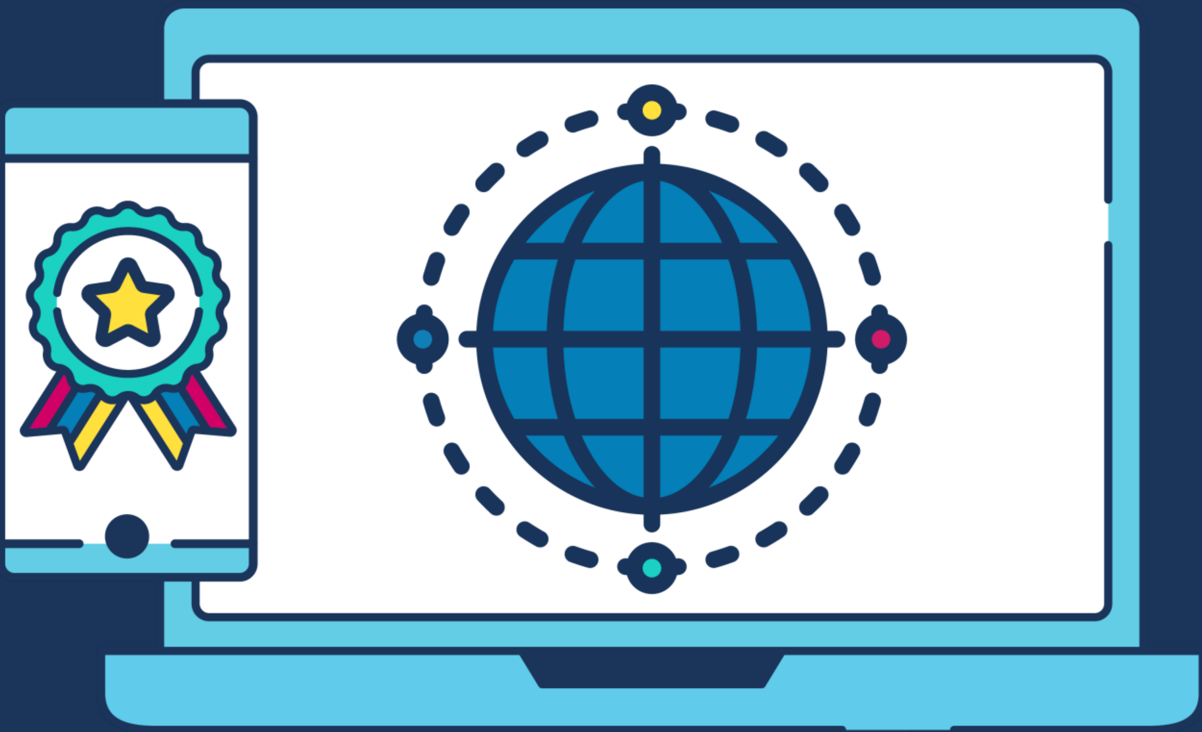
Contract Admin

TEMPLACMS

Version: V6.1.0 2020 06 a



COMMERCIAL STATEMENT

This document is subject to any terms as per teamsoftware.com/legal.

TABLE OF CONTENTS

INTRODUCTION

These notes are designed to provide background information and useful experience of using TemplaCMS's contract admin functions. They are designed to complement the training and assist you at a later stage when away from the training environment.

SYSTEM CONTROL AND MAINTENANCE

Any *System Control* and *Maintenance* settings related to specific areas/modules are covered in the relevant manuals.

BACKGROUND

In order to setup a new contract in ***TemplaCMS*** the related client and site should already exist or be created first. The hierarchy for contract setup is as follows: *Client* > *Sites* > *Contracts* > *Tasks* > *Cost/Revenue Types*

WORKFLOW

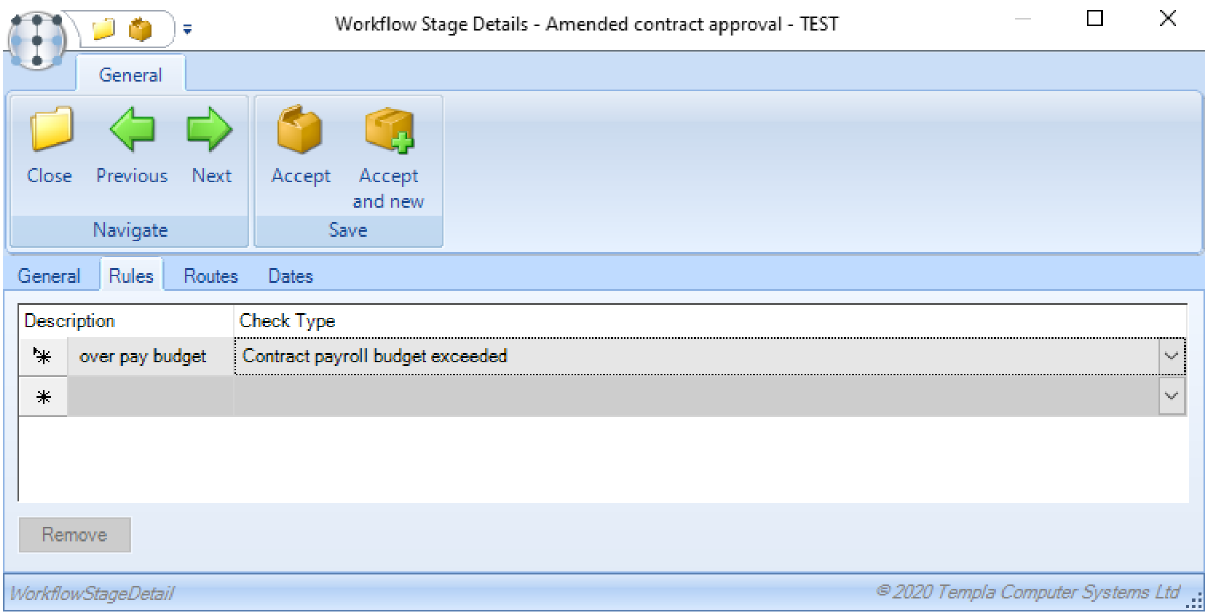
Background

When a new contract is won, the responsibility of setup could be split between multiple users, with one entering the budgets, and another entering the employee pay details. Whilst TemplaCMS has always provided a colour-coded comparison of configured pay to budgets, it did not prevent the contract from progressing to live when the budget is exceeded – which is more likely when multiple users are involved.

To assist with this scenario, a workflow check for *Contract payroll budget exceeded* has been introduced.

Workflow Path Details

On a contract workflow path, a rule *Check Type* of *Contract payroll budget exceeded* is available:



Assigning this rule to the contract workflow paths will instruct *TemplaCMS* to calculate if the contract assigned employee costs exceed the payroll budget for the task to which they are assigned. When determining if the costs are within budget *TemplaCMS* will use the later of the following dates:

- The current date, i.e. the day the contract is sent for approval
- The last employee assignment's effective from date

Where the contract-assigned employee costs exceed the payroll budget, TemplaCMS will route the contract to the nominated user for approval.

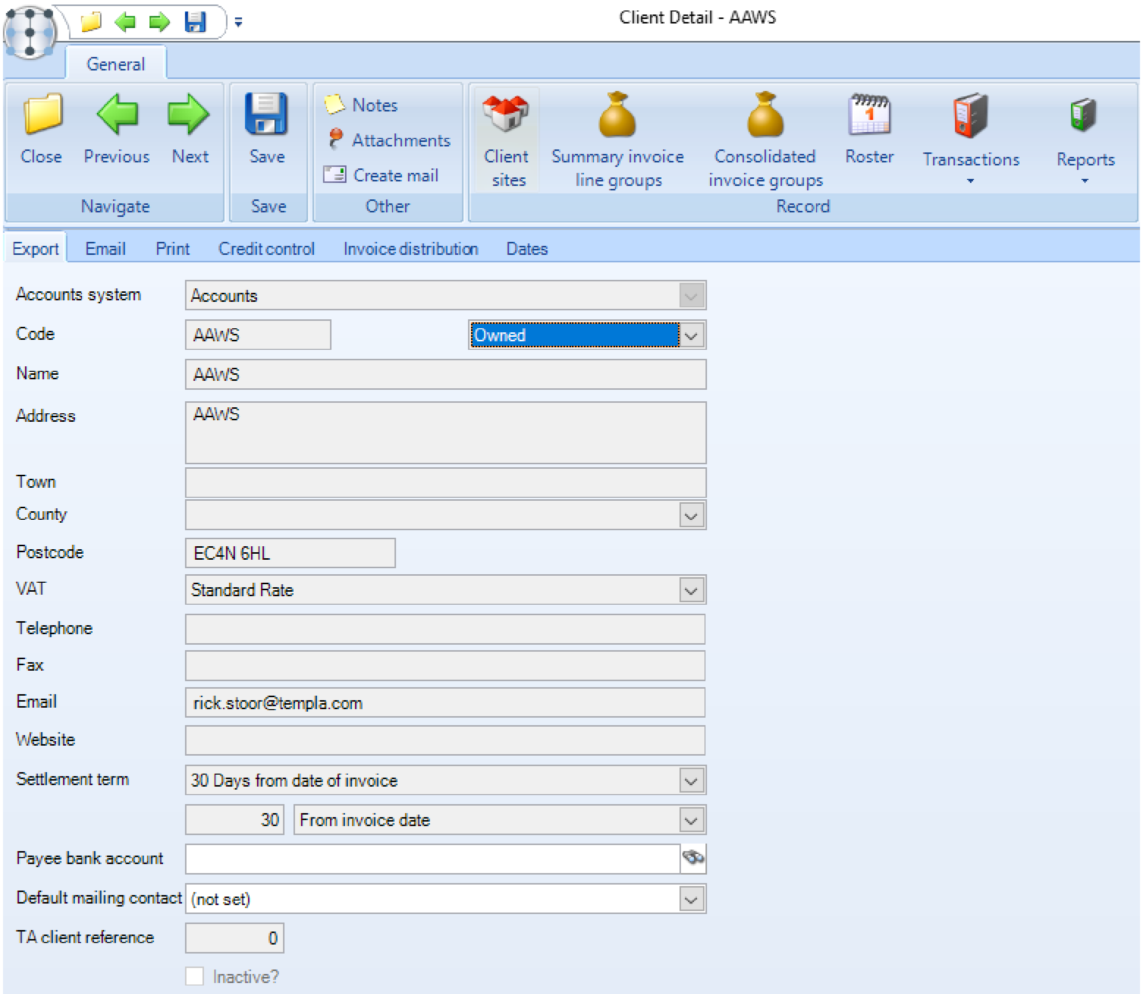
CLIENTS

Client detail (General Tab) information is held in the accounting system (*Access Dimensions*) and cannot be amended in ***TemplaCMS***.

A new/prospective client can be created in ***TemplaCMS,*** and the user can optionally send this information to the accounts system if the client goes live. Once the *Send to accounts* option is used no further changes can be made to the client in ***TemplaCMS***, any changes will need to be done in the accounts system.

To create a new *client* from the client list in ***TemplaCMS*** click on *New* and complete the required details.

Export



Accounts system – where ***TemplaCMS*** is linked to more than one accounts database, the account system to which the client will belong, need to be selected.

Code – enter a code for the client in the same format as existing clients.

Prospect – the client status will appear as *prospect* until it has been sent to the accounts system.

Name, Address, Town, County, Postcode – enter the client address details.

VAT – select the default VAT rate for the client.

Telephone, Fax, Website – enter the relevant details for each if required.

*Settlement term*s – select the default settlement terms for the client.

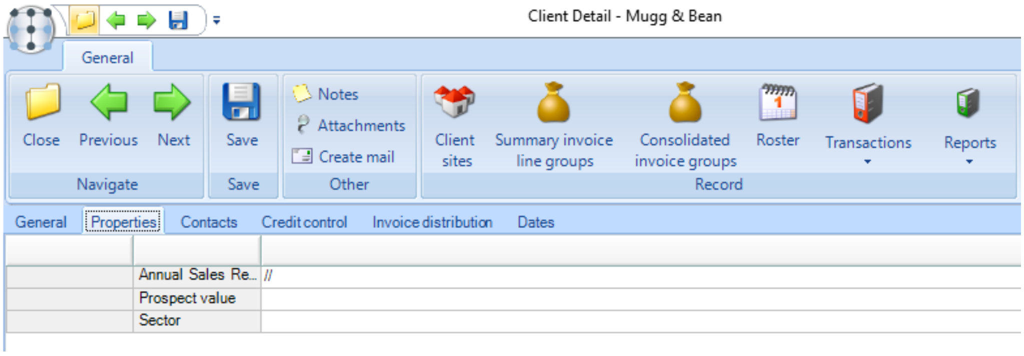
Payee bank account – where invoices are distributed from TemplaCMS a Payee bank account that differs from the system level payee account can be selected on a client. If specified this account will be used on invoices.

Default mailing contact – where contacts already exist, the default mailing contact for the client can be selected.

TA client reference – where T&A is used the client reference can be entered.

Inactive – where a client is flagged as *Inactive* in *Access Dimensions* this flag will appear in *TemplaCMS*.

Properties



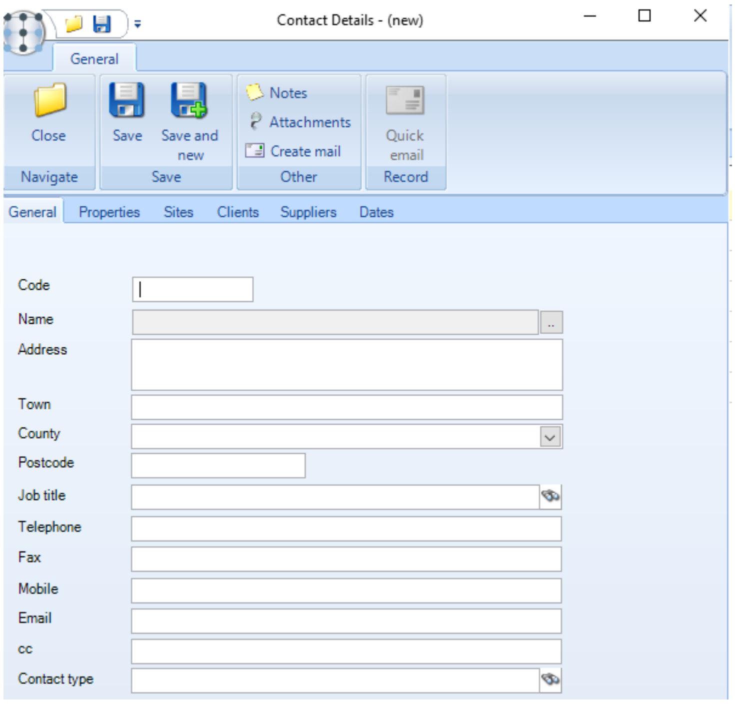
Properties and can be defined against the clients, but these will only be relevant to (and accessible from) *TemplaCMS*.

Contacts

For Invoice distribution, via e-mail, a client contact must be set up. This can be done from the main *Contacts* list or on the fly from the *Contact tab* on the client screen.

Alternatively, if the Invoicing contact already exists in Access Dimensions this contact will be available in CMS. Please note any details on contacts from Access Dimensions can't be changed within *TemplaCMS*, it will need to be changed in Access Dimensions.

On adding a new *contact,* the following screen will be displayed:



Code – a code for the contact can be entered. If left blank the system will automatically generate a code.

Name – click on the '…' to enter the contact name.

Address – enter the contact address, if addressing the invoice to a *'Contact'* this is the address that will be used as opposed to the main *Client* or *Site* address.

Town – enter the contacts town if needed.

County – enter the contacts county if needed.

Postcode – enter the contacts post code if needed.

Job title – select an existing '*Job title'* via the binoculars. We recommend that a job title such as *'Invoicing contact'* be used so that it will be easy to distinguish these from other contacts in ***TemplaCMS***. A new job title can be created on the fly or from the maintenance menu.

Telephone – enter the contact telephone number if needed.

Fax – enter the contact fax number if needed.

Mobile – enter the contact mobile number if needed.

Email – it is vital that a valid e-mail address is entered if invoices are to be e-mailed to the contact.

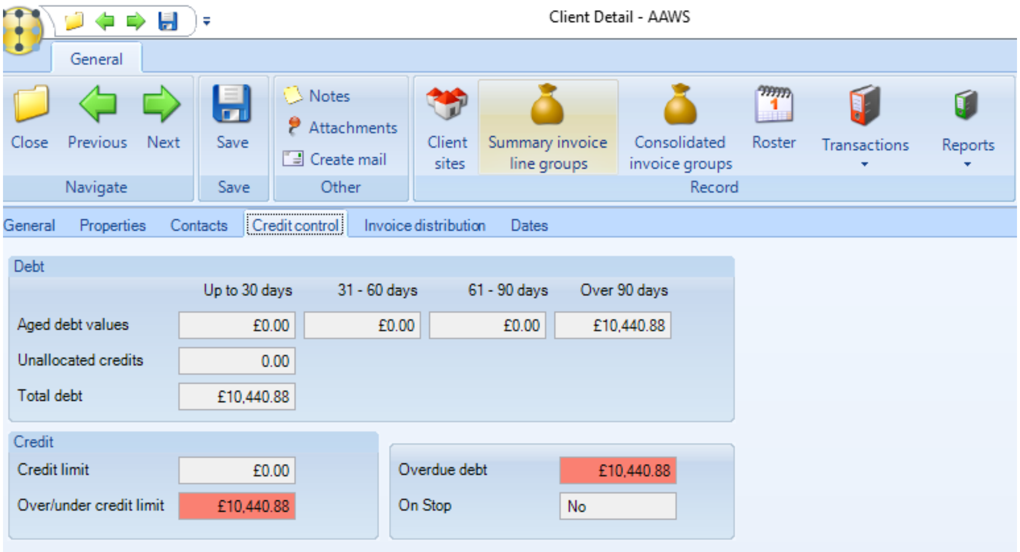
Cc – enter a 'Cc' e-mail address if required.

Contact type – different contact types can be defined to easily distinguish between an accounts contact and a site contact for example.

Credit Control

From the *Credit Control* tab, the following details retrieved from the accounts system are displayed:

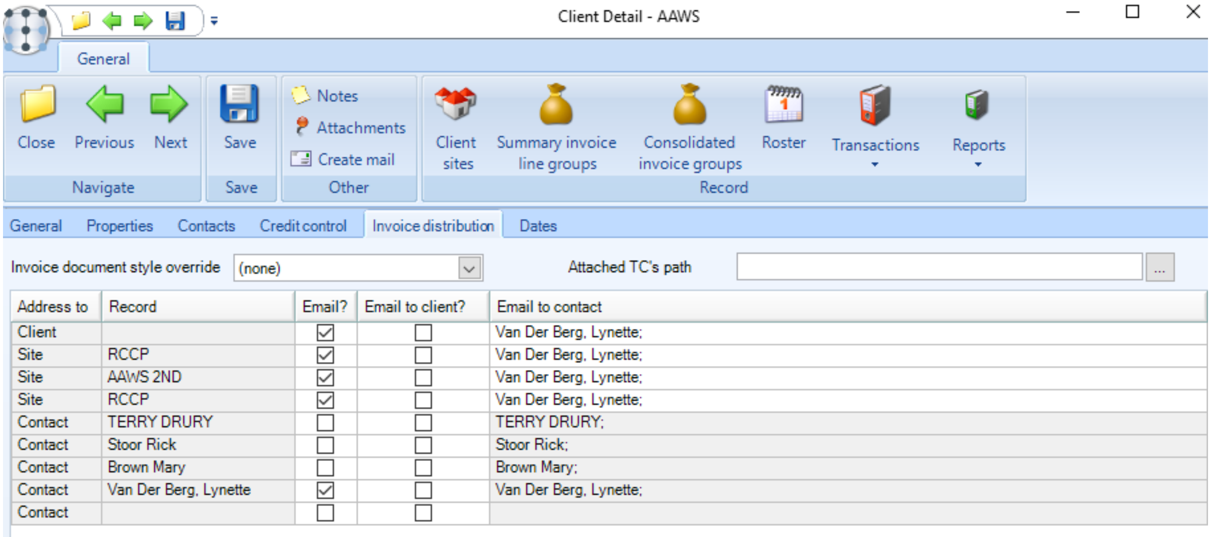
- Aged debt values
- Total debt
- Credit limit
- Over/under credit limit value
- Overdue debt total
- On stop status



When accessed, a re-calculation of the aged debt figures within *Access Dimensions* is automatically triggered to ensure the details are up to date.

Invoice distribution client setup

Invoicing details for each client can be set up at client, site or contact level (if contacts exist) and are accessible from the *Client* > *Invoice distribution* tab.



The Invoice document style override option allows the *System Control* default document format to be overridden by client.

The *Invoice distribution* grid lists the *Client*, all its associated *Sites* and any *Client* or *Site contacts*, as any of these could be selected on *contract billing lines* to address the invoice or credit note document to.

When invoicing at *Client* level the *Client* row can be selected for distribution via ticking the *Email* box and selecting the e-mail contact from the existing client or site contacts. Similarly, if invoicing at site level.

When choosing to email and again during invoice distribution all *Email to contact* records will be checked to determine if the email addresses are valid.

TemplaCMS has been modified to allow a Terms & Conditions document to be defined at accounts datasource and client level.

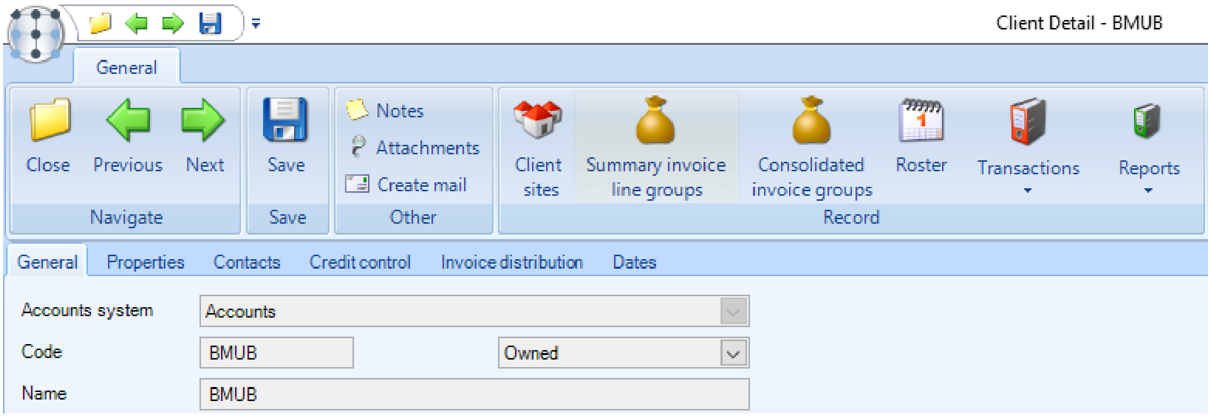
Terms and conditions

It is possible to define an optional 'Attached T&C's' document file path on the accounts datasource or client. Where a file is defined, this will be used as the default attachments of all invoices e-mail distributed. If defined on the client, the path will override the accounts datasource path.

Note, that in both cases, the document should be stored on a network location accessible to all users who will be distributing invoices.

During the invoice distribution process, TemplaCMS will automatically attach the T&C's document if one is defined. Only one T&C's document will be attached per e-mail, even where there are multiple sales invoices attached.

Record



CLIENT SITES

This button will provide access to all the sites linked to the client.

SUMMARY INVOICE LINE GROUPS

If *Summary invoice line groups* have been set up on the contract *Billing* tab these would be displayed here.

CONSOLIDATED INVOICE GROUPS

If *Consolidated invoice groups* have been set up on the contract *Billing* tab these would be displayed here.

ROSTER

This will provide direct access to the *Roster Manager*, pre-filtered to the current client.

TRANSACTIONS

This will provide direct access to *Data forms, Service Requests, Training matrix* and *Projected workbill schedule*, pre-filtered to the current client.

REPORTS

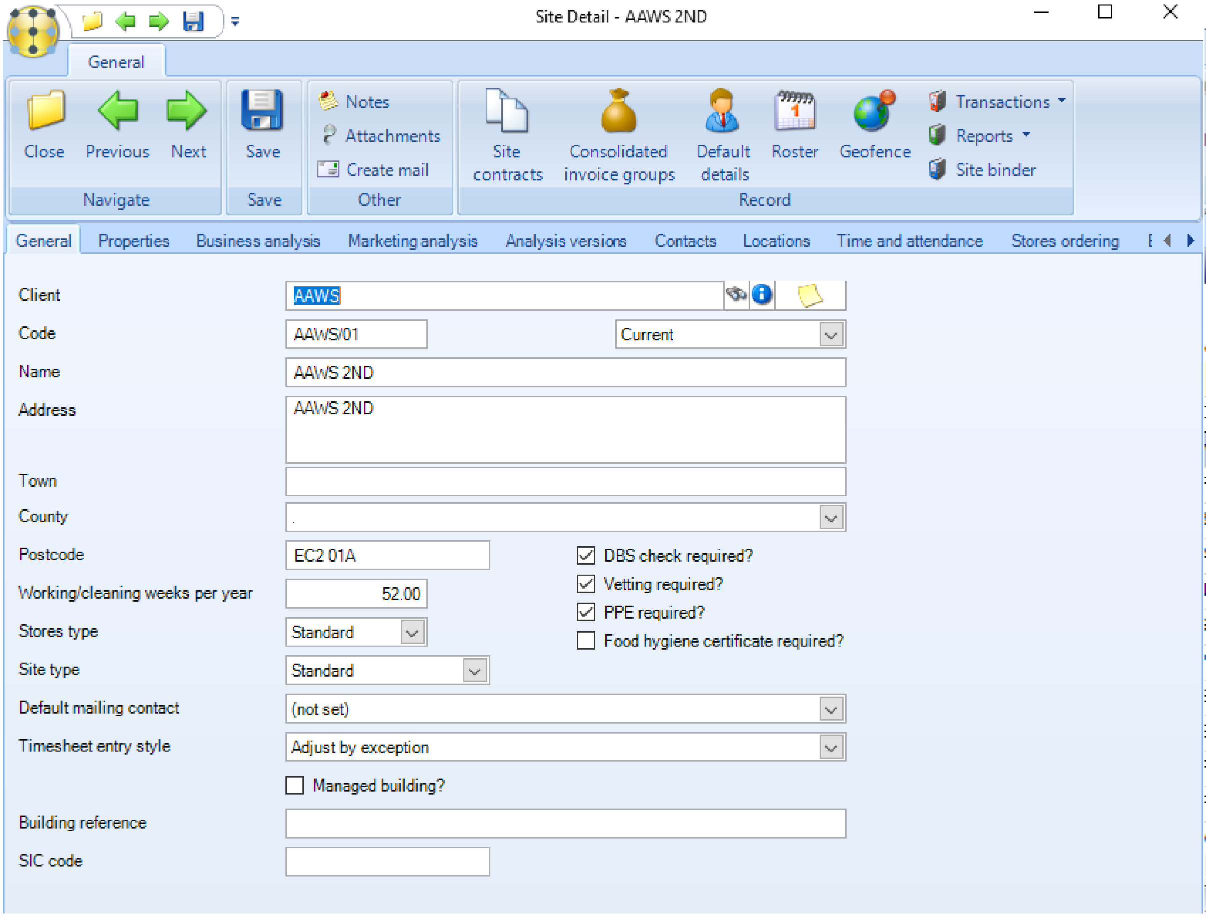
When selected the *Reports* option, provide direct access to the following reports, pre-filtered to the current client:

- Aged debt
- PL (Profit & Loss)
- Revenue
- Statements
- Staff turnover
- Staff leavers
- Current Staff
- Employee absence tracker
- Holiday usage
- Site profitability

SITES

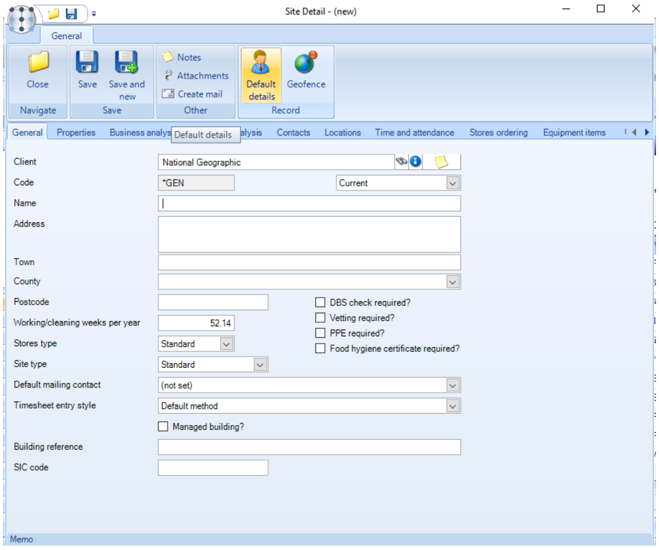
General

Sites are associated with *Clients*, and *Site addresses* will be communicated to the accounts system (*Access Dimensions*) if they are to be used for billing:



Multiple sites may exist for each client. To keep track of the relationship between the sites and clients, many companies code their sites based on the customer and an appropriate number. An *Auto numbering* option exists on the *System Control* settings for Sites where a minimum number of digits can be entered. If this is set, when a new site is entered, upon clicking on 'save' a site code will be automatically generated based on the client code and previous highest site code to the minimum number of digits specified. For example, if 3 minimum digits are selected and site *'ABC/016'* already exist the next site code generated for client *'ABC'* will be *'ABC/017'*.

If the site details differ from that of the main client, it can be manually entered, otherwise click on *Default Details*, which will copy the details from the client to the site.



Working/cleaning weeks per year – the number of weeks' work (cleaning or other) will be carried out at the site per year.

Stores type – options are Standard, Internal Stores and Van. *Warehouse* sites where stock control is required should be set up as *Internal stores*. It is possible to generate *transfer* stores orders, treating the van as the target delivery site. To use this facility, therefore, requires that each van be defined as a site with the *store's type* set to *Van* which does not allow for management of stock.

Site type – the options are *Standard* (e.g. operative) and *Overhead* (e.g. management) and allows costs on these sites to be reported differently within the *Site analysis reports*.

Default mailing contact – one of the contacts set up on the *Contacts* tab can be selected as the default mailing contact providing the contact has a valid e-mail address.

Timesheet entry style – different timesheet entry styles exist in ***TemplaCMS*** and can be overridden at site level if a different format to what has been setup on the payroll datasource is required.

Managed building – if ticked the type can be defined as either *Tennant* or *Agent*.

Building reference –a *building reference* can be entered on any site.

SIC code – the SIC code can be used in conjunction with the *Hygiene Services* module. Waste transfer notes require the *SIC code* of the 'transferor' i.e. the company that transfers the waste to another company to be printed on the note

DBS check required – when flagged this influences the behaviour of joiners via the *employee approval* process for example if a 'single period' joiner is added to a timesheet the site is checked for this flag and the employee is automatically made *un-approved*.

Vetting required – when flagged this influences the behaviour of joiners via the *employee approval* process for example if a 'single period' joiner is added to a timesheet the site is checked for this flag and the employee is automatically made *un-approved*.

PPE required – when flagged this influences the behaviour of joiners via the *employee approval* process for example if a 'single period' joiner is added to a timesheet the site is checked for this flag and the employee is automatically made *un-approved*.

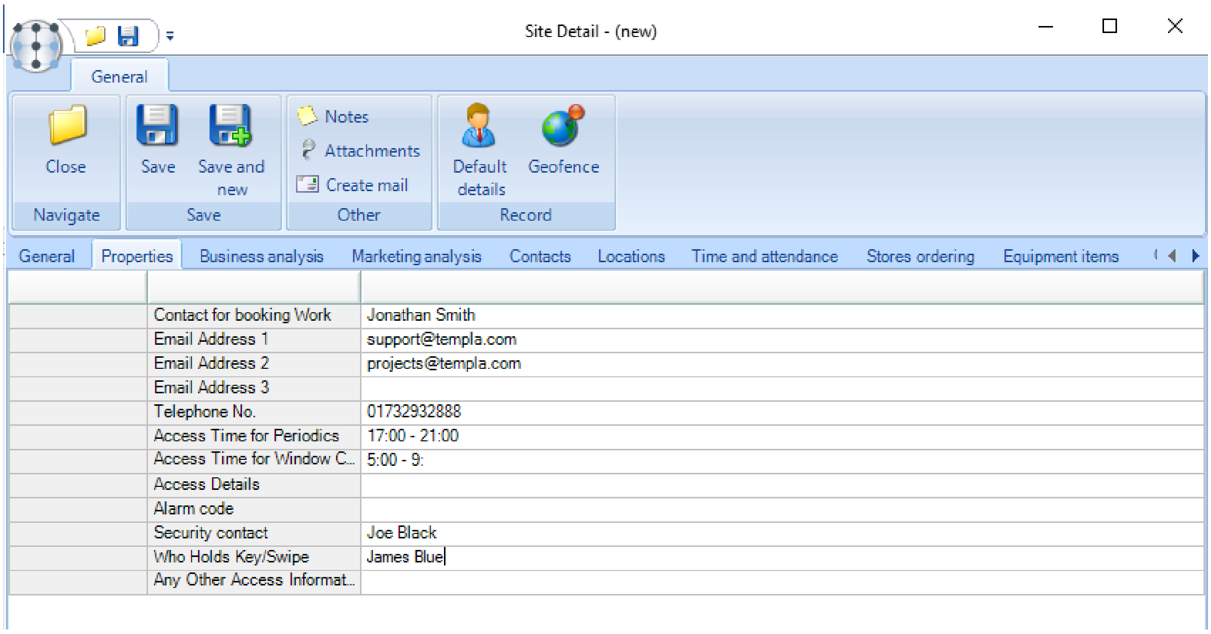
Food hygiene certificate required - when flagged this influences the behaviour of joiners via the *employee approval* process for example if a 'single period' joiner is added to a timesheet the site is checked for this flag and the employee is automatically made *un-approved.*

Geofence

TemplaCMS supports full 2-way integration with the EziTracker T&A system.

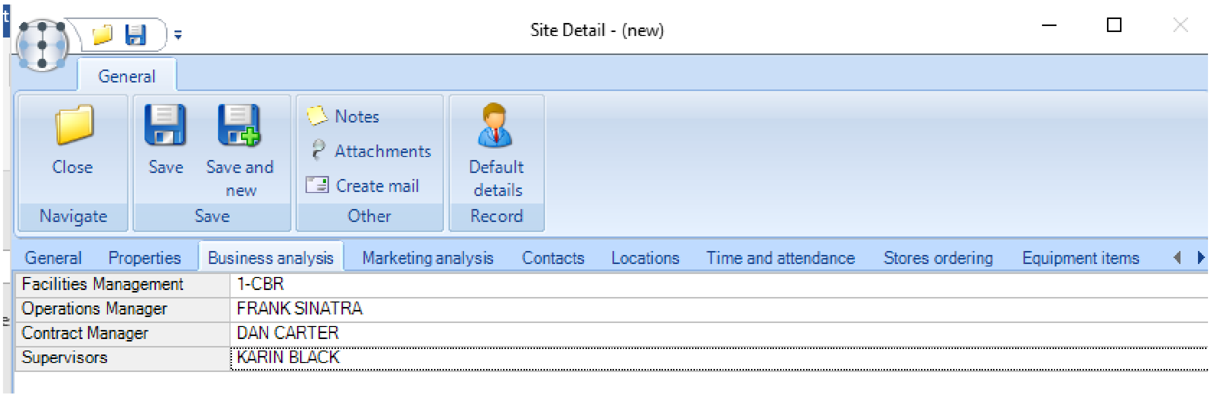
Please contact your TEAM Software Projects team if you wish to implement EziTracker

Properties



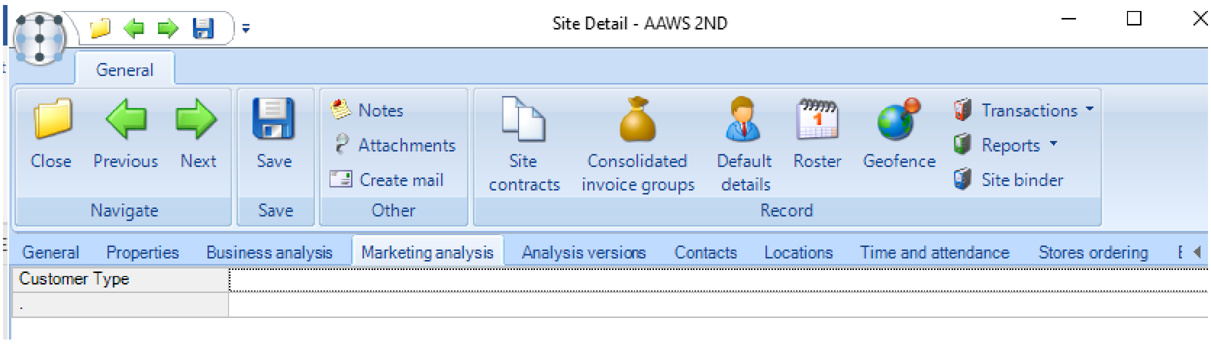
Additional information can be recorded against a site via the *Properties* tab. These properties are *user defined* and securible to certain *user roles*.

Business Analysis



Business analysis codes *must be defined* for each site. This is used for reporting, security, workflow etc.

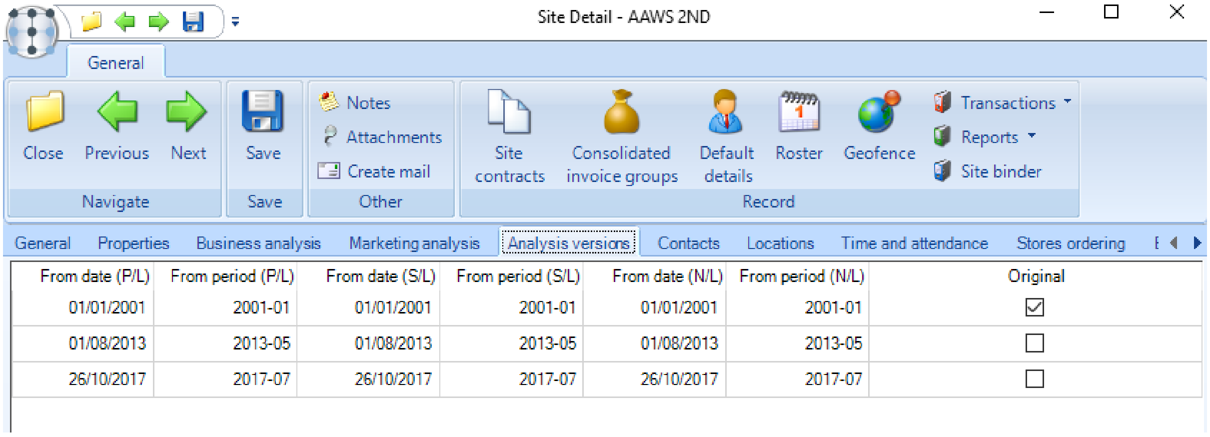
Marketing Analysis



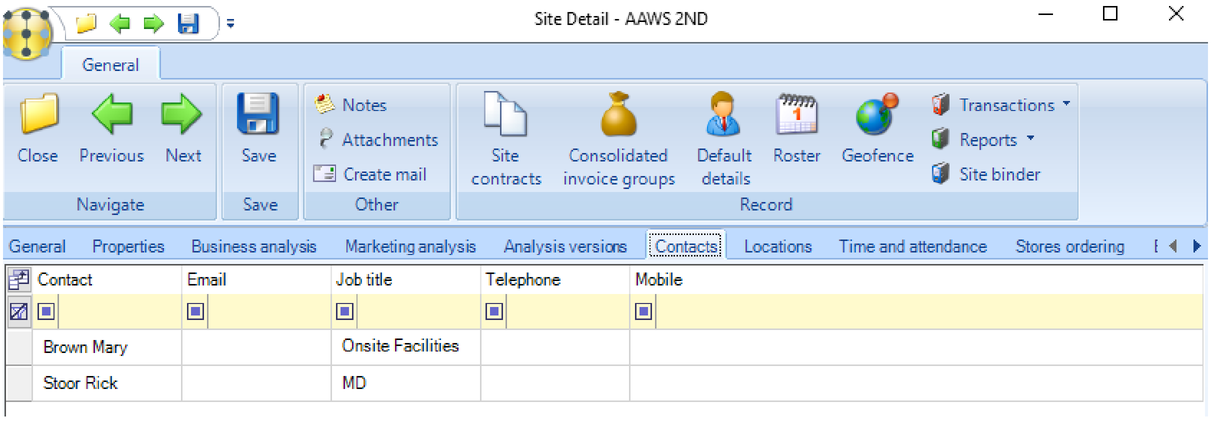
Marketing analysis is optional and mainly used for reporting.

Analysis versions

Where the *Enforce period control on analysis?* option has been set on *System Control* each time any of the analysis options on the site is changed, the period or each of the ledgers is recorded on the *Analysis version* tab. Double click a line to view the analysis details.



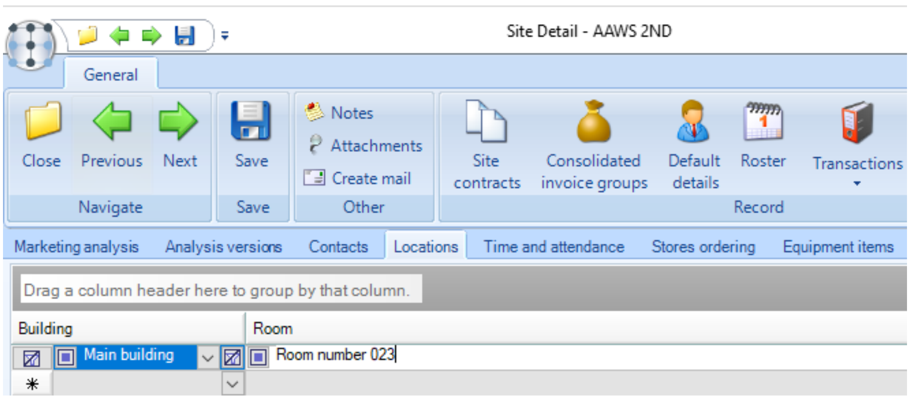
Contacts



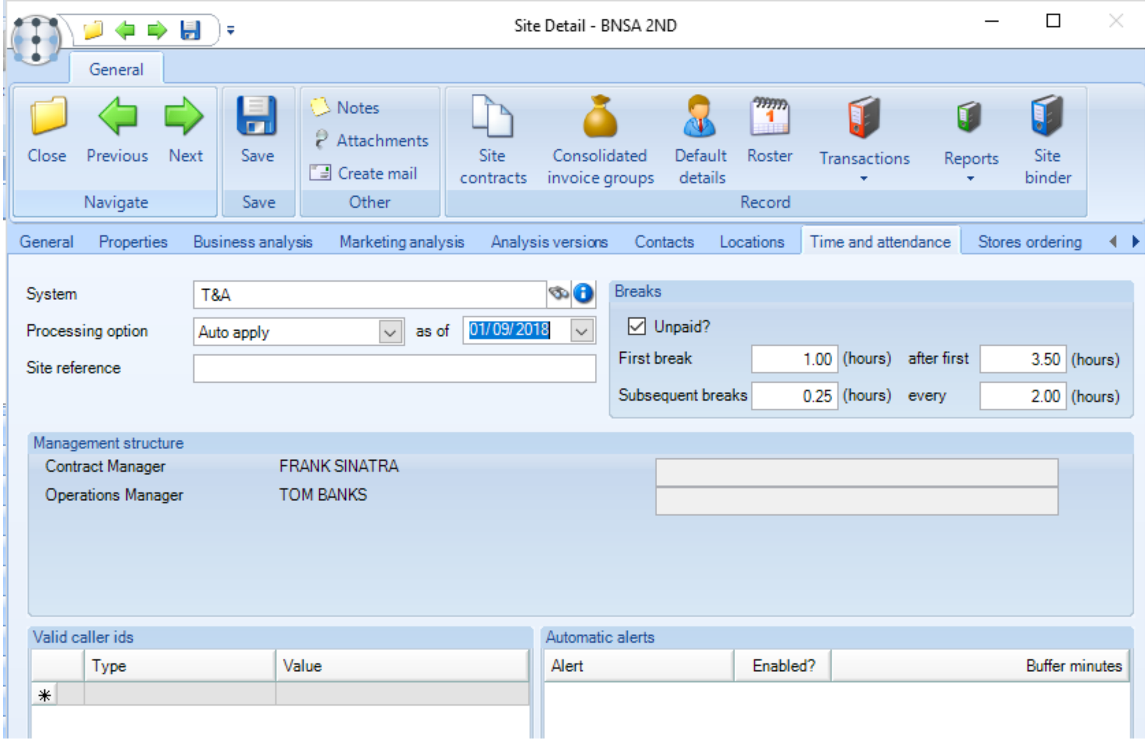
Contacts associated with the site can be added, removed or created on the fly from the *Contacts tab*.

Locations

The *Locations tab* allows actual locations (e.g. buildings and their rooms, floors and their areas, etc.) within a site to be defined where a common *QA template* would apply. This option is only available if the *QA module* is licensed. Any existing QA's assigned to the site can be viewed from the *Transactions* option.

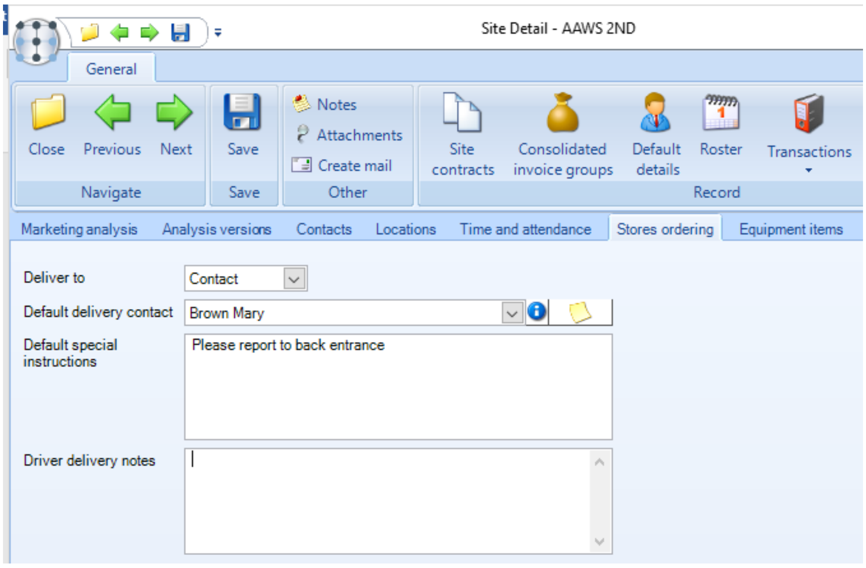


Time and attendance



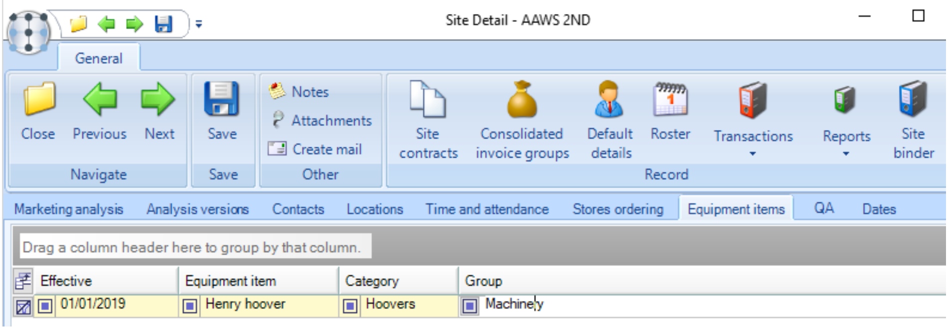
The *Time and Attendance* tab is used to record site-level information needed for *Time and Attendance* integration. Please see Time and Attendance manual for more information on this.

Stores ordering



Stores order delivery details can be set up from the *Stores Ordering tab*.

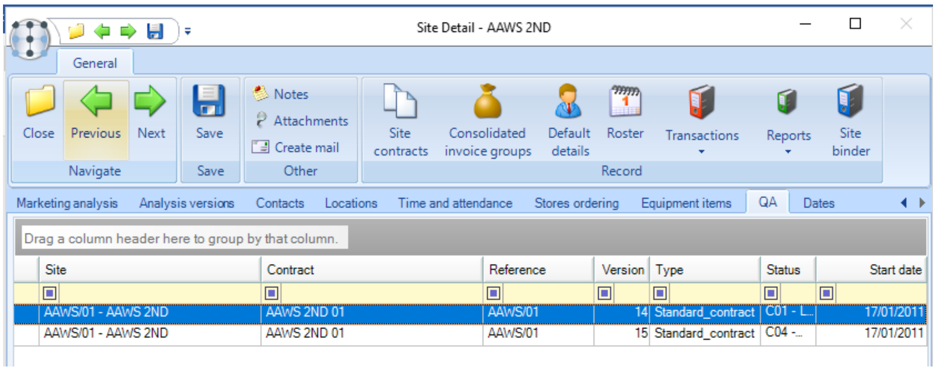
Equipment items



Equipment items assigned to the site can be added/removed from the Equipment items tab.

QA

The *QA tab* displays a list of all the QA's currently assigned to the site and contract.



Inter-company sites

This is for use where the intercompany journals process is enabled on the *System Control* > *Billing* tab.

Against any site for users with sufficient authority, it is possible to define a pseudo-site in another Accounts datasource. Any sites with an inter-company relationship already defined, cannot define further intercompany relationships.

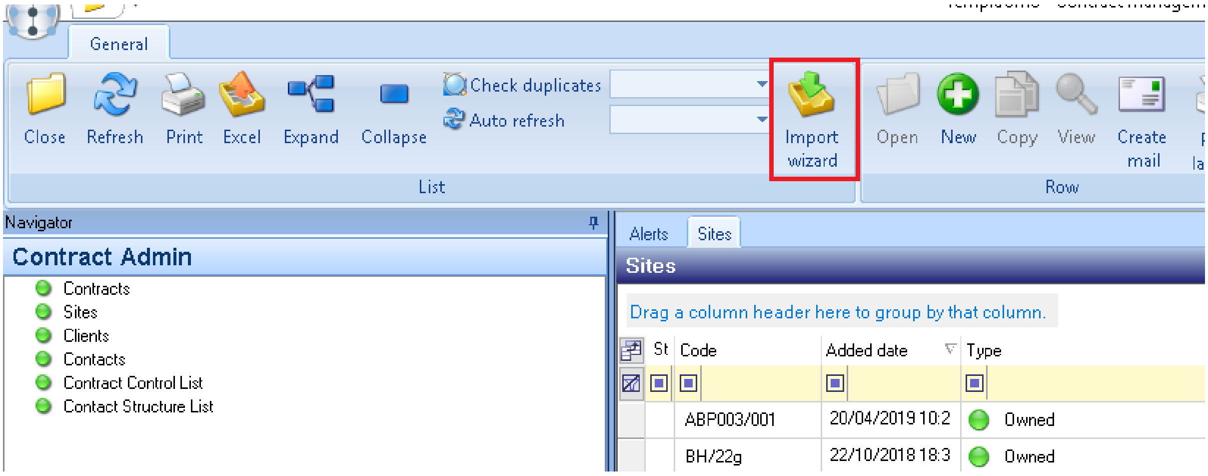
Site import wizard

When large contracts are won this can often result in the need to set up many similar sites, which can be time consuming. To facilitate this, the ability to import multiple sites via a MS/Excel spreadsheet has now been introduced.

SITES LIST

At the point of installation, the *Site Import wizard* function is not assigned to any function groups, and thus will have no effect. It is the responsibility of a ***TemplaCMS*** administrator to assign it to the appropriate function group(s) in order to give access to the relevant users.

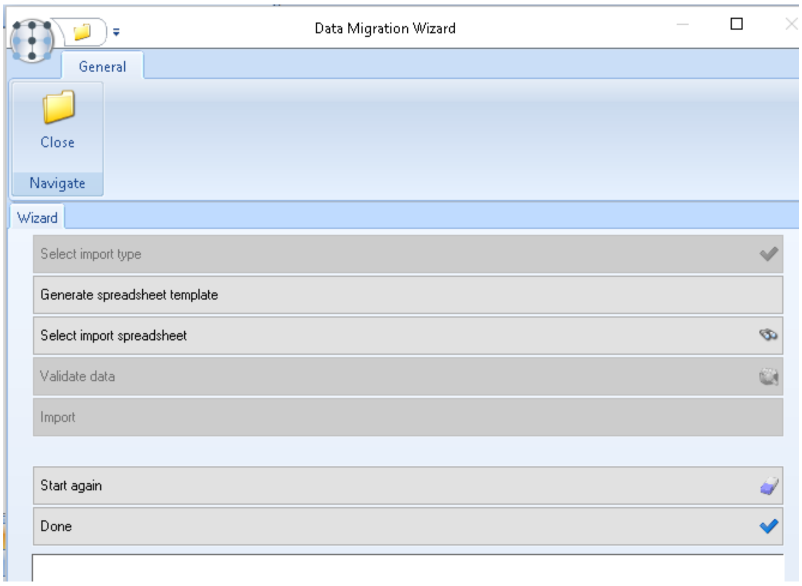
A sufficiently authorised user will have access to the *Import wizard* button on the toolbar:



On pressing this button, the *Data migration wizard* will be launched.

DATA MIGRATION WIZARD

When launched from the sites list this will automatically pre-select the import template type relevant to 'sites'. The user is then guided through the relevant processing steps.



Step 1: Generate spreadsheet template

This step can be bypassed if the user has already populated a previously created template with site details.

On pressing this button, the user will be prompted to select a location where the MS/Excel template will be saved. This will be created with a unique name, such as:

Once saved, the user should locate this and complete one row per site to be imported. In doing so the first row of the worksheet must be left completely un-altered – i.e. do not insert any columns, or change any column headings, as this will invalidate the format for import.

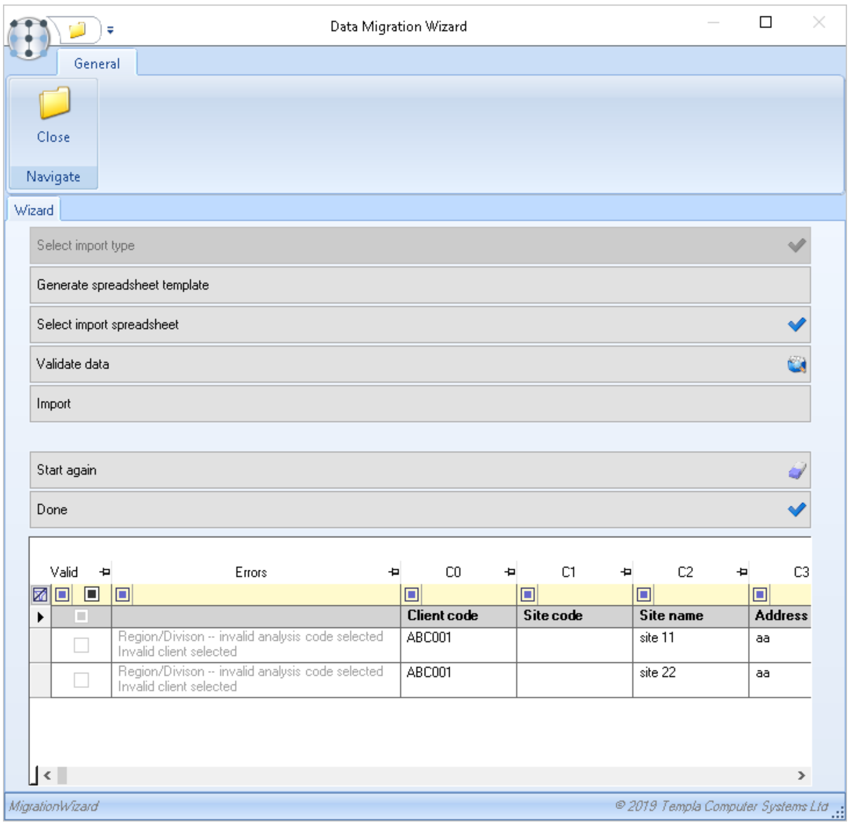
Step 2: Select import spreadsheet

On pressing this button, the user can find the previously populated spreadsheet to be imported. Note that the spreadsheet must be closed to select it.

Once selected, the data will be read and presented in the grid at the foot of the window.

Step 3: Validate data

Validation will be performed on all rows to be imported. If any rows are found to be in error, the user will be prompted to abandon or continue the import. If 'continue' is selected, the errors will be shown against each row that is in error:



The user can chose to manually fix the data directly in the grid and repeat the validation, or return to the spreadsheet to fix the errors. Even if the errors are not resolved, the user can still press the 'import' button.

Step 4: Import

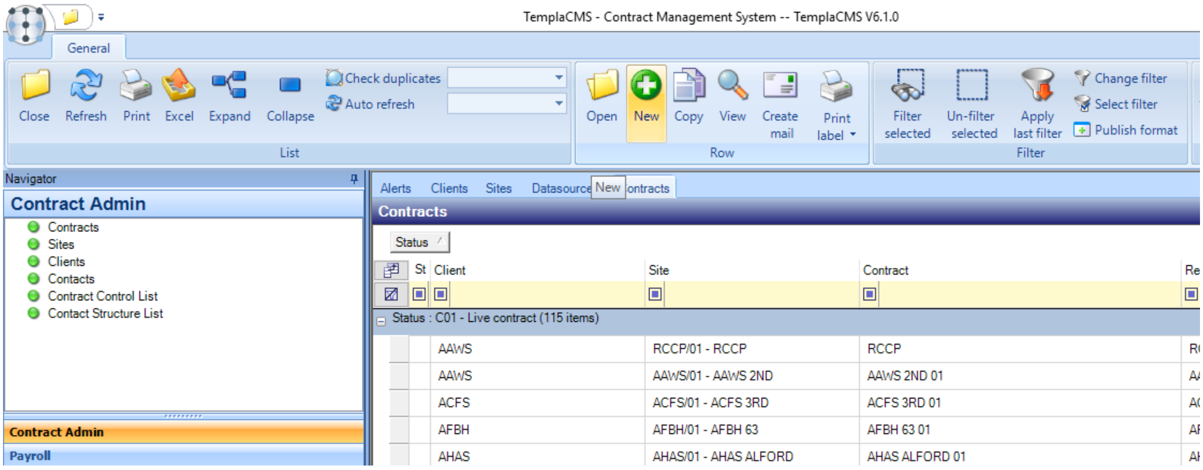
On selection, this will attempt to import every row of the grid, regardless of whether validation errors exist. If imported with errors, the user must take responsibility for reviewing each site and correcting the errors as necessary.

Note that whilst the import wizard is designed as an efficient method of inserting new sites, if the user populates the spreadsheet with site codes that already exist, it can also be used to update sites. It is important, therefore, that it is used with the utmost care.

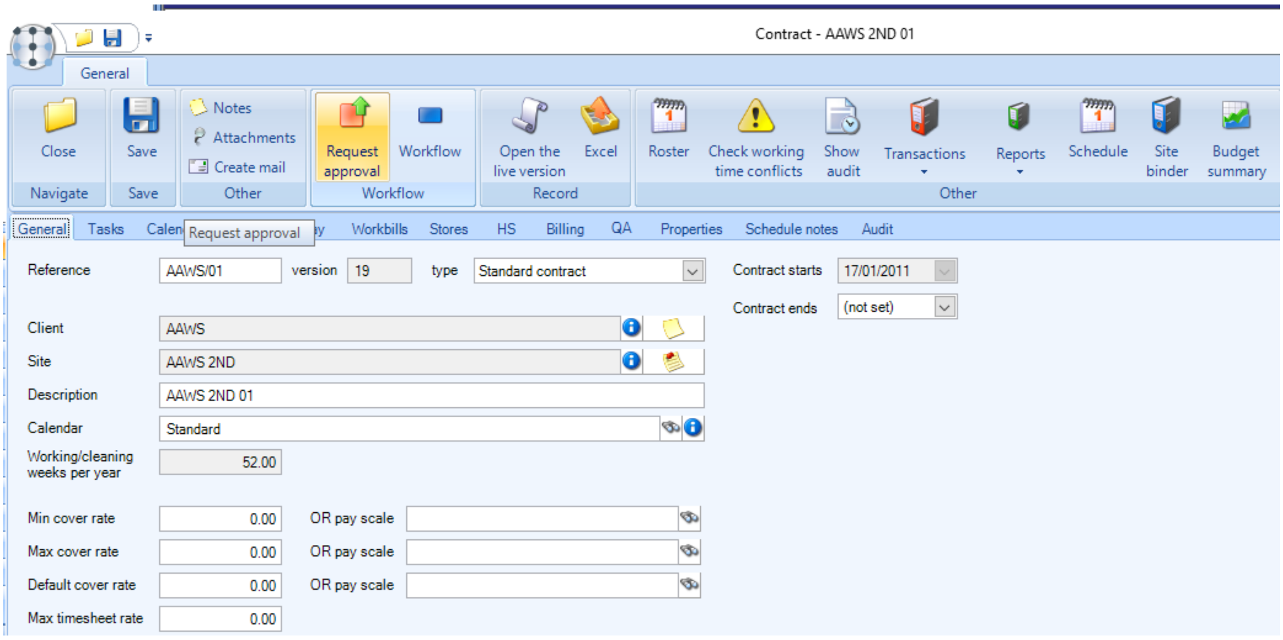
CONTRACTS

When creating a new *contract*, a *site* or *client* should be created first, alternatively, the site or client can be created 'on the fly'. A client doesn't need to be selected or created if the *Billing module* is not going to be used.

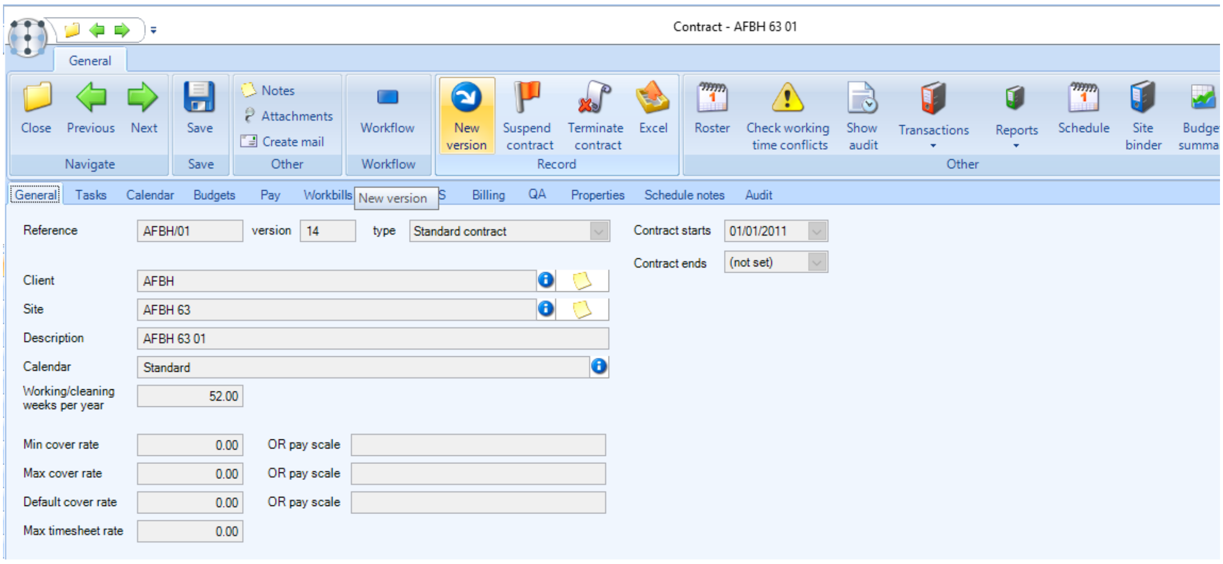
A *contract* can be created from the *Contract Admin* > *Contracts* menu by clicking on *New*.



Contracts are version controlled and all new contracts or contract amendments must be sent for approval via the *Request approval* button.



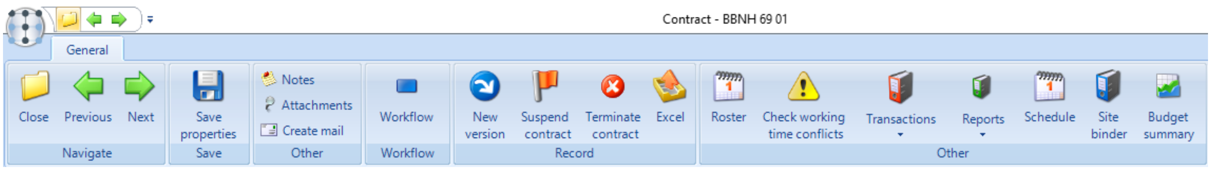
In order to make amendments, a *Work in Progress* version of the contract will usually need be created by clicking on the *New version* button.



Some areas on contracts are not version controlled for example *Attachments* and *Properties* and thus can be amended without the need for a *New version*.

Each section of the contract is a separate function therefore users can be authorized to specific sections only if necessary.

Additional options related to a contract are available on the main toolbar:



Suspend contract – suspended contracts are excluded from most processing options but are included and will create suspended items in invoice, workbill and QA batches. I suspended contract can be released at a later point.

Terminate contract – this will launch the contract termination wizard which will guide the user through end dating all the relevant items on the contract and update the contract status to 'terminated' when the process is completed.

Excel – this will export the contract details such as tasks, budgets, payroll, workbills etc. as separate sheets in excel.

Roster – clicking on *Roster* will launch the roster manager pre-filtered to the site that the contract belongs to.

Check working time conflicts – this allows the user to determine if there are any conflicts between a working pattern defined on this contract and another current pattern (on a different task or site) for the employee.

Transactions – this allows access to all transactions recorded against the contract and includes items such as Data forms, Stores Orders, Service Requests, workbills etc.

Reports – gives the user access to contract level reports

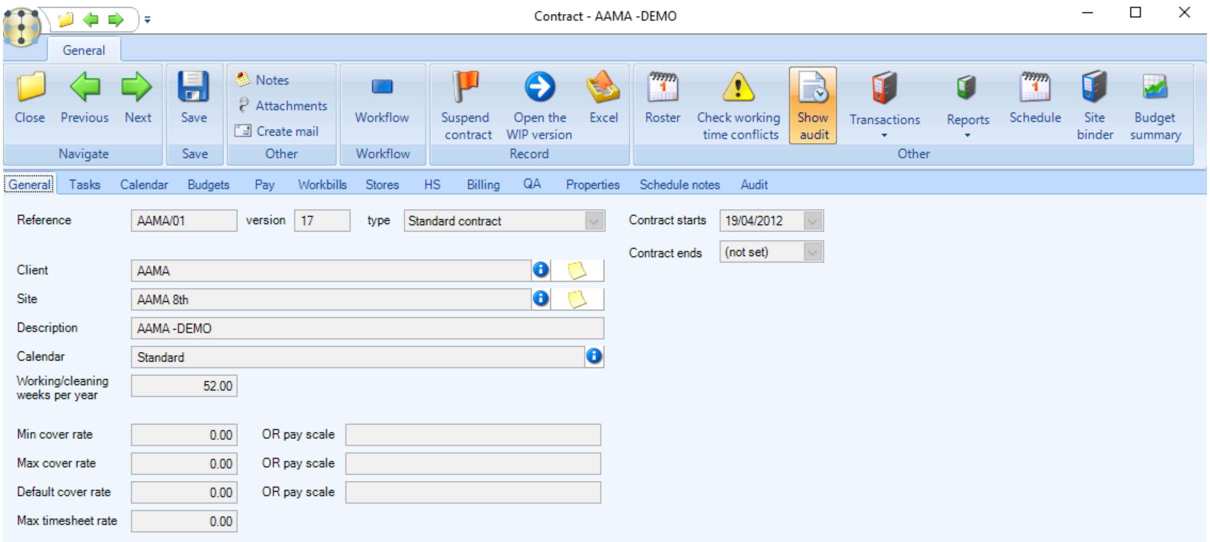
Schedule – this launches a colour coded timeline view of all the items defined on a contract.

Site binder – the site binder allows authorized users to view 'site bible' documents like company policy documents, insurance documents for key subcontractors etc.

Budget summary – this is a projected profit & loss-style report using the actual revenue from the contracted billing lines, less all costs defined on the budgets section. The *revenue and cost* figures are taken solely from the contract information, i.e. revenue from billing lines or workbill lines, and costs from budgets or workbill lines. Contract *tasks* used for workbill assignment can have overall cost budgets assigned to the task, as well as individual cost budgets on each workbill. Where task level cost budgets exist, they will be used otherwise the task assigned workbills own cost budgets will apply. Where any workbill has been flagged as '*Invoice on confirmation*', the price recorded on the workbill will be included in the revenue total.

General tab

When creating a new *contract* on selecting the *site* that the *contract* belongs to the *Reference*, *version*, *type*, *client*, description and Working/cleaning weeks per year will be defaulted based on the site.



Contract starts - care should be taken when entering the *contract start* date as this cannot be changed once timesheets, invoices or other transactions have been created for the contract.

Contract ends – the *Termination wizard* can be used to terminate a contract when needed which will populate the *Contract ends* date.

Calendar – select a relevant calendar, this can be a standard calendar or site specific.

Working/Cleaning weeks per year – this default to the number working/cleaning weeks per year as set on the associated calendar.

Min cover rate OR pay scale – a *Min cover rate or pay scale* can optionally be entered. If this value is set, and employees overtime/cover rate is than the cover rate set (from the *Pay* tab), then a warning is issued. On the site's timesheet, if a cover rate is entered that is less than the cover rate set on the contract, a new timesheet exception is generated which can be sent for approval via workflow.

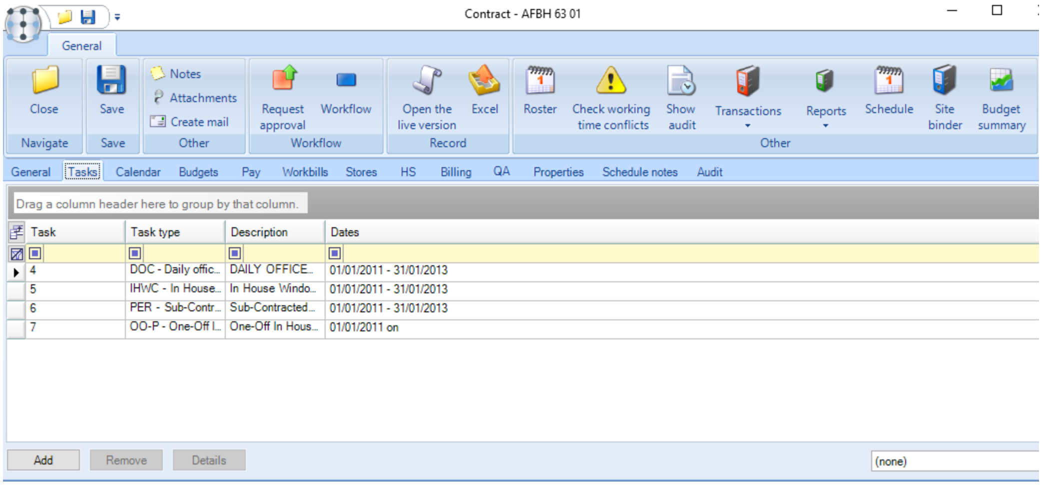
Max cover rate OR pay scale – a *Max cover rate* can optionally be entered. If this value is set, and employees overtime/cover rate is greater the cover rate set (from the *Pay* tab), then a warning is issued. On the site's timesheet, if a cover rate is entered that is greater than the cover rate set on the contract, a new timesheet exception is generated which can be sent for approval via workflow.

Default cover rate OR pay scale – if set, during timesheet entry, if an employee does not have a specific cover rate defined, the *Default cover rate* will be used. Whilst the user can still enter a cover rate that is outside of the min/max settings, this will be regarded as an exception.

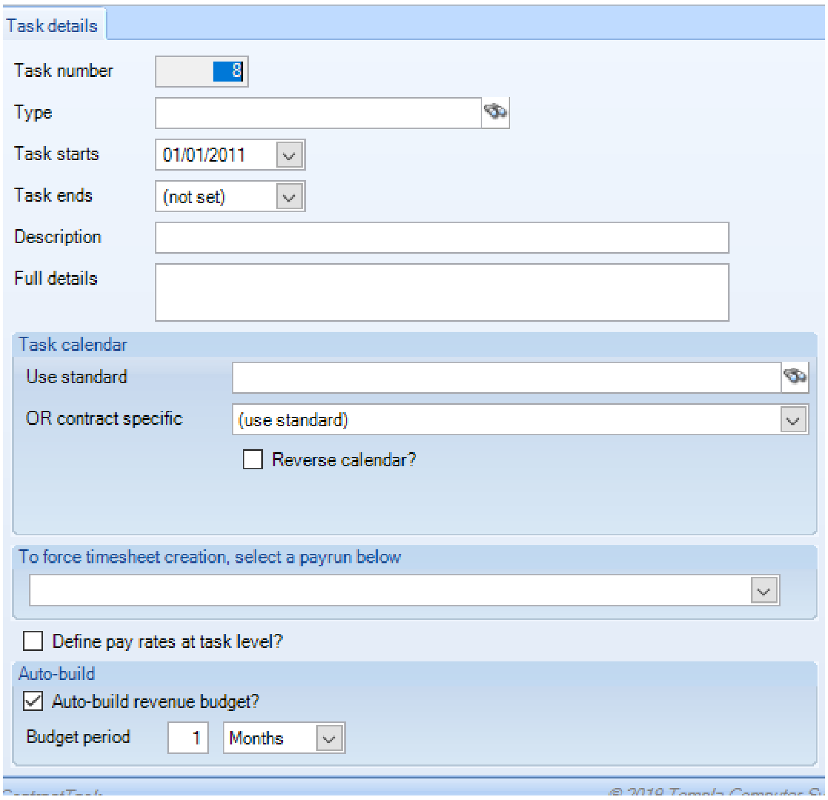
Max timesheet rate – it is possible to define at contract level a maximum timesheet rate, above which no timesheet adjustment or timesheet extra can be added. This rate will be used in validating timesheet adjustments and extra when entered.

Tasks tab

Each contract must have at least one *Task* assigned, as all the other details on the contract relate to this.



A new *Task* can be added to a *Work In Progress* version of a contract via clicking on *Add* from the *Tasks* tab.



Task number – the task number will default depending on the number of tasks already defined on the contract.

Task type – select the relevant task type.

Task starts – this will default to the contract start date but can be changes as long as it falls within in the contract date range.

Task ends – it is not necessary to enter the task end date unless it is known at the time of adding the task.

Description – this will default to the task type description but can be overridden if needed.

Full details – this will default to the task type description but can be overridden if needed.

Task calendar – If different to the calendar assigned on the *General tab* a *task specific calendar* can be assigned to the task via the *Use standard* option which upon selection can be converted into a local calendar that can be changed from the *Calendar tab*.

To force timesheet creation, select a payrun below – allows a blank *timesheet* to be created for the contract without the need to assign employees first. In order to do this an appropriate *payrun* needs to be selected.

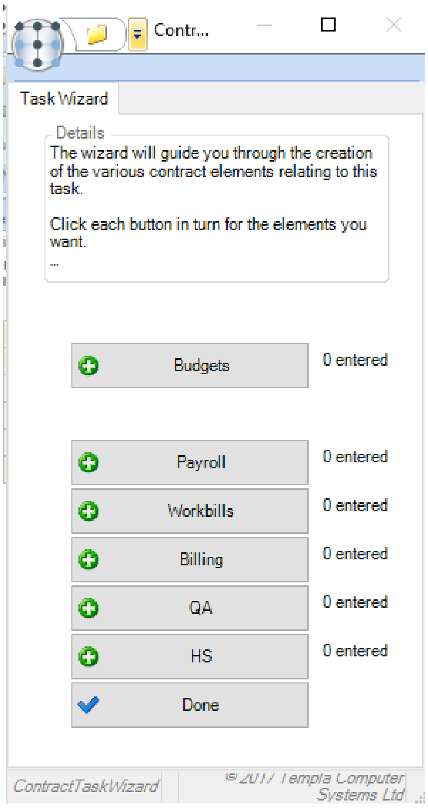
Define pay rates at task level? – see section 6.2.2.

Auto-build revenue budgets – this will, when ticked, prompt the user to enter a budget frequency.

- When this is accepted, the system will check to see if a billing line for the task exists (with a budget group that is associated with the billing section).
- Where a task & budget group is found, the tasks revenue budget record will be created with the frequency entered as per above. The 'suppress in non-working period flag' will also be carried forward to the budget if ticked on the relevant billing line.
- If a billing line does not exist at this point, the budget record will be generated at the time of entering a billing line for the task and accepting it.

CONTRACT TASK WIZARD

On accepting the task, the *Contract Task Wizard* will be launched, allowing the user direct access to the relevant areas relating to tasks that may need to be set up.



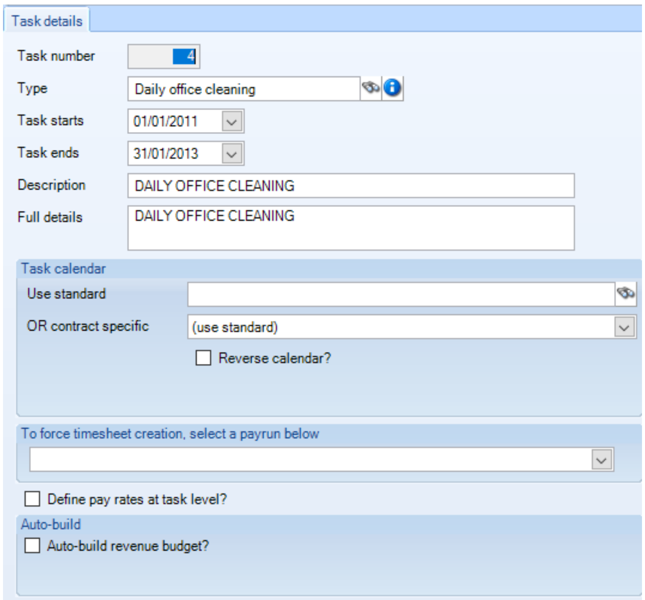
As each area is completed, the user is returned to the *Contract task wizard*, which is updated to reflect the progress. The user may complete the steps of the task wizard in any sequence, moving backwards and forwards through the options at will.

Once completed, the *task* and all associated configuration details are accepted on to the contract after which the details for each section can be viewed or amended from the relevant tab on the contract.

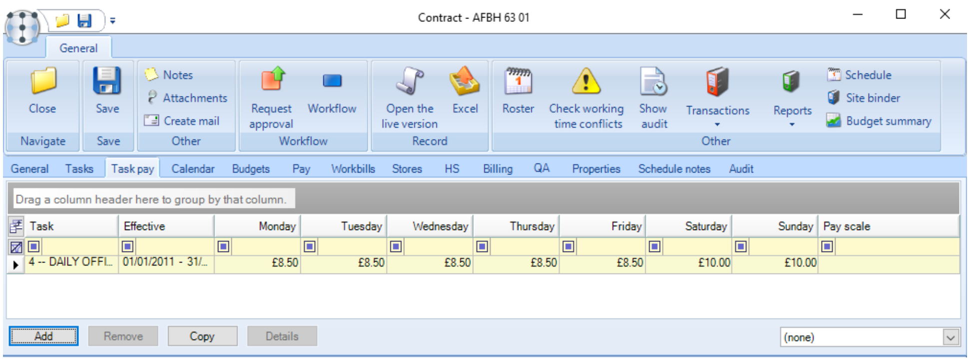
TASK LEVEL EMPLOYEE RATES

It is possible to control employee rates at the task-level so that all employees on a task can be assigned the same base rates and cover rates (or pay scale), with any changes to these task-level rates also applied to all the task's employees. This can be set at the *System Control* level.

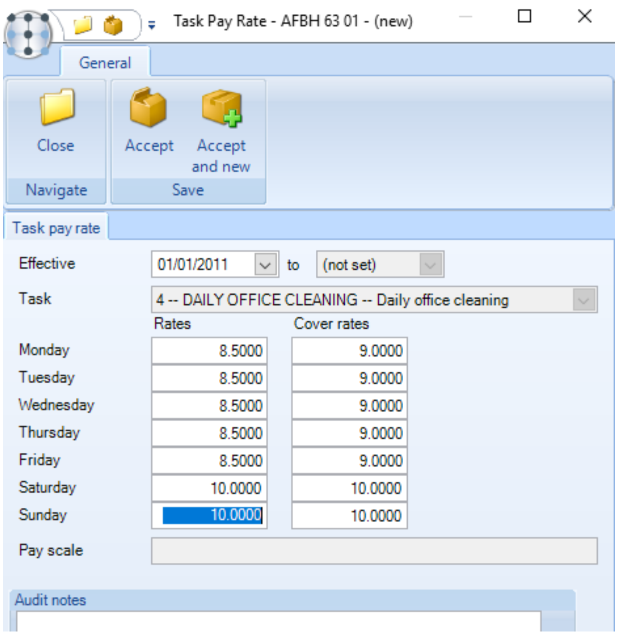
If the *System Control > Payroll* flag is checked, a further *Define pay rates at task level?* flag is available on the *Tasks tab* to be checked to activate task-level pay:



This will result on a new *Task Pay* tab being displayed on the contract:

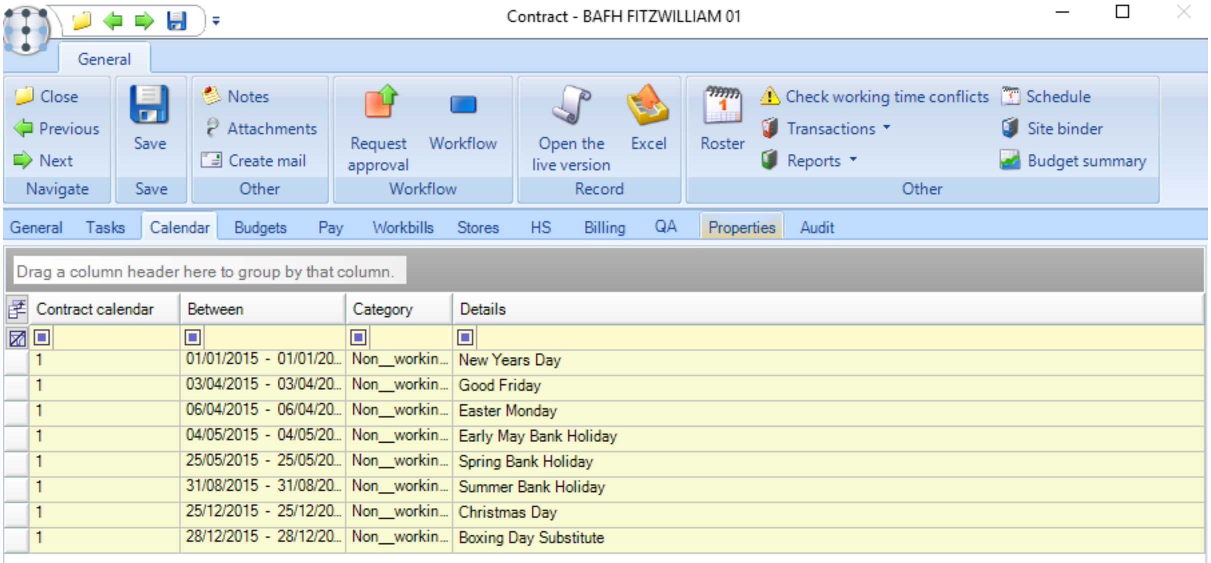


The *Add* (or *Remove*) button allows the task-level rates or a pay scale to be entered or removed; the cover rate can be left blank if it matches the base rate:



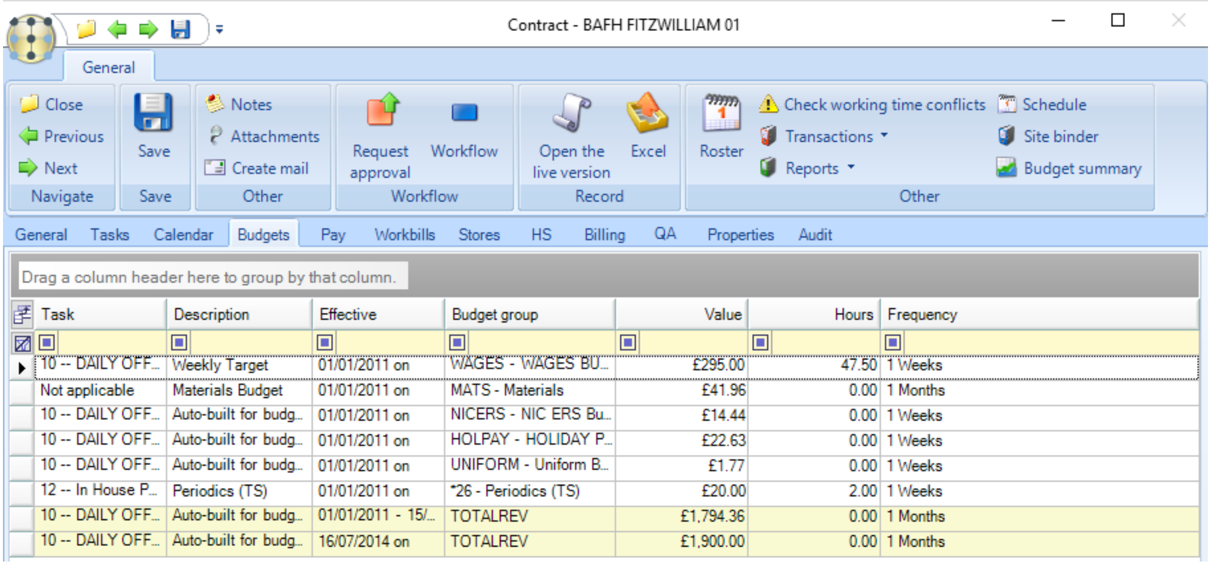
Calendar

The *Calendar* tab displays any *task-level contract-specific calendars* (initially created from the tasks tab), and their maintenance:

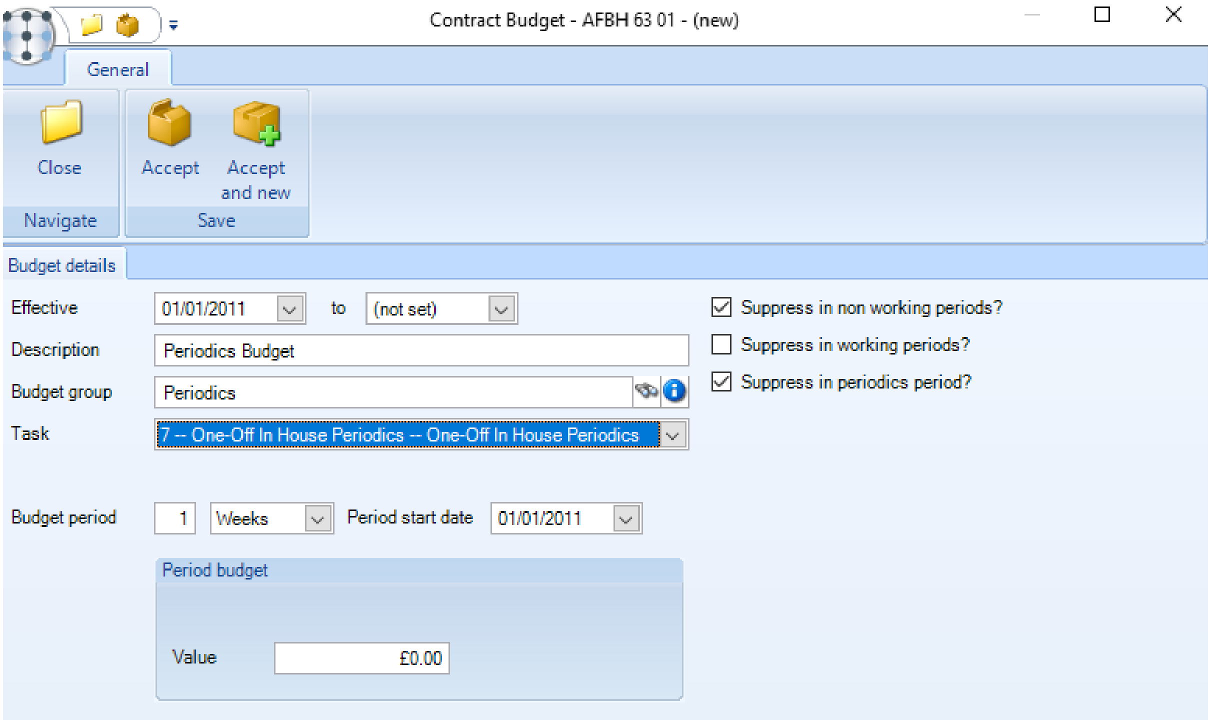


Budgets tab

Budgets can be added, viewed and amended from the *Budgets tab*.



To create a new budget, click on *Add*.



Effective - the effective from date will default based on the contract start date.

Suppress in non-working periods? – this should only be ticked if the budget should be suppressed where *non-working periods* are defined on the associated contract or task level calendar for example during school holidays.
Suppress in working periods? - this should only be ticked if the budget should be suppressed during working periods.
Suppress in periodics period? - should only be ticked where the budget should be supressed where periodic periods are defined on the associated contract or task level calendar.

Description – enter a description for the budget group.

Budget group – select the relevant budget group for example Wage, Materials etc. The budget groups determine which cost/revenue types should be tracked against the budget.

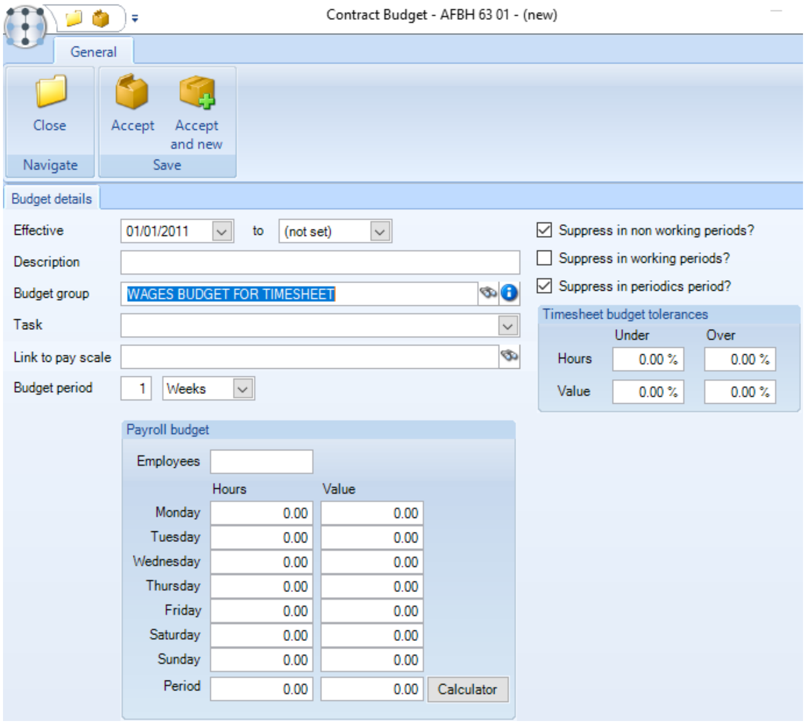
Budget period – enter the financial period for the budget group i.e. 1 week, 1 month etc.

Value – enter the value for the budget

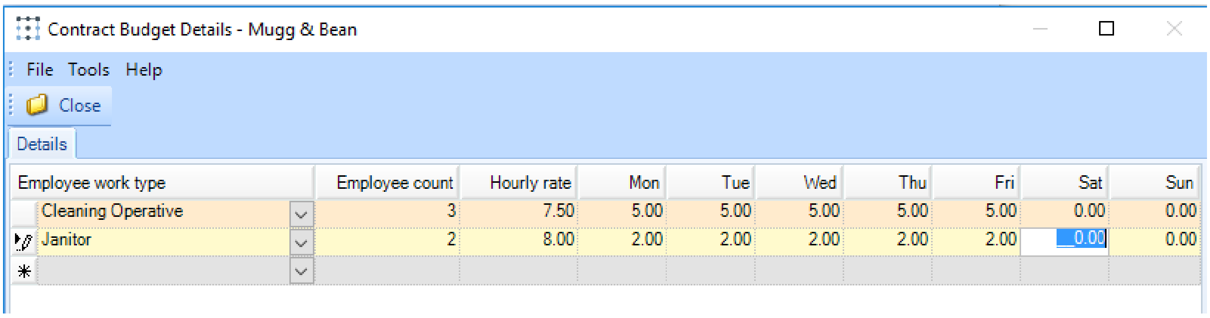
PAYROLL BUDGETS

Where a 'payroll' budget group is added to the contract it is possible to enter daily budgeted hours and values specifically for use with non-52-week year contracts (for example schools), as well as the number of employees the budget relates to. *If the user sets some employees, they will be forced to add that number of employees to the contract before they can request approval.*

A 'payroll' budget can also be optionally linked to a *Pay scale*-like *National Living Wage*. When the *National Living Wage* changes, not only do the employee pay rates get applied globally but, the budget can also be uplifted at the same time using the *Budget Review* functionality in ***TemplaCMS***.



The *Calculator* option allows the entry of day of week wage budgets on a contract. When selected, this presents the user with a window where they can enter details of the number of *employees* undertaking each *work type* along with their *working pattern and hourly rate*. On return to the budget window, these granular details are used to populate the appropriate daily hours and values.



Note that where calculator details have been entered, the user is no longer able to amend the details directly on the budget, but must instead do this via the calculator window.

Timesheet budget tolerances - when a budget group is selected that is linked to the ‘Payroll’ budget section, four tolerance percentage fields are available. This allow% +/- tolerances on hours and cost to be entered and workflow exceptions exist to handle timesheets that exceed the tolerance. When a budget group is selected that is linked to the ‘Payroll’ budget section, the four new tolerance percentage fields will be available.

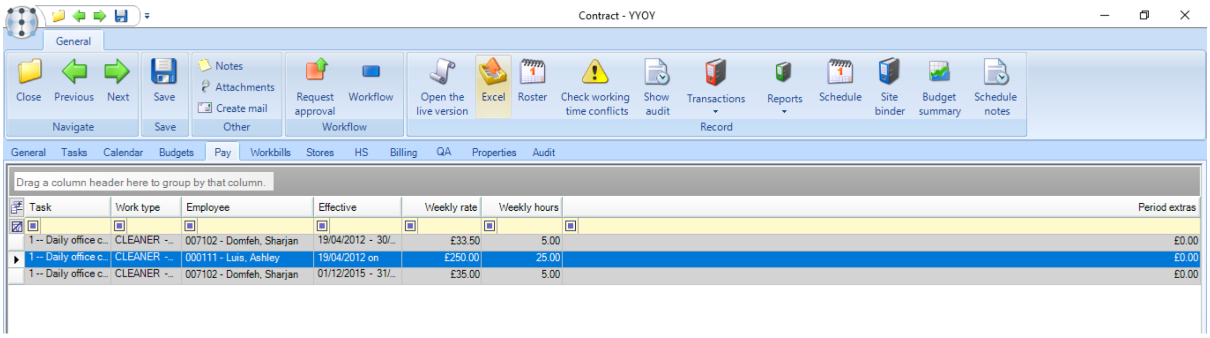
NB: it is not possible to update these fields via Budget Review.

PERIODIC BUDGETS

Where a *Periodic budget group* is added to a contract, in addition to the frequency of the budget, the user is required to specify the period start date which will be used to determine the budget period. Whilst this will default to the contract *Start date*, it need not necessarily be the same. For example, if a new contract begins on 25th February, the periodic budget may be defined for a full calendar year, and as such be backdated to 1st January.

Pay tab

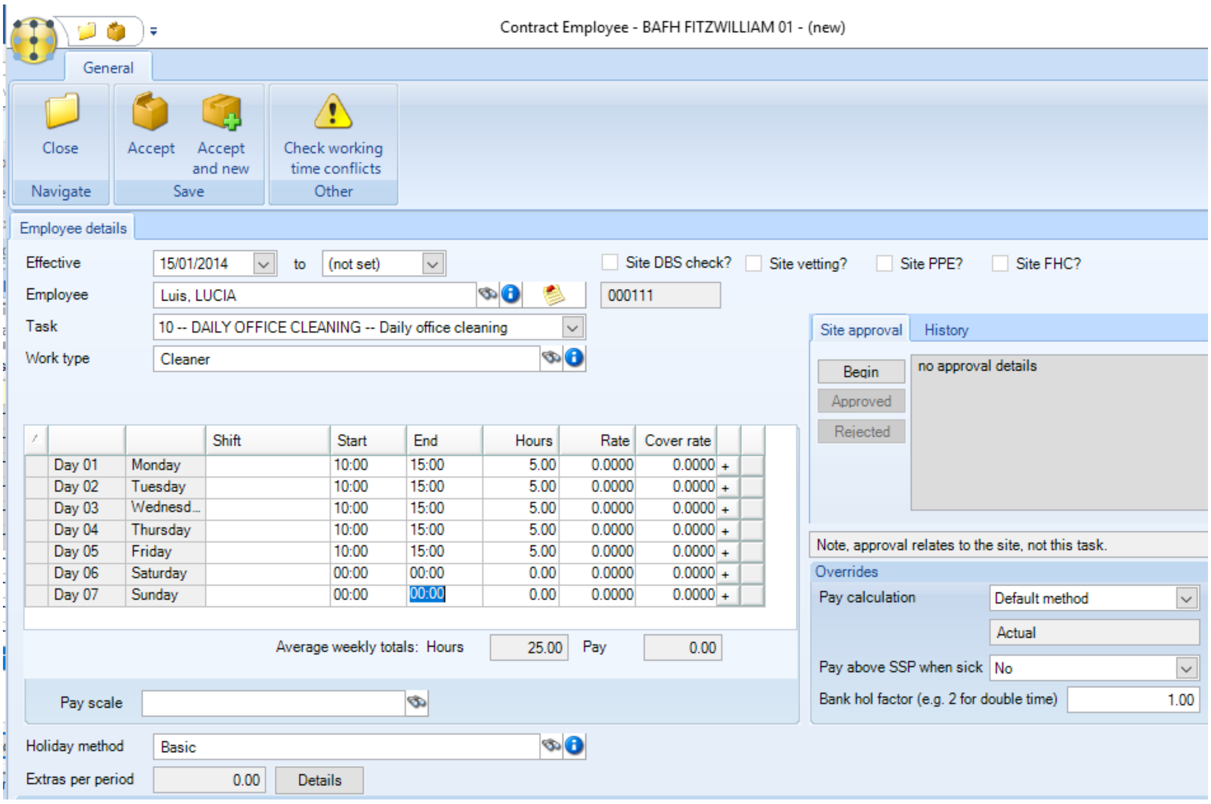
The *Pay tab* initially shows a list of employees working on the site and from here employees' contractual details can be added, viewed or amended.



An additional *Schedule notes* option exists on the *Pay tab* (this not available on the other tabs). These notes are for internal use only, though will also be printed on the employee roster from the *Roster Manager*.

From *the Temporary joiner pay details* button a rate of pay per day of the week or a pay scale (so in effect a scaled down version of the existing employee detail screen) can be entered. This rate will be automatically picked up, when a *single period joiner* is added to timesheets for the site.

To add a new employee on the contract, click on *Add*.



Effective – relates to when the employee starts on the contract and will be used in *holiday entitlement* calculations. Where the employee assignment details change over time, the current assignment will need to be '*End dated*' and a new effective version created in order to preserve the original values for reporting.

Employee – select the employee that will be added to the contract.

Task – select the task that the employee will be associated with.

Work type – A *Work type* must be defined for each employee. Where an employee has multiple duties e.g. Cleaning & supervising duties on a site they will be added to the contract twice, once for each *Work type.*

Employee working times – the specific start and end times of an employee's contracted hours can be defined. Furthermore, where an employee works a split shift across a day, the discrete start/end times of each working session can also be defined via clicking on the '+' sign next to an entry for a day.

Pay scale – either the contracted *Hours* and *Rates* or *Pay scale* should be specified (rates need to be manually entered & maintained if pay scales are not used).

Holiday method – this will determine how the *holiday entitlement* for the employee is calculated.

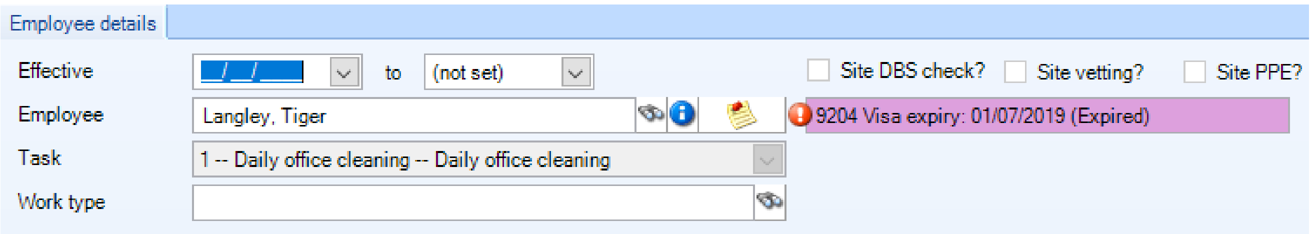
Extras per period – can be used for payments to an employee that will be the same each period. For example, if an employee is given a standard mobile or fuel allowance. This option can also be used to enter pay for salaried staff. It is possible to flag a payroll data source as *Enabled contract extras per week?* in which case a *Per week?* checkbox appears for each contract extra, allowing a contracted extra to be defined as being per week.

When a contract employee's datasource is flagged as above and has a contract extra flagged as per week, the contract extra rate and value are multiplied by the number of full weeks in the pay batch. A monthly batch containing 31 days generating a timesheet extra for a per week contracted extra would therefore generate a timesheet extra for the defined value multiplied by 4 – the number of full weeks within a 31-day period.

Please note that the calculation of number of days in a period is done based on the pay batch length and any non-working or calendar events are not taken into account

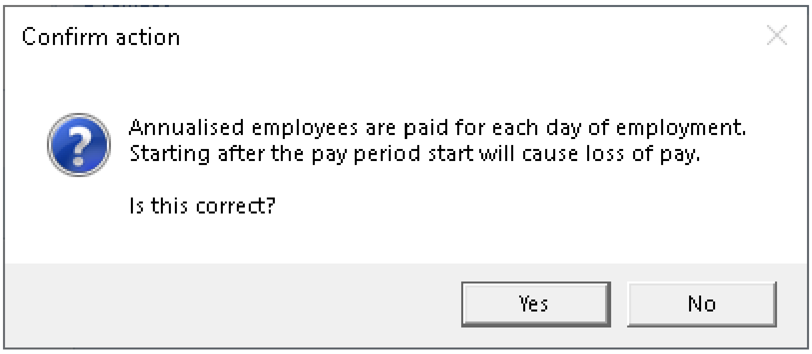
Site approval – an employee can be set to *un-approved* for example if they require a valid DBS check before they can work on the contract. Any *un-approved* employee needs to be *approved* before they can get paid.

Visa expiry - when assigning an employee to a contract, if the employee is marked as 'Visa required' and the system control setting *Prevent use of visa expired employees* is ticked, the user will be prevented from setting the 'effective to' date of the assignment beyond the current expiry date of the employee's visa.



Pay calculation – this can be set to *actual pay* or one of the *annualised* pay options. Please see our ***TemplaCMS*** *Annualised Pay document* for more information on the available options.

Please note in order to reduce the chance of un-intentionally starting an ***annualised*** employee on the incorrect date, the system will check the following on accepting an employee on a contract. If this is the first assignment for the employee on the contract, and the pay is to be annualised monthly or daily, the effective start date will be compared to the relevant pay period start date. Where a discrepancy is found, the user will be asked to confirm it:



Pay above SSP when sick – if set to *Yes* then when the timesheets are processed by payroll this employee will be flagged as receiving *Company Sick Pay*.

Bank hol factor – if the employee is for example to be paid double time on bank holidays a factor of '2' should be entered here.

Workbills

Please see ***TEAM TemplaCMS Workbill*** *manual* for information on setting up this tab.

Stores

Please see ***TEAM TemplaCMS*** *Stores manual* for information on setting up this tab.

HS

This tab is only available where customers are licensed to the *Hygiene Services module.* Please see the ***TEAM TemplaCMS Hygiene Services manual*** for information on setting up this tab.

Billing

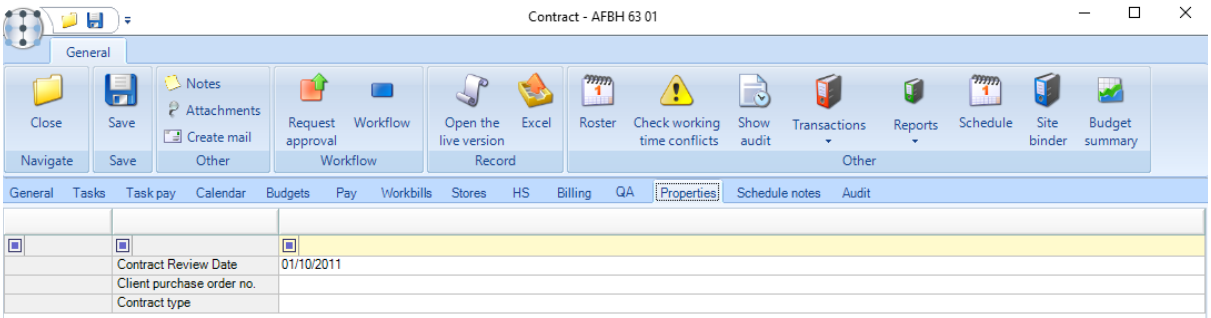
Please see ***TEAM TemplaCMS Billing manual*** for information on setting up this tab.

QA

This tab is only available where customers are licensed to the *Quality Audit module*. Please see ***TEAM TemplaCMS Hygiene Services manual*** for information on setting up this tab.

Properties

The properties tab display *User Defined Properties* (UDP's) that has been configured for use on contracts.



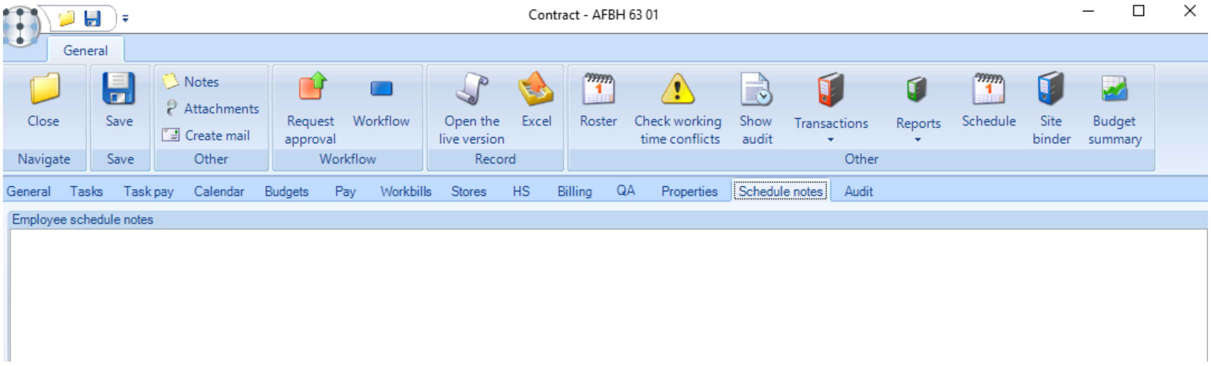
Authorized users can view, amend or add new *UDP's* to contracts from the *Properties* tab.

Schedule notes

This is to be used in conjunction with the Roster Manager. Via the roster manager-employee view, it is possible to print or e-mail the schedule for a selected employee – some of the available formats show information along with contract schedule notes.

Employee schedule notes can be added via the contract Schedule notes tab. Access to view and modify the tab are controlled by the following functions respectively:

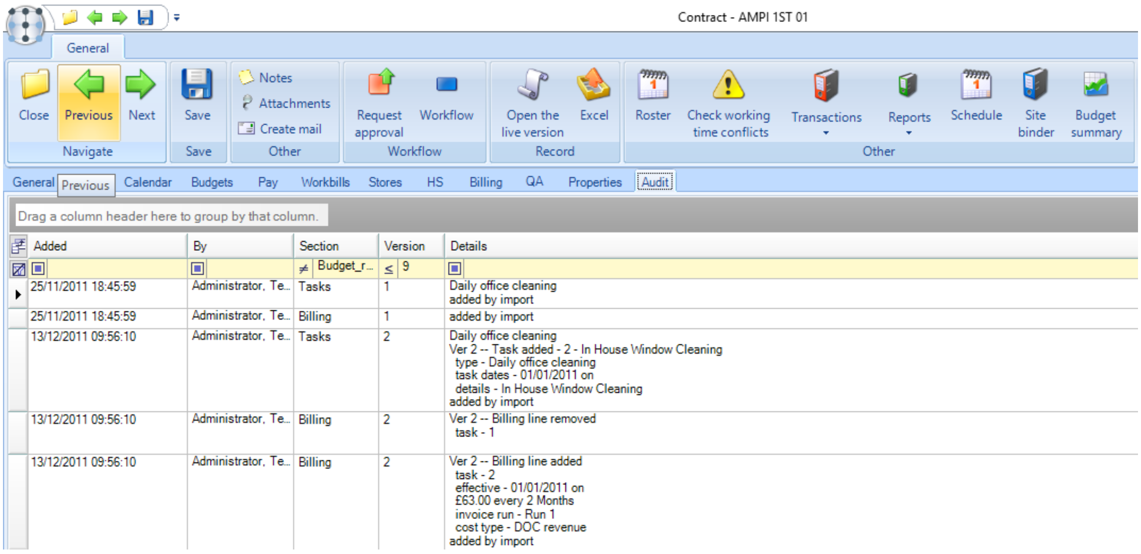
- 'Contract.ScheduleNotesView' – 'Contract - View schedule notes details'
- 'Contract.ScheduleNotesAmend' – 'Contract - Amend schedule notes details'



Schedule notes are not held under version control, i.e. a new version of the contract is not required to change them, and any entered notes will be visible on all contract versions. The entered notes will appear on every day of the employee schedule until removed.

Audit

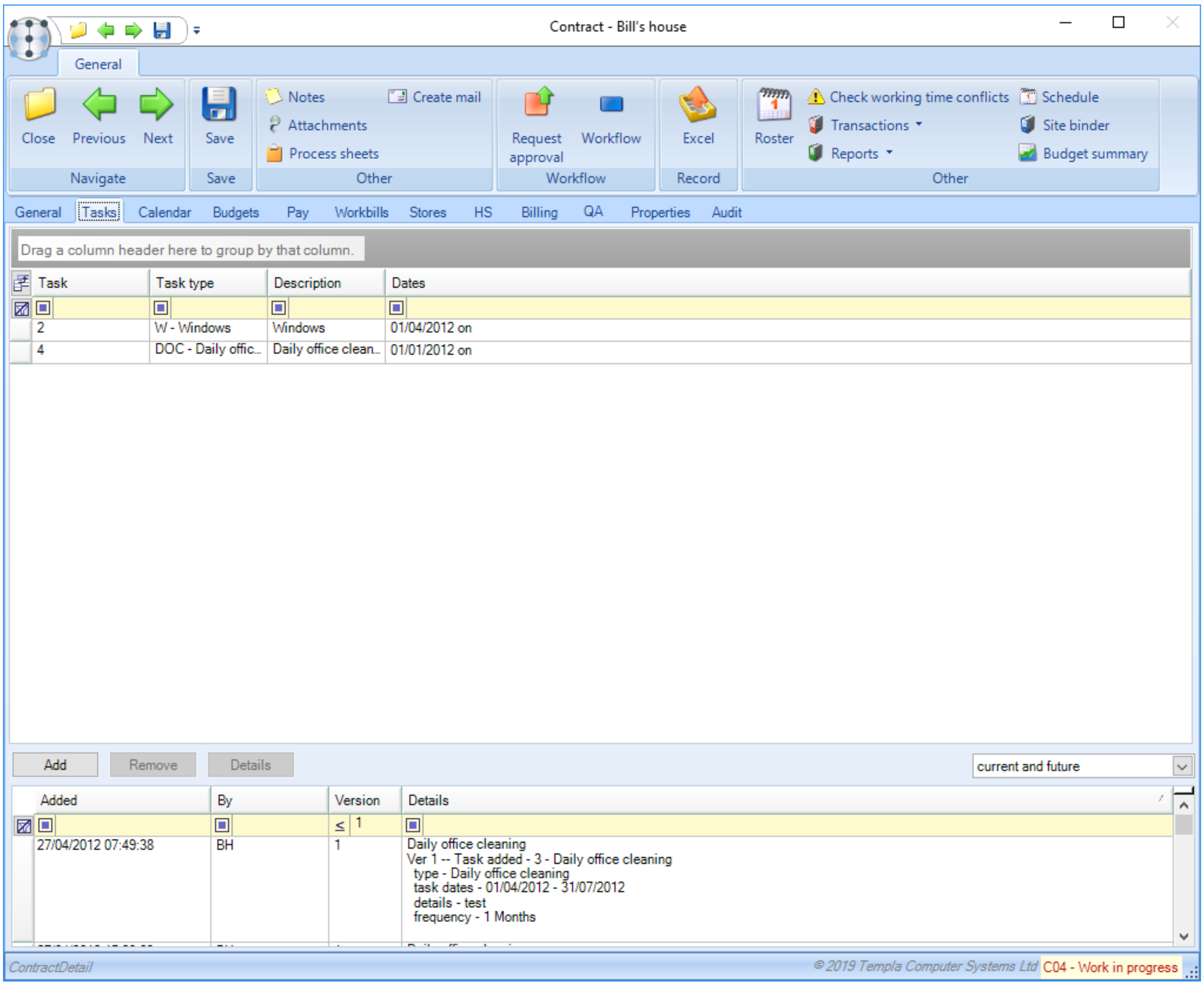
The audit tab gives an overview of all changes that have been made to each section of the contract – this includes the date of the change, the contract version changed as well as the user who made the change.



Audit grid – contract tabs

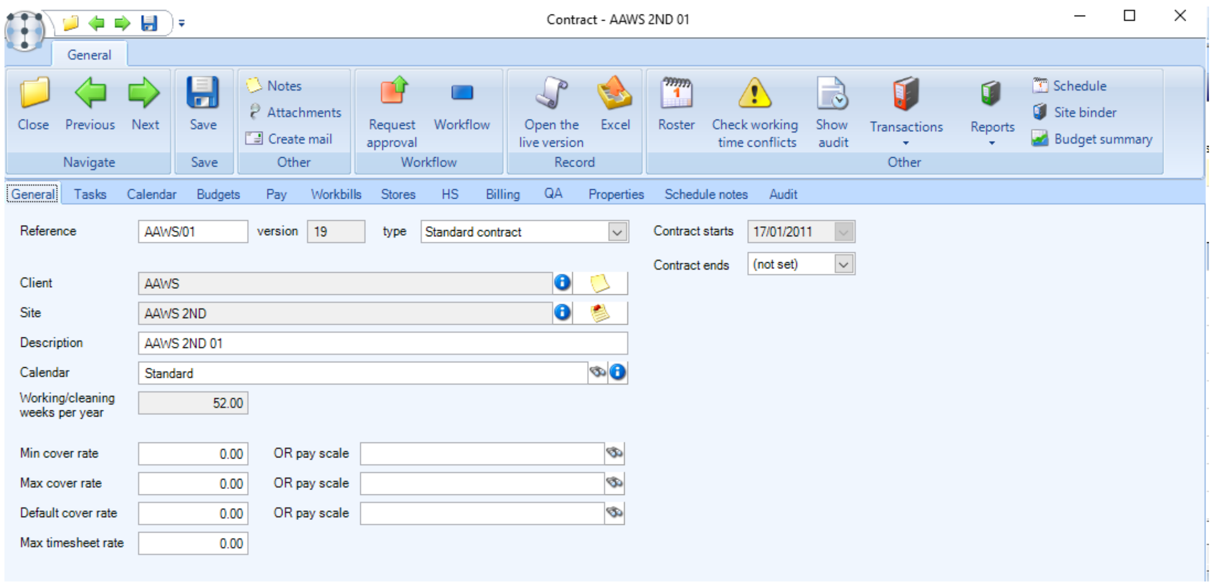
When changes have been made to contract details, audit notes are auto-built and are visible from the Contract Audit tab. It is also possible to view audit notes, filtered to the relevant tab section, at the bottom of relevant contract tabs.

On relevant contract tabs, a grid at the bottom of the screen provides a list of contract audit details, filtered to the section relevant to the tab.



Contracts – other

Additional toolbar options such as *Roster*, *Check working time conflicts* etc. exist for contracts.

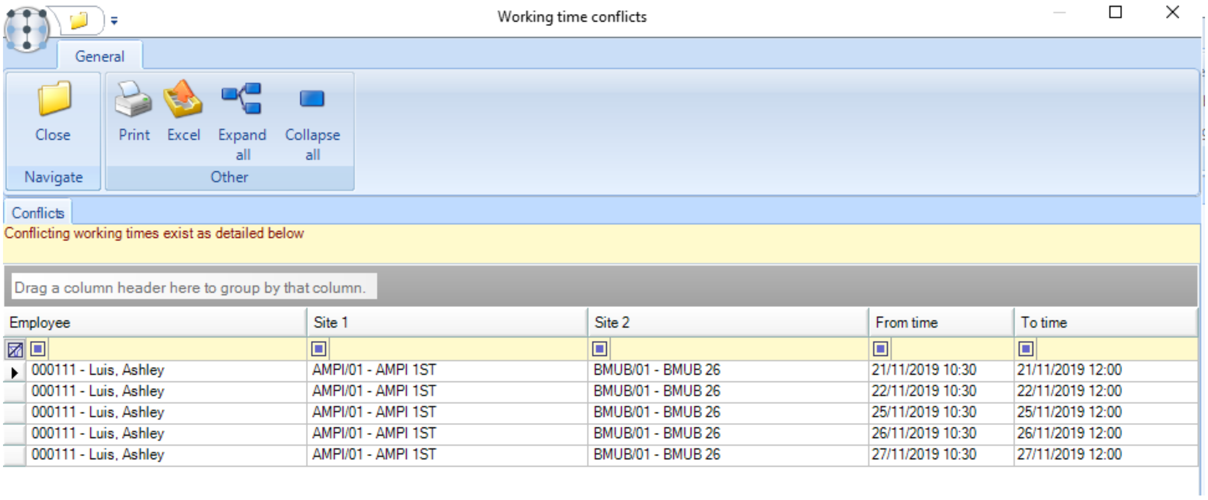


ROSTER

Please see the ***TemplaCMS*** *Roster Manager* manual for more information.

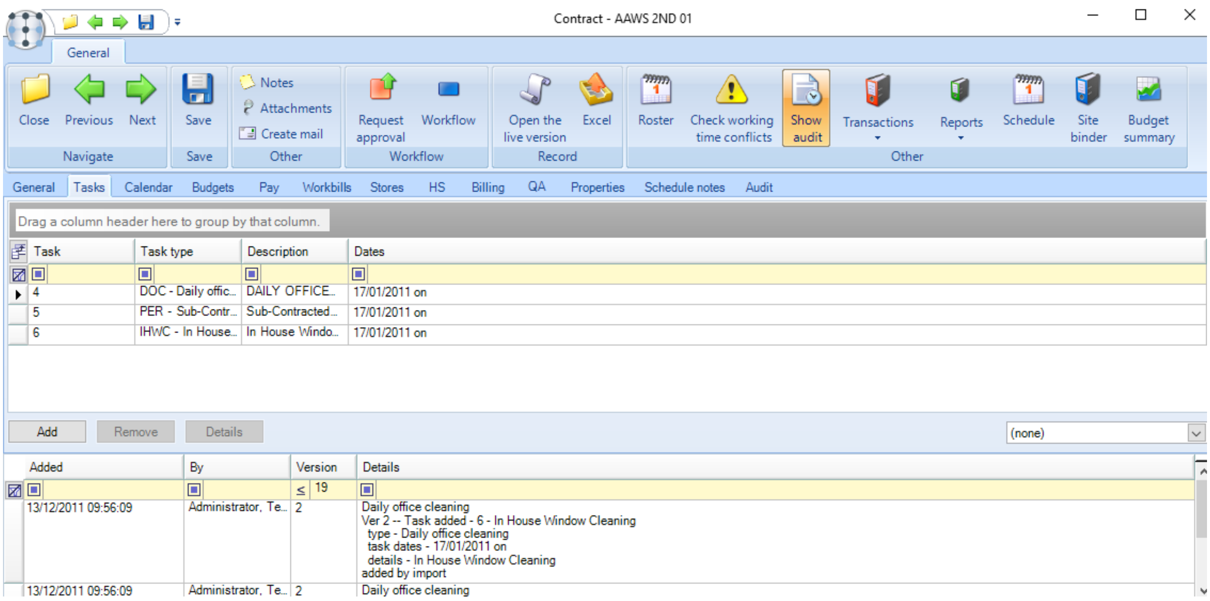
CHECK WORKING TIME CONFLICTS

The *Check working time conflicts* button will check all contract to identify conflicting working times against other sites or tasks that employee might be assigned to.



SHOW AUDIT

When changes have been made to contract details, audit notes are auto-built and are visible from the contract *Audit* tab. It is also possible to view audit notes, filtered to the relevant tab section, at the bottom of the relevant contract tabs via the *Show audit* button available on the toolbar.



TRANSACTIONS

This will provide direct access to *Data forms, Service Requests, Training matrix, Stores Orders, Store Order Requests, Projected workbill schedule etc.*, pre-filtered to the current contract.

REPORTS

When selected the *Reports* option, provide direct access to the following reports, pre-filtered to the current contract:

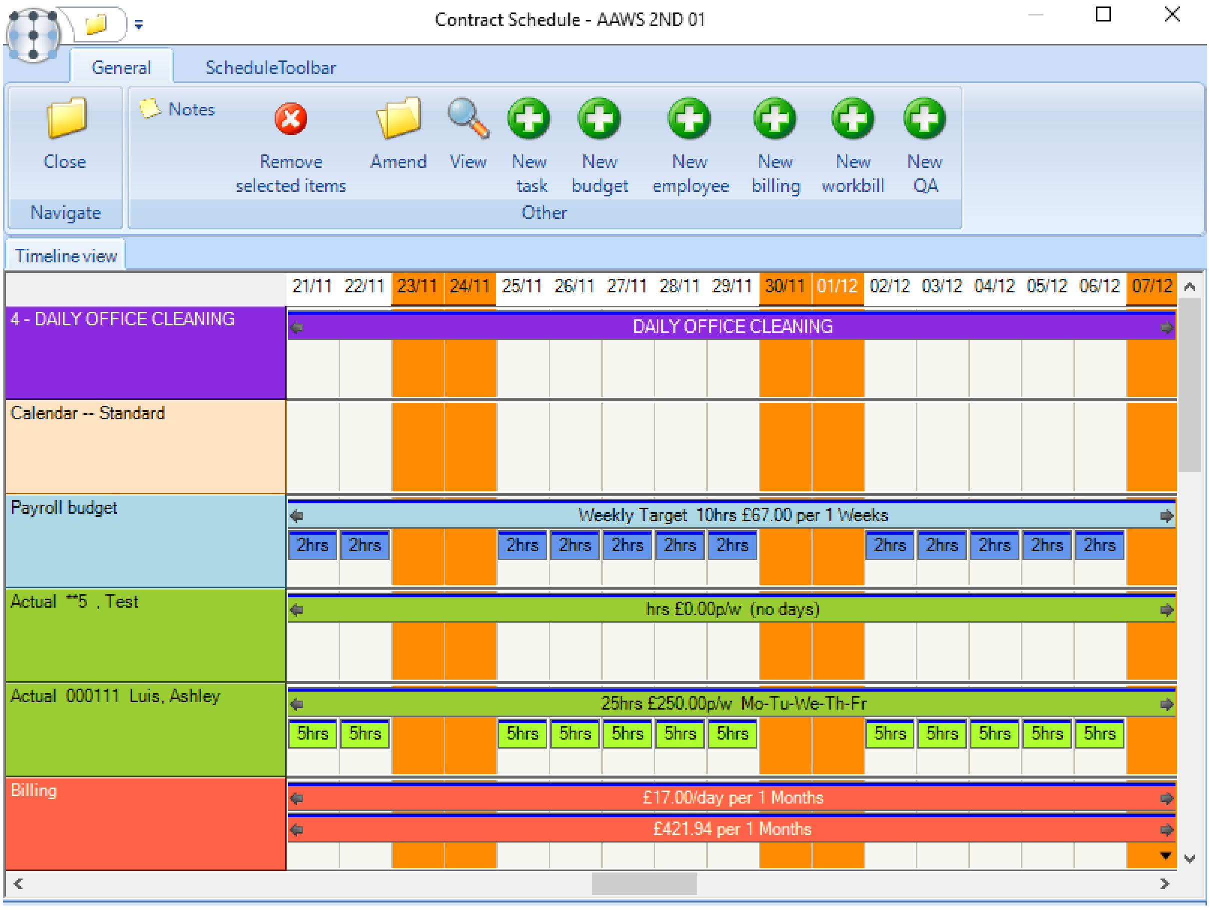
- Aged debt
- PL (Profit & Loss)
- Revenue
- Statements
- Staff turnover
- Staff leavers
- Current Staff
- Employee absence tracker
- Holiday usage
- Site profitability

SCHEDULE

General tab

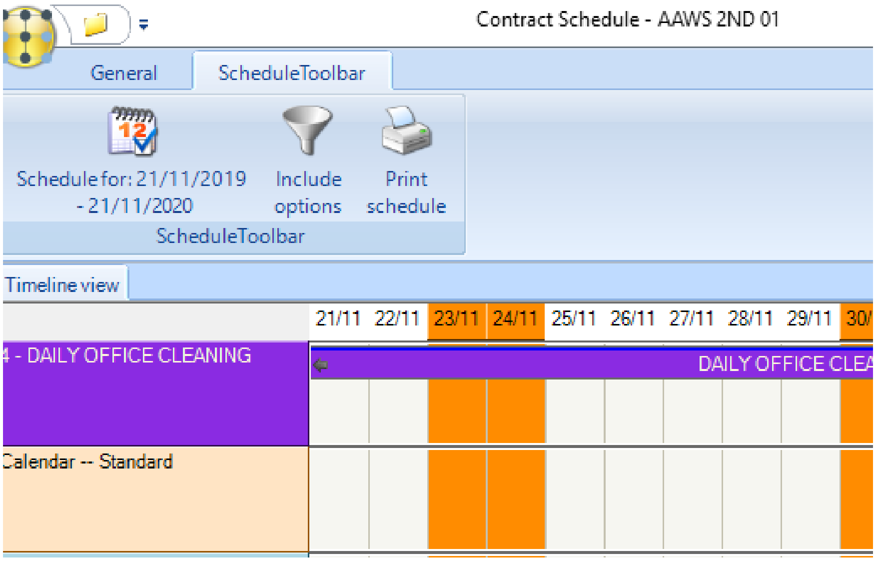
The Schedule option on the contract toolbar gives a visual presentation of the timeframe of all the contract information such as when tasks or budgets start and end in conjunction with employee start and end dates etc.

It is also possible to enter or amend contract details directly from this screen for example adding employees, tasks, budgets, billing information etc.

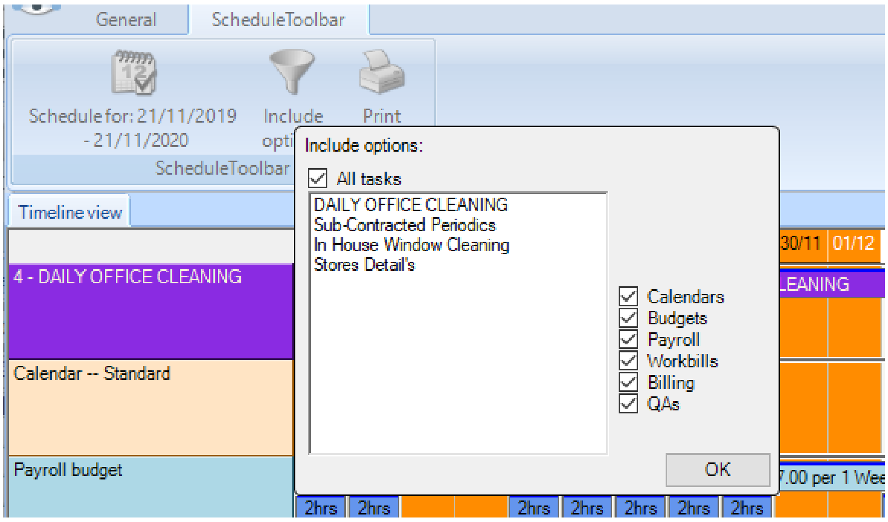


Schedule Toolbar

From the Schedule Toolbar option a user can change the date range, include and exclude options and print the schedule.



Include options allow the following selections to be made:



Site binder

The *Site Binder* is a site-specific folder of documents that a cleaning company is obliged to keep on each site. It contains a number of different documents– some site-specific and some company standard –that must be sequenced, indexed, and printed.

Please see the TEAM ***TemplaCMS*** *Site Binder* manual for more information.

Budget summary

The *Budget Summary* button gives a projected profit & loss-style report using the actual revenue from the contracted billing lines, less all costs defined on the budgets section.

The revenue and cost figures are taken solely from the contract information, i.e. revenue from billing lines or work-bill lines, and costs from budgets or work-bill lines. All payroll budgets will need to be entered as daily budgets to ensure the budget figures above can be calculated based on the number of days that fall within the period and as such the payroll budget will fluctuate each month; all non-payroll budgets can be entered as a single value for the budget period, i.e. weekly or more likely monthly. Any workbill costs will also be calculated based on the number of workbill days that fall within the relevant period. Note, no revenue budgets will be included.

Contract tasks used for work-bill assignment can have overall cost budgets assigned on the task itself, as well as individual cost budgets on each work-bill. Where task level cost budgets exist, they will be used, otherwise the task assigned work-bills own cost budget(s) will apply. Where any work-bill has been flagged as '*Invoice on confirmation'* the price recorded on the work-bill will be included in the revenue total.

The ‘Period’ and ‘Year’ totals relate to the current financial period/year, retrieving their start and end dates from the integrated Dimensions Sales Ledger or from the internally defined period dates for other interfaced accounts packages. A projected loss is highlighted in ‘red’.

Mobile Application

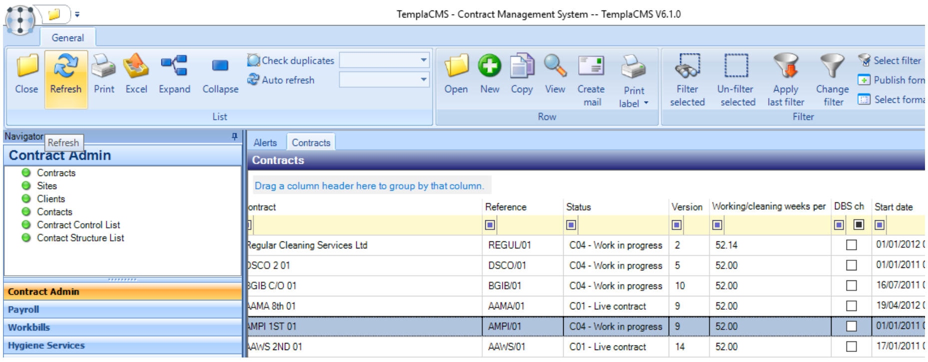
On the mobile app’s Contract view, authorised users are able to select a *Budget Summary* option. This will display as above, with the data being synchronised to the mobile device after having been refreshed as part of the server’s overnight routines.

GENERAL

Contract Status's

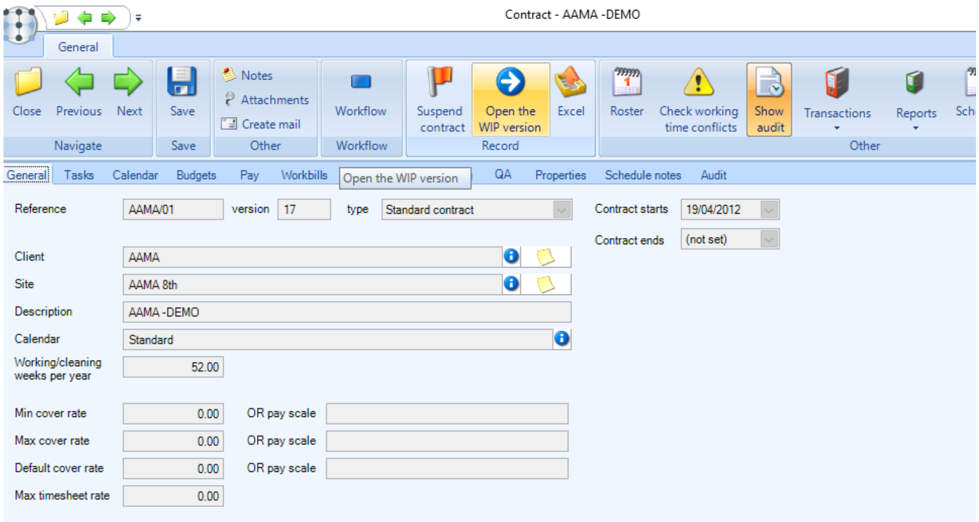
Any new contracts or existing contracts that are in the process of being changed will have a status of *Work in Progress (WIP).* Once a *WIP* version of a contract has been approved, the status will become *Live*.

The *Live* version of a contract drives all the current billing, payroll etc. and will remain intact until a new *WIP* version has been approved. When a *WIP* version of a contract becomes *Live*, the existing *Live* contract status change to *Superseded*. All *Superseded* versions of a contract will remain on the system and can be referred back to if needed. In addition to this, the *version number* will be incremented with each approved new version:



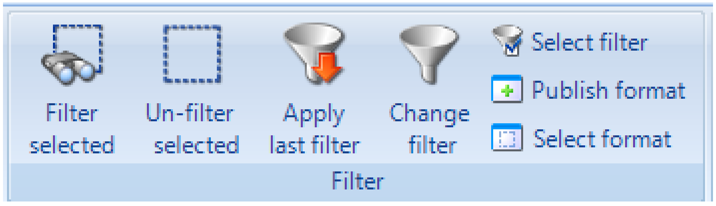
Open WIP contract on live & superseded contracts

When viewing a work in progress contract a taskbar option exists to open the live contract. Where no work in progress contract exists a taskbar button on live contracts allows a work in progress contract to be created. It is also possible to open the work in progress contract from a live contract when one exists via the *Open the WIP version* option on the task bar:

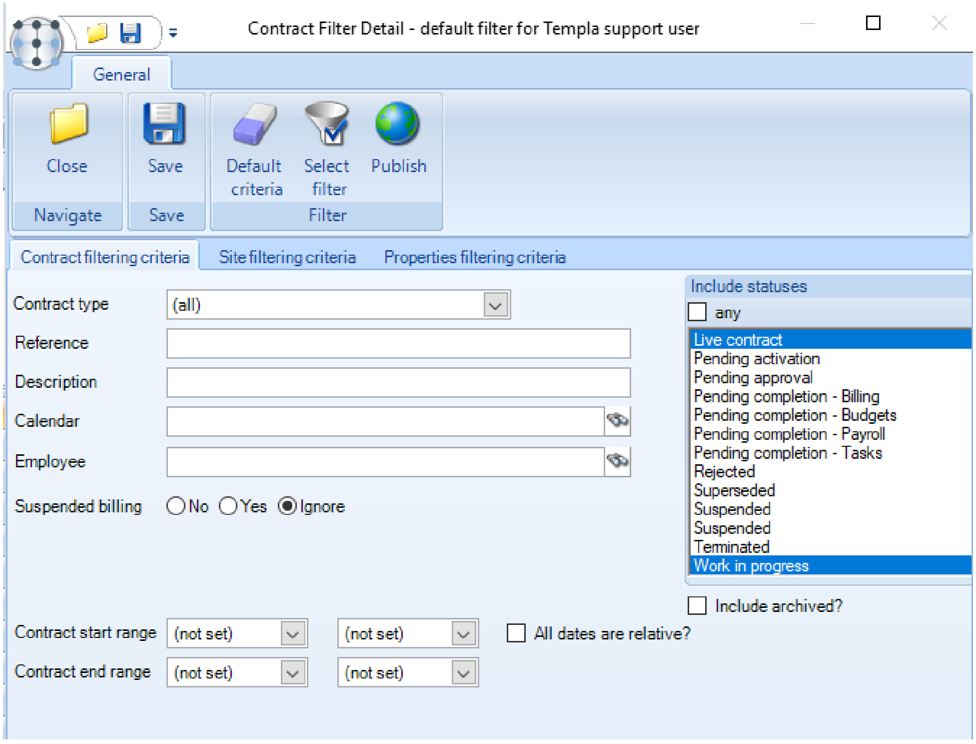


Contract filter

The list of contracts can be filtered via the available filter buttons.



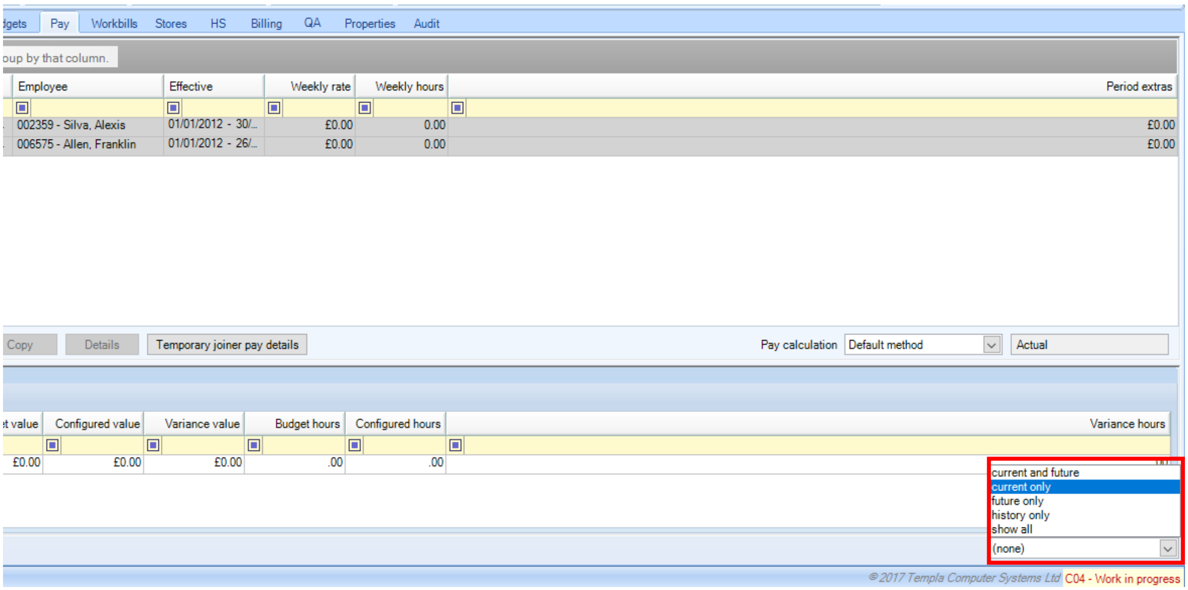
Click on *Change filter to enter* new filter criteria.



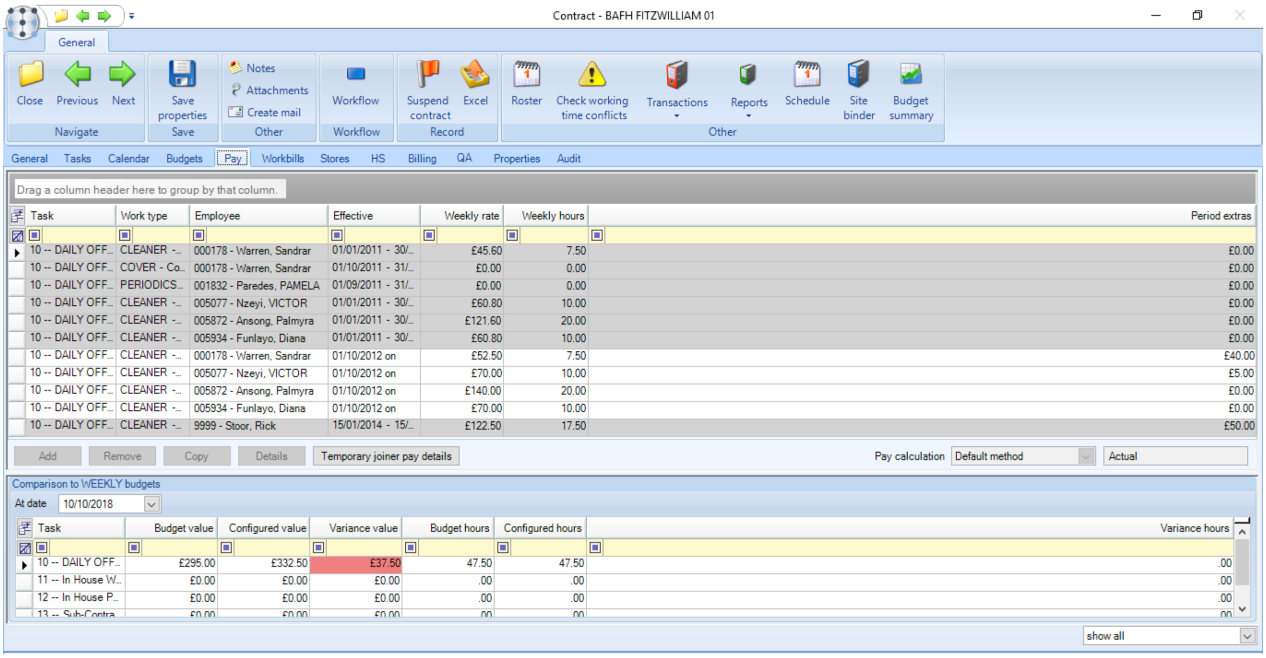
It is recommended that the contract filter is always set to look at *Live* and *WIP* contracts, and only filter or look for *Superseded* contracts when specifically required. Contracts which have been ended by using the *Termination wizard* will have a status of *Terminated*.

Historical contract data

any elements of a contract are defined by ‘effective’ date ranges, with the ability at the foot of the contract window to automatically include or exclude historical rows.

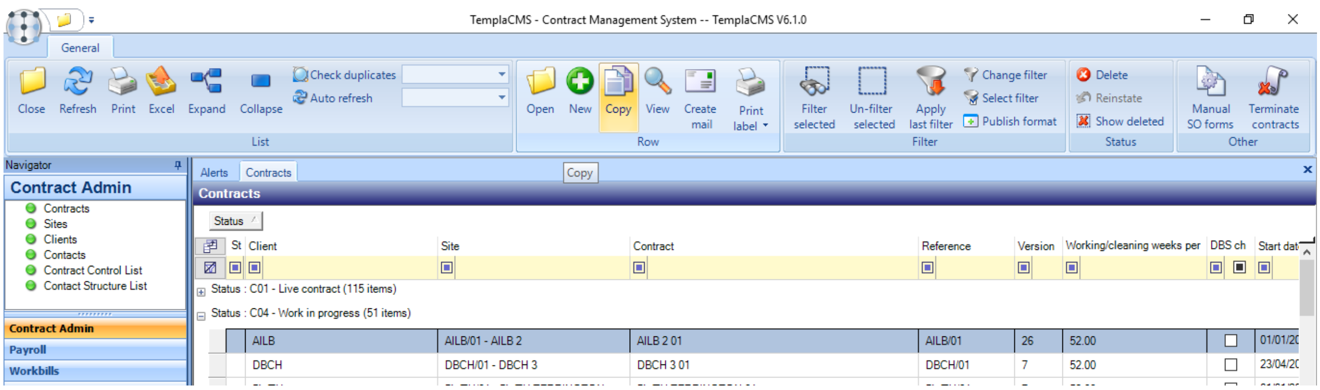


When past data is included, these rows coloured grey in order to make them easily identifiable:

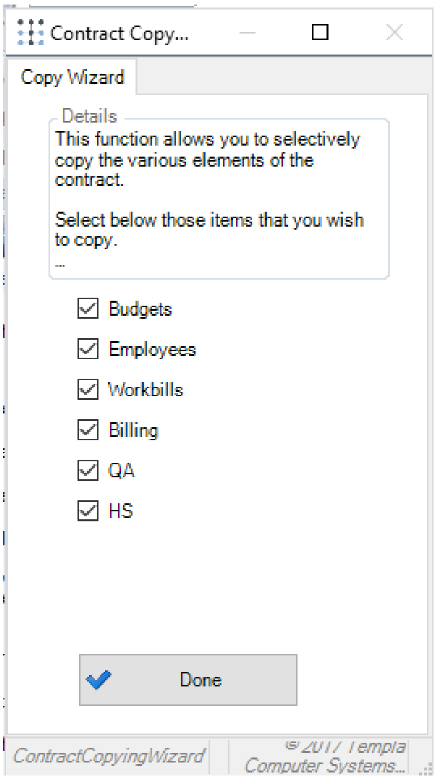


Contract Copy

To copy a contract, select the relevant contract from the contract list screen and click on the *Copy* button:



The *Contract Copy Wizard* will prompt the user for a selection of which tabs to copy, as below



Change Contract Start Date

Once a contract has gone live within ***TemplaCMS***, it is possible to change the contract start date as long as no activity has occurred, i.e. no timesheets, invoicing, QAs, workbills etc. exist.

On changing the *contract start date*, the user is presented with the following options of how to handle the date change:

- *No action* – all dates on tasks and contract items are left as they are. Any conflict must be resolved by the user. This is the default action.
- *Ripple down* – the change in the start date (e.g. moving it forward 1 month) is applied to all tasks and contract items, thus automatically resolving conflicts. In this way, a new contract that has a delayed start can be handled easily
- *Truncate* – all elements of the contract are examined and the following occurs:
    - An item where the 'effective to' date pre-dates the new start date is removed.
    - An item where the 'effective from' date pre-dates the new start date is changed to be in line with the new start date.
    - An item where the 'effective from' date is after the new start date is left unchanged

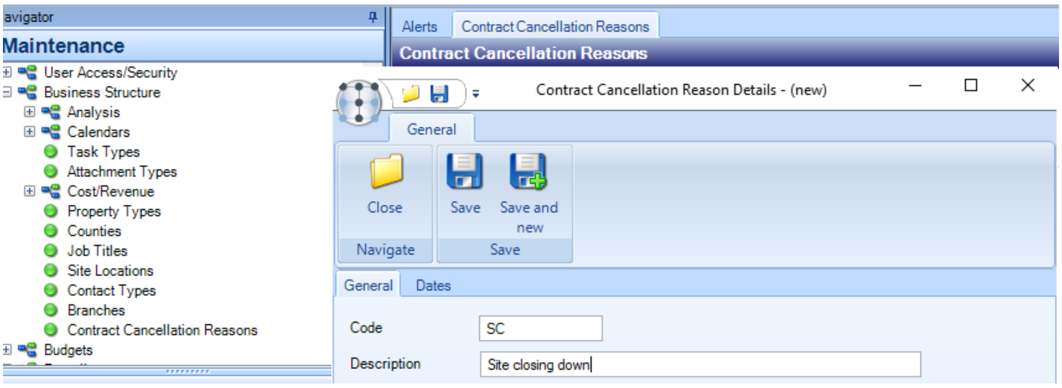
  In this way, an existing live contract can be copied and re-dated, with all historical items being dropped, thus providing a clean version of the contract.

Contract termination reason

When a contract is terminated, the reason for the cancellation or loss of the contract can be recorded.

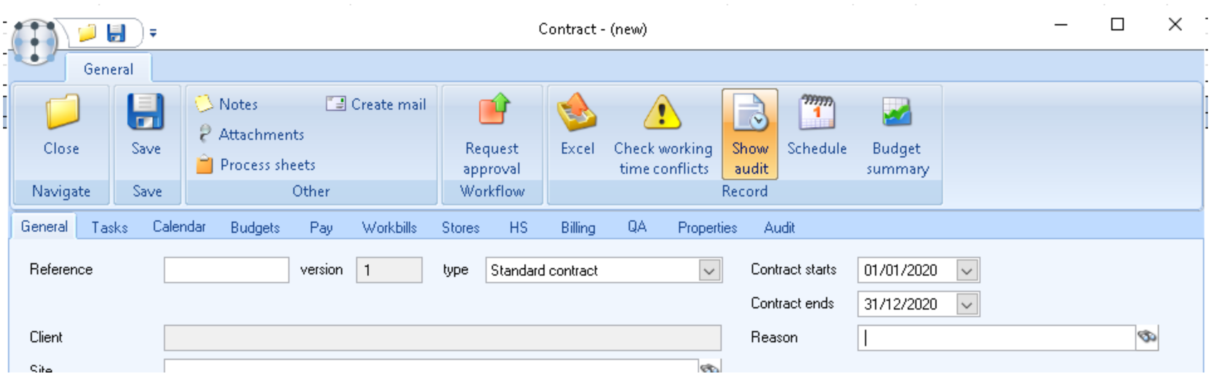
CONTRACT CANCELLATION REASONS

It is possible to define some Contract Cancellation Reasons from the *Maintenance* > *Business structure* menu:



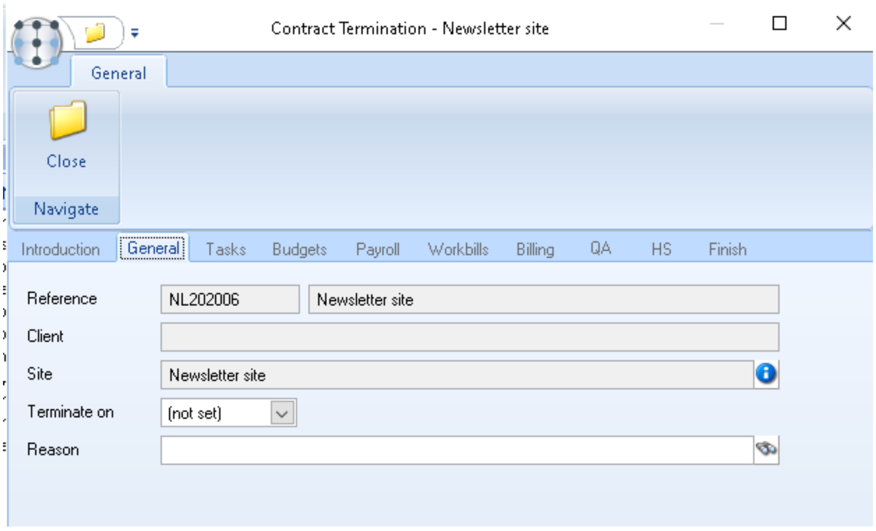
CONTRACT DETAILS

If a contract end date is entered, then the reason must be entered:



CONTRACT TERMINATION WIZARD

During contract termination, the reason must be entered on the General tab:

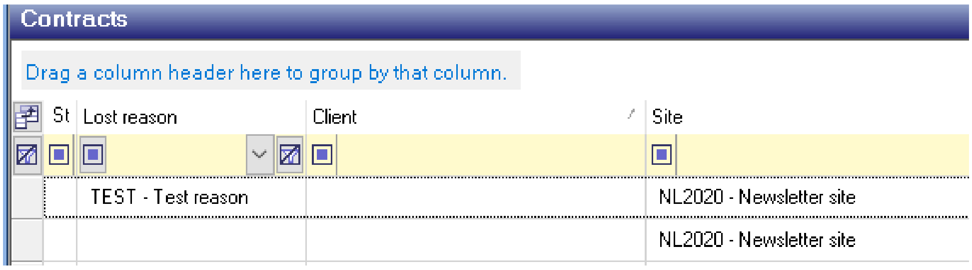


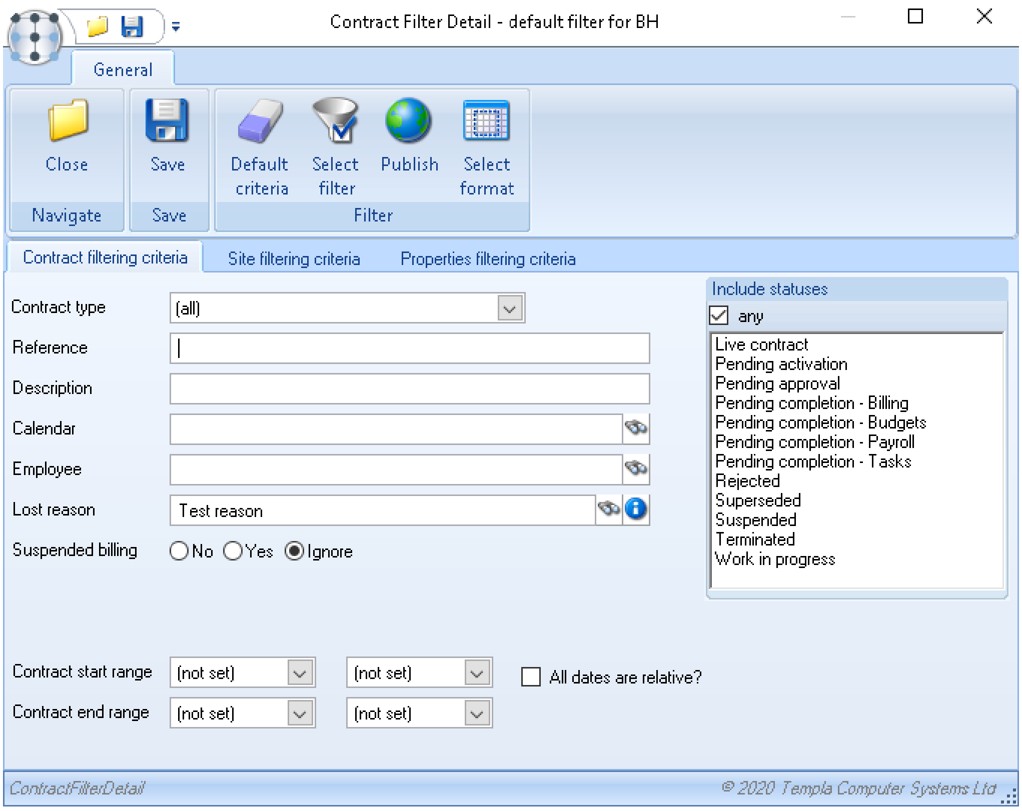
MULTI CONTRACT TERMINATION

The reason will be entered once and will be applied to all contracts selected:

CONTRACT LIST

The reason will be shown as *Lost Reason* on the *Contract List* and *Contract Filter* screens:

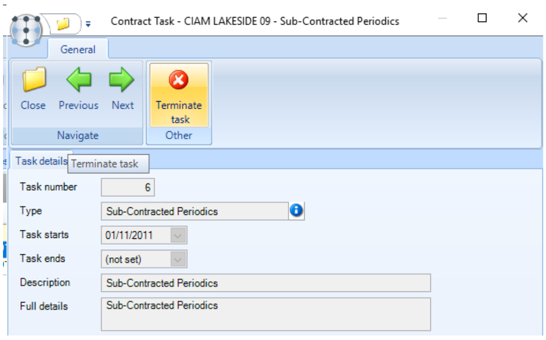




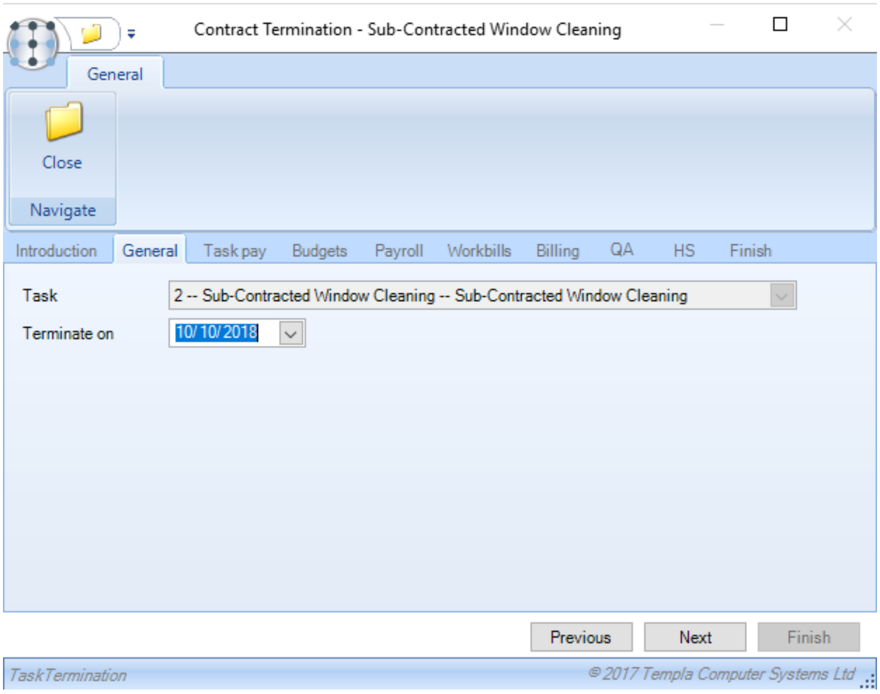
Standard sorting, grouping and filtering can be performed on this column.

Contract Task Termination

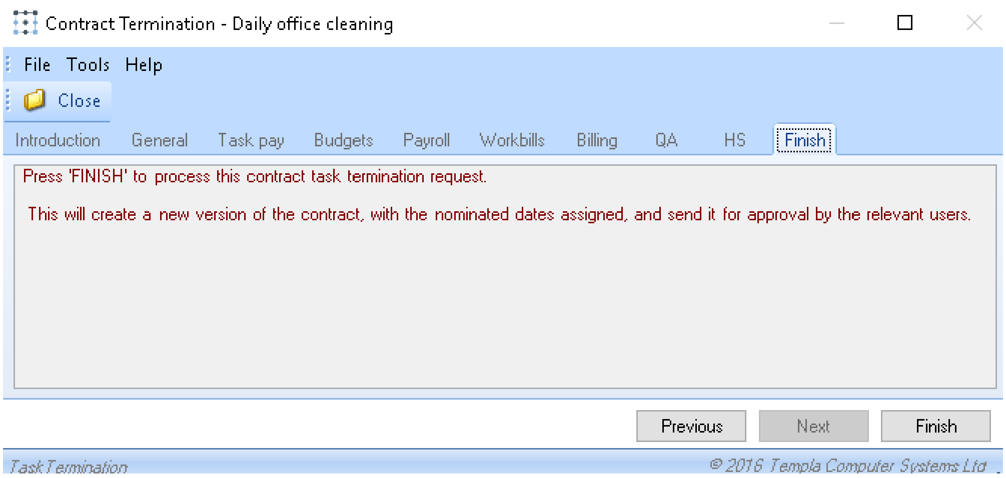
Users authorised to the *'Contract - Terminate Contract Tasks'* function can terminate a task via the *Terminate task* button:



The *Task Termination wizard* will step the user through the various elements of the contract that are associated with the task in order to confirm their final processing dates:

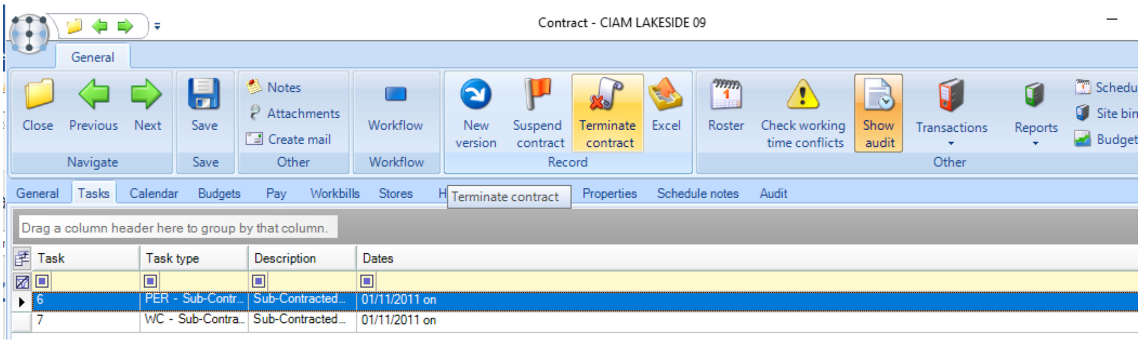


Having confirmed the dates on all elements, the final process will create a *Work In Progress* version of the contract, apply the changes to it, and send it through workflow for approval

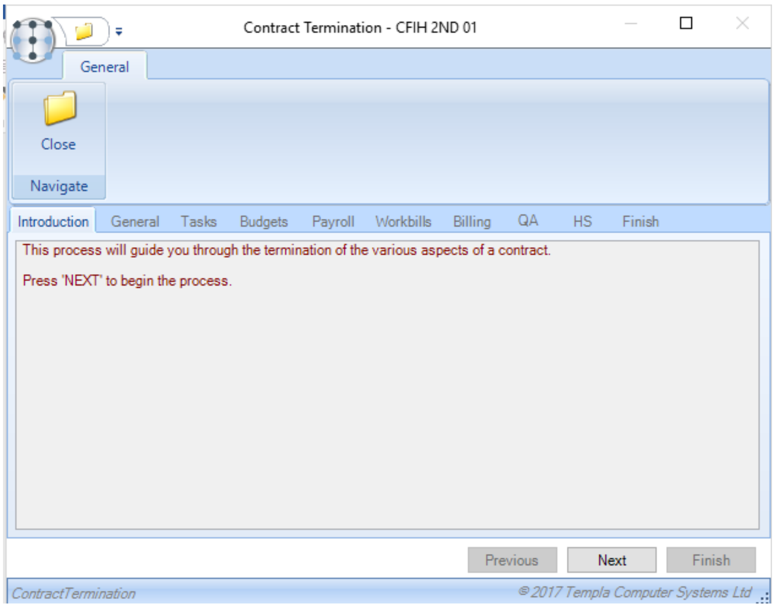


Contract Termination

Users authorised to the *'Contract - Terminate Contracts'* function can terminate a contract via the *Terminate contract* button:



The *Contract termination wizard* will guide the user through entering the relevant termination date/dates on each tab of the contract:

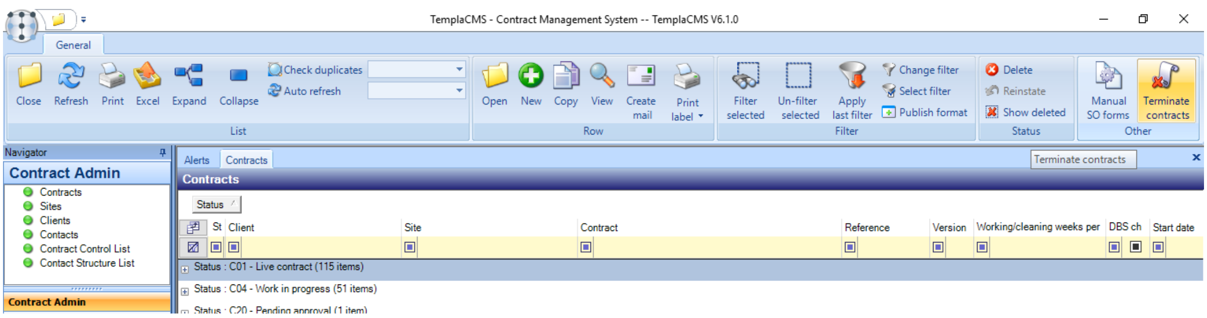


When the user clicks on *Finish*, the termination request will be processed and a new version of the contract will be created and sent on for approval by relevant users if required.

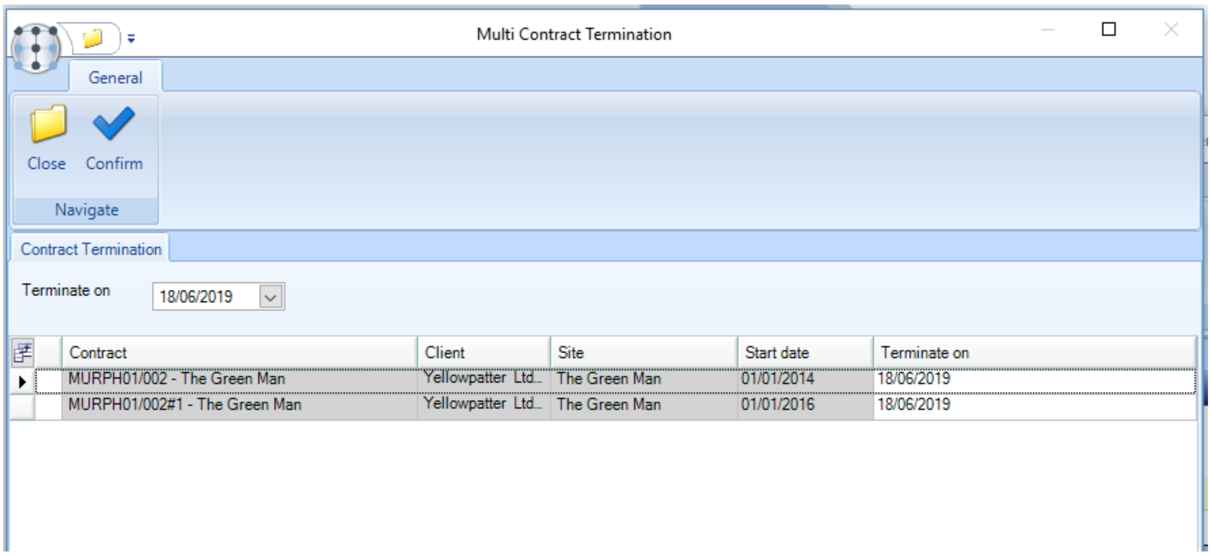
Please note that the contract will only reach a 'terminated' status once all nominated end dates have been passed.

Multiple contracts termination

From the contract list, a user with the authority to terminate contracts will have access to the *Terminate contracts* toolbar option:



On selecting one or more live contracts and pressing this button, the user is presented with a list of the selected contracts (having weeded out any that cannot be terminated):

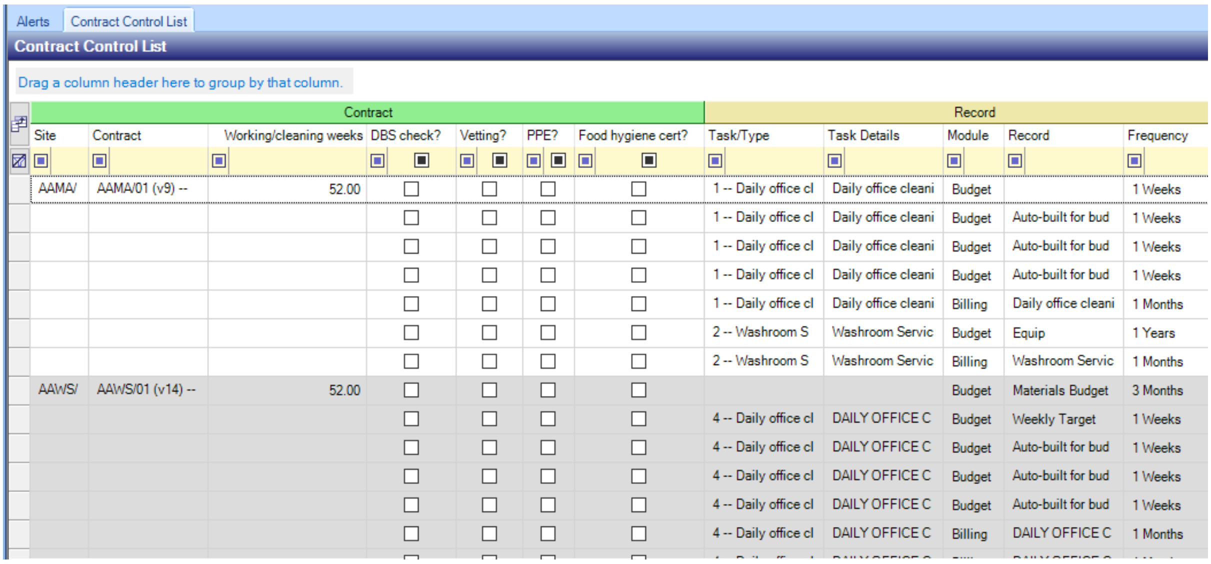


On this window the user may set a single termination date at the top, which will automatically apply to all of the contracts. Should any contract require a different date, this can then be amended in the grid below.

On pressing 'confirm' each contract will be terminated with the relevant date applied to all elements of the contract.

Contract Control list

The *Contract Control list* is accessible from the *Contract Admin* menu, and is based on the current contracts list, but with information provided at contract 'task' level.



The rows displayed are banded into two, contract level first with task level second underneath. A contract could have multiple tasks, but also multiple records associated with each task, therefore additional task level columns have been provided covering:

- *Task number* - the number assigned on the contract
- *Task type* - the task type assigned to the task
- *Task number & type* - concatenation of the above two fields
- *Task description* - the description on the task record
- *Module* - whether it is a budget or billing record
- *Record description*
- *Budget group* - the budget group assigned to the task budget
- *Budget/billing frequency* - the budget or billing frequency
- *Budget employees' count*

- *Budget hours (frequency)* - the budget frequency and total hours for the frequency
- *Budget/billing value (frequency)* - the budget total or billing value for the frequency
- *Budget hours (weekly)*
- *Budget/billing value (weekly)*
- *Budget hours (monthly)*
- *Budget/billing value (monthly)*
- *Budget hours (annual)*
- *Budget/billing value (annual)* - the pro-rata calculation of weekly, monthly and annual hours/values based on the frequency hours/values

The count, hours and values are totalled at contract level, so any grouping using the contract's site or client details offers instant summary totals at the higher level, e.g. business analysis. Whilst grouping may be available using other lower level details, e.g. task type, these totals are not possible.

The *Budget* values displayed reflect the financial effect of adding revenue and cost budget values together. When a *Budget group* is defined as being in the *Billing* section, totals will remain positive, whilst *Budget group* in any other sections will display as negative.

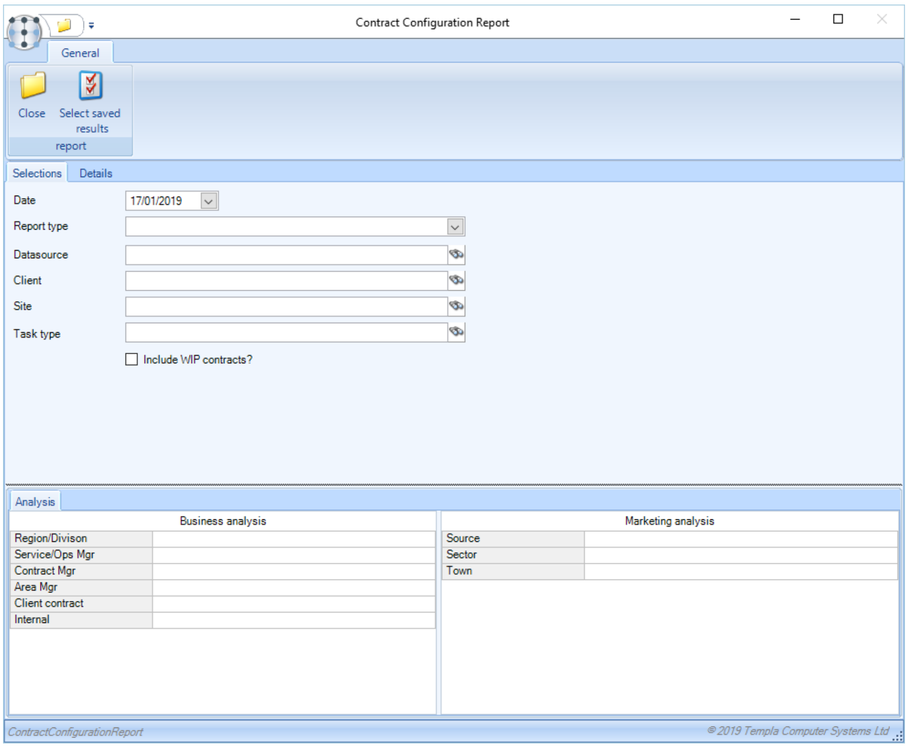
From the displayed list, it is possible to:

- Perform filtering on all relevant and existing contracts, sites and contract properties, but with the addition of site properties (e.g. cleaning weeks per year), task fields (e.g. task types or task statuses) and modules (i.e. budget or billing).
- Use field choosing, which will be aligned to the filtering fields mentioned above. Totals are provided for annual hours and value, and where contract-level or above grouping is used, totals are also shown on the summary lines.
- Use print or export to MS-Excel options, where the current view can be used.
- Drilldown to a contract, allowing access to all contract details. Subject to authority, update access is also available.

Multiple budget groups may be created within ***TemplaCMS***, for example if some are to be used for site analysis reporting rather than for the *Contract Control List*. If required, the check box on the budget group for *Suppress from Contract Control List* can be ticked. When the list is being constructed, any contract budgets related to such a flagged *Budget group* will be ignored.

Contract configuration report

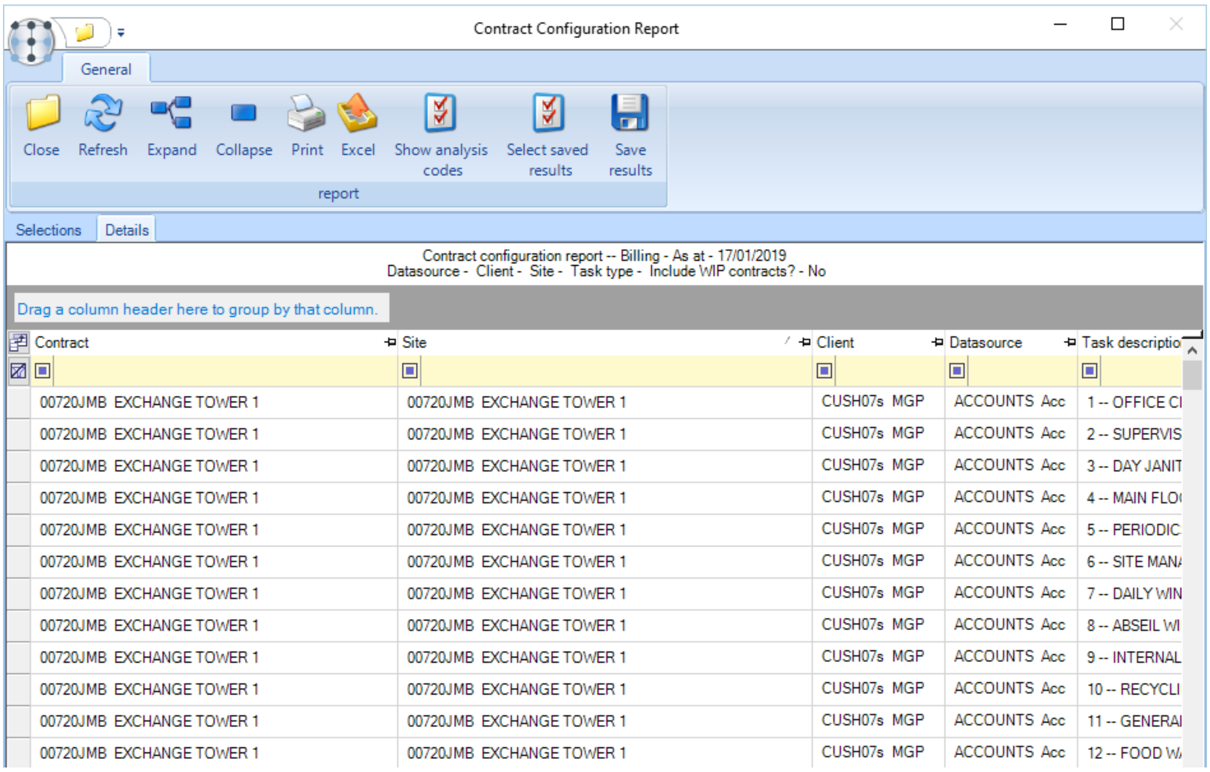
The *Contract configuration report* allows users to view a full list (for example) of billing defined across all contracts.



The user can choose which area of the contract they wish to report on by selecting a *Report type*, the options include *Billing*, *Payroll*, *Quality audits* and *Workbills*.

The user may also tick *Include WIP contracts* this will display work in progress contracts, if a live contract is also available the 'Live' contract will NOT be displayed, if no WIP contract can be found but there is a 'Live' contract then that will be displayed.

The results of the extraction are displayed in a grid:



Site analysis columns can be optionally included in the grid via the 'Show analysis codes' button.

A report row can be double clicked, and the contract will be opened to the section of the contract that has been selected in the report type e.g. if a 'Billing' report type has been selected and the user double clicks a report row the contract will be opened and the 'Billing' tab will be focused.

Note that for 'billing', 'quality audits' and 'workbills' the configuration report will show the distinct lines defined in each contract. For 'payroll' however, the report will summarise the assignments and show a comparison to the configured payroll budget (i.e. as can be seen within the contract).

TEAM Software by WORKWAVE

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