following additional information is available

- Line's Required Date and Tax Code
- Unit Price (calculated from Buy price matrix for Supplier or base Buy Price)
- Line Allocations: Source of the demand for this Purchase Order Line
 - Cost Centre (default)
 - Job, Assembly, or Sales order number(s) with quantities per order
- Line Properties
- Line Receipt Details: Showing what has been received against the Order

Catalogue Items

A panel is presented that displays all Supplier Catalogues. Upon selecting a Catalogue all the included products are displayed. Upon selecting the product from the Catalogue the following information is immediately copied to the Purchase Order

- Unit Price (taken from Catalogue for Qty being ordered)
- Line's Required Date and Tax Code
- Line Properties
- Line Receipt Details

Lists

A panel is presented that displays all User-Defined Lists. Upon selecting a 'List' a further panel will appear showing all lines in the List (Items and Descriptors). The relevant Lines can be selected and copied - in bulk - to the Purchase Order. Each selected line will become a Purchase Order Line in its own right.

11.4 Purchase Receipts

The receipts function allows you to receive goods or services with or without an originating Purchase Order. Both are subsequently used against Invoice validation. Each receipt 'batch' contains the following:

Receipt Header

Receipts for Order / Receipts No Order

Supplier

Optional Receipt 'Approval' required before acceptance

Receipt Lines

Validate against Purchase Order Line including Variations

Move receipts to Allocation (Inventory, Sales Order, Cost Centre, etc)
Adjust receipt Price, Quantity and Tax if required
Actual Costs posted to destination

11.5 Shipments Tracking

Shipments can cover shipments from local and overseas Suppliers. Ostendo provides facility to:

- Track the Shipment
- Add shipment costs
- Apportion the Costs across the Shipment
- Auto generate Invoice(s) to cover the shipment contents

Track the Shipment: You can create a shipment record in which you can enter the Shipment details such as ETD, ETA, Departure and Arrival Ports, Shipment method, etc. Within the shipment you can identify the contents of the shipment (Supplier, Purchase Order Number, Order Line, etc)

You can track the shipment progress by updating Shipment Details and adding to shipment History notes. These notes can be analysed using a Report View

Add shipment costs: You can add multiple lines relating to user-defined Shipment Charges (such as Duty, Carriage, Storage, etc). These can be added as, and when incurred, during the shipment process.

Apportion the Costs across the Shipment: Before final receipt of the shipment Ostendo will apportion the individual Shipment Charges amount to each Purchase Order line in the Shipment. This apportionment is relative to the Charge's 'Allocation Method' (Price, Quantity, Volume, Weight, Duty). You have the option to highlight any line and changed the receipt quantity, receipt cost and re-allocate the additional Shipment cost applicable to that line.

Receive the Shipment: Upon confirming the Receipt the receipt costs for each line will include the Shipment Charges and, if it is an Inventory Item it will represent the Cost of the Receipt into stock. You have two options relating to creating Invoices.

- If the shipment has accompanying Invoices then you can immediately generate Invoices for all receipts.
- If the shipment does not have accompanying Invoices then a Receipt record will be generated for matching against a Invoices when they are received.

11.6 Purchase Invoices

The Invoice function allows you to receive an Invoice with or without a prior receipt of Goods or Services. Each received Invoice has the following information held against it

Invoice Header

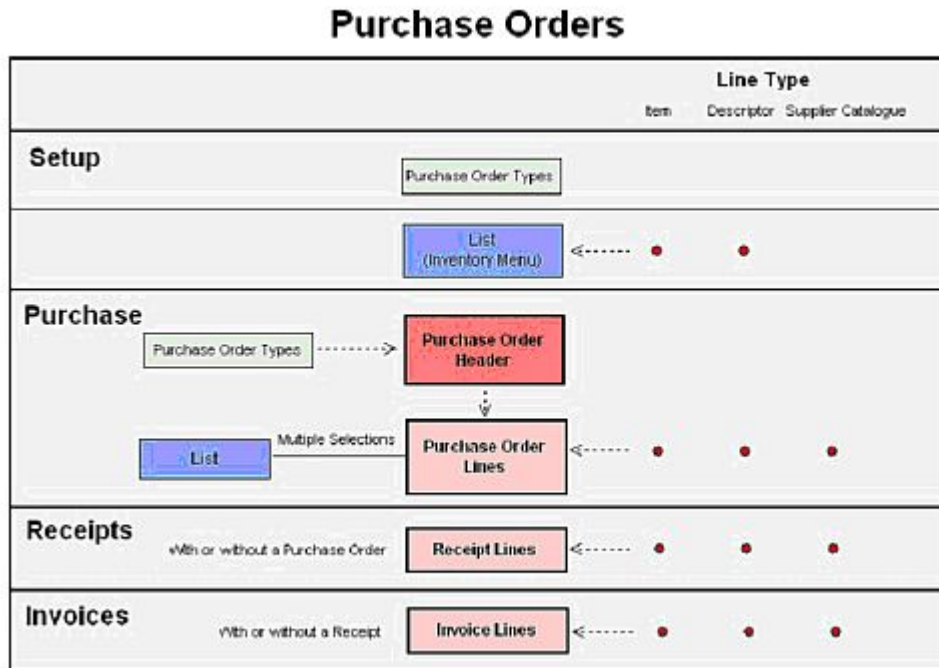
Invoice matched to Receipt or Invoice Only
Supplier
Invoice Number, Invoice Date, Payment Terms
Facility to add Freight and other charges
Optional Invoice 'Approval' required before acceptance

Invoice Lines (when 'matched to Receipts')

Validate against Purchase Order Receipts
Auto select/de-select all unmatched receipts
Adjust Invoice Price, Quantity and Tax if required
'Close' Line for matching against future Invoices
Actual Invoice Cost variances posted to destination or variance accounts

Invoice Lines (Invoice Only)

Invoice Lines (Items, Descriptors, Catalogue Items) manually added
 Add Line allocations (Inventory, Sales Order, Cost Centre, etc)
 Add Invoice Price, Quantity and Tax
 Actual Invoice Cost posted to Allocation destination

11.7 Purchase Order Flow**1. Purchase Order Types**

Purchase Order Types must be set up before a Purchase Order can be raised.

2. Lists

User-defined Lists are created and maintained under the Inventory Menu. An individual List comprises of Items and Descriptors with nominal quantities. Within a Purchase Order a List can be called and its content displayed. The user 'checks' which Items or Descriptors (and their quantities) are required from the List. Each selected line is copied to the Purchase Order as their own Purchase Order individual lines.

3. Purchase Orders

When creating a Purchase Order the following options are available:

- Create a Purchase Order using a selected Purchase Order Type
- Create a Purchase Order by copying an existing Order

4. Purchase Order Lines

Once a Purchase Order has been created its line details can be added, changed or deleted as required. These details include:

-
- Adding, amending or deleting Items
 - Adding, amending or deleting Descriptors
 - Adding, amending or deleting Supplier Catalogue Items
 - Adding Items and/or Descriptors selected from a List

5. Receipts

Receipts can be accepted with or without a prior Purchase Order being created. Items, Descriptors and Catalogue Items can be added to the Receipt reference. A system-wide option is available to have an acceptance procedure in place where an authorised person must validate the Receipt before it is finally accepted.

6. Invoices

Invoices can be accepted with or without a prior receipt. Items, Descriptors and Catalogue Items can be added to the Invoice lines. A system-wide option is available to have an acceptance procedure in place where an authorised person must validate the Invoice before it is finally accepted.

12 Service and Maintenance

The Service and Maintenance covers a wide-range of functionality from initial sale of a Serviced Item, through attaching a Preventive Maintenance schedule then carrying out Maintenance and Breakdown Events, to finally analysing Service History, Warranty Claims, etc

The following will be covered in this document:

- Warranty Definitions
- Service Plans
- Customer Asset creation
- Customer Service Scheduling
- Company Asset creation
- Company Service Scheduling
- Preventive Maintenance Jobs
- Breakdown Jobs
- Servicing History

12.1 Preparation

The following should be set up when using the Service Module

1. Job Types

Whenever a Job is created it is given a Job Type. This allows Ostendo to focus on what the Order is intended to achieve and how it is to be invoiced. The following are the required options when creating an Order Type that applies to Service and Maintenance:

Job Style defines if the Order covers

Customer Asset (normally for Warranty and/or Servicing)

Company Asset (for Plant Maintenance or "In-house work)

Invoice Style relates to how this Job is to be Invoiced. The options are:

Scheduled: Based on agreed Price. Invoice(s) can optionally be pre-defined in an Invoicing Schedule

Actual: Based on Actual Usage incurred. This usage may be charged at Sell Price or Cost-Plus.

No Invoice: No Invoice required (Example - Plant Maintenance)

2. Templates

A Template is a pre-defined Job Order 'Template' that can contain multiple Tasks, Task Lines and Resources. A Template is linked to a Service Plan and is applied whenever the Service event is initiated.

3. Service Plans

A Service Plan is a collection of regular Service Events that would apply to a Customer Asset. For example: the Asset may have a simple 3-monthly Service plus a complex 12-Monthly Service. The following information is held against each routine in the Service Plan:

Service Frequency: Days or Months

Length of Service Frequency: an entered number

Job Type: to use when creating this Service Order

Job Template: to use with this Service Order

4. Warranty Definitions

Warranty Codes and their conditions can be maintained in Ostendo. The relevant Warranty Code(s) are applied to a Customer Asset. Each Warranty Code comprises of the following:

Warranty Code Identity: User defined
Term: Duration of Warranty
Coverage: Labour, Material, Labour and Material, or Special Details
Special Details: Identifying specific cover conditions
Exclusion: stating any exclusions
Extended Notes

12.2 Customer Asset

1. Manual Create

A Customer Asset can be generated manually with the following information

Asset Identity: A unique identifier for the Asset
Asset Type: User-defined Asset Group
Customer: Customer who currently has the Asset
Checkbox: To flag that Customer requires planned Service notification.
If checked then:
Number of days prior to Service that notification required
Notification Style - Email, Letter, phone
Contact Name
Location: Where Asset is located on Customer Site

2. Auto Create

An Inventory Item record in Ostendo contains the following fields:

Checkbox: Create Customer Asset
If checked then the following are displayed:
Asset Type - User Defined Asset Group
Service Plan - Service Plan linked to the Asset
Checkbox: Warranty Codes(s) that applies to this Item

Upon despatching the Item through the Sales Order or Job Order process Ostendo will automatically create the Customer Asset. The Asset Identity will be the 'Item Number/Order Line Number'.

12.3 Asset Hierarchy

Facility is provided to link multiple 'Child' Assets to a single 'Parent' Asset. This facility is multi-level and the resultant hierarchy can be viewed in a 'Tree' View

12.4 Service Scheduling

1. Service Confirmations

A simple screen is available whereby the user can enter a date. Ostendo will automatically evaluate - from each Asset's Service Plan - if a Service Event is required up to the entered date. A complete List of Customer's that require Service Confirmation and their required Service Events (based on the Service Event Date less the Confirmation Days) are displayed from which the

following actions can be taken.

Select: in bulk or individually - all Service Events that require confirmation

Email: selected Customers requiring notification by email

Print Reminder Letters: for Customers requiring notification by letter

Print List: of Customers requiring notification by phone

2. Service Order Generation

A 'Service Order Required' screen is available whereby the user can enter a parameter date. Ostendo will automatically evaluate - from each Asset's Service Plan - if a Service Event is required up to the entered date. A complete List of Customer Assets and their required Service Events are displayed from which the following actions can be taken.

- **Exclude:** those Events where the Customer requires notification and has not confirmed
- **Checkbox:** to show those Events where the Customer has declined the Service Event
- **Select:** in bulk or individually - all Events that are to be converted to Jobs

The selected Service Events are converted into individual Job Orders.

From hereon the Job Order will:

- Define when the Job is scheduled
- Cover what Resources are required and when
- Cover what materials are required
- Include this Jobs and Resources on the 'Planning Board'
- Cover Billing and Payment receipts

12.5 Breakdown / Repairs

A Breakdown and/or Repair Job can be created as a standard Job Order with a Job Style of 'Customer Asset'. Option is provided in the Job Order function to either pre-populate the Job Details with a standard 'Repair' Template, or simply record what work has been done after the event.

12.6 Service History

A completed Service History by Customer Asset is maintained including Customer, Warranty work, non-charge work, full Service history, breakdown history, etc. As the history is maintained against the Asset the history will continue should the owner of the Asset change.

13 CRM

The Customer Relations Management function allows you to take customer calls and either respond to them immediately or promulgate further action. These actions can be monitored and analysed if required

13.1 Contacts

A table of 'Contacts' is maintained in Ostendo that covers Customer and Supplier Contacts (which can also be entered via the Sales and Purchasing) plus Prospects and Others that can only be maintained here.

Facility is available for you to copy the generated Contact's details to your Microsoft Outlook's Address Book.

13.2 Call Centre

The Call Centre function enables you to:

- Register calls
- Locate an answer where possible
- Answer the Call, or
- Action a response from other personnel
- Monitor the Call
- Close the Call and maintain History

1. Registering the Call

A single screen is available for you to register the call. All sub functions such as:

- Contact Details
- Entering On-Going Call Details
- Finding the answer
- Action a response from other personnel
- Call Monitoring
- Linking to, or creating, a Quote or Order

are all maintained from within this screen

2. Finding an Answer

In progressing the Call the following support facilities are available

- **Customer Statistics:** This provides current and past information about an existing Customer.
- **Knowledge Base:** is simply a compilation of answers to questions that have been raised in the past and provide a library of knowledge that can be used in the Call Centre.
- **Price Inquiry:** Quite often a Prospect or Customer may wish to know the current sell price of an Item or Descriptor.
- **Inventory Inquiry:** Quite often a Prospect or Customer may simply wish to know if you have stock of a certain Item and, if not, when you are expecting to receive it.

3. Action a response from other personnel

If you cannot answer the call yourself you can request further action from a nominated person

along with a required response date and the priority. You have the option to directly email this action request to the person

4. Monitoring the Call Actions

Facility is provided to analyse, select and filter the calls by status, Priority, and required response date from actioned personnel. Responses are recorded and held in 'Action History'.

13.3 Service Level Agreements

Service Level agreements comprise of a series of target response times agreed with the Customer. Any call from that Customer is monitored against these response times and statistics obtained to ensure that service levels are maintained.

A Service Agreement comprises of:

- Steps** carried out in response to the Call
- Severity** (or Urgency) Levels that can apply to the Service Agreement
- Response time** expected for this **Step/Severity**

	Urgent	Priority	Normal
Respond	1 minute	30 mins	1 hour
On Site	1 hour	2 hours	3 hours
Completed	2 hours	4 hours	6 hours

Each Customer can be allocated a Service Agreement and is given a Severity Level in the Customer record.

For monitoring performance you can identify a target achievement rate expected from each **Step/Severity**

	Urgent	Priority	Normal
Respond	100%	90%	90%
On Site	100%	90%	85%
Completed	100%	80%	70%

Putting this together we would have a Service agreement with the following

	Urgent		Priority		Normal	
Respond	1 minute	100%	30 mins	90%	1 hour	90%
On Site	1 hour	100%	2 hours	90%	3 hours	85%
Completed	2 hours	100%	4 hours	80%	6 hours	70%

When a call is received a schedule is created showing the Planned Response Date/Time based on the Call's Date and Time and scheduled against each Step. 'Actual' Response Date/Time is

recorded against each step and achievement statistics obtained and monitored against the target percentages.

13.4 Activity Events

Activity Events allow you to set up and maintain Activities and Employees and Company Assets required to support those activities. You can log Events as they arise and then:

- Schedule and Allocate the Event to an internal Resource
 - Add an Event Type and Status
 - Determine an estimated start date/time and duration
 - Define a Contact Name and details
 - Add Activity Notes
-

14 POS

Included in Ostendo is a comprehensive Point of Sale system that includes:

- Multi-Site Point of Sale Locations
- Raising Retail Orders with Pickup or Delivery options
- Raising Workshop Orders
- Raising and maintaining Lay-by Orders
- Full interactive data entry options by User
- Cash-Drops covering Office Drops and Expenses)
- End Of Day accounting functions
- etc

14.1 Preparation

Preparing for POS

1. Payment Methods

You can define different payment methods that you are going to use in POS (Example: Cash, Credit Card, Cheque, etc) along with any rounding factors that may apply. Associated with nominated Payment Methods you can also have Denominations. For example: The Payment Method 'Cash' could have the following Denominations

Name	Value
5 Cents	0.05
10 Cents	0.10
20 Cents	0.20
50 Cents	0.50
1 Dollar	1.00
5 Dollars	5.00
etc	

These denominations can be used to assist in calculating End of Day totals

Also against nominated Payment Methods you can define if Payment Rounding is to be applied. The rounding factor is user defined via two parameters:

- **Round to Nearest:** The rounding amount to which the full order will be rounded.
- **Round Up From:** The amount around which the POS total amount will be rounded up or rounded down

2. Barcodes

The Point of Sale function accepts Barcodes directly into the Order Line or any of the Search functions. Barcodes can be linked to:

- Descriptors
- Items
- Item Variations (Batch, Colour, Size, Grade, Expiry Date, Revision combinations)
- Serial Numbers

3. Multiple Sites and Stations

You can define multiple POS Sites per company along with multiple Pay Stations per Site. Each POS Station contains the following information:

- **Station ID:** User Defined unique Station ID
- **Site Name:** The Site where this Station is located
- **Printer Name:** The printer to be used for output of Receipts/Invoices.
- **Receipt Form Name:** Your Receipt 'Report' layout that will be used to generate a till receipt
- **Invoice Form Name:** Your Invoice 'Report' layout that will be used to generate a POS Invoice
- **Default Float Value:** Denote a default 'Cash Float' value that is issued to this Station
- **Cash Drawer ESC:** Escape command that will trigger the Cash Drawer to open. This would normally be used with Cash-Drop, etc.
- **Use Customer Display:** Defines if the Station uses an attached Pole Display to show the Customer the current Order total.

4. POS Employees

You can identify Employees as POS Operators. In doing this you can also:

- Define a Password to be used when the Operator signs into a POS Station
- Identify if the Operator can change (a) POS Prices, and (b) Sales Date
- Identify which 'drill-down' buttons are available to the Operator on the main POS screen. The options are:
 - Inventory Availability to view current and projected stock for a selected Item
 - Price Inquiry to determine sell prices (Customer Level & Qty) 'on the fly'
 - Customer Statistics which shows complete sales and Invoicing history for the Customer
 - Sales Orders to view all current sales orders in Ostendo
 - Linked Images to view Images linked to the current Item or Descriptor record.
 - Cash In and Cash Out to allow cash In/Out transactions to be carried out during the current session
 - POS History shows the Receipt (Invoice) history of Sales carried out with option to reprint
 - Cash Drawer will open the Cash Drawer for miscellaneous transactions such as Cash Drops, etc
 - End of Day will bring up a screen for entry of 'End of Day' balances

14.2 POS Order Types

Ostendo's POS function covers different Order Styles that cover the various ways in which a Business might carry out their Sales activity. The options are:

- **Retail Counter Sale:** Takes you through a POS order in a Retail environment where the goods are presented and paid for at the Counter.
- **Retail Pickup Order:** Takes you through taking a POS order in a Retail environment using a Pickup Mode. The Pickup option allows you to define selected (or all) lines in a POS Order, which are to be collected at a Pickup location.
- **Retail Delivery Order:** Takes you through taking a POS order in a Retail environment using a Delivery Mode. The Delivery option allows you to define selected (or all) lines in a POS Order, which are to be delivered to the Customer premises.
- **Workshop Order:** Takes you through taking a POS order in a Workshop Mode. This mode allows you to create, Invoice, and receive payment for simple Workshop Orders

- **Layby Order:** Takes you through taking a POS order in a Layby Mode. This mode allows you to create a Layby Order, receive payment(s), and finally issue the Layby Item(s)

14.3 POS Order entry Options and Features

1. Adding Lines

There are three forms of data entry:

- Using Barcode Readers, which scan barcodes. Note: Duplicate Barcodes could occur for different Items. (Example: You have Supplier's who, for different Items, use the same barcode). If Ostendo encounters this condition then a separate screen is displayed for you to select the specific Item.
- Keying in the Barcode, which functions in a similar way to being scanned by a Barcode Reader.
- Clicking on a 'Spyglass' icon in the Code field and search and select the Item or Descriptor,

2. Shortcut keys

You can use the following Shortcut Buttons to support the POS Order entry process:

- **Look Up (or use F3):** This will provide a Look-up for data in the current field where the cursor is sitting
- **Customer (or use F4):** This will bring up a screen in which you can amend information about the current Customer. It also allows you to create new Customers during this Order Entry process
- **Add (or use F5):** This will place the cursor in a new line in the entry panel for entry of a new order line.
- **Save (or use F6):** This will save the current order details without exiting the order.
- **Cancel (or use F7):** This will cancel the current line entry
- **Delete (or use F8):** This will delete the current line entry
- **Edit Line (or use F9):** This toggles between (a) showing the single line entry where you can enter the sale item and quantity to (b) showing full details of the current line in which you can amend details against the line.
- **Hold (or use F10):** This toggles between (a) placing the current POS 'On Hold' and (b) viewing current 'held' Orders and restoring a selected order to the Order Entry screen.
- **Lock (or use F11):** This will lock the Station and no further entries or changes are possible until it is 'unlocked' by entering the Operator/Password.

14.4 Taking Payment

Once the Order has been processed you can now take payment. A panel is presented for entry of the payment. This is usually a single (default) method but you can have multiple methods (Example, partial payment by Cash and the balance by Credit Card).

Note that if the Payment Method has 'Rounding' restrictions then that is applied at this time.

Upon completion a **Print** button (or **F12** key) enables a Sales receipt will be printed.

14.5 Cash Drops

The Cash Drop function enables four key operations to be carried out during the course of the day-to-day activities

- **Cash Drop Out:** A 'Cash Drop (Out)' is where monies are taken from the Till. This can occur at any time and the Cash withdrawn is moved to an 'Office Balance' Account relating to this Station.
- **Cash Drop In:** A 'Cash Drop (In)' is where the Till 'Float' is being 'topped up' from the Office. This can occur at any time and the cash added is moved from an 'Office Balance' Account relating to this Station.
- **Pay Out:** A 'Pay (Out)' is where a cash withdrawal has been made from the Till to purchase miscellaneous items or services. This is effectively treating the Till as 'Petty Cash'.
- **Pay In:** A 'Pay (In)' is where cash is added to the Till. As before, this is effectively treating the Till as 'Petty Cash' and allows for return of Cash or 'change' from a previous Petty Cash withdrawal.

14.6 End of Day

This takes you through the process required either at end of day or whenever an Operator signs off the Workstation. In this process you are presented with screen showing a calculated closing balance, Payments, Cash receipts and Issues, and Office Drops. For each Payment Method you would enter the amount found in the Till.

As part of this process you can print a X-Report which shows the Opening and Closing balances for the day. This is for information only.

Having reconciled the End of Day amounts you would then print a Z-Report which not only prints the report, but also posts the POS transactions

14.7 Other Functions

1. Alternate Operator

Facility is provided for another Operator to take over the Station during the current session This feature is normally associated with a Supervisor (who would have Price Override authority) to override a price.

2. 'On Account' Sales

You have the option to raise a POS Order and issue the goods but the payment is posted to the Customer's Account for subsequent payment.

15 Graphical Designer

Ostendo's Graphical Designer is a tool that enables you to create graphical representations of your business and display it on Ostendo's Desktop. The individual objects within the display can be linked to specific Ostendo screen, reports or views. By clicking on the object the linked screen Report or View will automatically be presented into which you can carry out normal day-to-day activities. Facility is also provided to link the object to a Custom Script to provide (say) ongoing KPI data

The Graphical Designer therefore can be used to, for example:

- Paint a picture of, and supporting, your business processes
- Provide an interactive training course
- Enhancing Ostendo by providing real-time KPI information

In addition to this you may simply want to create static desktops showing, for example

- Company Image/Logo as a 'background'
- Organisational Charts
- Floor Plans

15.1 Schemes

A single Graphical design can include multiple 'pages' known as Schemes. You can link one Scheme to another....all within the same Design

15.2 Toolbars

These toolbars and tools are available for you to create and maintain the Design

15.2.1 Align Toolbar

Facilitates the alignment of multiple objects on a drawing using the following

- Align selected objects to the left
- Align the selected object centrally about the horizontal
- Align selected objects to the right
- Align selected objects to the top
- Align the selected object centrally about the vertical
- Align selected objects to the bottom
- Align selected objects about their centres

15.2.2 Curve Edit Toolbar

Creates and maintains curve objects in the drawing. The following actions are available

- Join Selected Nodes
 - Break Selected Nodes
 - Close Figure
 - Convert selected segment back to a straight Line
 - Convert selected segments to a Curve
 - Flatten Selected Curve (convert to a series of straight lines)
 - Break Apart Curve
 - Combine Selected Curves
-

- Convert selected objects to Curve objects

15.2.3 Draw Toolbar

The Draw Toolbar enables you to select an object type and insert it into the drawing. The following Object Types are available in the Draw Toolbar

- **Pick Tool:** Use this to select an existing drawn object so that editing can take place. Also you can click on the current display then drag the cursor to enclose a Group of Objects.
- **Curve Edit Tool:** This allows you to select any existing line and define it as a curve between the displayed nodes. Having selected the line can manipulate the line to form a curve to your requirements
- **Zoom Tool:** Click on this Icon then move the magnifying glass to the selected area. Another click will double the resolution, and so on.
- **Pan Control Tool:** Click on icon and then move cursor to the display. Dragging the displayed hand will move the current display as required.
- **Line Tool:** Click on icon then place cursor in display then drag and drop to create the line.
- **Connector Tool:** Click on icon then place cursor on the edge of one Object and drag the cursor to the Object to be connected. This will create a connecting Line between the Objects. Moving an Object around the display will automatically retain its linkage to other objects
- **Rectangle Tool:** Click on this icon then place cursor in the Design palette then drag and drop to create a Rectangle.
- **Ellipse Tool:** Click on this icon then place cursor in drawing then drag and drop to create an ellipse.
- **Text Tool:** Click on this icon then place cursor in drawing then drag and drop to create a Text Box. You can then enter the Text into the box
- **Picture Tool:** Click on this icon then place cursor in drawing then drag and drop to size the picture to be imported.

15.2.4 File Toolbar

The File Toolbar enables you to create new Designs or amend existing Designs. Additionally you can manipulate objects.

- New Document (Ctrl N) - Shows a blank screen for creating a New Design
 - Open Document (Ctrl O) - Brings up a panel for selection of a current Design
 - Save Document (Ctrl S) - Brings up a panel to save the Design at a location
 - Print (Ctrl P) - Prints the current Scheme
 - Preview (Ctrl W) - Previews all active layers in the current Scheme
 - Delete (Del) - Deletes selected objects or points
 - Cut (Ctrl X) - Cuts selected object or Group to Clipboard
 - Paste (Ctrl V) - Pastes Clipboard to Drawing
 - Duplicate (Ctrl D) - Immediately duplicates the current object
 - Clones (Ctrl L) - Creates a clone that is actioned from the original
 - Undo (Ctrl Z) - Undoes previous activiti(es)
 - Redo (Shift/Ctrl Z) - Re-does previously undone activiti(es)
-

15.2.5 Grid Toolbar

The Grid Toolbar enables you to create objects and align them to a grid. The grid allows you to either manually align objects or get the program to do it for you.

- Show Grid - Shows a background Grid as defined in the Options panel
- Snap to Grid - Any Object will now locate to nearest Grid line
- Grid Options - Opens up a panel to define Grid Options

15.2.6 Layout Toolbar

The Layout Toolbar enables you to display objects in relation to each other in addition to creating Layers and Schemes. A Scheme is best described as a selected screen within the Design whereas the Layer is a selected view within a Scheme. This can be used, for example, in creating a base Design that has sub processes and each sub process can be hidden or displayed as required. Within each Layer the displayed Objects can be prioritised to define how it is displayed with reference to other Objects (In front of, or behind)

- Forward One (Ctrl PgUp) - The current Object is brought forward one step
- Back One (Ctrl PgDn) - The current Object is sent back one step
- To Front (Shft PgUp) - The current Object is brought in front of all Objects
- To Front (Shft PgUp) - The current Object is brought in front of all Objects
- Group Objects (Ctrl G) - Use Shift Key to select objects to be included
- Ungroup Objects (Ctrl U) - The objects in the current Group are ungrouped
- Select Layer from Drop-down - Select the current layer within the Scheme
- New Layer - Creates a New Layer within the Scheme
- Delete Layer - Deletes the current displayed Layer
- Select Scheme from Drop-down - Select the Scheme from the drop-down list
- New Scheme - Creates a New Scheme within the Design
- Delete Scheme - Deletes the current displayed Scheme

15.2.7 Translation Toolbar

The Translation Toolbar enables you to select an object and rotate or mirror the image. The following options are available:-

- Rotate the selected image 90° in a clockwise direction
- Rotate the selected image 90° in an anti-clockwise direction
- Mirrors the selected image along its horizontal axis
- Mirrors the selected image along its vertical axis

15.3 Inspector Panel

The Inspector panel allows you to select Schemes, Layers and Objects to define the characteristics of the selection.

- **Brush** - Clicking on the drop-down will let you define the fill value for enclosed area.
 - **Height** - Defines the height of the rectangle box
 - **Hint** - Selecting this will bring forward a panel where you can enter a 'Tool Tip'.
 - **Layer** - The Scheme Layer to which this Object belongs
 - **Left** - The start position of the object. This value changes as the object's left side is dragged or you can enter a specific value here to move the left side.
 - **Name** - The Name of the object.
-

- **Pen** - This defines the format and colour of the object
- **Reference** - If you wish to link this object to another Scheme then select the scheme. If you click on this object in view mode then the current scheme will be replaced by this scheme
- **Roundness** - This lets you specify the radius of the corner curve.
- **Show Hint** - If this is set to false then the Hint created above will not be displayed. Set to 'True' if you wish it to appear on the Design viewer.
- **Top** - The start position of the object. This value changes as the object's top border is dragged, or you can enter a specific value here to move the top border.
- **Transparency** - enter a number between 1 and 100 that defines the amount of transparency that you wish to apply to this object
- **Width** - Defines the width of the rectangle box

15.4 Layer Manager

The Layer Manager enables you to:-

- Create New Layers
- Remove existing Layers
- Define the display order of Layers
- Define how Layers are to be used and displayed.

Additionally, for each Layer you can define

- **Visible** - If this is 'True' then this Layer is visible when viewing the Scheme.
- **Read Only** - If this is 'True' then the objects in the layer cannot be amended.
- **Moveable** - If this is 'True' then the objects in the layer cannot be moved.

15.5 Library

A Library enables you to save objects, pictures, Object Groups, etc as 'Templates'. These can be selected at any time and, using drag-and-drop, inserted into a Layer. This area covers:-

- **Creation of a Library** - Simply click on the 'Create New Library' icon and define where it should be located.
- **Maintaining Objects in a Library** - Highlight the Object(s) in the Layer and click on the 'Add selected objects to Library' icon. You can now give it a recognisable identity and a description.
- **Saving the Library** - If you have made any changes to a Library then it must be saved by clicking the 'Save Library' or 'Save all Libraries' icons
- **Copying Objects to a Scheme Layer** - Select the stored object from the drop-down list. A picture of the object will appear at the bottom of the Library Panel. Click on this picture and drag it to the position you require in the current Layer.

15.6 Adding to Desktop

As an Administrator you would bring up the Design in Ostendo and link objects to the specific Screen, Report or View that will be displayed when the object is selected. The finished (linked) design is then identified against the User(s) who will use it.

When that User signs into Ostendo the Design will automatically appear on the Desktop.