TEAM Software
by WORKWAVE®

System Administration
TEMPLACMS

Version: V.6.1.0 2020 05 b

COMMERCIAL STATEMENT

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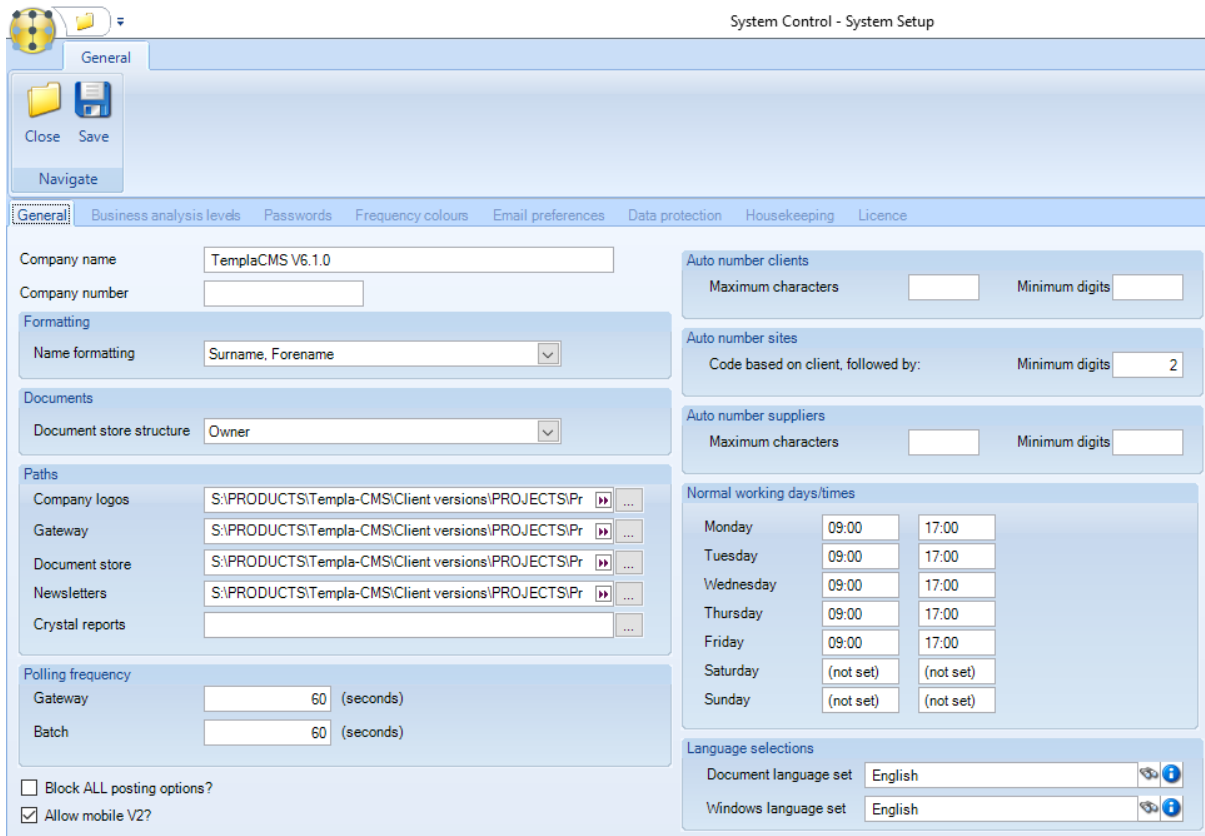
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SYSTEM CONTROL

The *System Control* menu contains a number of system wide settings that control how each module or area of **TemplaCMS** behaves. This will originally be set up by **Templa** and should not be changed unless advised by **Templa**.

System

SYSTEM SETUP

General

Company Name – the company name should be entered in this field. Where more than once company exsist used the main or group company name.

Name formatting - the name formatting applied to employees, contacts and users can now be defined here - ass a result of this, a preferred consistent formatting can be applied across all of these areas. Note that a change to this setting will not implicitly reset all the name formatting of existing data, as this may take some time. If you do change this setting, please contact **Templa support** in order to re-build this information.

Document store structure - the options are *Owner* or *Area and year*. When set to by *Area and year,* files stored in the document store will be held in a single folder per area divided into sub-folders by year. In order to prevent duplicate file names, each file will be prefixed with the owner code.

Paths -> Comapany logos - this is the location where logo's that appear on documents generated from Templa CMS is kept. This is normally the TemplaCMS share on the network and should be availble to all TemplaCMS users.

Paths -> Gateway - this is the location where any export and import files will be picked up (including to and from mobile devices). This is normally the TemplaCMS share on the network and should be availble to all TemplaCMS users.

Paths -> Document store - this is the location where all documents added as attachments including those generated during mail merges etc. will be kept. This is normally the TemplaCMS share on the network and should be availble to all TemplaCMS users. If the company has a separate 'Documents' server the location can be changed as long as the system and TemplaCMS users has the required access permission to the location.

Paths -> Newsletters - this is the default location where TemplaCMS newsletters will be picked up from. This is normally the TemplaCMS share on the network and should be availble to all TemplaCMS users.

Polling frequency -> Gateway - enter the number of seconds the system should check the **Gateway path** for anything that requires action.

Polling frequency -> Batch - enter the number of seconds the system should check any jobs submitted to the batch queue that requires action.

Block All posting options - this options is normally used by Templa during minor upgrades or changes where users are not required to log off the system but should not be posting any batches during this time.

Company Number - enter the company registration number

Auto Number clients - enter the maximum characters and minimum digits the system shoul use to automatically generate client codes. If left blank the user will be able to specify the client code when creating a new client from TemplaCMS.

Auto Number sites – enter the minum number for digits the system should use to automatically generate site codes based on the client code.

Auto Number suppliers - enter the maximum characters and minimum digits the system shoul use to automatically generate supplier codes. If left blank the user will be able to specify the client code when creating a new client from TemplaCMS.

Normal working days/times - this option allows the entry of Mon – Sun start and end times for the working day. This is used in the elapsed time calculation for SR's.

Language selections - allows the definition of any number of language sets for use in **TemplaCMS** where each language set simply defines a code and description. At installation time this list is pre-populated with an 'English' language set.

History weeks -> Alert Messages - any database rows older than the nominated number of weeks will be deleted during the overnight data archiving process.

History weeks -> Batch jobs - any database rows older than the nominated number of weeks will be deleted during the overnight data archiving process.

History weeks -> Gateway logs - for each external system, files in the /done or /error folder older than the nominated number of weeks will be physically deleted during the overnight data archiving process.

History weeks -> Gateway files - any database rows older than the nominated number of weeks will be deleted during the overnight data archiving process.

History weeks -> Mobile Gateway files - any audit files older than the nominated number of weeks will be physically deleted (note: this is performed by the mobile gateway service) during the overnight data archiving process.

Archive weeks -> Contracts - any suspended or terminated contracts older than the nominated number of weeks will be marked as archived. For superseded contracts, this date is determined based on the date the contract was superseded, not when it was added.

Archive weeks -> Stores Orders - any rejected, completed or cancelled stores orders older than the nominated number of weeks will be marked as archived.

Archive weeks -> QA forms - any rejected, cancelled, completed, rescheduled or finalised QA forms older than the nominated number of weeks will be marked as archived.

Archive weeks -> Workbills - any rejected, rescheduled, cancelled, cancelled quote workbills or those marked as 'work done' older than the nominated number of weeks will be marked as archived.

Archive weeks -> Timesheets - any posted timesheets older than the nominated number of weeks will be marked as archived.

Normal working times – this option allows the entry of Mon – Sun start and end times for the working day. This is used in the elapsed time calculation for SR's.

Business analysis levels

Business analysis - In TemplaCMS all sites and their contracts should be configured against business analysis headings. These headings are made available throughout the system and allows the analysis of site data. These headings are also crucial for workflow and security and is mandatory when setting up a new site.

The business analysis headings are originally setup by *Templa* based on the company's completed *BPR* and should not be changed or added to without consulting *Templa*.

Marketing Analysis - these headings can be used to categorise all site contracts, e.g. to understand market segmentation and are **not** mandatory when setting up a new site.

Passwords

When a user changes their password, validation is applied based on the System Control settings to ensure the minimum requirements are met.
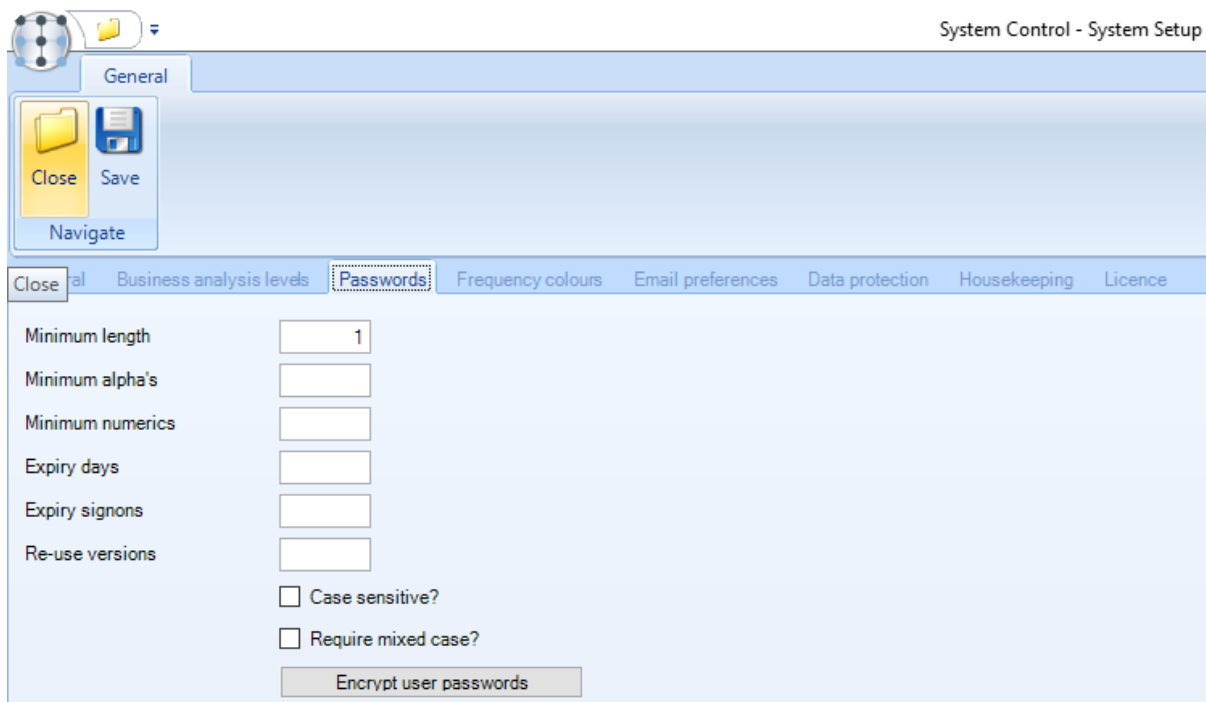
Minimum length – specifies the minimum amount of characters a password should be.

Minimum alpha's – specifies the minimum amount of alpha characters a password should contain.

Minimum numerics – specifies the minimum amount of numbers a password should contain.

Expiry days – when a user's password has expired, i.e. the defined number of expiry days since their last password change has elapsed, the user must enter a new password when signing on.

Expiry signons - when a user attempts to login with an invalid password the number of times defined as 'expiry signons', the user profile is disabled. A user with access to the user's details must then re-enable the profile via the user maintenance routine.

Re-use versions – specifies how many times a password can be re-used.

*Case sensitive?* – if ticked this force the password to be case sensitive.

Require mixed case? - if ticked this force the password to be mixed case.

Encrypt user passwords - when pressed and the action confirmed, a one-off routine will run to encrypt all users' passwords and password history. Please ensure that all users are out of the application and that all services are closed prior to running this routine.
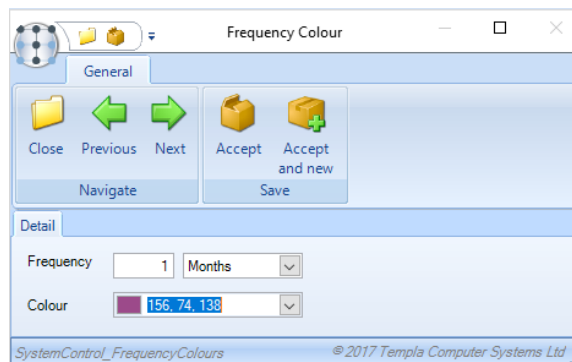
Note that this routine can only be run once and cannot be reversed. Any encrypted passwords cannot be decrypted in the event of a forgotten password

Frequency colours

Different frequencies used within the system can be set to different colours so that they are easy to identify at a glance.
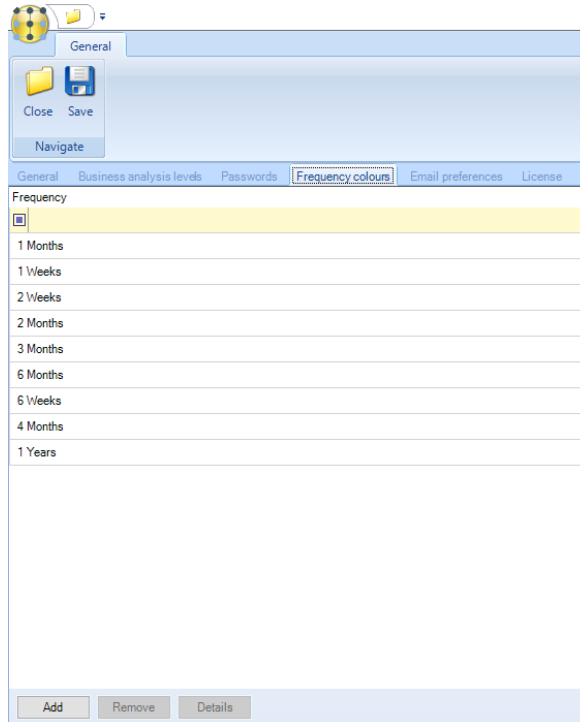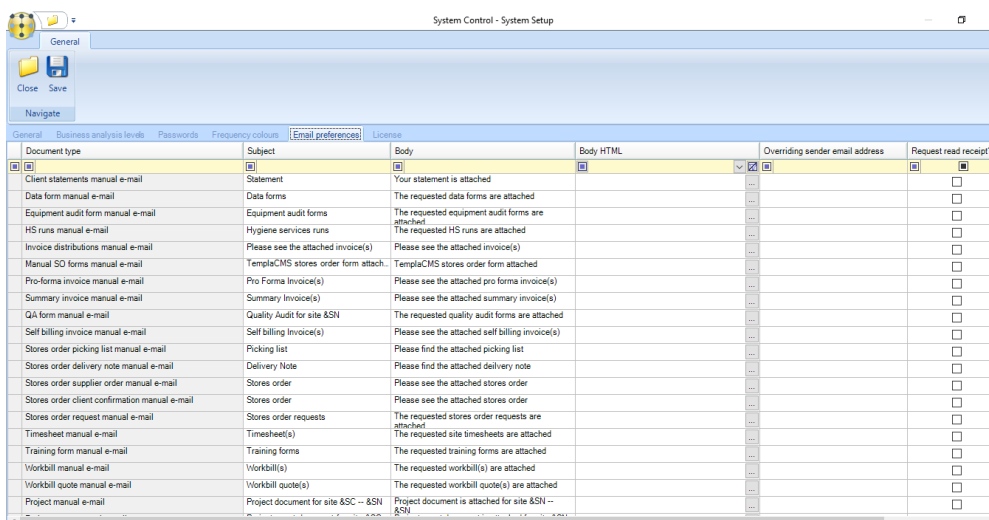

Double click on a frequency and set the required colour:

Email preferences

TemplaCMS allows many document types to be distributed via email. The *Email preferences* option allows control over a number of aspects of these emails:

Each of the available email types is listed allowing an administrator to set the subject and body text, including the use of substitutions appropriate to each email. Where a more branded layout is required this can be created outside of **TemplaCMS** as an HTML file (again, including substitutions) and then referenced against the document type.

Furthermore, it is also possible to override the 'sender email address' and request a 'read receipt' for each document type. Note, that these options will depend on the capabilities and permissions defined within the email server. **TemplaCMS** is not responsible for this.

Data Protection

In conjunction with the Personal Data Report, an individual now entitled to request that their data be removed, though for employee data (which clearly needs to be held), the removal process is only applicable to employees that have left employment for more than 3 years.

Given that employee data is owned by the payroll application (e.g. SelectPay), it is that application that would generally be responsible for deletion of data. For **TemplaCMS** historical reporting purposes, however, it is important that employees remain as unique entities. For this reason, a process of 'anonymisation' has been introduced.

Furthermore, where TemplaCMS is in operation 'stand alone' (i.e. not linked to a payroll application), the ability to automatically anonymise data beyond a certain age has been introduced.

Note that there is no such requirement for contacts, so they can be simply deleted on request.

Data retention years - defines the number of full tax years (normally 3) after an employee leaves during which time their data must be retained. Beyond the retention years, the data can be anonymised.

Property types containing personal data - the user can identify which employee and contact property types may contain personal identifiable data. For each ticked, an optional anonymised default value can be defined when applying anonymisation.

Attachment types containing personal data - the user can identify which employee and contact attachment types may contain personal identifiable data.

NOTE: For installations with 'test' environments that are periodically copied from live data, it is strongly recommended that no attachment types be identified as containing personal data. The anonymisation process (detailed below) will physically delete documents from the document store (which is separate to the TemplaCMS database), and as such running anonymisation on

a test environment could delete live documents. To mitigate the risk, where Templa has provided scripts for the creation of test environments, these will need to be amended to automatically remove the attachment types from the anonymisation control. Furthermore, the existing records for documents in the document store will have their file paths removed. This would, however, mean that (for example) a QA document re-print from the test environment would not include photos or signatures.

Housekeeping

It is possible to define, per transaction type, a number of weeks after which transactions will be archived. It is possible to define a different number of weeks for each per transaction type.


As part of the overnight housekeeping routine, where archive weeks have been set up for each transaction type they will be archived as below:

- Cashbook headers – all posted cashbook headers added prior to the defined number of archive weeks will be archived
- Data forms – all completed or discarded data forms added prior to the defined number of archive weeks will be archived
- Equipment audit forms – all completed equipment audit forms added prior to the defined number of archive weeks will be archived
- Journals – all posted journals added prior to the defined number of archive weeks will be archived
- Multi-site stores orders – all completed, cancelled or rejected multi-site stores orders added prior to the defined number of archive weeks will be archived
- Purchase orders – all posted purchase orders added prior to the defined number of archive weeks will be archived
- Service requests – all complete or abandoned service requests added prior to the defined number of archive weeks will be archived
- T&A logs – all T&A logs where the log date is prior to the defined number of archive weeks will be archived

When retrieving data for lists for each transaction type, unless the user is flagged as 'Allow view of archived data' and the user has specifically chosen to include archived transactions on the relevant filter, any archived transactions will not be retrieved in the list.

License

The applied **TemplaCMS** license key is displayed, this should not be removed or changed unless under the instruction of **Templa** to do so.
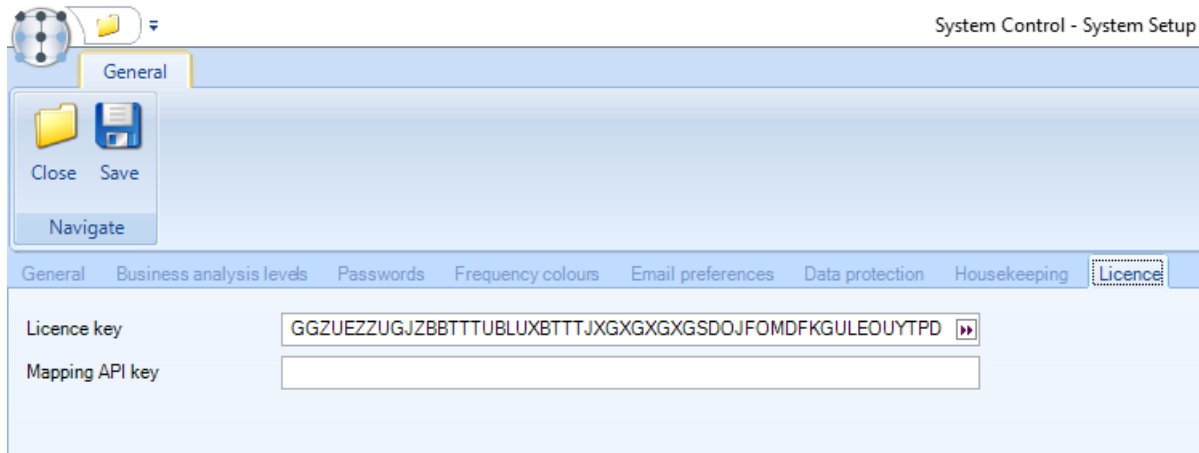

If the Google Maps API is being used a valid Google Maps API licence key should be entered in the **Mapping API key** field.

ADVANCED OUTLOOK INTEGRATION

Please note this is a licensed option and may not be available to all companies.

Enable email classification (from MS/Outlook) – when ticked **TemplaCMS** will monitor emails sent and received in **MS/Outlook**, and store those that relate to email addresses known to **TemplaCMS** (as employees or contacts) in the **TemplaCMS** document store, whilst ignoring others.
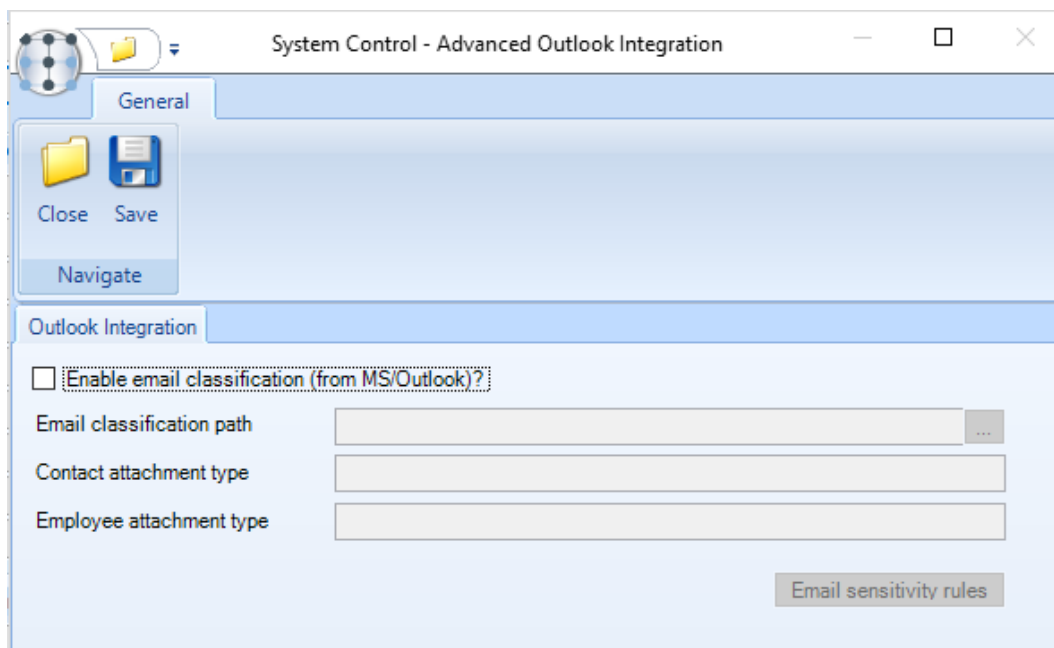

Email classification path - a MS/Outlook add-in will intercept each email as it is sent or received and automatically save it to the nominated shared network folder.

Contact attachment type - in attaching an email to a contact it will be assigned the relevant overriding attachment type based on the defined 'sensitivity rules (see below) or the default contact attachment type as defined above.

Employee attachment type - in attaching an email to an employee it will be assigned the relevant overriding attachment type based on the defined 'sensitivity rules (see below) or the default employee attachment type as defined above.

Email sensitivity rules - within MS/Outlook, emails can be assigned a 'sensitivity', being one of the following: Normal, Personal, Private, Confidential.
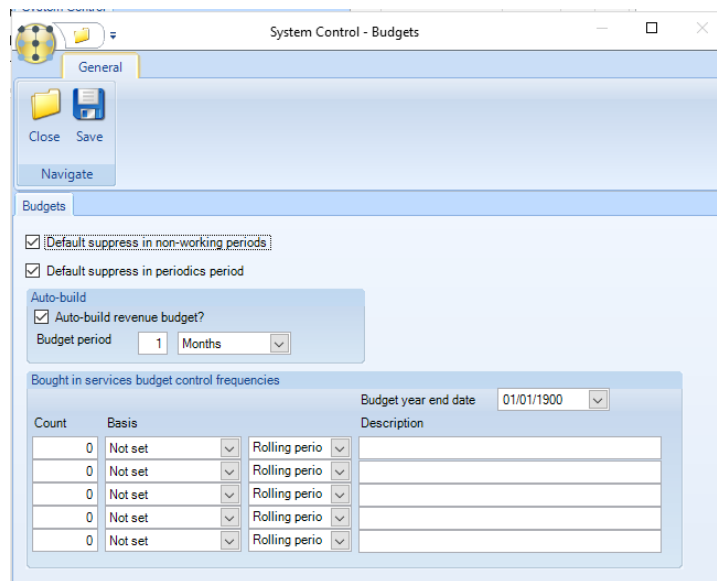
It may be desirable that emails 'to' or 'from' certain email addresses flagged with one of these sensitivity levels be secured to certain user roles within the **TemplaCMS** document store.
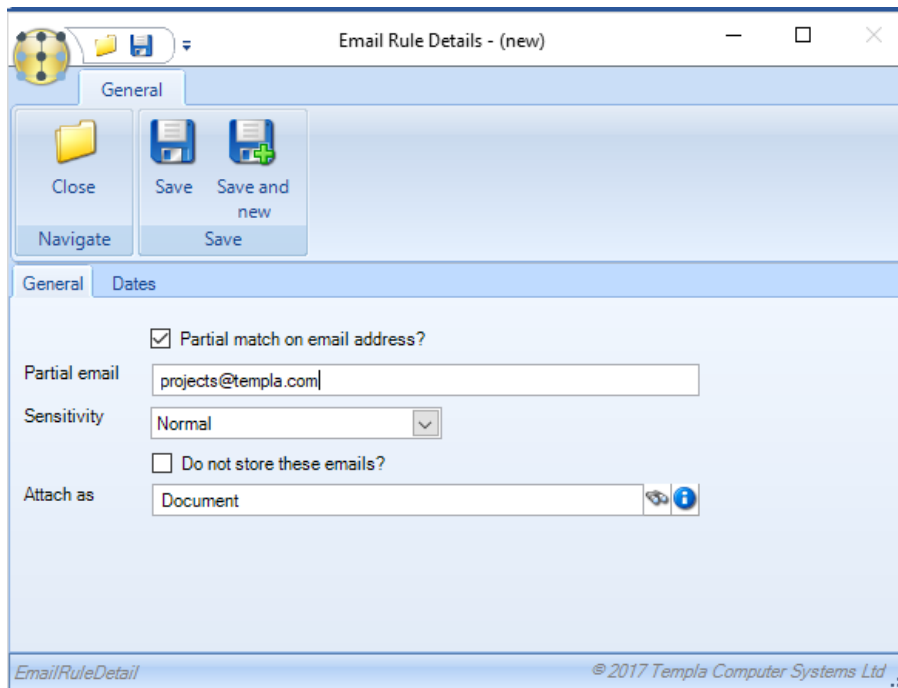
Each **sensitivity rule** can nominate and *email address*, *sensitivity level* and *overriding attachment type*.

Core Modules

BUDGETS

Default suppress in non-working periods - when flagged the system will check the calendar associated to the contract for non-workig periods defined and automatically suppress the budget during this time.

Default suppress in periodics period - this option works identically to the above, relating however to calendar defined periodic periods rather than non-working periods.

Auto-build revenue budget - when flagged, all new tasks added to a contract will automatically default in the flag at the given frequency. This will invoke the auto-building of revenue budget records

Bought in services budget control frequencies – Bought in services budget control frequencies and a budget year end date are available (these are similar to those defined for stores ordering budget control).

PAYROLL

Payrun
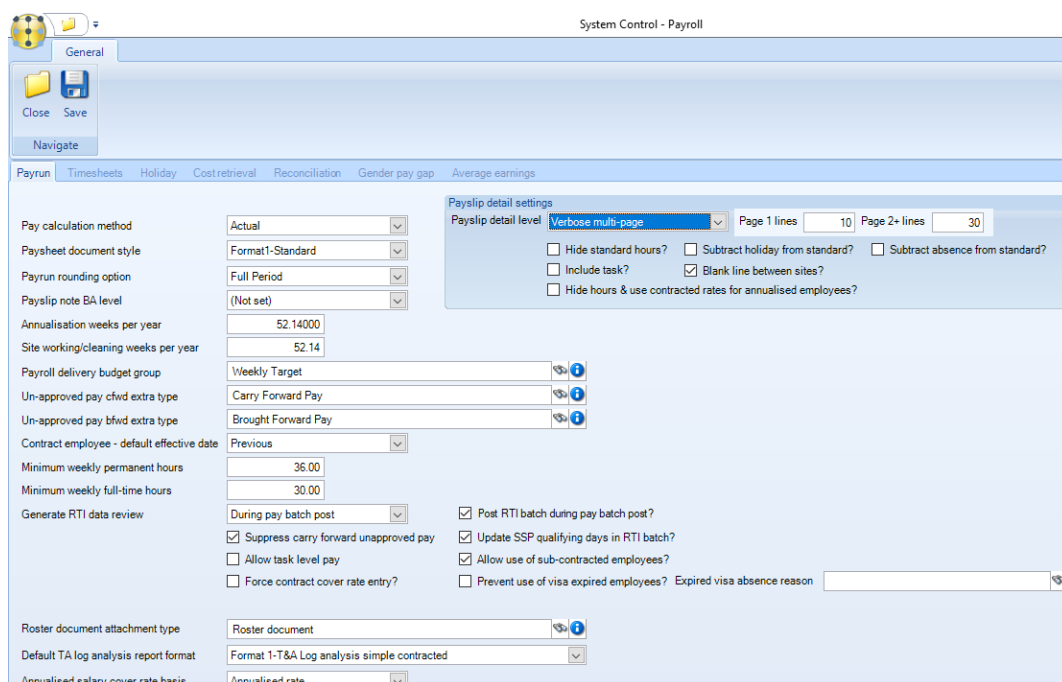
Restrict contract to single payroll – the default is setting is *Yes*. If set to *No* the system will allow users to add employees from different payrolls datasources on the same contract.

Payroll calculation method - this default will be used when adding an employee to a contract and can be set to *Actual* or one of the *Annualisation* methods. This can be overridden on the employee.

Payslip detail level - this defines the level of payslip detail that will be displayed on the *TemplaCMS* payslip in the *TCMS details* box.

Paysheet document style – the following 3 formats are available:

- Format 1 – Standard
- Format 2 – With extras
- Format 3 – Extras and summaries

Payrun rounding option - this can be set to **Full Period** or **Per day.**

Payslip note BA level – select a business analysis level to print in the payslip notes section on payslips if required.

Annualisation weeks per year – this depends on the company, some companies use **52** weeks in annualisation calculations and others use **52.14** weeks.

Site working/cleaning weeks per year – this is the default number of weeks a site is open for cleaning in a year, it can be overridden on site calendars where needed.

Payroll delivery budget group – the selected payroll budget group will appear on timesheets.

Un-approved pay cfwd extra type - when the employee approval functionality is used in Templa CMS the default **carry forward** extra paytype need to be defined.

Un-approved pay bfwd extra type - when the employee approval functionality is used in Templa CMS the default **brought forward** extra paytype need to be defined.

Contract employee - default effective date - when an employee is added to a contract the selected option will be considered when determining the new employee's 'effective from' date. The system control options are as below:

- Task (the task's effective from date)
- Previous (the previous effective from date – will use the task if no previous employee exists)
- None (no date will default in)

Minimum weekly permanent hours – number of hours an employee has to work in a week to be regarded as permanent with regards to TUPE extracts produced from **TemplaCMS**.

Minimum weekly full-time hours - number of hours an employee has to work in a week to be regarded as a full-time employee with regards to *National Statistic reports*.

Suppress carry forward unapproved pay – when flagged this hides the employee approval functionality in TemplaCMS so that I can' be used.

Generate RTI data review? - when flagged, upon successful generation of a pay batch a new RTI review batch will be automatically created for the user to post to SelectPay.

Update SSP qualifying days in RTI batch - when flagged, the system checks the employee contracted days per week for the relevant period. On Posting the payrun batch it will then update the first line of SSP qualifying days on each employee's SelectPay record.

Allow task level pay – when flagged this allows employee pay rates to be controlled at task level so that all employees on a task can be assigned the same base and cover rates (or pay scale).

Allow use of sub-contracted employees? – this is not relevant to UK customers

Force contract cover rate entry - where this option is flagged the minimum, maximum and default cover rate fields will become mandatory on all contracts i.e. users will not be able to save or request approval on a contract until either a rate or pay scale have been entered in all 3 fields.

Roster document attachment type - once successfully distributed, the PDF Roster detail document will be automatically stored for future traceability as an employee level attachment type as defined here.

Default TA log analysis report format - when using Format2 new 'columns' options are provided so the user can decide what to include.

Annualised salary cover rate basis - when the Annualised salary cover rate option is set to 'Contract cover rate' the cover rate column is available for entry on annualised salary contract employees.

Prevent use of visa expired employees – when 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. In addition to the above the user will also be prevented from making any payment either via the weeks/dates or extras for a date beyond the current expiry date of the employee's visa.

Payslip detail settings – these settings control the layout of the details section on the payslip.

- *Hide standard hours* – when ticked standard hours will not be printed on the payslip.
- *Subtract holiday from standard?* – when ticked holiday hours will be subtracted from the standard hours.
- *Include task?* – when selected the task will be printed on the payslip.
- Blank line between sites – when selected a blank line will be inserted between the sites on the payslip.
- *Hide hours and use contracted rates for annualised employees* – when ticked the site details breakdown that is normally printed on the payslip for annualised employees will now show the standard contracted rate & total pay, along with the employee frequency, e.g. as

Monthly rate of pay £11.38hr   £1,365.00

- Where the employees' rate of pay changes mid-month the system will use the latest contracted rate, but this will only be possible where the employee has contracted hours entered, if not it will show zero.
- Non-contracted pay will appear as normal with the employee's actual hours and rate of pay being printed

Please note:

- Where the employees' rate of pay changes mid-month the system will use the latest contracted rate, but this will only be possible where the employee has contracted hours entered, if not it will show zero.
- Non-contracted pay will appear as normal with the employee's actual hours and rate of pay being printed

Timesheets
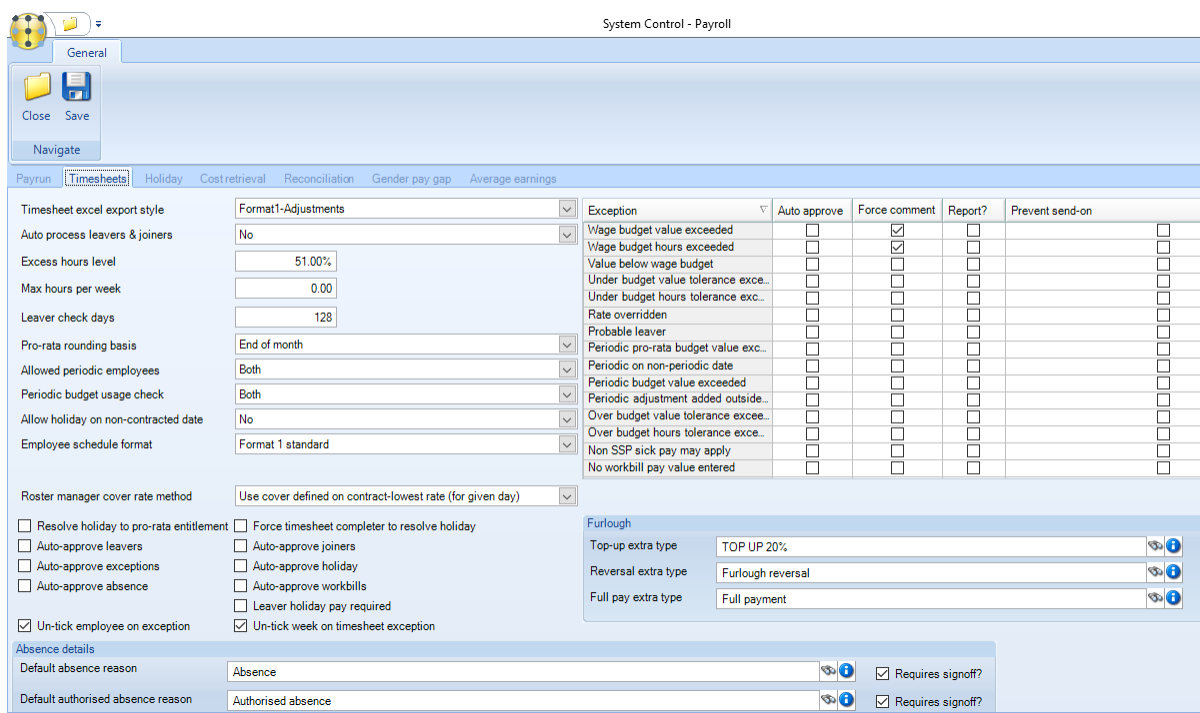
Timesheet excel export style – different excel formats for exporting timesheets exist in TemplaCMS. The format required can be set-up from here and can be one fo the following:

Adjustmens, Actuals, Concise Actuals and Manual Adjustments.

Auto process leavers & joiners – when set to *Yes* if an employee is marked as a company or site Leaver on a timesheet on saving the timesheet the contract will automatically be updated to end date the employee. When set to *No* instead of this automatically updating the contract when the timesheet is saved an employee movement will be recorded on the employee movement screen from where the employee movements can be applied to the contracts at a later point.

Excess hours level – this % can be set to flag up to payroll when an employee has worked more than their contracted hours on a given day.

Max hours per week – this allows the maximum hours that an employee is allowed to work during a week to be defined. There is also an exception for *Maximum hours exceeded?*, it is not possible to prevent send-on based on this exception as the maximum hours check will include hours from multiple timesheets which could be assigned to multiple users therefore potentially leaving some users unable to resolve the exception.

Leaver check days – if an employee is not paid in **TemplaCMS** for the set number of days the system will flag those employees up as *Probable Leavers*.

Pro-rata rounding basis – this can be set to End of Quarter, End of Period or End of Month and has bearing on employee entitlement and usage:

- The *End of quarter* rounding option allows an employee to use all of their holiday entitlement for a quarter in the first part of the quarter, leaving no holidays for the remainder of the quarter. This option would not warn a user if they've gone over their pro-rata entitlement but only if they've gone over their annual entitlement and does not consider future bank holidays, only those in the current period.
- The *End of pay period* option considers future bank holidays will warn the user when they go over their pro-rata entitlement regardless of whether they can use all of their holiday entitlement at the start of the quarter / new holiday year or not.
- The *End of Month* will behave the same as 'End of pay period' but warn the user at the end of the month and not for each pay period – this should be considered on 2 weekly payrolls where more than one pay period may fall into a month.

Allowed periodic employees – This option is used in *Periodic Budget Control* and allows the selection of *Annualised*, *Actual* or *Both*, the default option is *Both*. In generating and fixing-up timesheets the process considers the *Allowed periodic employee* setting defined. Where the employee pay calculation method is not allowed, the *Periodic school holiday* is treated in the same way as a *Non-working school holiday.*

Allow holiday on non-contracted date – when ticked this will allow users to enter holiday for an employee that they are not contracted to work during timesheet completion.

Employee schedule format – via the roster manager employee view, it is possible to print or e-mail the schedule for a selected employee. 2 Formats exist:

- Format 1 standard
- Format 2 contract notes

If format 2 is selected, a further option for *Employee schedule BA level* is visible, optionally allowing a single BA level to be nominated to print on the new employee schedule format.

Resolve holiday to pro-rata entitlement - when ticked the user who is completing the timesheet will not be able to enter holidays that goes over the employee's pro-rata entitlement.

Auto-approve leavers – when ticked payroll users do not have to approve leavers entered on the timesheets.

Auto-approve exceptions - when ticked payroll users do not have to approve any exceptions entered on the timesheets.

Auto-approve absense - when ticked payroll users do not have to approve any absenses entered on the timesheets.

Un-tick employee on exception – when timesheets are sent for approval ticking this option will un-tick any employees with exceptions on to enable payroll to easily identify those that need to be checked and approved.

Force timesheet completer to resolve holiday - when ticked this will force the user who is completing the timesheet to resolve any holidays entered that cause the employee to go over their pro-rata entitlement. This would normally entail changing the holiday to absense.

Auto-approve joiners - when ticked payroll users do not have to approve joiners entered on the timesheets.

Exceptions – this allows for the following options against each exception that can be triggered on a timesheet during timesheet entry:

- *Auto approve* – timesheet user will able to send-on the timesheet the exception will be auto approved
- *Force comment* - where any exception exists that has been flagged as *Force comment*, the timesheet user will no longer be able to send-on the timesheet until a comment for the exceptions has been entered.
- *Report?* - where any exception exists that has been flagged as Report these will appear on the exceptions report
- *Prevent send on* - where any exception exists that has been flagged as Prevent send-on, the timesheet user will not be able to send-on the timesheet until the exception has been resolved.

Furlough – for more information on the available Furlough functionality and settings please see our *Furlough* manual.

Holiday

Accrued holiday pay/deduction cost type – this pay/deduction cost type will be used for payments / deductions generated during the **Leavers Holiday Pay Generation** process.

Hide bank/public holidays on timesheets and payslips? – when ticked this will not display or print public or bank holiday information on timesheets and payslips.

Holiday accrual (in hours) allowed? – this option is for the Irish market and should not be used by other UK customers.

Timesheet joiner accrual holiday method – this option is not relevant to UK customers.

Delivered hours holiday calculations - These options control whether the **holidays** and **public or bank holiday's** forms part of the 'Delivered' hours and pay on timesheets and for reporting purposes.

Automatic Public Holiday pay - note, these options are primarily for the Irish market, though may be used within the UK as well. It is not applicable to either Australia or Iceland.

- *Apply calculation rules?* – with the automatic calculation of public holiday enabled, the generation of timesheets will mark any non-working public holiday date as absent, applying the selected absence reason as above. The employee will therefore lose any contracted pay for that date
- *If working at least XXX hours , over the preceding XXX weeks* – calculation rule
- *Calculate pay as XXX% of avg in the preceding XXX weeks* – calculation rule
- *Pay using extra type* – specify a specific paytype that will used to pay the employee Automatic Public Holiday
- *Absence reason* – specify an absence reason for example Public Holiday

After generation, and indeed as the timesheet is updated by a user, the qualification for, and value of, public holiday pay will be assessed each time a timesheet is saved. The results of this process being added as specifically dated extras (using the nominated extra type).

Individual calculations are carried out within each timesheet using the data available at the time. It must be remembered however, that an employee assigned to multiple sites could have their timesheets completed in any sequence, and therefore an update of a timesheet may impact the public holiday qualification and calculation for other timesheets. The process will NOT take this into account immediately (not least because another user may have the related timesheet locked). It is therefore necessary to perform a final public holiday calculation as part of posting the pay batch. As a result, it is possible that the hours and values on a fully signed-off timesheet will be changed at the point of posting.

Cost retrieval

TemplaCMS allows the optional import of the above irrecoverable costs for site reporting from SelectPay – these costs relate to system level paytypes in SelectPay. The 'Cost type' that should be used for each need to be nominated as well as the box ticked to with the option to send the resulting journal to the accounts system.

The '*Apportionment*' option is provided for NIC allowing the option to apply to all sites or whether to apply chronologically.

It may be necessary to retrieve costs from user defined pay types within SelectPay in addition to those costs from system pay types. As such, the *User defined payroll costs* grid allows the definition of any number of pay types to be retrieved from SelectPay. For each selected pay type, a relevant cost type must be defined along with a separate checkbox to indicate if the costs should be included in accounts journals.

In addition, users may choose the method to apportion cost to sites with options of:

- Apply to all
- Apply to first site

In the cost retrieval process, any user defined payroll costs will be stored against timesheet employees apportioned using the selected method. Based on the 'Journal to accounts?' checkbox, a standard or non-accounts journal will be created as relevant.

Once retrieved, user defined payroll costs can be seen on the timesheet and pay batch employee list by use of the taskbar button 'Show retrieved costs'.

Please note: Users must ensure that only costs which are solely accounted for in SelectPay are retrieved so as to avoid the possibility of duplicating costs where the value is in both systems.

Reconciliation
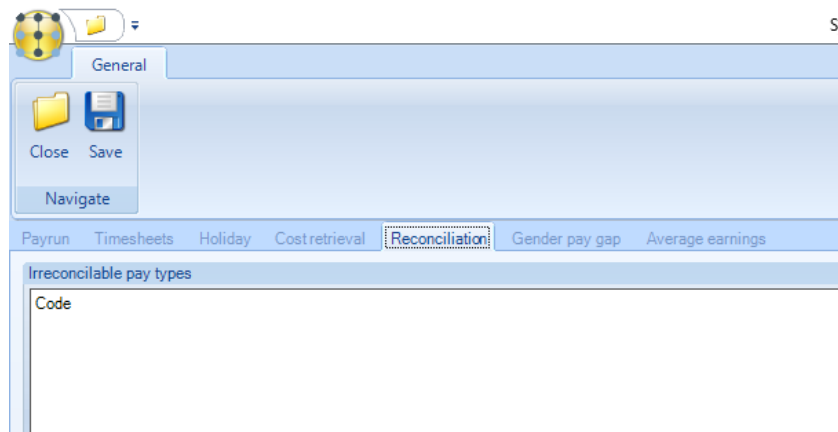
Any SelectPay *paytypes* that should be ignored when looking at the paybatch *Reconcilation* need to be added here.

Gender Pay Gap

In order to extract the correct data for reporting, it is necessary for **TemplaCMS** to know which hours and pay relate to 'normal pay' and which relate to 'bonus pay'. The above screen lists all 'payroll' cost types, and allows the user to identify the *GPG* nature of each, being one of:

- *Normal*
- *Bonus*
- *Excluded*

Note that at installation time, the standard cost types used by timesheet entry will be identified as 'normal pay', whilst all others will be 'excluded'. It is the responsibility of an administrator to review and amend these settings as is appropriate to your environment.

Average earnings
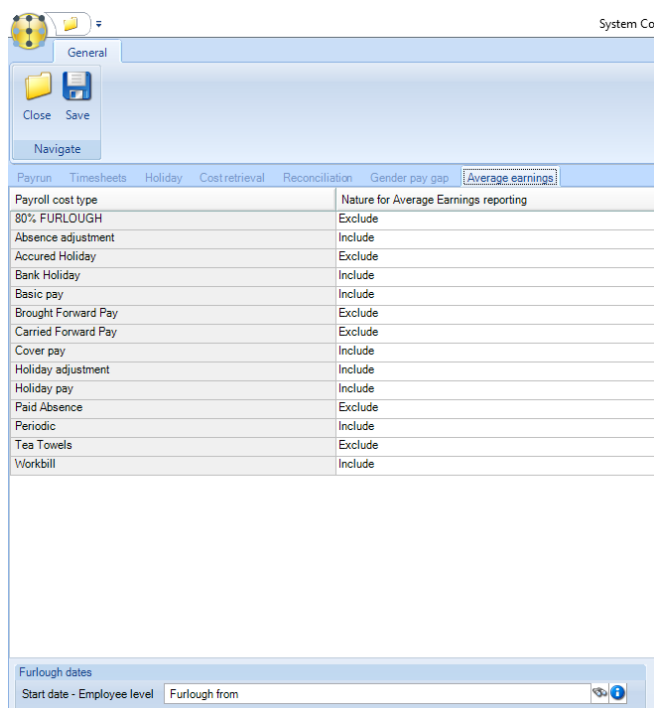
It is possible to report on an employee's '*Average Earnings*'. Currently, this is linked to the need to furlough employees at 80% of average pay where relevant, although there may be other uses for this report as well.

The user must nominate which payroll cost types are to be included. For example, basic pay and cover would be included, whilst bonus and expense payments would not.

In addition, the user can optionally specify the UDPs being used to record the current furlough start and end dates at site and employee level

STORES

Stores

Budgetary control frequencies – this allow the budgets to be measured in different ways over certain periods, e.g. *Fixed period*, or *Rolling period* budgets. The *Stores order form* tick box determines which budget frequency will be printed on stores order forms.

Budget year end date – where a budget it set to a *Fixed year*, the system needs to know when the *Budget year end date*, the budget start dates can differ so cannot be used as a pointer for the year.

Budget Management level – this can be set to a specific *business analysis* (BA) level rather than to contract (i.e. the current processing), the figures displayed at *Stores Order* entry time will then represent the sum of budgets and spend across all contracts where the nominated BA level matches that of the site for which the order is being created. In this way, individual contracts will continue to have discrete budgets, but the manager will be free to spread the spend against these budgets across his/her sites as is deemed necessary.

Defaults – the following *Defaults* for Orders can be specified, but can also be overridden when entering the order:

- Order type – this can be *Direct, To Stores* or *Transfer*
- Internal Store – where a *Warehouse* is used this can be set to the default warehouse site
- Price groups – the system wide default *recharge price group* should be set here. Client specific price groups can be added to contracts.

Cancel Remainders - when less stock has been delivered than the amount requested, the remainder of the order can be cancelled if necessary. If they are not cancelled, the items that were not delivered will go on to 'back order'. This can be set for each type of order i.e. *Direct, Transfer* or *To Stores*.

Stores Order requests workflow path – a workflow path that controls approval and processing of Stores Order requests need to be set up.

Supplier product cost change tolerance – these options exist for last cost tolerance changes, via 'increase tolerance %' and 'decrease tolerance %':

- Where a last cost change is detected, and where the % difference exceeds any of the tolerances, an action can be sent through workflow for specific excessive last cost change approval or rejection.
- Where the excessive last cost change is approved, or the % difference is within both of the defined tolerances, the change will be accepted and automatically applied to the product/supplier record, ensuring product audit records are also generated.
- Last cost maintenance also allows a managed automatic process for updating last cost directly from supplier invoices received.

- *Auto manage product cost changes* – if this box is ticked, during the posting of a purchase invoice with product lines (excluding those with an ad-hoc status), the unit cost on the invoice line will be compared to the currently held product/supplier last cost. If it differs, this will update the last cost of the product as per above.

Documents - Stores documents can be set to be automatically analysed based on business analysis levels:

- *Control supplier order redistribution* – this is an optional control process to help prevent duplicate documents being sent to suppliers. A workflow path for *Supplier order redistribution control* needs to be set up if this option is used.
- Once enabled, if a user attempts to distribute a stores order which has already been distributed, they will be prompted by a message informing them that the redistribution requires approval, and that if they want to proceed, a reason code must be entered.
- *Order number prefix* and *Suppress suffix* control whether a prefix and suffix are added to stores orders when printing.
- If the *Required* box on the *Delivery signature* section is ticked an *attachment type* need to be specified against which to record the signature. This is mainly used on the mobiles devices where a client may sign when goods are delivered.

Default mandatory PO on stores billing – enabling this will force users to enter PO numbers on all stores order recharge billing lines.

Transfer costing - the options for *Transfer costing* are *FIFO* and *Last Cost*.

Force recharge billing document separation - if this option is enabled, a separate invoice for each different PO reference per client will be generated where they are entered on stores orders, regardless of whether any groupings or consolidation setting are defined on the contract billing tab.

Invoice when complete – when enabled this option will (under the Recharge Billing section) only invoice recharge billing when an order has been fully delivered or where any remainders have been cancelled.

Delivery signature – if ticked this will force the mobile user to get a signature for a Stores Order upon delivery of the order.

mmediate processing - When ticked, this option changes the *stores order entry* window for a *Direct order* to replace the workflow and posting options with a single *Process* toolbar button. Using the *Process* option does not require workflow approval of the order, instead it will be immediately posted and delivered. As a result, the order will be immediately available for re-charge invoicing and purchase invoice matching without further user intervention.

Repeating orders

When a repeating stores order is created and the repeating items generated, a new instance of the order lines are created within the same stores order (based on the required date) to allow for easy GRN matching. Whilst the initial repeating order will generate a document (and be communicated to the supplier if e-trading is implemented), each repeat will not, as the repeating nature was communicated on the initial order.
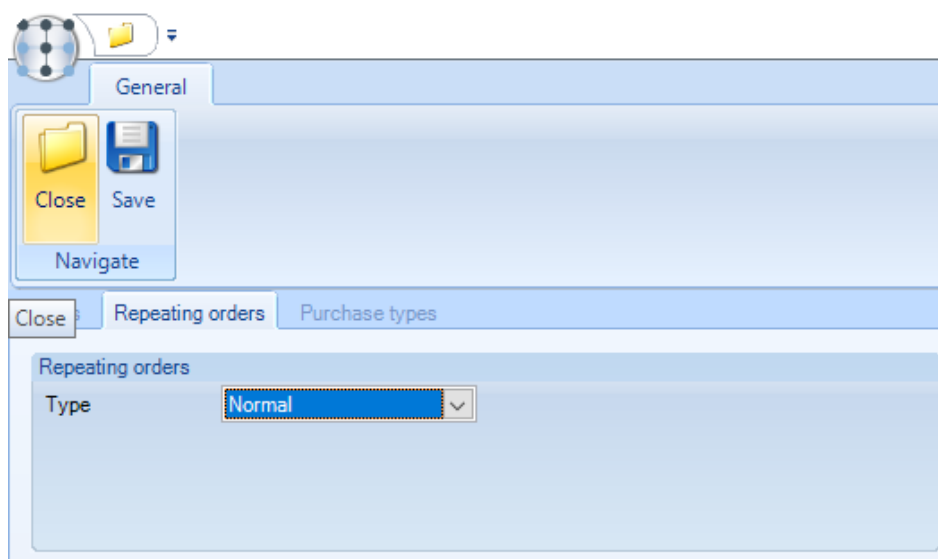
Where the repeating orders *Type* is set to 'Discrete' it is possible to generate a new, discrete stores order each time repeating items are generated (based on the order date).

Purchase Types
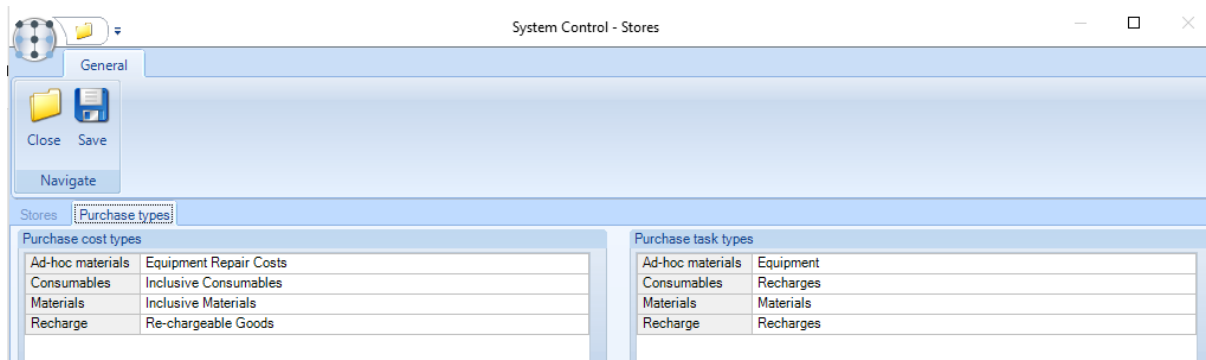
To isolate and budget for different cost streams the products used through stores orders for other purposes like workbills or contract start-up for example can be differentiated from those same products used as materials, consumables and recharges but without setting up a duplicate set of products for this purpose.

In order to achieve the above a list of user definable *Purchase types* can be setup which can be selected or defaulted in from the stores template during Stores Order entry. Each purchase type can also be assigned to a specific task type for reporting and analysis purposes.

WORKBILLS

Workbills
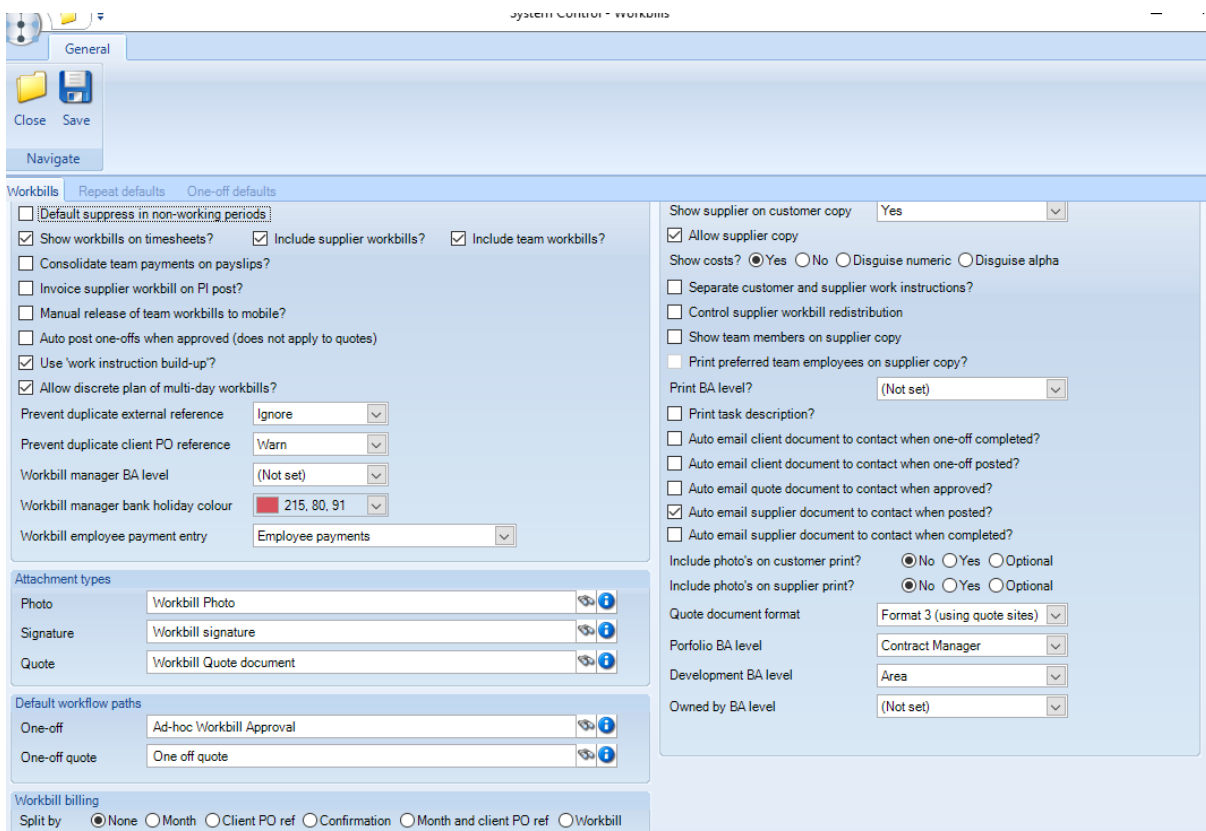
Default suppress in non-working periods – this will suppress the generation of workbills where there are non-working periods defined on relevant site calendars.

Show workbills on timesheets? - will display all *workbills* with the excluding supplier workbills for a specific site on the related timesheets.

Include supplier workbills? - will display all *supplier workbills* for a specific site on the related timesheets. This option is to be used where, for example, a sub-contractor was supposed to do the work but for some reason didn't and an employee stepped in to do the work.

Include team workbills? – will display 'team' assigned workbills on the timesheet. If using the 'Team Payments' process it may be necessary to prevent timesheet completers from having access to amend payments on team workbills via the timesheet.

Consolidate team payments on payslips? – when ticked this If consolidation is required the payslip details will replace the workbill level details with summarised lines, as per this example:

```
Consolidated workbill payments - All sites:
 STD 8hrs @ £7.00/hr = £56.00
```

Invoice supplier on workbill PI post? – with this option ticked, non-supplier workbills will continue to be eligible for sales invoice generation immediately they are marked as completed. Supplier workbills however will only become eligible when a purchase invoice matched to the workbill completion record has been posted.

Manual release of team workbills to mobile? – with this option ticked, any team assigned workbill will no longer be sent to mobile devices automatically. Instead, the entire plan for a date must be manually approved for distribution from the Team Manager.

Auto post one-offs when approved – when flagged, if a non-quote one-off workbill is approved the workbill will be automatically posted when approved via workflow.

Use work instruction build up - when flagged, the work instruction text box on the workbill is replaced with a grid, allowing the entry of multiple work instructions, and their associated costs/prices.

Allow discrete plans of multi-day workbills? - with the 'Allow discrete plan of multi-day workbills?' checked on System Control, users will be able to optionally specify which days the workbills can be planned on via a set of seven checkboxes, one for each day of the week, which initially will be unchecked.

Prevent duplicate external reference – options are *Ignore*, *Warn* and *Prevent*.

Prevent duplicate client PO reference - options are *Ignore*, *Warn* and *Prevent*.

Workbill manager BA level - this level controls which level of analysis codes can have a colour specified for the workbill manager.

Workbill manager bank holiday colour – bank holidays on the Workbill manager will appear in the colour set here.

Workbill employee payment entry – when entering workbill employee pay, the pay for each employee can be entered as a total number of hours on a single date or as accurate hours spread across multiple dates. The options are:

- Employee payments
- Employee payments and extras

Photo attachment type – default attachment type that would be used if photo is taken on the mobile device. This includes options for *photos*, *signatures* and *quotes*.

Signature attachment type – default attachment type that would be used if workbill confirmation is signed on the mobile device.

Default one-off workbill path – any workbills requiring approval from the mobile device will use the specified workflow path.

Default one-off quote workbill path - any workbills requiring approval from the mobile device will use the specified workflow path.

Workbill billing – it is possible to define a 'Split by' option for contract workbill billing lines to achieve workbill billing consolidation and splitting as required, with options of:

- *None* – workbills are consolidated within the invoice batch, with no split
- *Month* – workbills are consolidated within the invoice batch, split by the month of the workbill work done date
- *Client PO ref* – workbills are consolidated within the invoice batch, split by the client PO ref
- *Confirmation* – workbills are consolidated within the invoice batch, split by the date of the workbill work done date
- *Month and client PO ref* – workbills are consolidated within the invoice batch, split by the month of the workbill work done date and client PO ref
- *Workbill* – workbills are not consolidated within the invoice batch at all with each workbill invoiced separately

Show supplier on customer copy – this can be set to *Yes*, *No* or *Name only*. *Yes* will print the full supplier details on the customer workbill, *No* will hide all the supplier details and *Name only* will print the supplier name but no other supplier details (for example address details).

Allow supplier copy (with costs) – this allows the printing of either a customer copy or a supplier copy (which includes the costs and hours), or both.

Both the above options are compatible with each other, and if printing or e-mailing two, separate documents are created.

Show costs? - this option allows the following settings which will be applied when the supplier workbill document is generated:

- *Yes* – the *Cost* heading and values will be shown.
- *No* – the *Cost* heading and values will not be shown.
- *Disguise numeric* – the *Cost* heading will be replaced with the words *'Sup code:'* and the value will be printed as an un-edited number for example 1850 instead of £18.50.
- *Disguise alpha* - the *Cost* heading will be replaced with the words *'Sup code:'* and the value will be encrypted by having each number replaced by the letter for the relevant position of the alphabet – 1 =A, 2=B, 3=C…..J=10 – thus £18.50 will become AHEJ.

Separate customer and supplier work instructions – this option enables *workbills* to allow different supplier/internal and customer work instructions to be entered, and thus appear on the resulting workbill document. This can prevent supplier-specific, potentially sensitive information from appearing on the customer version of the workbill document.

Control supplier workbill redistribution - this will, when ticked, prevent duplicate documents being sent to suppliers and is controlled via workflow. With this option enabled, if a user attempts to send a workbill which has already been distributed, they will be prompted with a message informing them that the redistribution requires approval, and if they proceed, a reason code must be entered. Once approved, a user will be able to redistribute the workbill as needed. The workbill's workflow history will be updated for any redistribution, so the user will be able to see an audit trail.

Show team members on supplier copy - this option will print the names of the team members on supplier copies of a workbill where the workbill is assigned to a team.

Print BA level? - this allows the chosen *BA level* to be printed on the workbil for example Operations Manager.

Print task description? – workbills are assigned to *tasks*, this option will print the relevant *task description* on the workbill.

Auto e-mail client document to contact when one-off completed - when flagged, if the completion contact has been entered on a workbill and the workbill is fully completed, the specified contact will be automatically e-mailed a copy of the workbill.

Auto e-mail client document to contact when one-off posted? - when flagged, if the acknowledgment contact has been entered on a workbill and the workbill is posted, the specified contact will be automatically e-mailed a copy of the workbill.

Auto e-mail quote document to contact when one-off approved? – when flagged, if the acknowledgment contact has been entered on a quote workbill and the workbill is posted, the specified contact will be automatically e-mailed a copy of the quote workbill document.

Auto e-mail supplier document to contact when one-off posted? – if enabled, when a workbill is posted that has a supplier contact defined, a supplier copy of the workbill will be emailed to the contact if they have a valid email address defined.

Include photo's on customer print – this controls whether the images that are attached to a workbill will be printed or not, if *Optional* has been selected, then when printing/emailing workbills, the option to include or exclude any photos can be made by the TemplaCMS user via a prompt.

Include photo's on supplier print – this controls whether the images that are attached to a workbill will be printed or not, if *Optional* has been selected, then when printing/emailing workbills, the option to include or exclude any photos can be made by the TemplaCMS user via a prompt.

Quote document format – 2 Quote document formats are available.

Repeat defaults

Default settings to be used when creating repeat (contracted) workbills.

One-off Defaults

Default settings to be used when creating one-off workbills.

BILLING

Billing

Proforma document style - 2 document styles are available for proforma invoices. It is also possible to use the 'Invoice document' style as the proforma document style in which case the proforma document will look exactly the same as the invoice document with the exception of the word 'Proforma' printed on it to identify it as such.

Summary invoice document style - 2 document styles is available for summary invoices

Annualisation weeks per year - number of weeks per year to be used for annualisation calculations.

Accrue revenue to prior periods? – the options are **Yes**, **No** and **Optional**. If set to **Yes** where the initial invoice generation for a billing line has revenue that relates to a prior period and the nominal ledger is still open for that period, a reversing journal will be created and sent to workflow for approval.

Default suppress in non-working periods - this will suppress the generation of invoices where there are non-working periods defined on relevant site calendars.

Manage billing reviews - when checked, the scheduled review features on contract the contract and billing review batches will be activated

Inter-company billing method – the options are 'No inter-company', 'Sales inter-company process' & 'SI/PI inter-company process'.

Enable daily billing rate – when checked the contract billing line will display a new 'Use Daily Rate' checkbox on the standard billing lines (not stores or workbill billing lines).

llow rebate accrual – when checked enables the rebate accrual logic.

Allow invoice date override - this new option is only visible if the 'Invoice production' option is set to TemplaCMS. When checked the invoice batch will display a new optional date field named 'Invoice date'. Note that this will not be visible if the invoice batch is 'Ad-hoc', as this already allows each invoice to be individually dated by the user.

Invoice distribution

Maintain invoice numbers at datasource level? – if ticked the *datasource invoice distribution options* grid becomes enabled from where the user can indicate whether *separate invoices/credits* are required as well as specific the number ranges for each accounts datasource.

Number invoices and credit notes seperately? – if ticked this enables the user to enter different number ranges for credit notes and invoices. This is a system wide setting which can be overwritten at datasource level.

Last invoice number – entering a last invoice number will ensure the next sequential number will be used for the next invoice.

Last credit note number – entering a last credit note number will ensure the next sequential number will be used for the next credit note.

Invoice document style – four different invoice formats exists, for examples of each please see Appendix A at the end of this document.

Maximum invoices per email – there may be a limit to the number of invoices (attached as a .pdf) that can be sent in one e-mail, the maximum number can be set here.

Defaullt VAT code – a default system wide VAT code can be set, this can be overridden at *datasource* or *client level* if needed.

Default settlement term – a default system wide settlement term can be set, this can be overridden at *datasource* or *client level* if needed.

Default payee bank account - the default payee bank account can be set, this can be overridden at *datasource* or *client level* if needed.

ACCOUNTS

Accounts
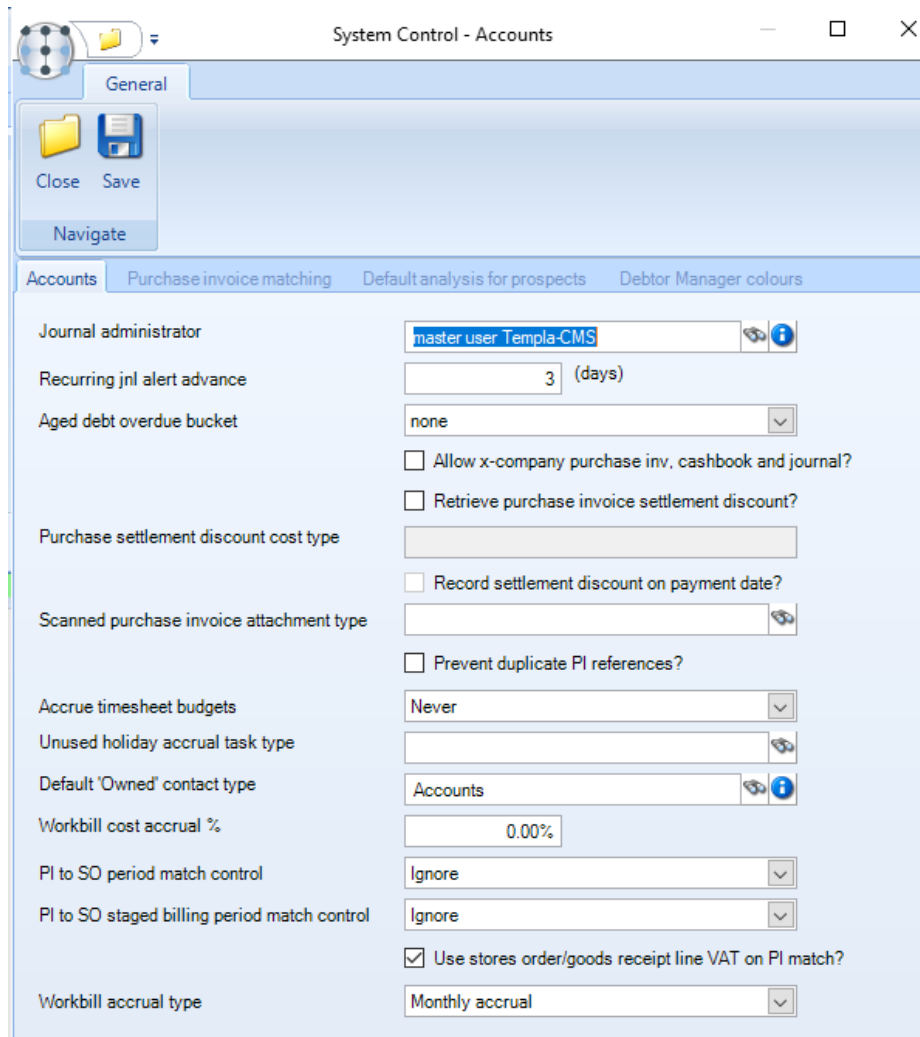
Journal administrator - the nominated user will be warned on a pre-defined number of days when the next posting date for a recurring journal becomes due.

Recurring jnl alert advance - number of days the nominated user will be warned before the next posting date becomes due.

Aged debt overdue bucket - the options are **Current month**, **Current – 1**, **Current – 2** and

Current – 3. Any debt in the nominated bucket or an older one will be regarded as overdue. This is mainly used for TemplaCMS Aged Debtors reports.

Allow x-company purchase inv, cashbook and journal? – when enabled for multi-company installations users will be allowed to do cross company purchase invoices, cashbook transactions and journals.

Retrieve settlement discount on payment date? – this option enables the *Retrieve purchase invoice settlement discount* functionality.

Scanned purhcase invoice attachment type – default attachment type for scanned Purchase Invoices.

Prevent duplicate PI references? – if enabled users will not be able to enter duplciate upplier references on Purhcase Invoices. If not enabled users will be warned if a supplier reference have been used before but will not be prevented from using it.

Accrue timesheet budgets - the available options are with options of:

- Never
- When date is zero

When the option if *When date is zero* is selected, the generation of payroll cost accruals examines each date of the timesheet in turn building up the accrual based on the costs for dates in the accrual period. For any date where zero costs exist across all employees on the timesheet, the process will extract the portion of the budget relating to the date and use this value for the accrual instead of zero.

Unused holiday accrual task type – this is used for *Un-used Holiday accruals*. As holiday transactions are not held at contract task level the task type for each holiday transaction cannot be derived from the transactions. The specified *Unused holiday accrual task type* will therefore be used on all accrual lines in the batch.

Default 'owned' contact type – contacts retrieved from Access Dimensions are regarded as owned.

Workbill cost acctrual % - allows supplier costs to be accrued when no budget has been defined.

PI to SO period match control – the options are *Ignore*, *Prevent* and *Warn*. Stores order header information has a required date which is used to either warn or prevent a from matching to a line on an order where the purchase invoice tax point date's financial year and period is before the stores order header's required date's financial year and period. The settings are applied as follows:

- *Ignore* – no check is made
- *Warn* – the check is made and a message appears on the item and header warning that the PI tax date period is before the SO period
- *Prevent* – the check is made and the user is presented with an error that the PI tax date period is before the SO period. The line and header cannot be saved whilst the error remains.

PI to SO staged billing period match control – the options are *Ignore*, *Prevent* and *Warn*. TemplaCMS used the unit quantity on the PI line, along with any already purchase invoiced quantity to calculate what the date 'should' be for the next purchase invoice. l setting is applied as such:

- *Ignore* – no check is made
- *Warn* – the check is made and a message appears on the item and header warning that the PI tax date period is before the staged billing SO period
- *Prevent* – the check is made and the user is presented with an error that the PI tax date period is before the staged billing SO period. The line and header cannot be saved whilst the error remains.

Use stores order/goods receipt line VAT on PI match? – when ticked on the PImatching process will default the VAT code using either the supplier's or the order lines' VAT code as relevant:

- Stores order lines
- Goods receipt lines
- Multi-site stores order lines
- Multi-site goods receipt lines

Workbill accrual type – 2 options are available:

- *Standard* – this use the standard accrual process.
- *Monthly accrual* – when this is selected the generation process will accrue a proportion of the costs of a workbill based on the number of months that the workbill is scheduled across.

Purchase invoice matching
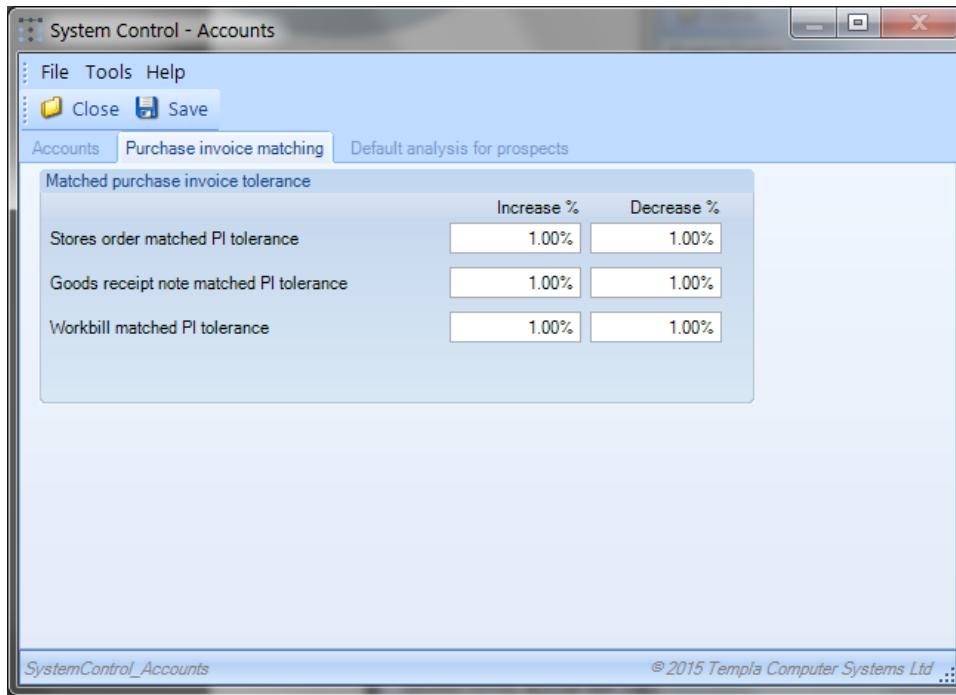
The above screen allows *purchase invoice match tolerance* percentages to be configured for stores order, goods receipt notes, workbills and self billing invoices.

When a purchase invoice line is matched to any of these items and a purchase invoice match tolerance is configured for that item the system automatically calculates whether there is a variance to the original item. If the variance is outside the defined tolerance, a warning shows on the purchase invoice item.

Default analysis for prospects
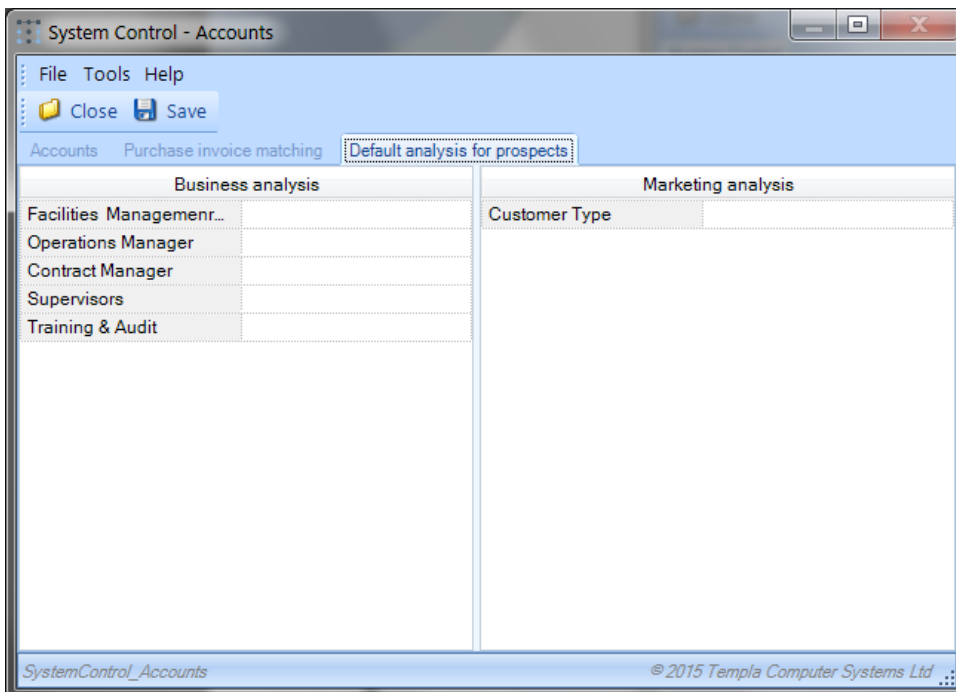
Users of the *Service Point 'Address Book'* have the ability to create new prospect sites but in doing so they may not be authorised to assign business and marketing analysis details. For this reason, the above *Default analysis for prospects* can be set and will only be used when a user is not authorised to set the analysis themselves.

WORKFLOW

This is set-up by TEAM Software at installation time and should not be changed.
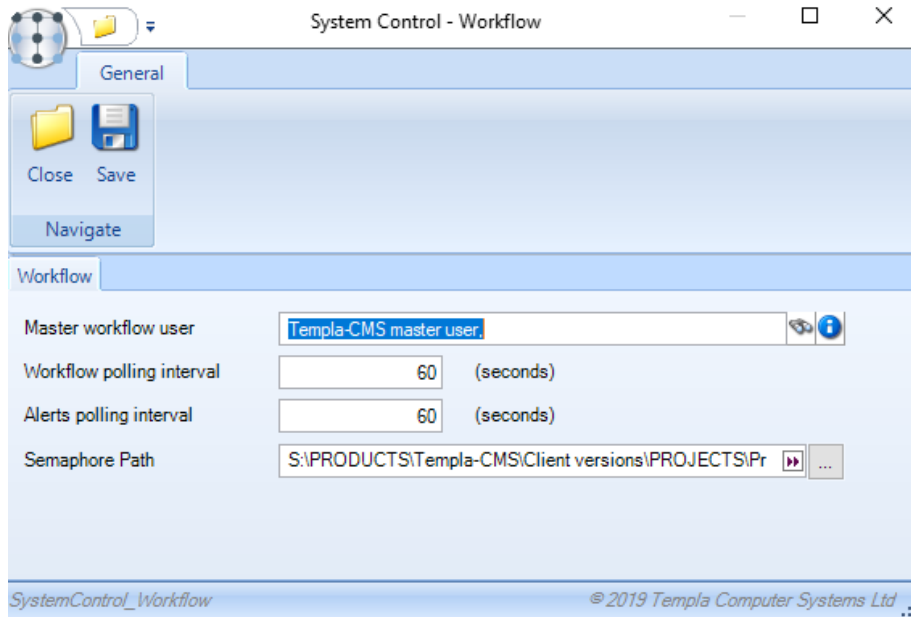
EQUIPMENT
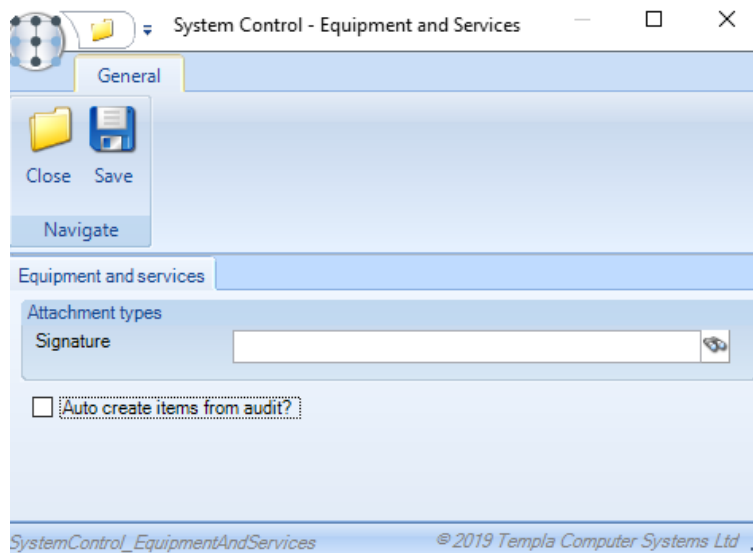
Signature – this attachment type is for use when using equipment items via the mobile device.

Auto create items from audit? – for existing equipment items the *Equipment category* and *Purchase date* is read only and derived from the *equipment item* details. If the setting for *Auto create items from audit?* has been ticked, these *Equipment category* and *Purchase date* becomes mandatory and any newly added items to the audit will be set to a status of 'auto create' rather than 'pending'.

Service Point Modules

QUALITY AUDITS

Quality Audits
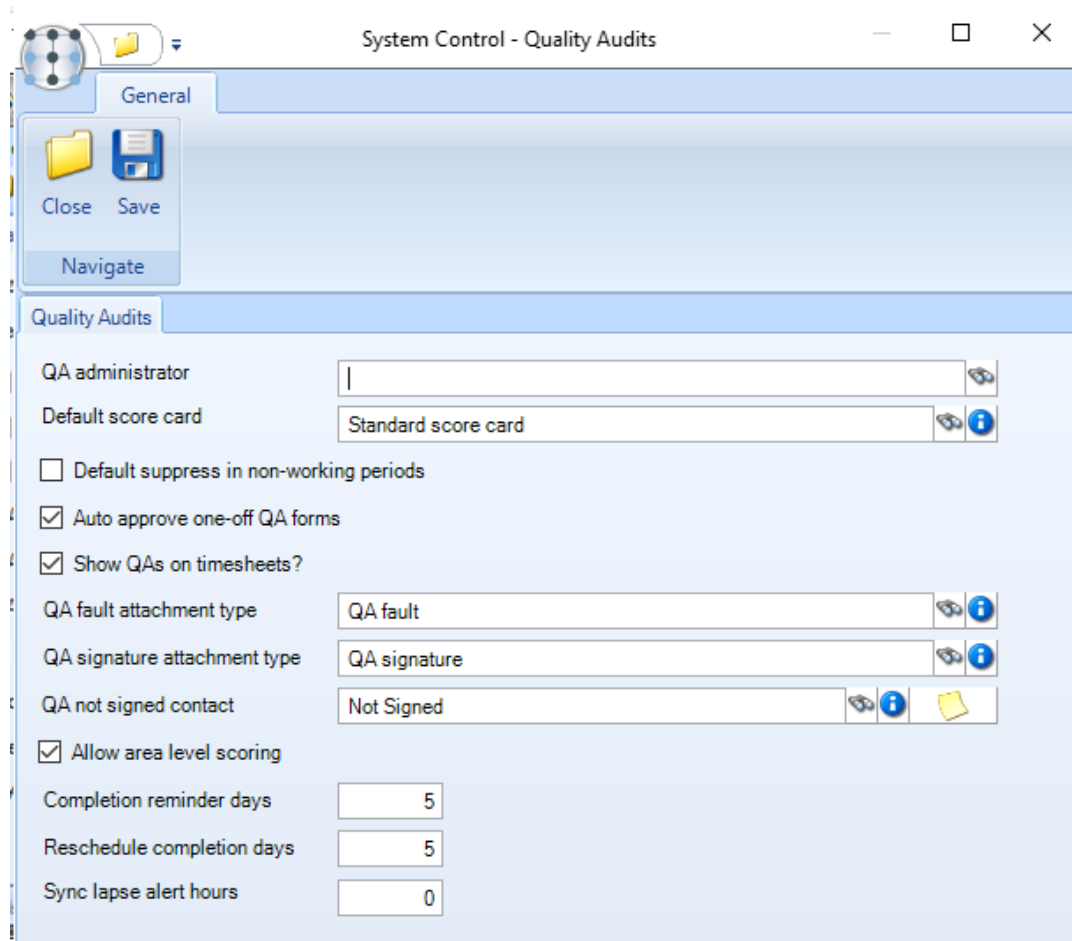
QA administrator – this is the user who will be notified of any site location changes made on the mobile device.

Default score card – a default score card must be defined which is used on the contract QA tab as the default (unless overridden).

Default suppress in non-working periods – if checked, a QA form would not be created from the QA batch process during any non-working periods, as determined by checking the contract's site calendar.

Auto-approve one-off QA forms – if checked, any one-off QA forms would not require workflow approval before being 'posted'; if unchecked, the 'Quality Audit Approval' workflow path will be used for workflow signoff.

Show QA's on Timesheets – this needs to be checked if the QA tab is to be additionally shown on the timesheets, as Workbills are.

QA not signed contact – a default contact needs to be assigned here to be used when a completed QA has not been signed (on the mobile device) and thus no contact selected.

QA Fault & QA Signature attachment type – appropriate QA-level attachment types with the relevant permissions needs to be assigned.

Allow area level scoring – the default can be set here which is then defaulted on to all QA templates created subsequently.

Completion reminder days – the number of completion reminder days specified is applied as relative to the scheduled end date of the QA, and as such will allow entry of either a positive or negative number of days. For example, with a scheduled completion of 25th, an entry of +1 would generate the reminder on the 26th, whilst an entry of -2 would be the 23rd.

Reschedule completion days – where an ad-hoc QA is created as a re-schedule from another (failed) QA, the schedule date range will now apply the nominated 're-schedule completion days' to the current date in order to derive the 'schedule to' date.

Sync lapse alert hours – this allows the user to define the number of hours after the last sync of each mobile device before an alert is sent out to the nominated QA administrator (as defined above); if left as 0 then no alert will be sent.

TemplaCMS mobile options

The following fields are used in conjunction with CMS mobile:

- *QA fault attachment type*
- *QA signature attachment type*
- *QA not signed contract*
- *Allow area level scoring* – allows scoring for the whole area

CUSTOMER SERVICE

The *Customer service* fields are all used in conjunction with the mobile devices. It is imperative that *default attachment types* are defined here for all areas actioned on the mobile and that these attachment types must have the relevant level of permissions (i.e. Add) for the user role controlling the inward synchronisation of items back from the mobile into TemplaCMS, as it is at this point that these defaults are utilized. In addition, this same user role must be assigned to the necessary 'Document Management' function groups.

FORMS

The relevant attachment types should be associated with the relevant areas of *Training forms* and *Data forms*. Indeed, where mobile is in operation, it is imperative that default attachment types are defined here for all areas actioned on the mobile and that these attachment types must have the relevant level of permissions (i.e. Add) for the user role controlling the inward synchronisation of items back from the mobile into Templa-CMS, as it is at this point that these defaults are utilized. In addition, this same user role must be assigned to the necessary 'Document Management' function groups.

CUSTOMER PORTAL

Customer Portal
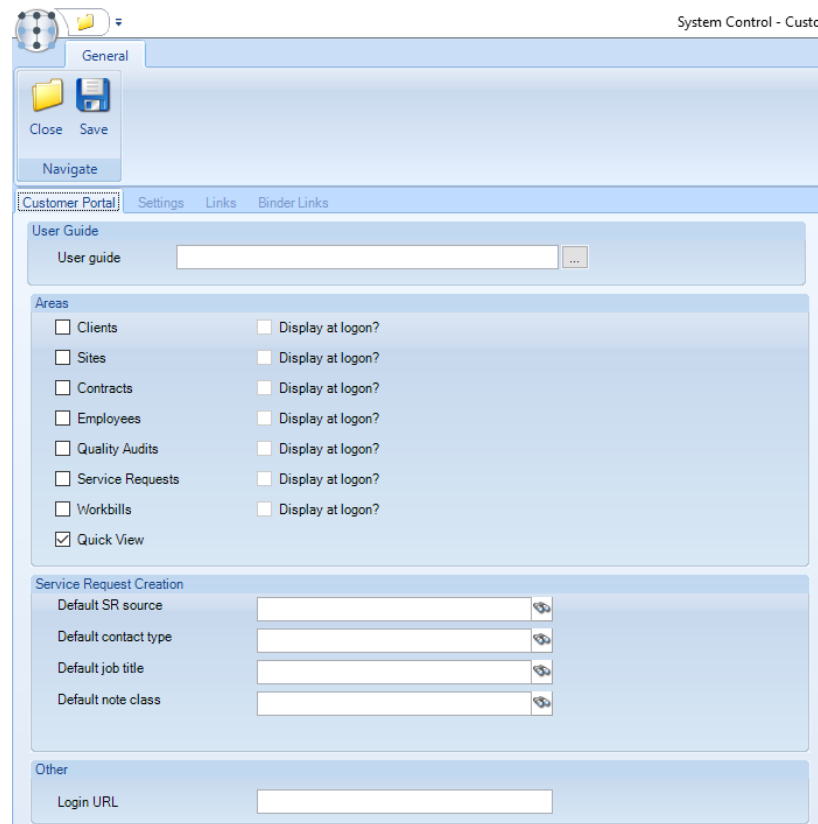
Password expiry days - allows the user to define how many days each client password is valid for (if after the expiry date the client tries to login to TemplaCMS Customer Portal they will be forced to change their password).

Minimum password length – allows a minimum password length to be defined.

Password re-use versions (Max 5) - this determines how many password versions the system will store (e.g. if the user set this to three the system will store the last three passwords a client has used. When the client is asked to change their password, it will be checked against the stored passwords and if the new password has already been used then they will need to try setting another password).

User guide - this is the path to the User Guide that the TemplaCMS Customer Portal user can download from the website.

Areas - This allows the user to define what areas of the TemplaCMS Customer Portal will be available to the client including a

LoginURL - This must contain the URL to Customer Portal where Quick view is installed.

Settings

The *Settings* tab allows the user to set the default settings for all client registrations as a default.
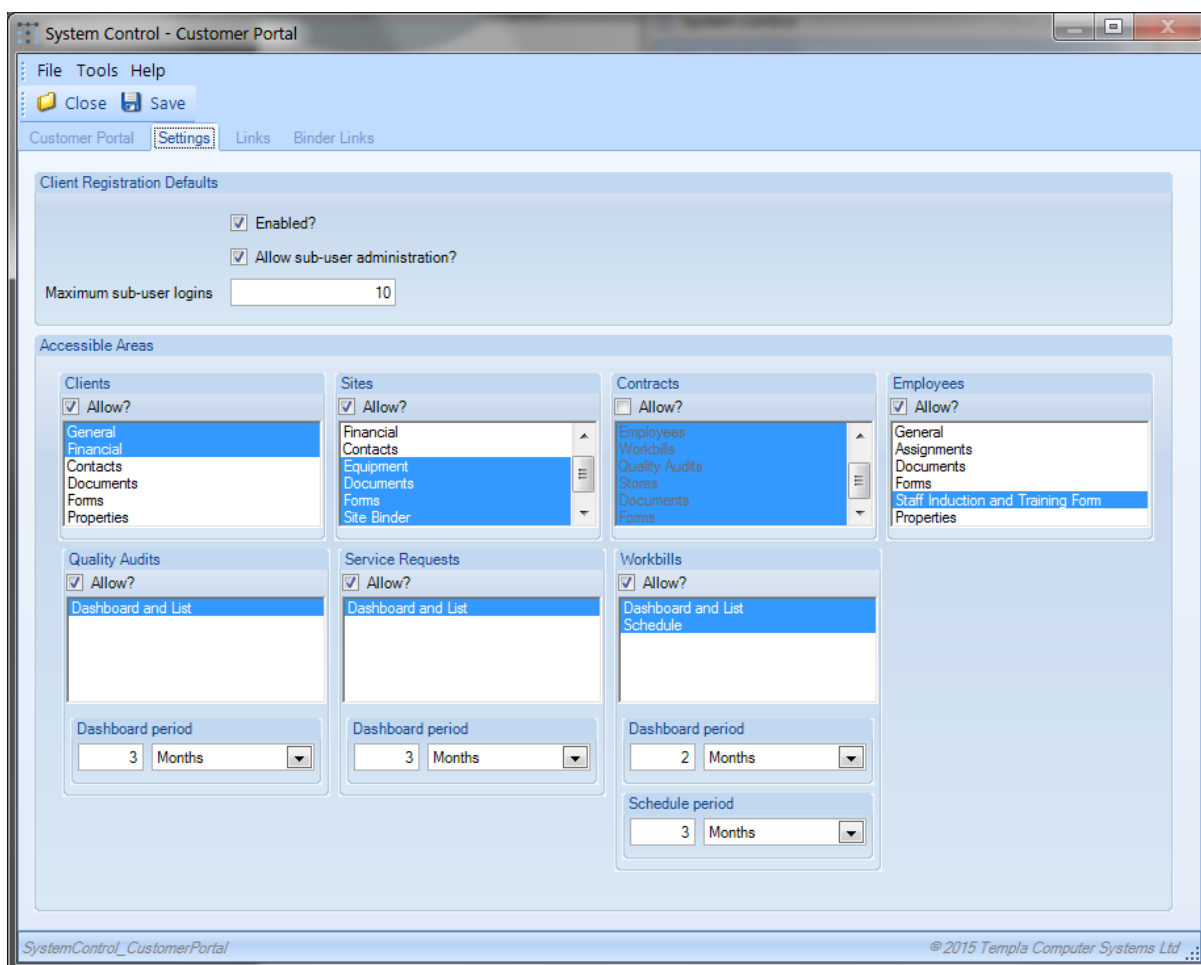
Enabled – when ticked all clients will be automatically allowed to sign in via TemplaCMS Customer Portal.

Allow sub-user administration - determines whether the client's administrator can setup multiple sub-users.

Maximum sub-user logins **-** set the maximum number of sub-users that can be defined for each client.

QA dashboard period - defines default QA dashboard period, e.g. if the user set this to three months, the QA filter in TemplaCMS Customer Portal will automatically default to today's date as the 'To' month/year and the 'From' month/year would be the date, three months previous.

Accessible Areas - determines what areas of the system are allowed to be used by the clients; in each area the user can also define what tabs (sub-areas) will be accessible to each client.

Links

This feature allows the user to add 3rd party application links on the main TemplaCMS Customer Portal page.
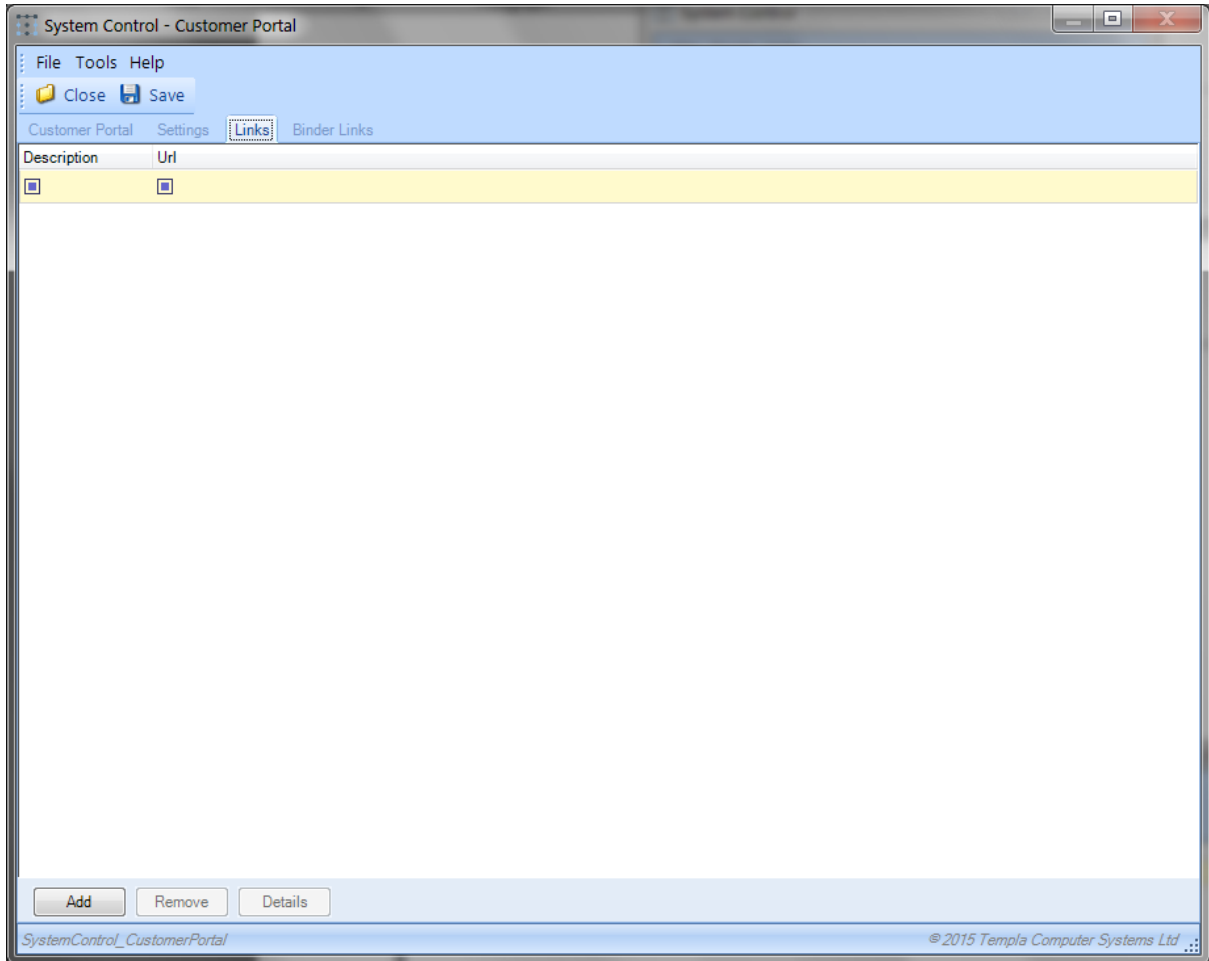
Description - the description of the link should be entered.

URL – a valid URL for the link should be entered.

Mouse off icon - allows the mouse off icon path to be set (Note this must be accessible by the IIS server, so it can be used by the website). This will be the icon the user will see when the mouse is not hovered over the link.

Mouse on icon - allows the mouse on icon path to be set (Note this must be accessible by the IIS server, so it can be used by the website). This will be the icon the user will see when the mouse is hovered over the link.

Disabled icon - allows the disabled icon path to be set (Note this must be accessible by the IIS server, so it can be used by the website). This will be the icon the user will see when the user is not logged in to TemplaCMS Customer Portal it will only be visible if the 'Requires Login' is set to true.

Requires Login - determines whether the link will only be accessible by the user once they have successfully logged in.

Binder Links
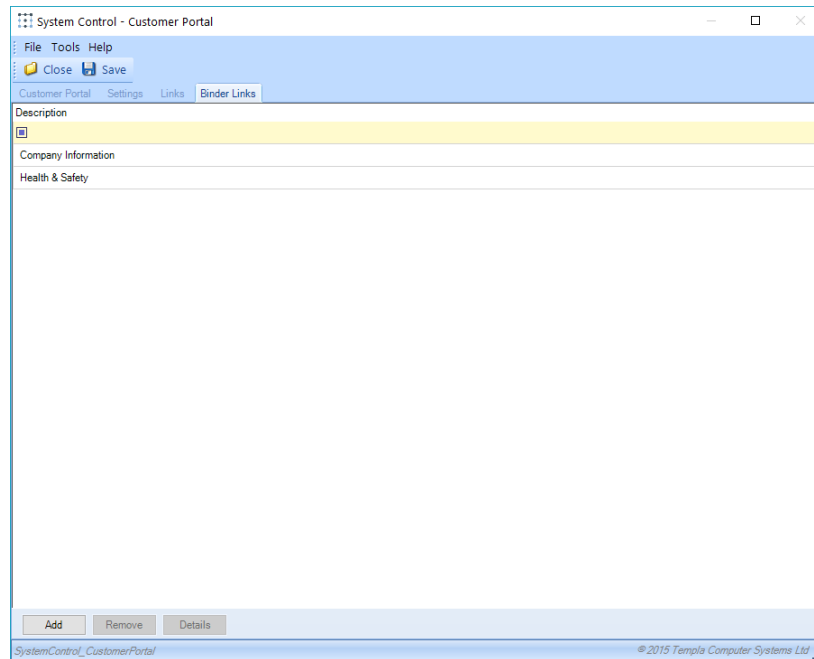
Click on *Add* to create a new *binder link* and *Remove* to delete an existing *binder link*.
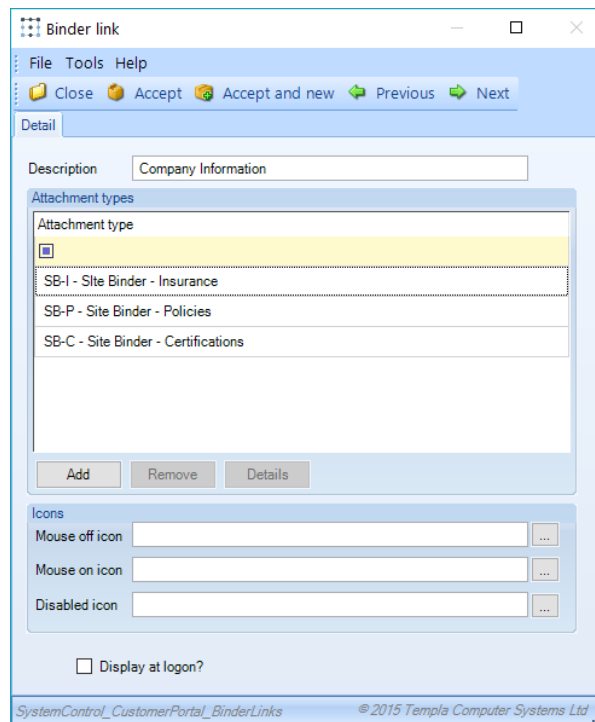
Attachment types - one/more need to be added this will then result in all documents for those attachment types belonging to the relevant client / site being displayed, providing that these documents are already included on the site binder.

Icons - images for these extra buttons should be save within the document store folder.

Display at logon? - where this checkbox is not set, the menu option will not appear until the user has logged on

EMPLOYEE PORTAL
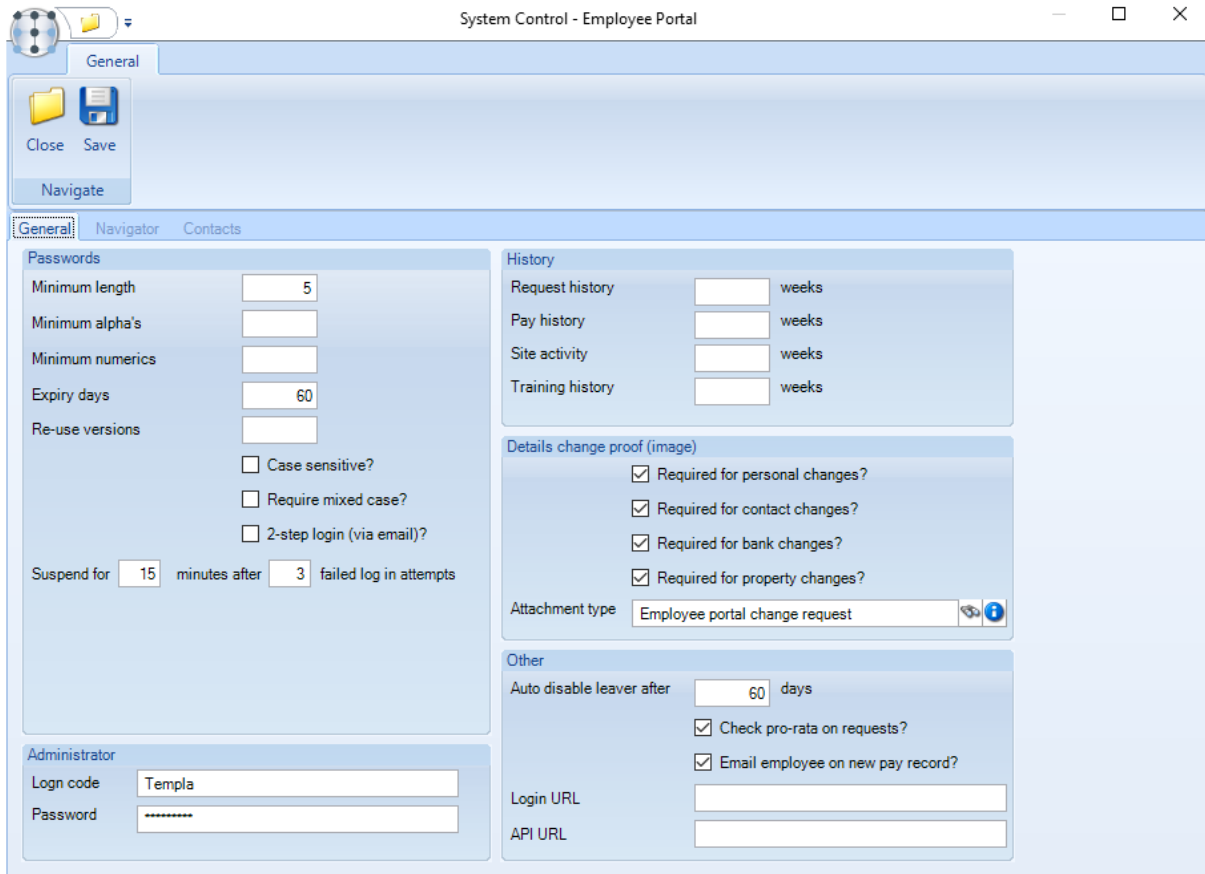
Passswords

Minimum length – specifies the minimum amount of characters a password should be.

Minimum alpha's – specifies the minimum amount of alpha characters a password should contain.

Minimum numerics – specifies the minimum amount of numbers a password should contain.

Expiry days – when a user's password has expired, i.e. the defined number of expiry days since their last password change has elapsed, the user must enter a new password when signing on.

Password re-use versions (Max 5)– determines how many password versions the system will store (e.g. if the user set this to three the system will store the last three passwords an employee has used. When the employee is asked to change their password, it will be checked against the stored passwords and if the new password has already been used then they will need to try setting another password).

Case sensitive? – if ticked this will force the password to be case sensitive.

Require mixed case? - if ticked this will force the password to be mixed case.

2-step login (via email)? – when ticked formal 2-step authentication will be required for the employee to log on. Where an e-mail address is defined, a code will be sent to the employee to authorise their entry, the code will be valid for 10 minutes.

Suspend for X minutes after X failed log in attempts – how long the employee has to wait before they can re-attempt login after the set number of attempts.

Link 1 & Link - two external links can be defined which will be displayed on the Employee Portal navigator menu, each link must include a description and a valid URL.

Administrator

Logon code – enter the logon code for the administrator   .

Password – set the administrator password.

History

The number of history weeks to appear on the employee portal can be set for the following:

- *Request history*
- *Pay history*
- *Site activity*
- *Training history*

Details changed proof

Required - depending on the area of change, it is possible to force an employee to upload an image (e.g. a scanned bank statement) as proof of authenticity. The following flags will be taken into account as to whether an image must be attached as proof.

- *Required for personal changes?*
- *Required for contact changes?*
- *Required for bank changes?*
- *Required for property changes?*

*Attachment Type - w*hen uploading a document to authenticate the request to change detail, the uploaded document will be saved against the set *Attachment Type* as 'proof' of the change.

Other

Auto disable leaver after – sets the number days an employee can continue to login to the portal after the date they left employment.

Request history – determines is how far back an employee can access their history of read notices and documents.

Pay history – determines how far back an employee can access their historical Payslips and P60's.

Site activity – when sending notices and documents to specific sites it will be sent to all employees allocated to the relevant site as well as too employees who are not allocated to the site but have worked on the site within the set number of weeks.

Check Pro-rata on requests? - when ticked, if a holiday request is logged within Employee Portal the employee's pro-rata entitlement will also be checked, and if the employee is over their entitlement they will be presented with details. The user (employee) may still save the request even when they are over their entitlement.

Email employee on new pay record? - when new payslips or P60s are on the Employee Portal the employee will be emailed to notify them of this.

Log in URL – on using the above Email employee on new pay record? Option a URL link to the Employee Portal can be included in the email to the employee*.*

Contact tab

The contacts tab allows details for up to five contacts to be defined. For each contact, a description must be entered if one of the below 4 fields is optionally entered:

- Name
- Email
- Phone
- Comment

NEWSLETTERS

Throughout the supported life of each version of TemplaCMS updates are applied to both resolve issues as well as to enhance functionality. Where necessary, newsletters accompany these updates, and previously these have been emailed by Templa Support to relevant users.

Any user with access to the **Newsletter functions** will have access to newsletters on the *System Admin* menu.
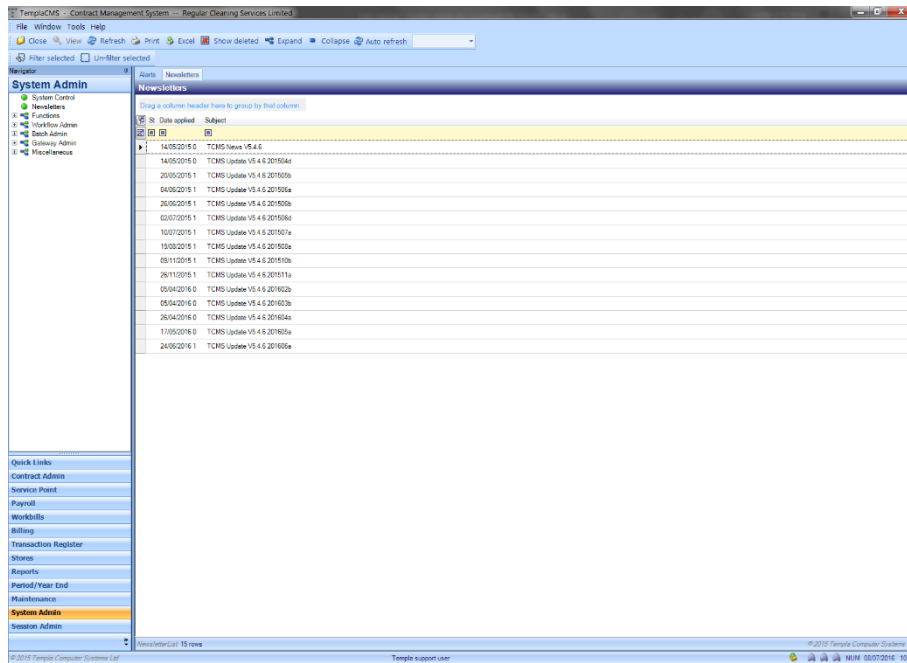
When new updates are applied to TemplaCMS, any accompanying newsletter is added to a central 'newsletters' folder and users with access to this will be sent an alert informing them of the new newsletter. Selecting the above item on the navigator will show a list of all newsletters from where they can be opened.

FUNCTIONS

Functions
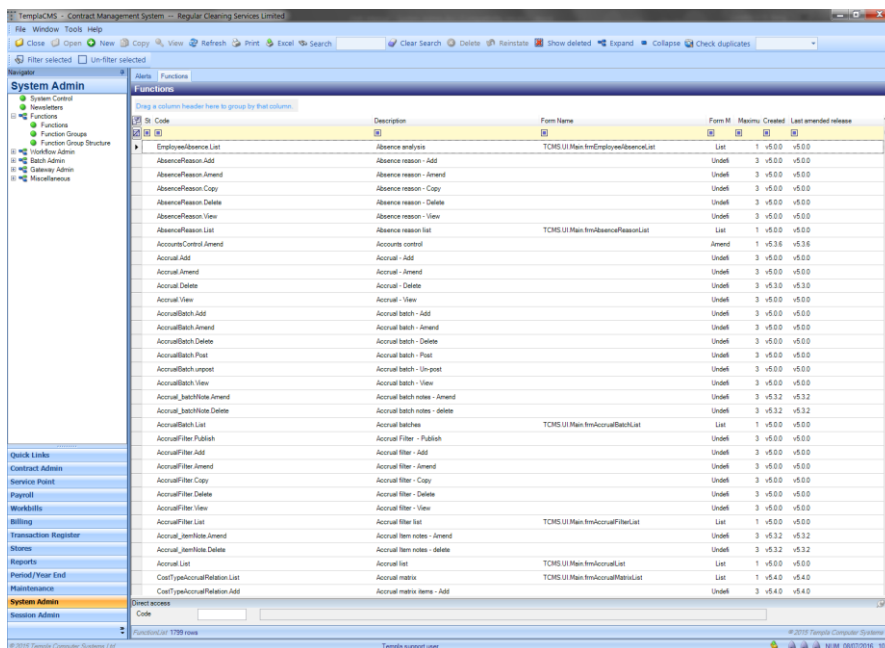
Functions list all the different functions available across the system and can only be changed by Templa.

Function Groups
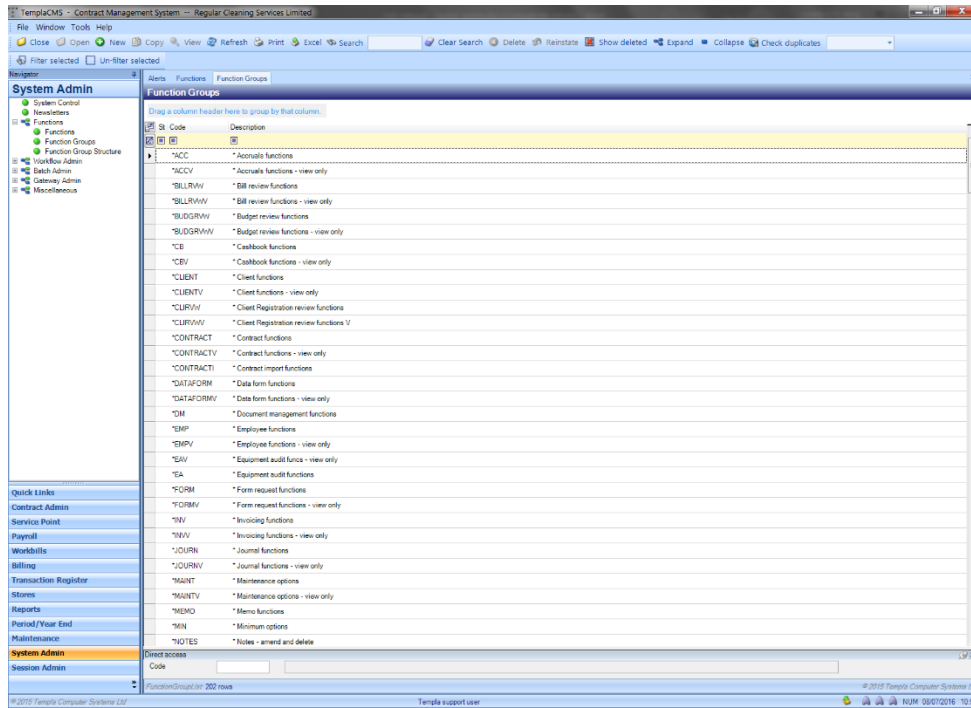
All functions are grouped into logical *Function Groups* to control access. Groups preceded by an '*' is system function groups and cannot be changed.

All other function groups can be changed or amended by the system controller and new function groups can be created where required.

Function Group Structure
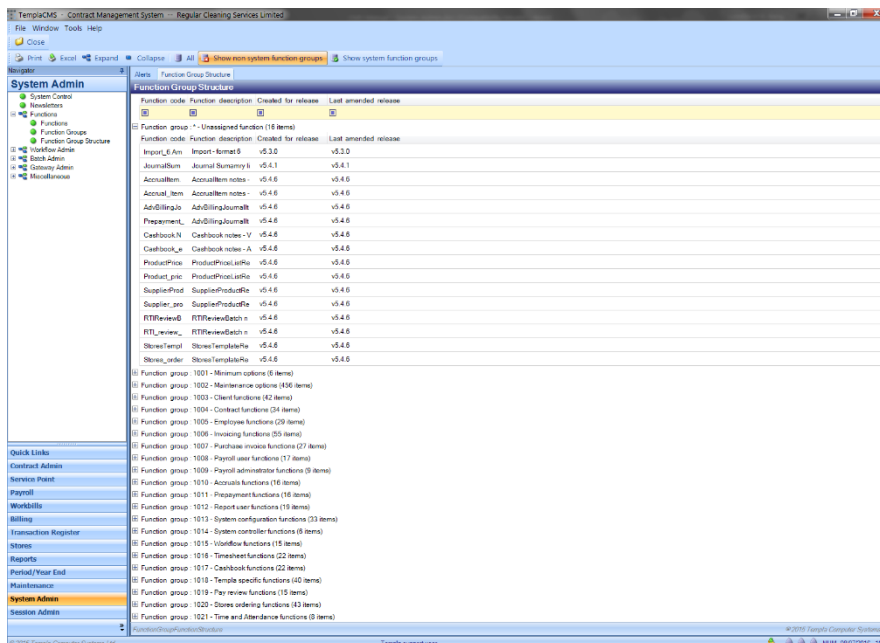
The *Function Group Structure* gives an overview of the function group make up for the system function groups, non-system or all function groups, as well as the version of TemplaCMS the function was released at.

WORKFLOW ADMIN

Alerts

Alerts can be sent from a number of areas in TemplaCMS and will be displayed on the 'Alerts' screen.

Workflow sends alerts as items move through the system, either successfully (i.e. stores order is approved) or when rejected (i.e. stores order is not approved). When rejecting a user is forced to enter a rejection note which will be shown on the alerts.

Where an action is required from the user, for example they need to complete a timesheet, the alert will state *'Action required on...'*.

Workflow Manager

The *Workflow Manager* provides a view of all the items in workflow currently assigned to a user to action.

A sufficiently authorized user can re-assign items from one user to another.

An item can be re-assigned via:

- Select the user and relevant item. Click on the re-assign button and then on the user the item should be moved to.
- *'Drag and drop'* the item form one user to another.

Action Manager

The *Action Manager* provide user with a means to manage items assigned to them for action and to keep track of any items they have send on via workflow.

My Actions - this lists all items the user have to complete.

Pool Actions - shows items assigned to users within the same 'pool' in workflow. Another user can take responsibility for these if you need to.

My Tracking - when an item is sent to workflow (e.g. an amended contract) it is assigned to a user for approval, and the 'sending' user become the 'tracker'. This list shows where all these items are, and who should be dealing with them.

Process Sheets
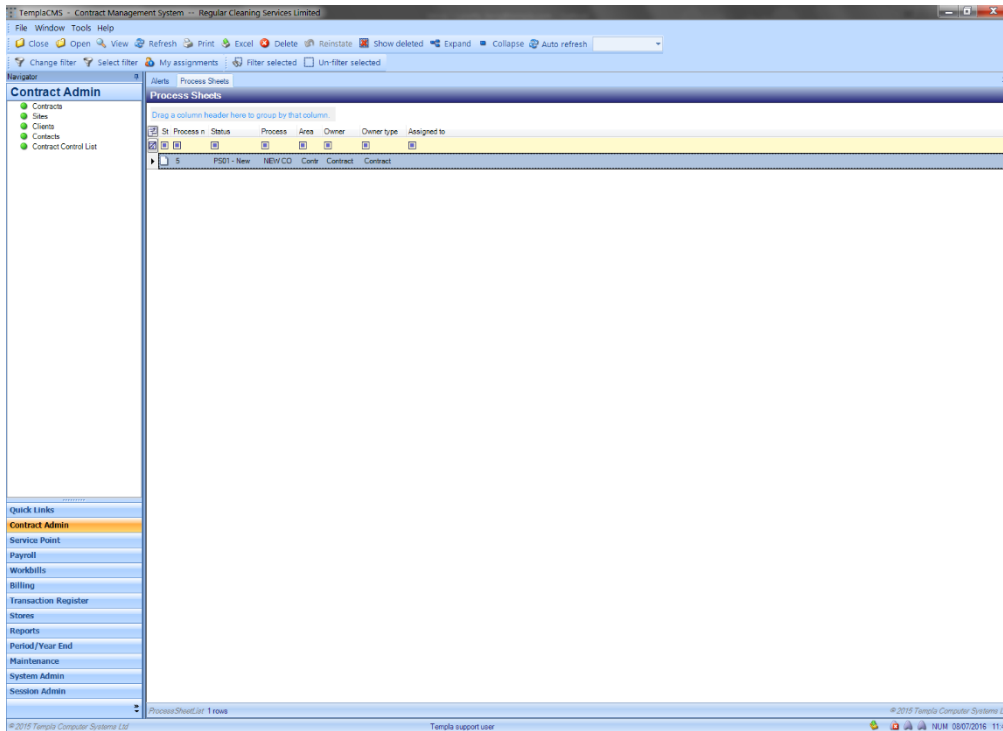
This gives a list of all *Process Sheets* defined on the system. A *process template* can be defined for an area of the system (e.g. contracts) to which a list of items to be checked can be added.

The template can optionally be linked to workflow, so that when a process sheet is created it is routed to the relevant user for completion, but if not linked to workflow, any user can complete it.
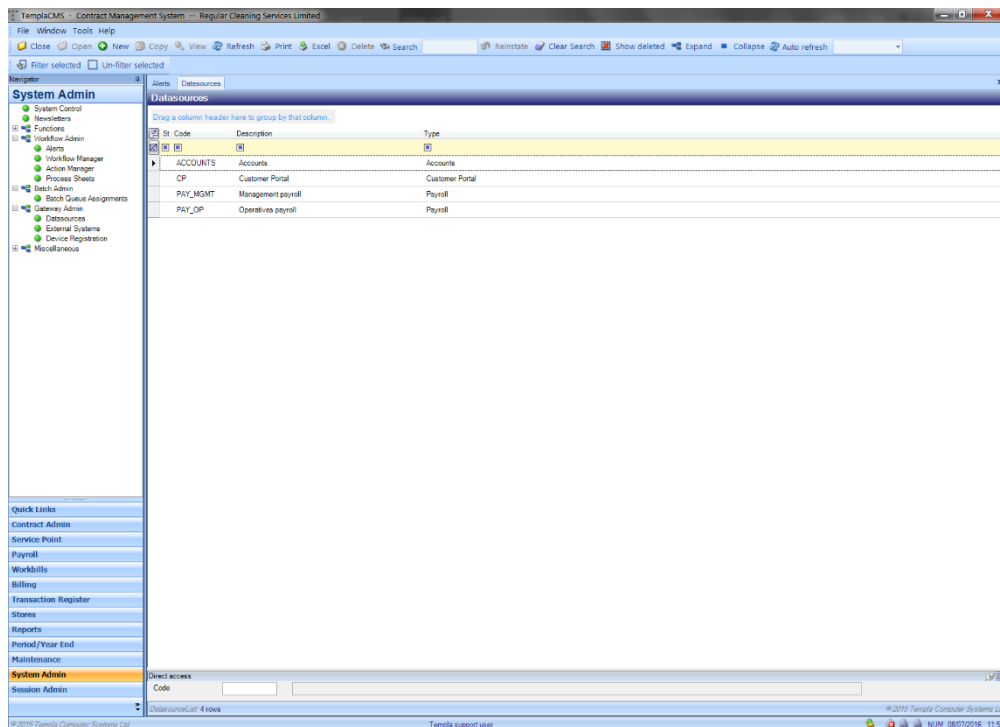
BATCH ADMIN

Batch queue assignments
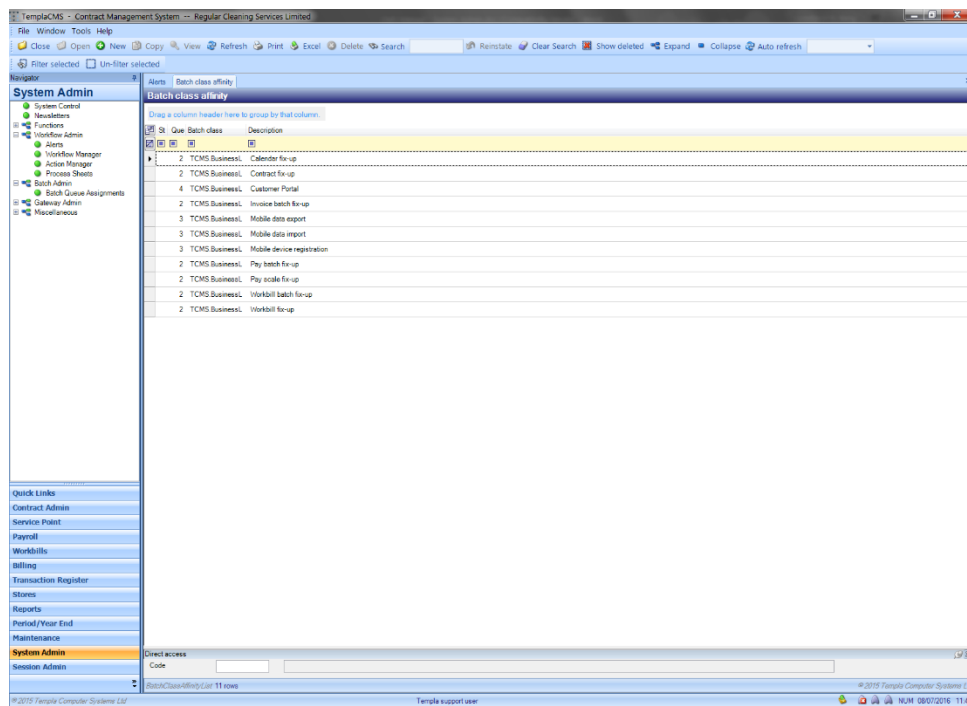
Batch Admin options are controlled and set-up by TEAM Software. ***These should never be changed or added to without the involvement of TEAM Software.***
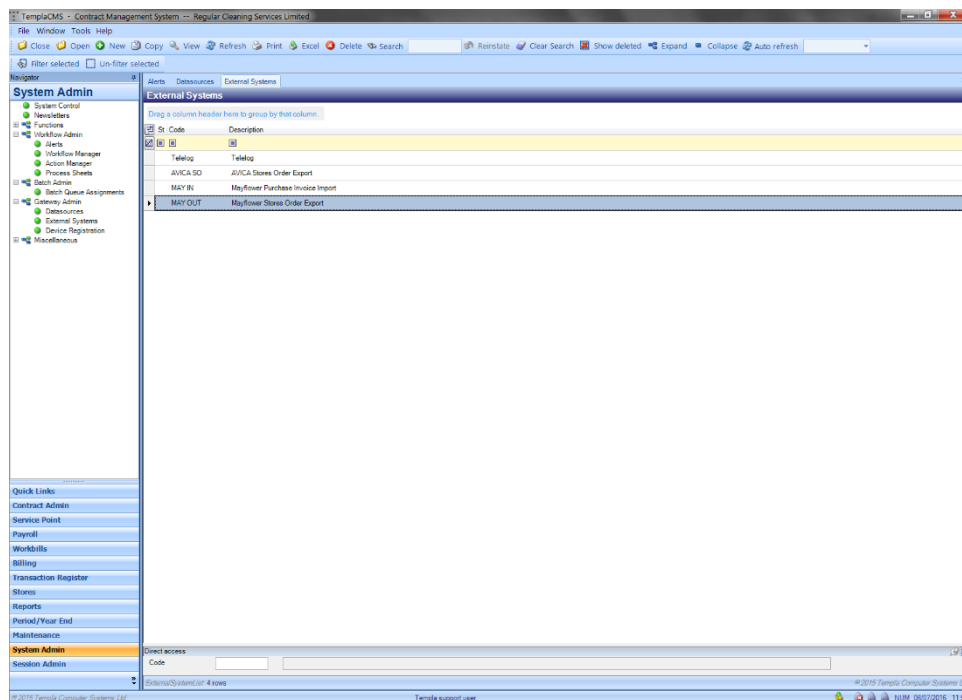
GATEWAY ADMIN

Datasources

The *Datasources* option is controlled and set-up by TEAM Software. ***These should never be changed or added to without the involvement of TEAM Software.***

External Systems

External Systems may need to be setup in the cases where ***e-trading*** with suppliers or ***T&A*** integration is required. Templa will advise how these need to be configuration during implementation of these areas.

Device Registration
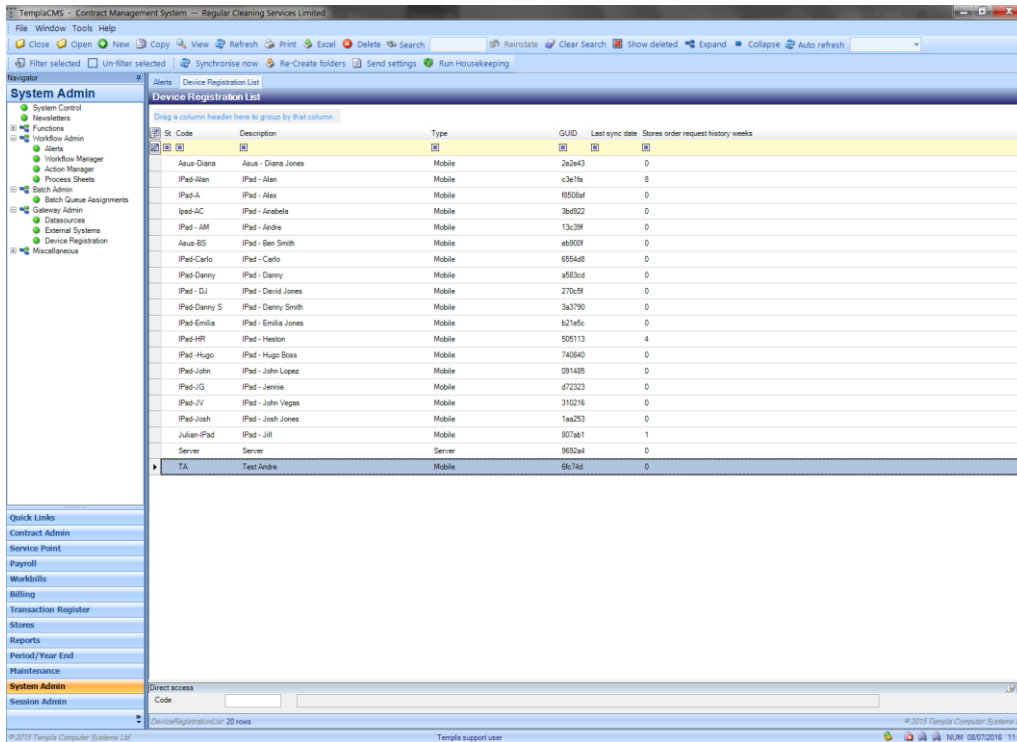
This is used for *CMS Mobile* where mobile devices are registered and associated with users.

DEVICE REGISTRATION DETAIL
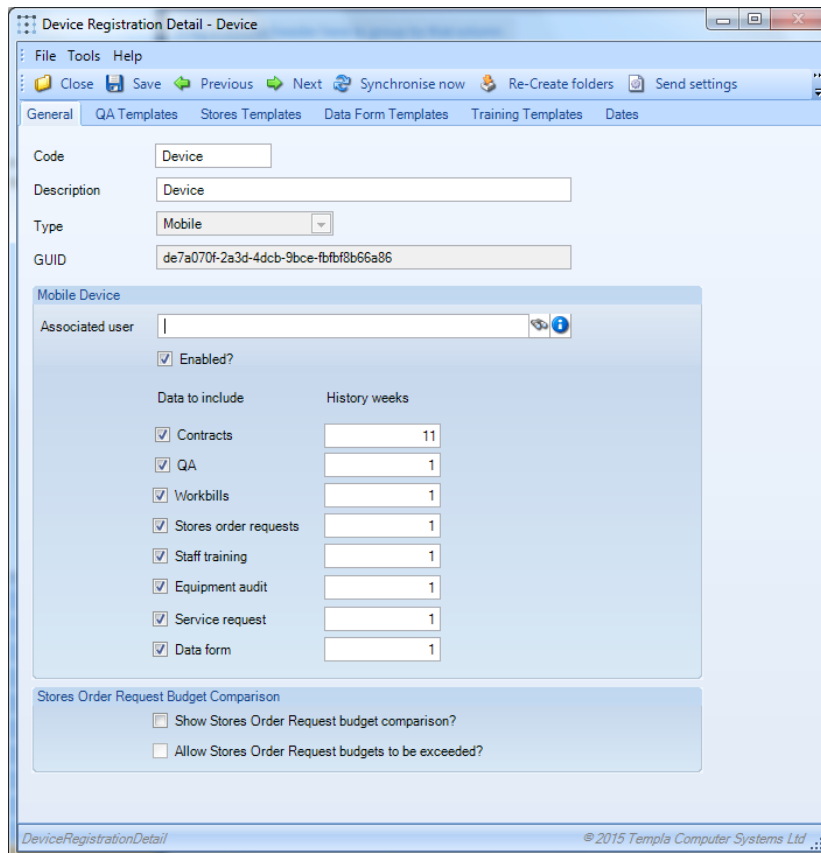
Associated user – this needs to be a valid TemplaCMS user.

Note: one mobile device needs to be linked to one TemplaCMS user and thus a mobile device cannot be shared by more than one person.

Enabled – this needs to be checked prior to the first synchronisation – see below

Include data – these checkboxes control how much data is to be sent to the device:

- *Contract* – contract data is sent to the device, including site information
- *QA* – Quality Audits are sent to the device
- *Workbill* – workbills are sent to the device
- *Stores order requests* – stores orders are sent to the device
- *Staff training* – staff training forms are sent to the device
- *Equipment audit* – equipment audits are sent to the device
- *Service requests* – service requests are sent to the device
- *Data form* – data forms are sent to the device

Note: TemplaCMS functions are not used on the CMS mobile devices, so the control of what appears is restricted to the associated user and above checkboxes.

History weeks – the number of past weeks of information to be kept on the CMS mobile device for each of the data items included.

Note: data sent from the TemplaCMS server will always overwrite data held on a mobile device. Any changes made on the mobile that had not yet been returned to the server would therefore be lost in this process.

Stores order requests budget comparison – if one stores budget has been flagged for inclusion on the mobile devices, then this can be triggered to be displayed here, plus a further control added to allow/prevent the budget being exceeded.

Mobile device – templates

Within various areas of the mobile application, existing forms can be copied to create new forms, e.g. QA forms, SO requests, Data forms, Staff Training forms.

However, if a mobile device user needs to be able to generate a form for a site then the relevant templates need to be defined here via the relevant tabs, e.g. QA templates, etc.

NB: when templates are defined against a mobile device definition, the mobile device definition must also be flagged to show "Contracts" as otherwise the mobile application will not be able to build a list of sites / contracts for selection when a new form is required.
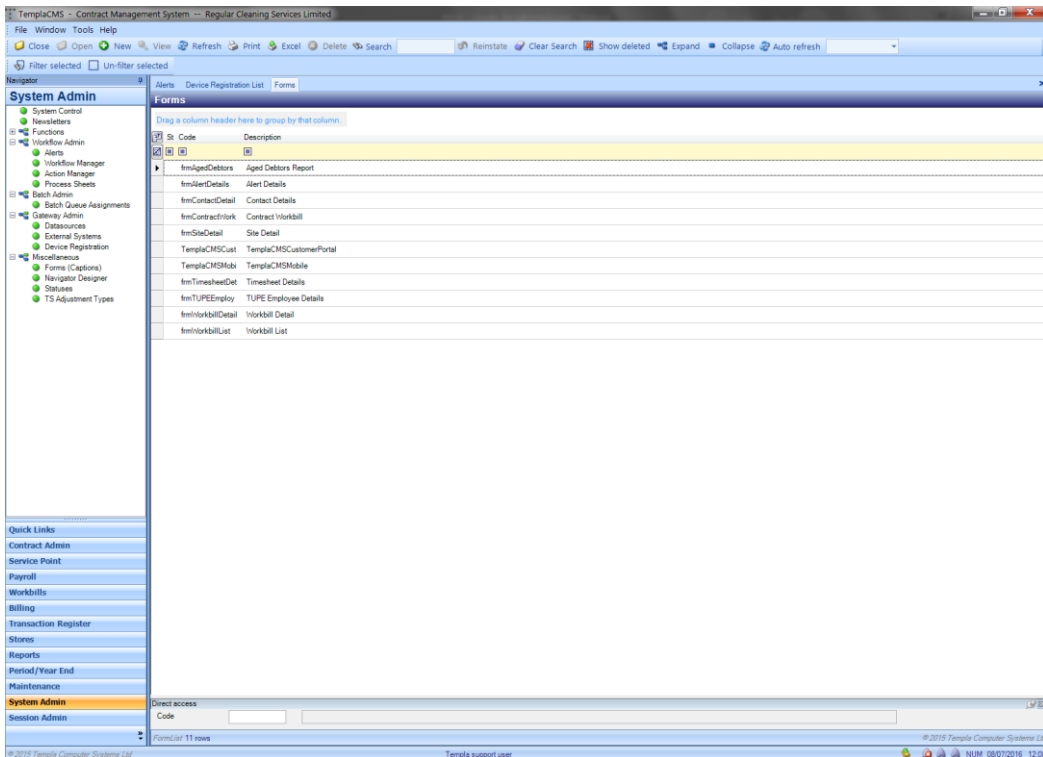
e-Trading Error Logs
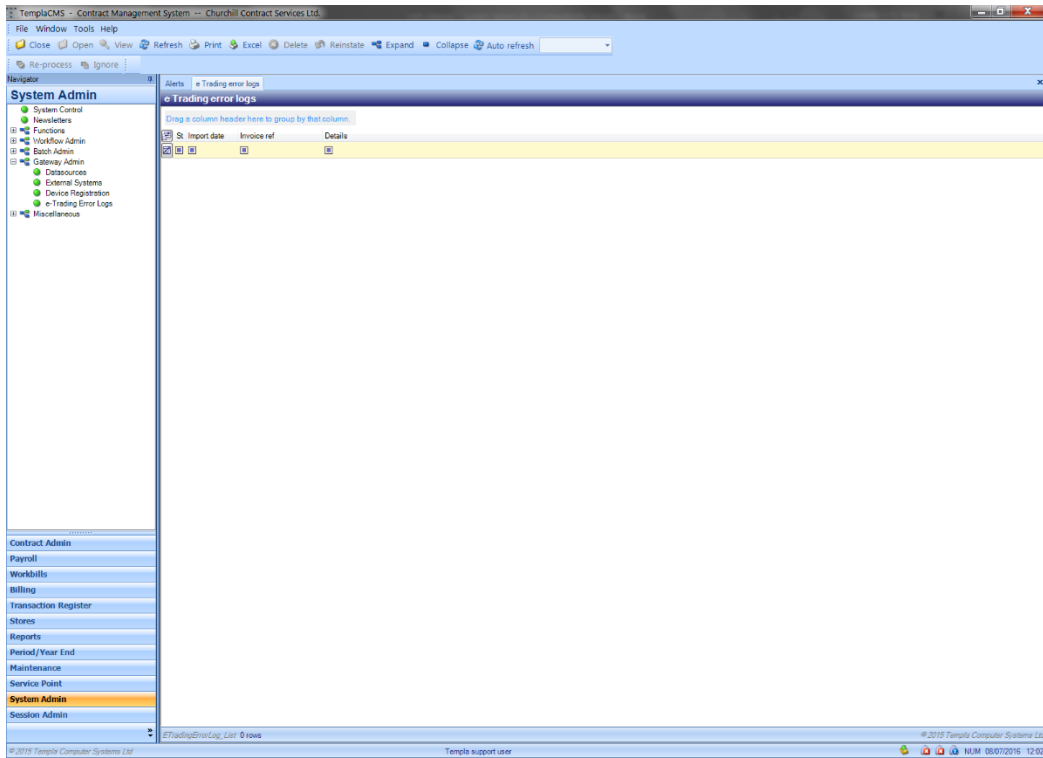
Where *e-trading* with suppliers is in place any import errors for *Purchase Invoice* sent back from the supplier will appear on this screen.
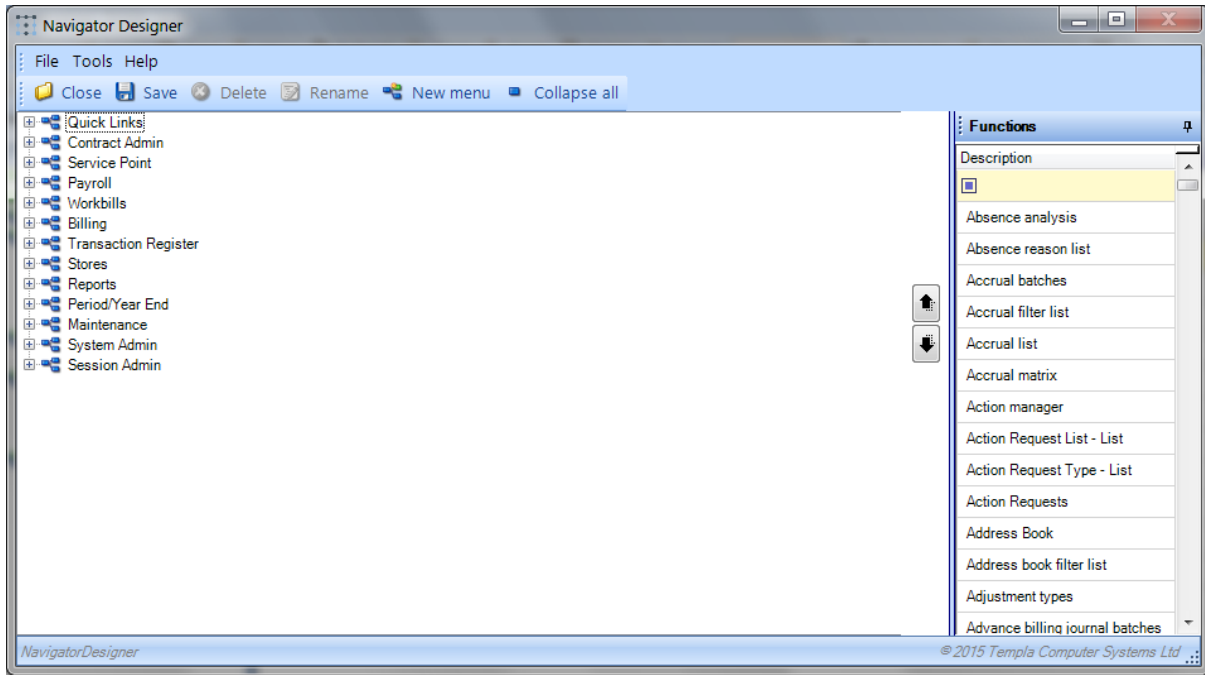
MISCELLANEOUS

Forms (Captions)

The *Forms (Captions)* option shows a list of *forms'* used in CMS. The *caption* can be changed here if required.

Navigator Designer

The *Navigator Designer* sets up the menu structure. This can be configured as desired. Users will only see the parts of the navigator to which they are authorized. *Menus* and *menu items* can be renamed or moved as required.

Statuses
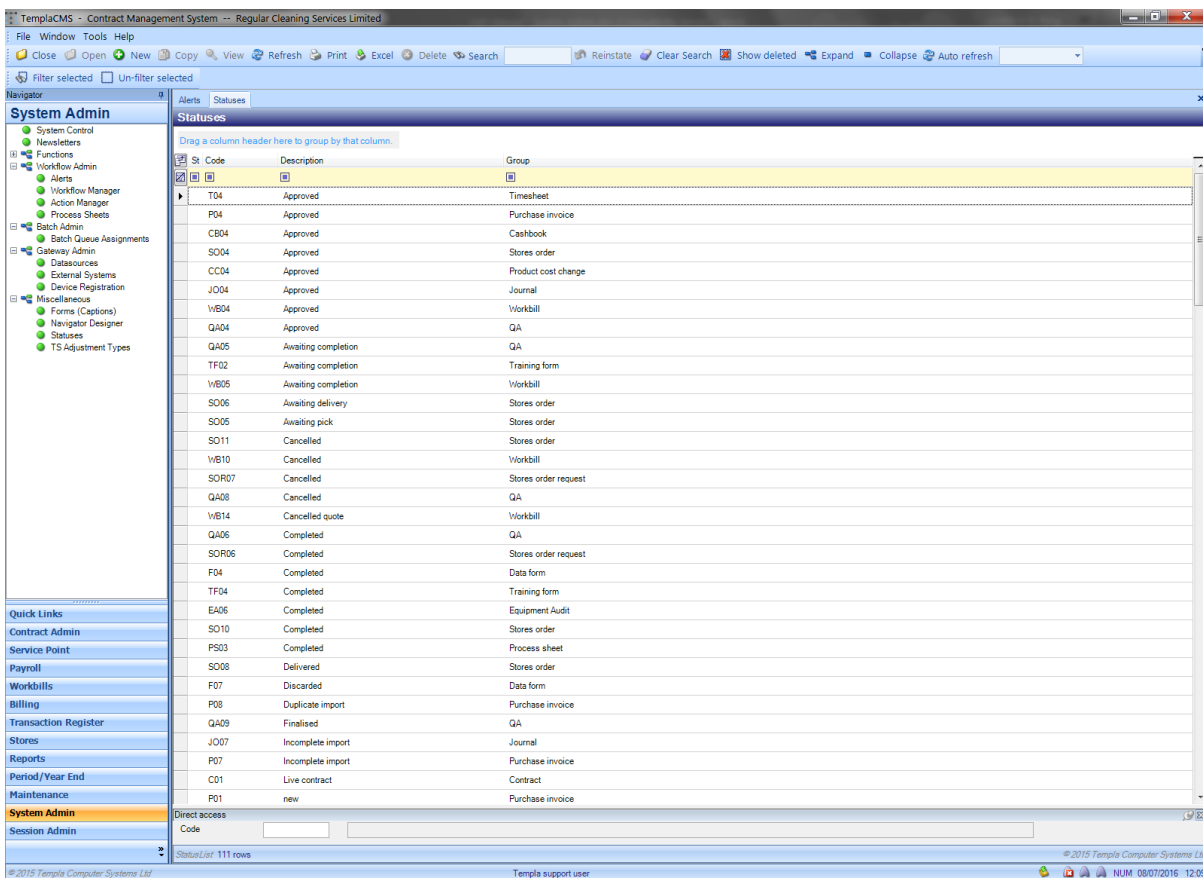
Statuses is a list of all the *status codes and descriptions* available in TemplaCMS. As these are in various places in the system **they should not be changed or added to unless advised to do so by TEAM Software.**

TS Adjustment Types
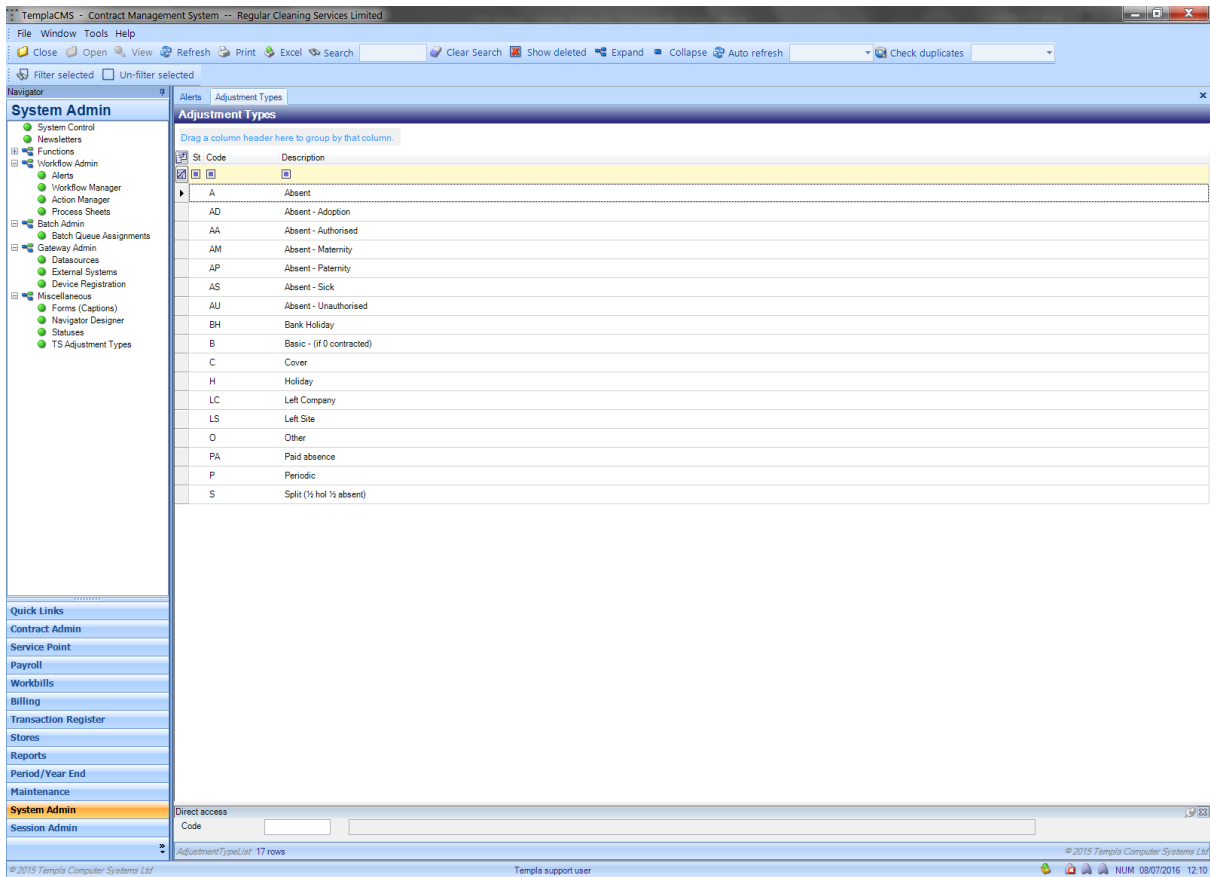
TS Adjustment Types provide a list of all available timesheet adjustment types available. Some of these adjustment types work in con-junction with other system options and ***they should not be changed or added to unless advised to do so by TEAM Software.***

TEAM Software develops market-leading solutions for companies with distributed workforces. TEAM has a focus on the cleaning and security industries helping the companies who serve these sectors manage and optimise their business; from front line service delivery to back office financial management. TEAM's technology is designed to help improve productivity, employee engagement and profitability, and at the same time help control cost, risk and compliance. For more information, visit teamsoftware.com.