

Workbill Manual

TEMPLACMS

Version: v.6.1.0 (Update CMS v6.1.0 to 2020.06a)



COMMERCIAL STATEMENT

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INTRODUCTION

These notes are designed to provide background information and useful hands-on experience of using general *TemplaCMS* functions and the *TemplaCMS Workbill module*.

SYSTEM

System Control

WORKBILLS (GENERAL)

System Control - Workbills

General

Close Save

Navigate

Workbills Repeat defaults One-off defaults

Default suppress in non-working periods

Show workbills on timesheets? Include supplier workbills? Include team workbills?

Consolidate team payments on payslips?

Invoice supplier workbill on PI post?

Manual release of team workbills to mobile?

Auto post one-offs when approved (does not apply to quotes)

Use 'work instruction build-up'?

Allow discrete plan of multi-day workbills?

Prevent duplicate external reference: Ignore

Prevent duplicate client PO reference: Warn

Workbill manager BA level: BA

Workbill manager bank holiday colour: 0, 0, 0, 0

Workbill employee payment entry: Employee payments

Attachment types

Photo: WB Photos

Signature: WB Signatures

Quote:

Default workflow paths

One-off: Workbill Approval

One-off quote:

Show supplier on customer copy: No

Allow supplier copy

Show costs? Yes No Disguise numeric Disguise alpha

Separate customer and supplier work instructions?

Control supplier workbill redistribution

Show team members on supplier copy

Print preferred team employees on supplier copy?

Print BA level? (Not set)

Print task description?

Auto email client document to contact when one-off completed?

Auto email client document to contact when one-off posted?

Auto email quote document to contact when approved?

Auto email supplier document to contact when posted?

Auto email supplier document to contact when completed?

Include photo's on customer print? No Yes Optional

Include photo's on supplier print? No Yes Optional

Quote document format: Format 3

Portfolio BA level: Ops/Regional Man

Development BA level: BA

Owned by BA level: Site Manager

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 show *workbills* for a specific site on the related timesheets; this can be further qualified using the following two checkboxes:

- Include supplier workbills' – this option controls whether or not 'supplier' assigned workbills are visible on the 'workbills' tab of the timesheet completion form.
- Include team workbills' – this option controls whether or not 'team' assigned workbills are visible on the 'workbills' tab of the timesheet completion form. If using the new 'Team Payments' process you may decide that timesheet completers should not have access to amend payments on team workbills via the timesheet.

'Consolidate team payments on payslips' – When creating the site breakdown details to print on the payslips, this option will replace the workbill level details with summarised lines.

Show supplier workbills on timesheets? - will show 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.

Invoice supplier workbill on 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 - when entering workbills, the system control option relevant to the external reference is checked and the following behaviour applied:

- *Ignore* – no check is made against other workbills
- *Warn* – a check is made to find other workbills for the same client and if a duplicate reference is found, a warning is displayed. The workbill can be saved.
- *Prevent* – a check is made to find other workbills for the same client and if a duplicate reference is found, an error is displayed detailing the number of the workbill with the duplicate reference. The workbill cannot be saved.

Prevent duplicate client PO reference - when entering workbills, the system control option relevant to the PO reference is checked and the following behaviour applied:

- *Ignore* – no check is made against other workbills
- *Warn* – a check is made to find other workbills for the same client and if a duplicate reference is found, a warning is displayed. The workbill can be saved.
- *Prevent* – a check is made to find other workbills for the same client and if a duplicate reference is found, an error is displayed detailing the number of the workbill with the duplicate reference. The workbill cannot be saved.

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 – where a Workbill manager bank holiday colour has been defined on *System Control*, for each bank holiday defined on the system under Maintenance > Business Structure > Calendars > Bank Holidays the calendar days will show with the defined colour. Only system defined bank holidays are considered (i.e. not those on site or contract calendars).

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.

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

Quote attachment type - default attachment type that would be used for workbill quotes.

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 *Workbill quote approval* work flow path (this allows the paths used by workbills and workbill quotes to be split.)

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 - when ticked this will prevent duplicate documents from being sent to suppliers and is controlled via workflow. With this option enabled, if a user attempts to send a workbill that 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 preferred team employees on supplier copy - where *System Control* has been configured to show team members on supplier copies and to print preferred team employees on supplier copies, only the employees assigned to workbills as preferred employees will appear on supplier workbill prints, regardless of whether the employees are assigned to the team.

Print BA level? - this allows the chosen *BA level* to be printed on the workbill 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 if they have a valid email address defined.

Auto e-mail client document to contact when one-off posted? - when flagged, if the acknowledgement 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 if they have a valid email address defined.

Auto e-mail quote document to contact when one-off approved? – when flagged, if the acknowledgement contact has been entered on a quote workbill and the workbill is approved, the specified contact will be automatically e-mailed a copy of the quote workbill document if they have a valid email address defined.

Auto e-mail supplier document to contact when one-off posted? – if enabled, when a workbill is completed 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.

Auto e-mail supplier document to contact when one-off completed? – 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? – 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.

NB: If ‘Optional’ has been selected, when the workbill is posted and documents are automatically distributed, any attached images will NOT be included.

Include Photo's on Supplier Print? – 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.

NB: If 'Optional' has been selected, when the workbill is posted and documents are automatically distributed, any attached images will NOT be included.

REPEAT DEFAULTS

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

The screenshot shows the 'System Control - Workbills' window with the 'Repeat defaults' tab selected. The 'Assign to' section has radio buttons for 'Supplier', 'Team', 'Employee' (selected), and 'Site employee'. There is a checkbox for 'Employee already paid?'. The 'Extra type' dropdown is set to 'In House Periodics'. Below it, a 'Schedule details' box contains radio buttons for 'Specific', 'AM', 'PM', and 'Any time' (selected). At the bottom, there is a checkbox for 'Invoice on confirmation?'.

ONE-OFF DEFAULTS

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

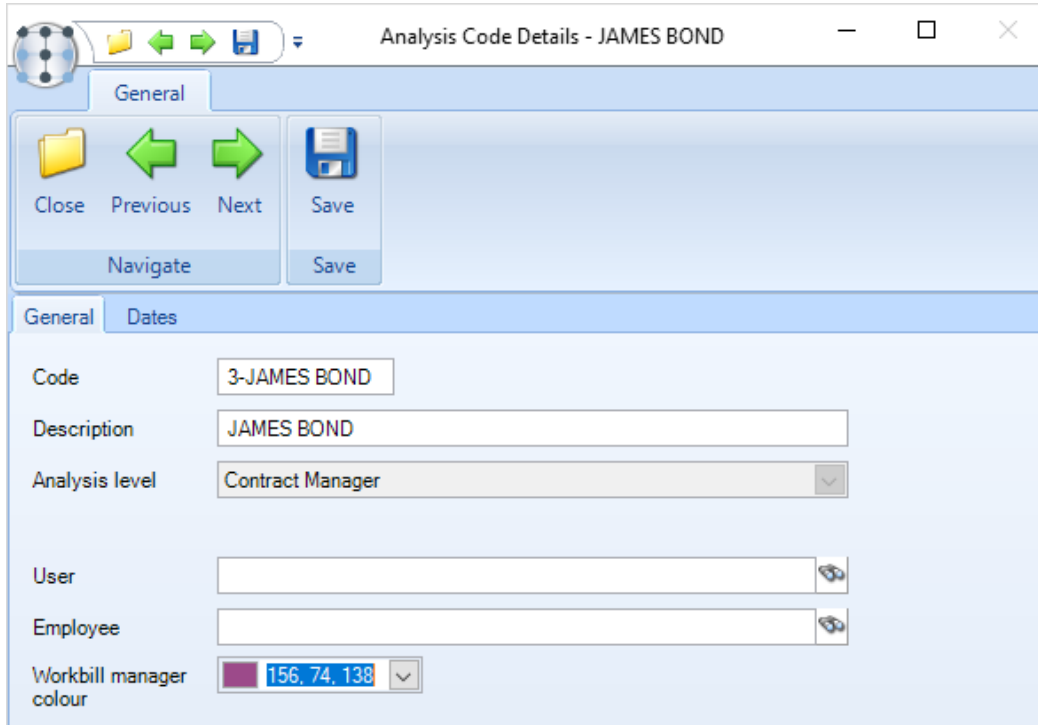
The screenshot shows the 'System Control - Workbills' window with the 'One-off defaults' tab selected. The 'Assign to' section has radio buttons for 'Supplier', 'Team', 'Employee', and 'Site employee' (selected). There is a checkbox for 'Employee already paid?'. The 'Extra type' dropdown is set to 'One-Off In House Periodic'. Below it, there are empty dropdowns for 'Cost type' and 'Revenue type'. A 'Schedule details' box contains radio buttons for 'Specific', 'AM', 'PM', and 'Any time' (selected). At the bottom, there are checkboxes for 'Invoice on confirmation?' (checked) and 'Allow multi-stage completion?'. There is also a 'Workbill type' dropdown at the very bottom.

PRE-REQUISITES / MAINTENANCE

Analysis Codes

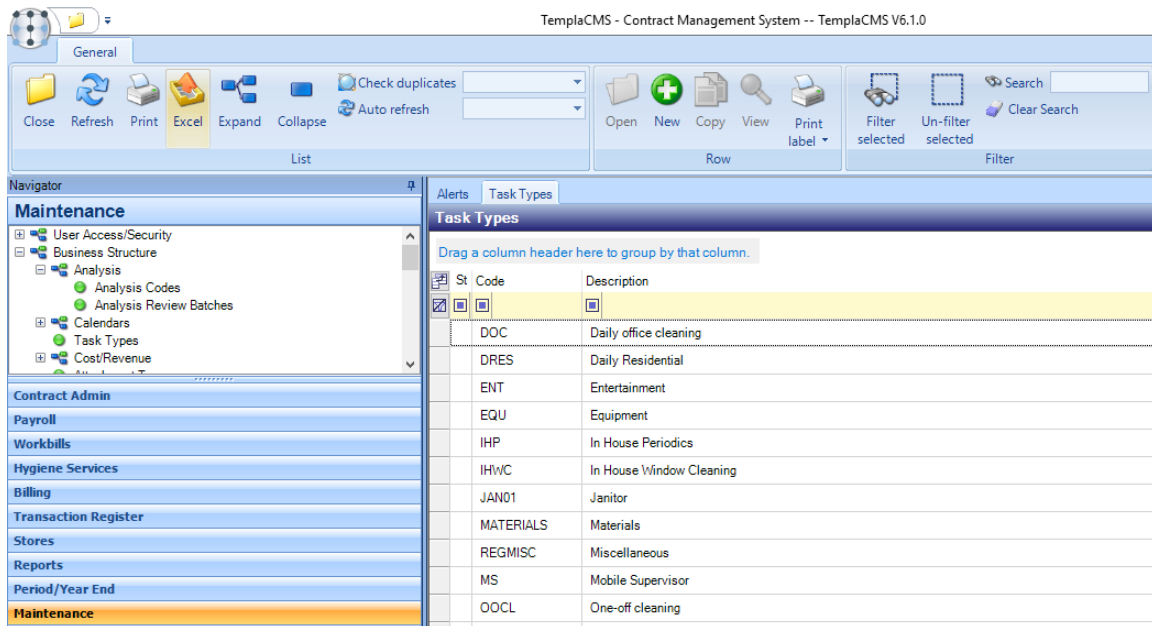
A colour per analysis code (at the specified level in *System Control*) can be added for the *Workbill manager*.

Double click on the *B/A code* and select the required colour:

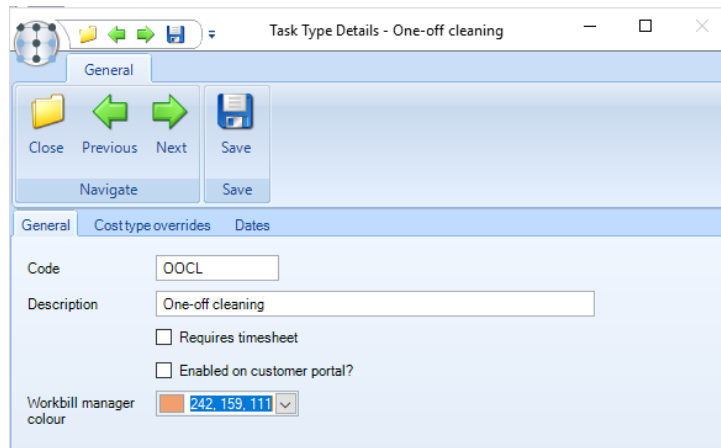


Task Types

Any additional *Task Types* required for workbills (periodic and one-off's) can be set up from the maintenance menu:



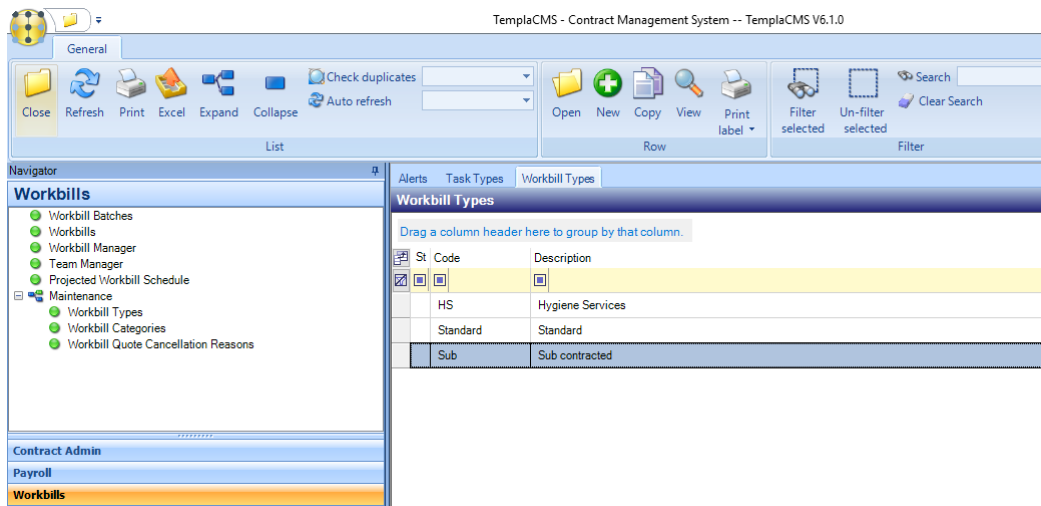
It is also possible to specify a colour per task type for the *Workbill manager*. Double click on the task type and set the required colour in the *Workbill manager colour* field:



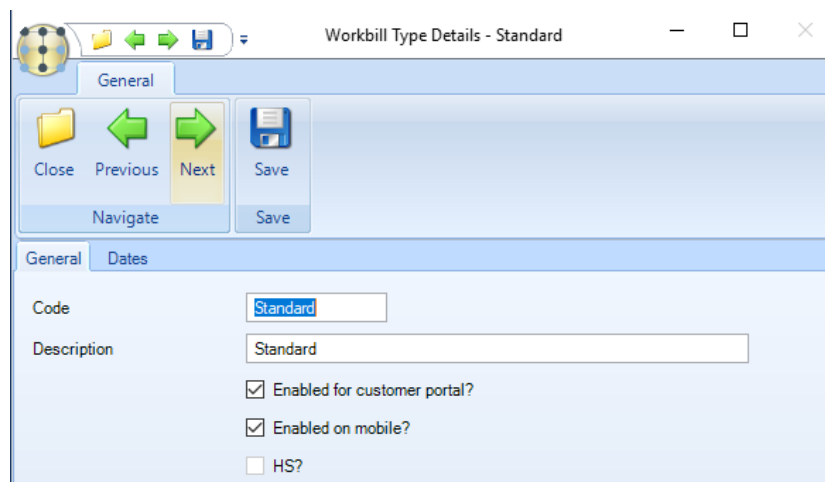
Workbill Types

With workbills being enabled on the *Customer Portal*, there may be internal workbills that should not be visible. In addition to this, where customers are licensed to the *Hygiene Services* module, workbills are also used and it is, therefore, necessary to be able to differentiate between 'Hygiene Services' as opposed to 'standard' or 'regular' workbills.

To control which workbills can be seen through the *Customer Portal* or to differentiate between Hygiene Services and 'Other' workbills, *Workbill Types* can be defined.



A new *Workbill Type* can be defined from the *Workbills > Maintenance* menu.



A *Code (optional)* and *Description (mandatory)* should be entered for the workbill type. Where the code is left blank on saving the workbill type the system will automatically generate a code.

Enabled for customer portal? – when flagged workbills of this workbill type will be displayed on the customer portal.

Enabled on mobile? - when flagged workbills of this workbill type can be send to a mobile devise.

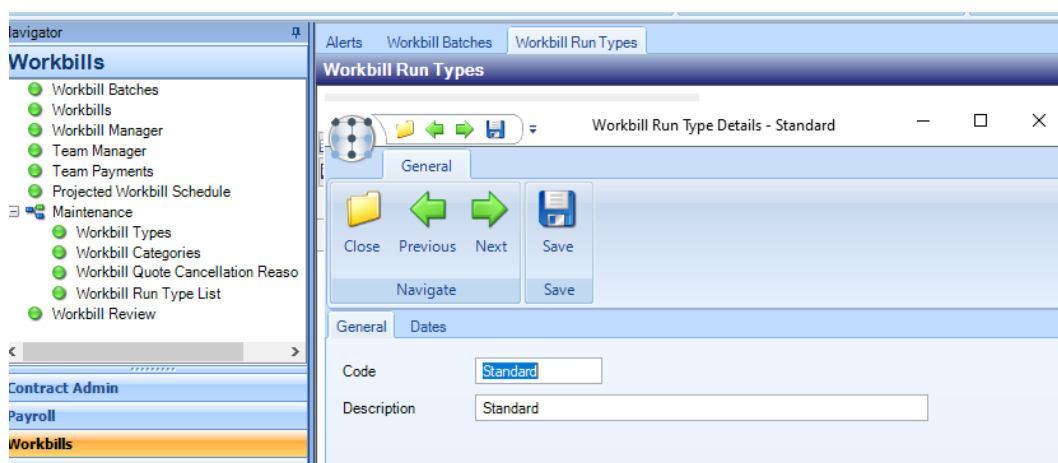
HS? - when flagged workbills of this workbill type can only be used by the *Hygiene Services module*.

Workbill completion path - different workflow paths can be setup per workbill type

Workbill Run Types

Although workbill batches can be generated by selecting a ‘Workbill type’ i.e. supplier, team, employee or site employee, this does not allow finer control of what workbills are generated within a workbill batch. *Workbill run types* (like *Invoice run types*) can be defined and assigned to contract workbills to allow specific workbill batches to be generated.

A new *Workbill Type* can be defined from the *Workbills > Maintenance* menu.



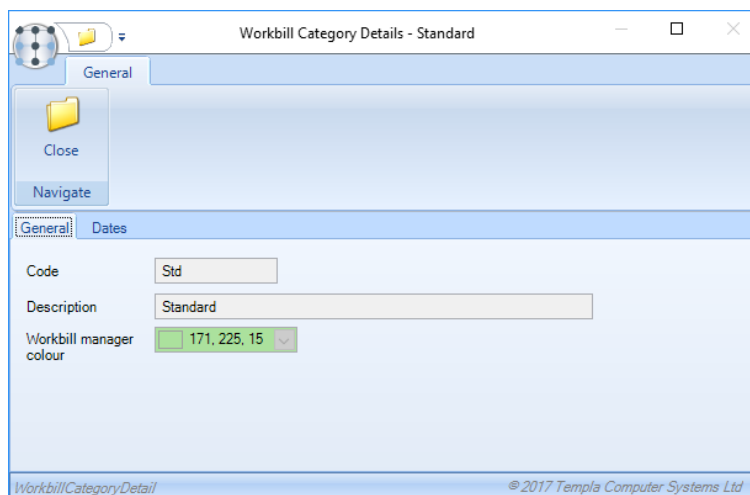
A *Code (optional)* and *Description (mandatory)* should be entered for the workbill type. Where the code is left blank on saving the workbill type the system will automatically generate a code.

When adding or amending a contract workbill definition, users can select the required *Workbill run type*; this field is mandatory for all assignment types, i.e. supplier, team, employee and site employee.

Workbill Categories

In addition to workbill types, it is also possible to define a workbill category for further filtering. Unless a workbill category has been set up, workbill categories will not display on workbills, contract workbills or any filtering options.

A new *Workbill Category* can be defined from the *Workbills > Maintenance* menu.



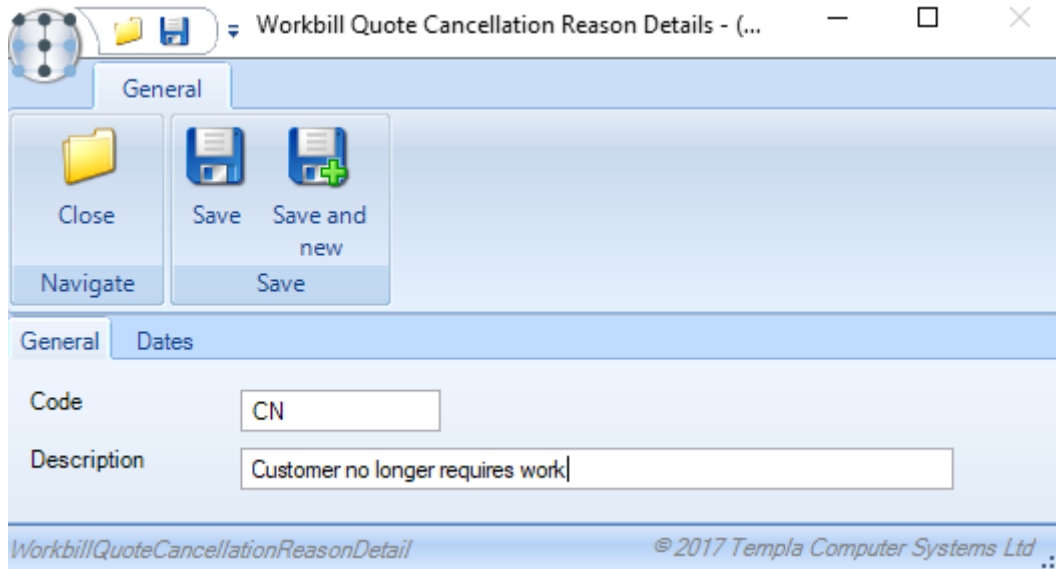
A *Code*, *Description* and *Workbill manager* colour should be entered.

Once defined, a workbill category must be defined on all contract workbills and non-HS workbills.

Workbill Quote Cancellation Reasons

The cancellation of a workbill quote requires a reason to be specified, it is, therefore, possible to define a number of cancellation reasons.

A new *Workbill Category* can be defined from the *Workbills > Maintenance* menu. A code and description should be entered.



Workbill Quote Cancellation Reason Details - (...)

General

Close Save Save and new

Navigate Save

General Dates

Code CN

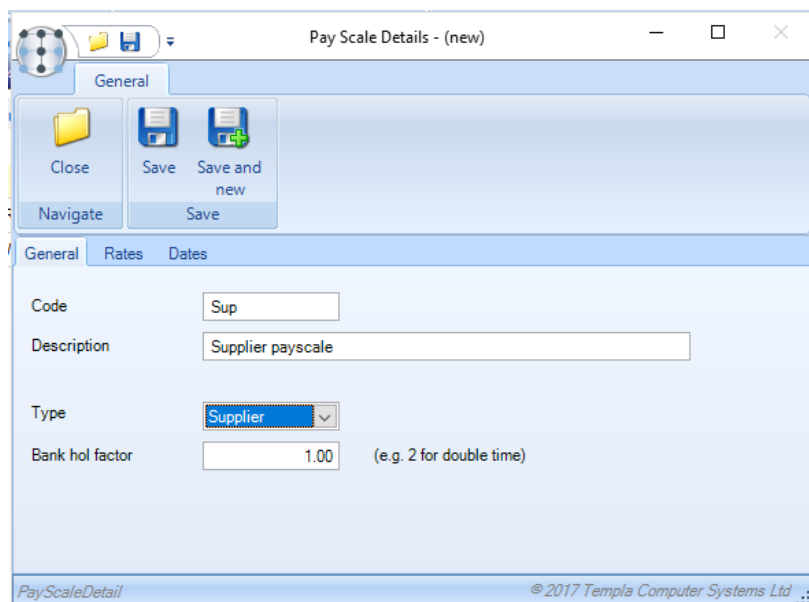
Description Customer no longer requires work

WorkbillQuoteCancellationReasonDetail © 2017 Templa Computer Systems Ltd

Supplier Pay Scales

The supplier pay scales can be used in conjunction with the *Apply working day calculation* option on periodic (contracted) workbills.

Supplier *Pay scales* can be defined from the *Pay scale* option on the *Maintenance -> Payroll* menu:



Pay Scale Details - (new)

General

Close Save Save and new

Navigate Save

General Rates Dates

Code Sup

Description Supplier payscale

Type Supplier

Bank hol factor 1.00 (e.g. 2 for double time)

PayScaleDetail © 2017 Templa Computer Systems Ltd

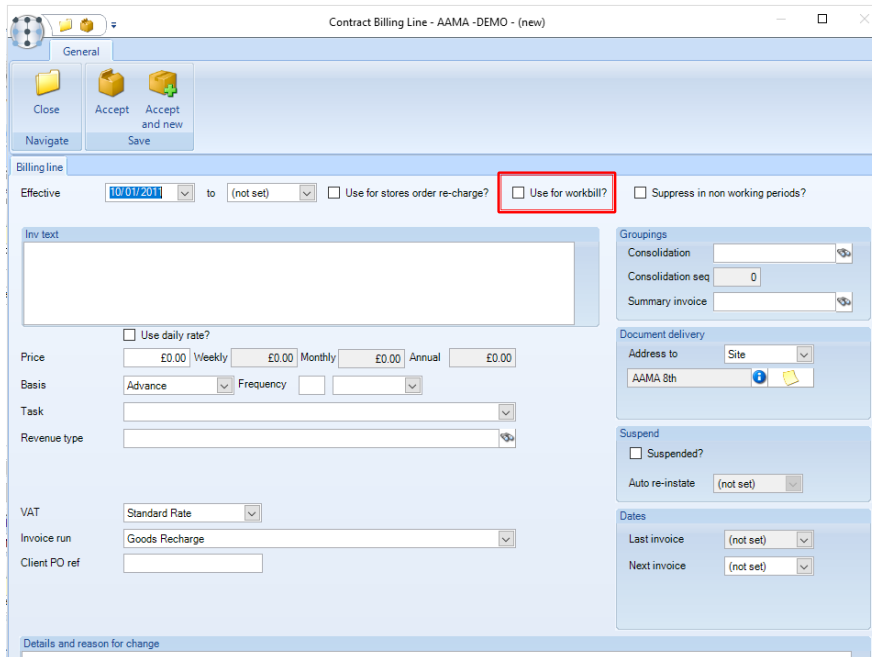
Enter a *Code* and *Description*. For supplier pay scales the *Type* should be set to *Supplier* (options are *Employee* or *Supplier*).

Bank (Public) holiday factor – on *supplier type pay scales* only, an uplift factor can be optionally entered so that any rates entered would be multiplied by this factor, e.g. 1.5 for 'time & a half' rate or 2 for double rate.

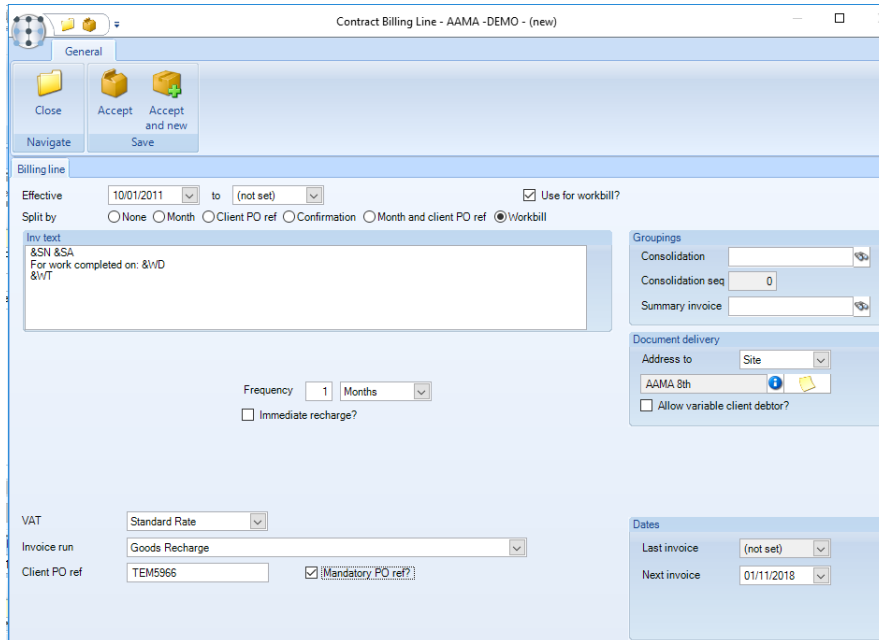
Workbill Billing Lines

All workbills (periodic and one-off's) require a *workbill billing* line on the contracts unless they are included in the standard DOC billing of the contract.

A workbill billing line can be added from the *Billing* tab on a contract. Click on *Add* to add a billing line and on the following screen ensure the option 'Use for workbill?' is ticked:



With the 'Use for workbill?' box ticked, the billing line screen only displays the fields related to *Workbill billing lines* and hides the rest:



Effective dates – enter the *Date From* which the billing line should take effect. The *Date To* field is normally left blank but can be entered if known.

Inv text – enter the standard text that will appear on all workbill related invoice lines. A number of substitution keys exist which can be used to default information when the invoice is generated.

Immediate recharge vs Frequency - regardless of whether frequency or immediate, workbills will only generate an invoice when the appropriate billing run is created, and when the workbill has been confirmed as *Completed*. *The difference between frequency and immediate is as follows:*

- **Frequency** - if a frequency is specified (e.g. 1 Month), the 'last' and 'next' invoice dates will be taken into account when deciding whether to include a workbill in the invoice run. The decision on inclusion is in two parts:
 - a) Should the billing line be included? – if the 'next' invoice date on the billing line is \leq the invoice batch date, it will be included. If $>$ the batch date, the billing line will not be included, and hence no workbills for the contract will be checked for inclusion.
 - b) Should the workbill be included? – if the 'work done' date on the workbill is \leq the 'next' invoice date on the billing line, the workbill will be included.

On posting a batch where frequency-based workbill billing has occurred, the 'last' invoice date is updated, and the 'next' date is advanced by 1 frequency period (e.g. 1 month).

By using a frequency workbill invoices for the contract will be generated once per frequency, and once posted no further invoicing will be undertaken until the next period.

- **Immediate** - if immediate is specified, the 'next' invoice date will not be considered when deciding whether to include a workbill in the invoice run. The decision on inclusion is therefore only based on the 'work done' date on the workbill i.e. if the 'work done' date on the workbill is \leq the invoice batch date, the workbill will be included.

On posting a batch where immediate workbill billing has occurred, the 'last' invoice date is updated, but the 'next' date is irrelevant, so not advanced.

By using immediate workbill invoices will be generated from this contract whenever the workbills are confirmed as completed before the invoice batch date.

VAT – the VAT Code relevant to the billing line should be selected. This is normally Code 1 – 20% for UK customers.

Invoice run – select the invoice run relevant to the billing line. Workbills can be invoiced on a separate invoice run or as part of the main invoice run. The *workbill billing line* can be *consolidated* with a customer's main invoice as long as both lines (workbill and main invoice) appear on the same invoice run.

Client PO ref – the client order reference number can be entered here. This can be printed on the invoice line via the *&CR* (Client reference) substitution key.

Groupings – billing lines can be consolidated on a single invoice or a summary invoice can be sent to accounts:

- **Consolidation** - is used to merge multiple billing lines from one or more contracts on to a single invoice for the client. The site code on the consolidation invoice group is optional, but if defined will result in this consolidation group only being available to the specified site; conversely if left blank (as below) the consolidated invoice group will be available to all sites for this client.

The screenshot shows a software interface for 'Consolidated Invoice Group Details - AAMA 8th'. It features a 'General' tab with a navigation bar containing 'Close', 'Save', 'Save and new', and 'Save' buttons. Below the navigation bar, there are two sub-tabs: 'General' and 'Dates'. The 'General' sub-tab is active and contains the following fields:

- Client:** AAMA
- Site:** AAMA 8th
- Code:** (empty field)
- Description:** AAMA consolidation
- First line text:** For cleaning services delivered

- **First line text** - where this is specified, the text will be used for the first (text only) line of an invoice generated for the consolidation group. In this way, it can be used to provide a header for the following invoice detail lines derived from the site contracts.

- *Consolidation sequence* – this allows the order that the consolidated billing lines will print on the invoice to be specified.
- *Sequence* – from the wizard, the position of the new line concerning existing lines can be resolved, along with the resequencing of billing lines on other contracts. Resequencing is also possible by accessing a consolidated invoice group directly. In both cases, saving the consolidated invoice group will result in the fix-up of any affected contracts thereby resolving the sequence in already generated invoice items.
- *Summary invoice* – this option is used to create an additional memorandum or a single line tax invoice. Only one summary invoice can be created per client for any given invoice run. Each Summary Invoice Group will result in a single line on the corresponding summary invoice so there would often be one summary invoice group per task type, e.g. Daily Office Cleaning, Window Cleaning, etc.

Document delivery – invoices can be addressed to the *Client, Site* or a *Contact*.

Next Invoice date – when invoicing on a frequency (as opposed too immediate as per above) the *Next Invoice Date* will be advanced each time an invoice is posted for the relevant invoice run. If this is a new billing line the user will need to specify the next invoice date for the first invoice run.

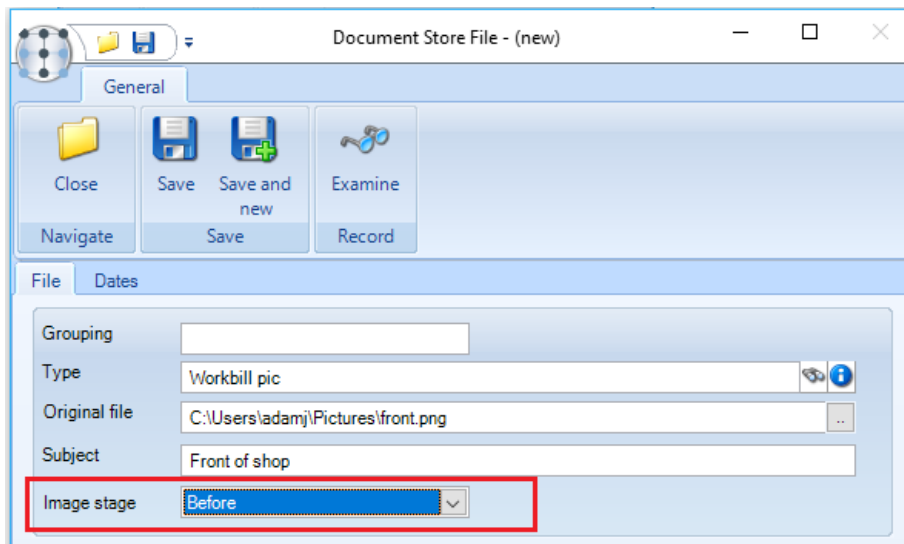
Last Invoice date – the system will update the Last Invoice Date each time an invoice is posted for the relevant invoice run and billing line.

Workbill Attachments

Users can either ‘drag & drop’ the relevant photograph against the workbill or browse to the photograph or document from within the workbill attachment screen.

When attaching a photograph or document, the following checks will be performed:

- If a user tries to attach a file that is not a photograph (i.e. not a **.gif, .bmp, .jpg**, etc.) to the attachment type defined on *System Control* as the workbill photographs then a warning will be displayed and these will not be subsequently sent out to the mobile device
- When a user attaches a file to the attachment type defined on *System Control* as the workbill photographs, then they will additionally be prompted to select ‘*Before*’, ‘*During*’ or ‘*After*’



On the *TemplaCMS* workbill attachment screen, an additional column will denote the ‘*Before*’, ‘*During*’ or ‘*After*’ stage of any workbill photographs:

Drag a column header here to group by that column.					
St	Owner details	Type	Subject	Image stage	
	Workbill - 1819	WB1 - Workbill pi	Front of shop	Before	

WORKBILL ATTACHMENT DISTRIBUTION

Image attachments (i.e. **.gif**, **.bmp**, **.jpg**, etc.) entered on *TemplaCMS* against the defined *System Control* attachment type for workbill photographs, will be sent out to the *Templa Mobile* device at the point that the workbills are distributed - this will either be when the workbill is posted or, for team workbills, upon completion of schedule. If an attachment is entered after the workbill has been distributed to *Templa Mobile* then *TemplaCMS* will detect this and resend the workbill with the attachment.

TEMPLA MOBILE V2 – WORKBILLS

The existing *Templa Mobile* workbill photograph functionality has now been enhanced so that any photographs sent out from *TemplaCMS* will also be displayed in the relevant 'Before', 'During' or 'After' section correctly colour-coded.

WORKBILL QUOTES

TemplaCMS allows the entry of *quote workbills* which can be tracked and converted to *standard workbills*.

When an approved workbill quote is changed to a workbill, a flag for *Was quote* is set on the workbill when saved. This field is available on the workbill filter and is available as an optional column on the workbill list column chooser.

Workbill Header

When creating a new one-off workbill it can be flagged as a quote by ticking the *Quote?* box on the *Workbill Detail* screen which will enable 'quote action management'.

Workbill number – this will be generated by the system.

External reference – enter an external reference.

Workbill type – select the relevant workbill type.

Workbill category – select a workbill category.

Batch – for *one-off quote workbills* the batch number will be generated by the system.

Site – enter /select the site that the workbill quote is for.

Contract – select the contract relevant to the chosen site for the workbill quote.

Client – this will default in based on the selected site.

Task – choose the relevant task for the *workbill quote*, keeping in mind that the same task will be used if the *quote workbill* is converted to a *standard workbill*.

Title – careful consideration should be given to the title as this can be used to print on the workbill invoices.

Completion – if specified, a completed workbill can be automatically emailed to this contact.

Acknowledgement - this option is only available on *quote workbills*. Unless specified, it will not be possible to print/email the quote document.

DOC cover? - this handles the scenario where sub-contractors are brought in to cover contracted tasks that would normally be on the timesheet. When flagged in this way the workbill must be assigned to a supplier, and a purchase cost type entered. Adding the purchase cost type to the existing delivered pay budget group will result in the work-bill cost being displayed in the budget comparison section of the site timesheet by splitting the existing *delivered* value between 'EE delivered' and 'DOC cover' (from the DOC cover defined workbills). In this way a budget variance is clearly visible. Please note that this is only defined on the timesheet itself and will not affect the delivered pay or variance totals as they appear in the timesheet list. Furthermore, the inclusion of DOC cover work-bills in this section is based on the 'scheduled from date' of the work-bill falling within the date range of the timesheet.

Work to be planned? - allows the user to enter and save a workbill without the need to enter any scheduling or pricing information. These will need to be completed before the workbill can be approved or posted.

Saving a *workbill quote* sets its status to *New quote* rather than *New*, and as such a list of quotes can be easily extracted using the status on the *Workbill filter* screen.

Workbill Instructions

These can be entered as on standard workbills either by manually typing in the work instructions or completing the below grid if the system control setting for *Use 'work instruction build' up* is enabled. This option will allow the quoted amount to be entered if the workbill is flagged as *Quote?* and is set to *Invoice on confirmation*:

Workbill Detail - (new)

General

Close
Save
Notes

Cancel quote
Print/email quote
Credit control - OVERDUE
CREDIT EXCEEDED

Attachments
Request approval

Navigate
Save
Other
Record
Workflow

Workbill
Dates

Details

Workbill number: External reference: Quote?

Workbill type: Workbill category:

Batch:

Site: Prospect site?

Contract:

Client:

Task:

Title:

Contacts

Completion: DOC cover?

Acknowledgement: Work to be planned?

Allow material usage?

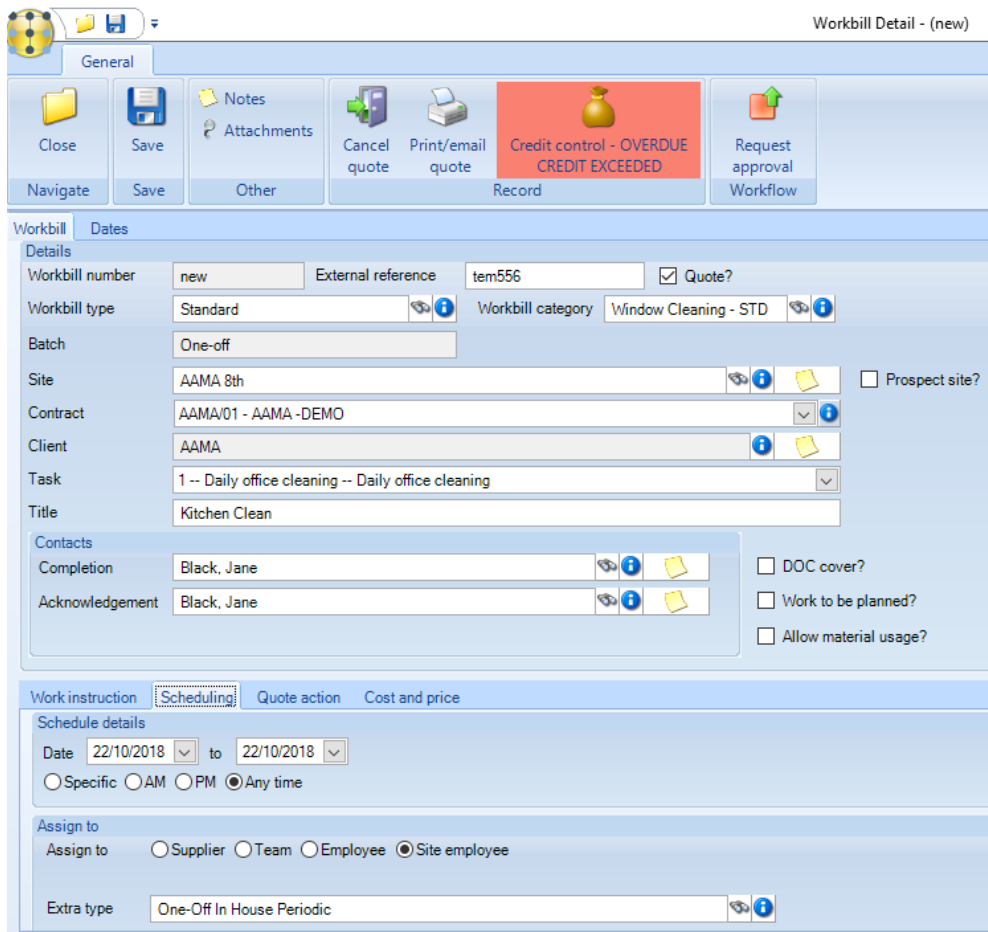
Work instruction
Scheduling
Quote action
Cost and price

Description of work	Vat code	SUPPLIER COST			QUOTED AMOUNT	
		Total	VAT	Supplies/Labour	Total	VAT
AAMA 8th - Kithcen Clean	Standard Rate	200.00	40.00	Labour	0.00	
AAMA 8th - Kitchen Clean	Standard Rate	100.00	20.00	Supplies	0.00	
		300.00	60.00		0.00	

Remove

Scheduling

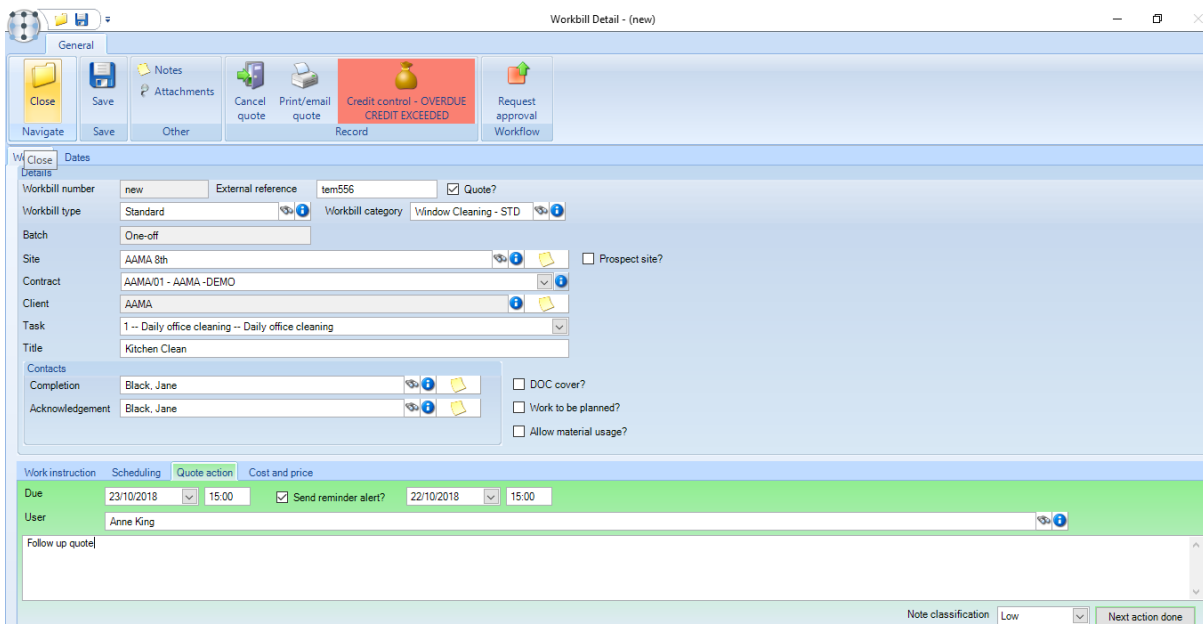
If known at the point of creating the *quote workbill* the *Schedule details* can be completed or left as is and changed at a later point (when the quote becomes a true workbill).



The *Assign to details* must be completed for all *workbills* including *workbill quotes*.

Quote Action

On a *workbill quote*, the *Quote action* tab is enabled where a user may add new actions.



Due date & time – enter the date and time the action should be completed by. A simple colour coding is applied to the quote action tab:

- Tomorrow or beyond – green
- Later today – orange
- Past – red

Send reminder alert? – if ticked the system will send the user an *alert* on the date and time specified.

User – select the user that will carry out the *Quote action*.

Action details – details of the *Quote action* should be entered in the *text box* provided.

Note classification – the *Quote action* can be classified as *Low, Medium, High* or *System*.

Next action done – clicking on this button will mark the current action as completed and allow the user to enter a new action.

Workbill Quote Approval

All *workbill quotes* must be approved. It is not possible to print or e-mail a quote document for an un-approved *workbill quote*.

Click on *Request approval* to send the *workbill quote* for approval.

Workbill Detail - (new)

General

Close Save Notes Attachments Cancel quote Print/email quote Credit control - OVERDUE CREDIT EXCEEDED Request approval Workflow

Workbill Dates

Details

Workbill number new External reference tem556 Quote?

Workbill type Standard Workbill category Window Cleaning - STD

Batch One-off

Site AAMA 8th Prospect site?

Contract AAMA/01 - AAMA - DEMO

Client AAMA

Task 1 -- Daily office cleaning -- Daily office cleaning

Title Kitchen Clean

Contacts

Completion Black, Jane DOC cover?

Acknowledgement Black, Jane Work to be planned?

Allow material usage?

Work instruction Scheduling Quote action Cost and price

Due 23/10/2018 15:00 Send reminder alert? 22/10/2018 15:00

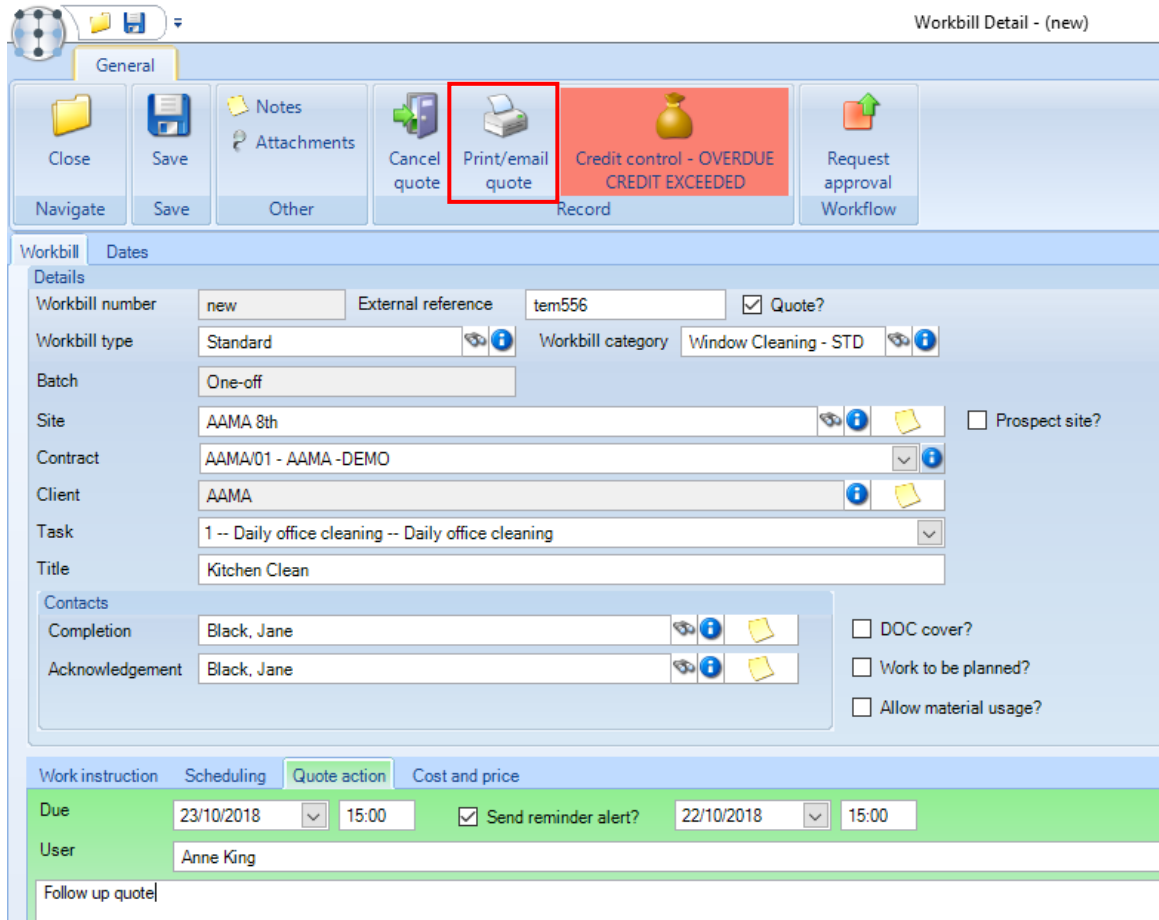
User Anne King

Follow up quote

Workbill Quote Document

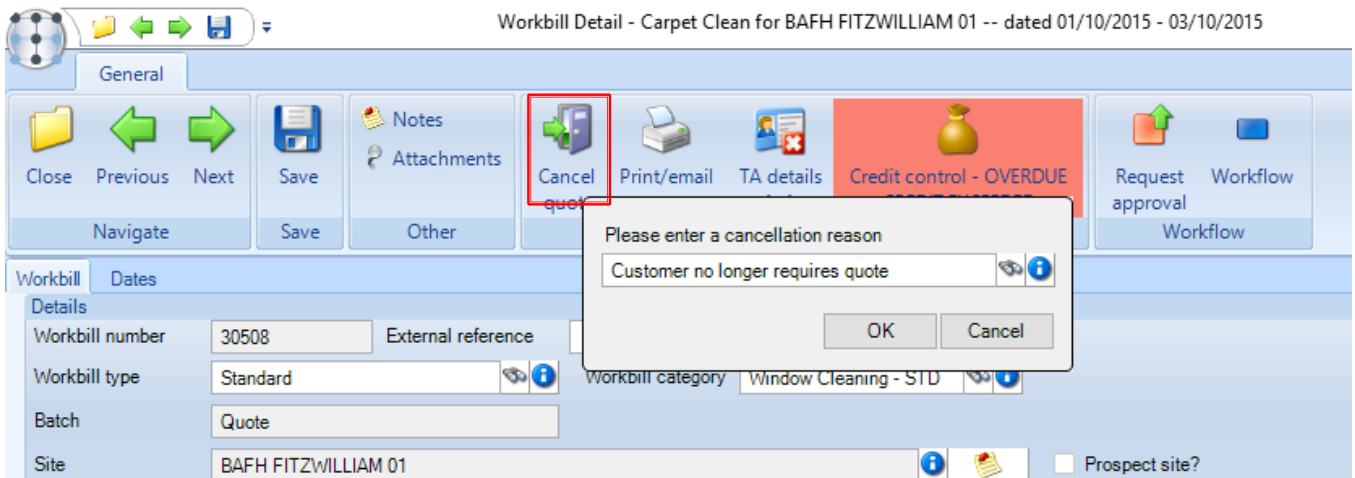
A workbill quote document can be printed or emailed from the *Print/email quote* button.

It is only possible to print/e-mail a quote document for an *approved quote workbill* and where an *acknowledgement contact with a valid e-mail address exists*.



Workbill Quote Cancellation

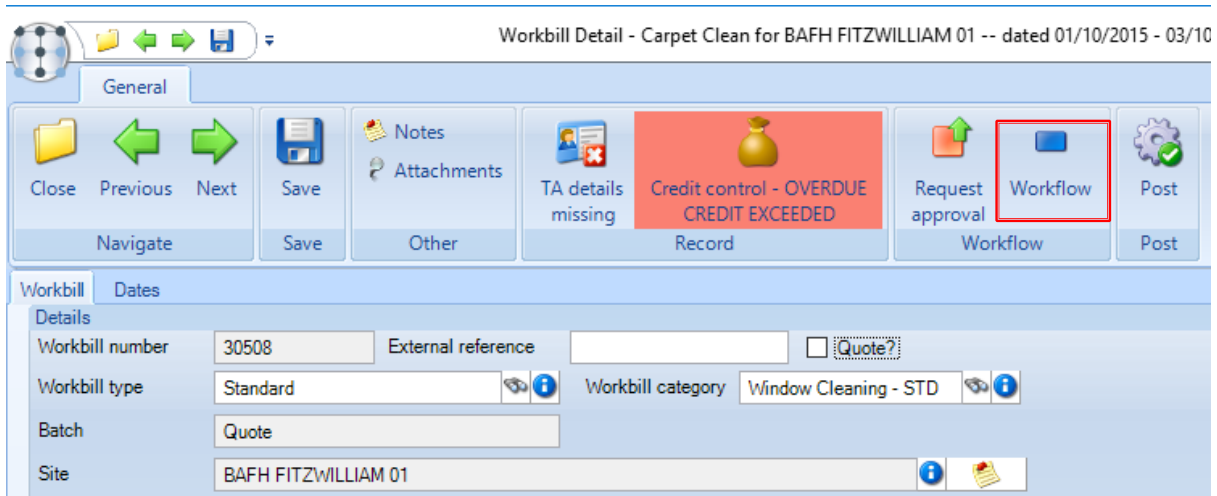
With the ability to create quotes, inevitably, some may not be converted into orders so when cancelling a quote, the user must specify a reason from a pre-defined list of reasons:



On processing the cancellation, the status is set to *Cancelled quote*. The reason is then visible on the workbill list and detail.

Converting a Workbill Quote to a Standard One-Off Workbill

For a workbill quote to become a standard one-off workbill the *Quote box?* need to be un-ticked and the workbill posted. It will not be possible to post an un-approved workbill quote.



Once posted the normal procedure (see later) for standard one-off workbills can be followed.

When an approved workbill quote is changed to a workbill, a new flag for **Was quote** is set on the workbill when saved. This field can be seen as an optional column on the workbill list column chooser and is an option on the Workbill list filter screen.

Workbill Quote Process – Generic Sites

BACKGROUND

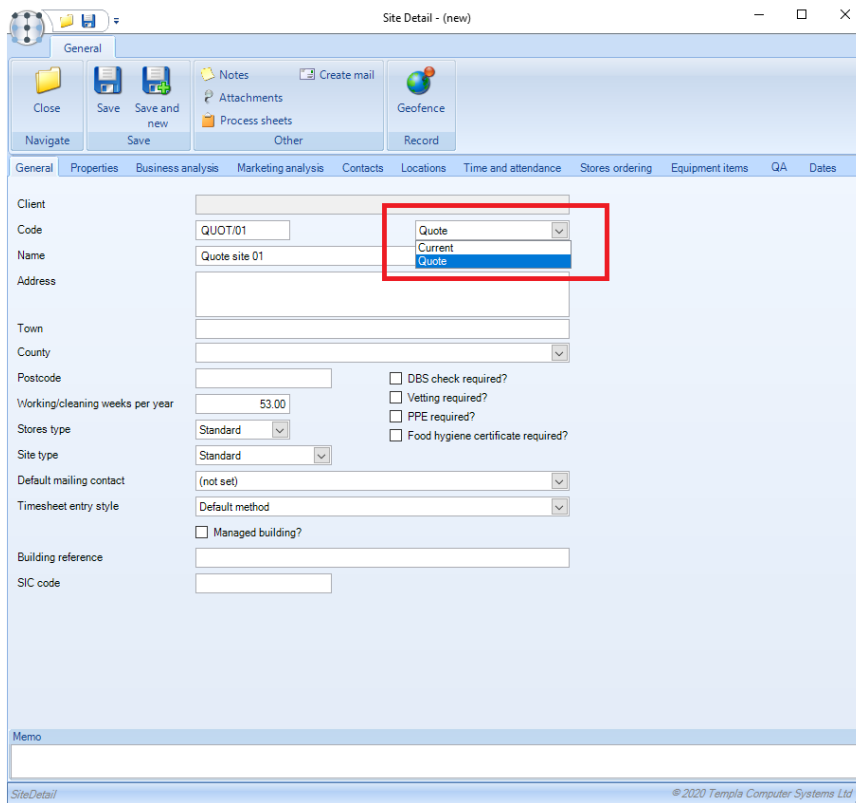
Please note the following process is only for use in conjunction with workbill quote print Format 3.

The purpose of this is to allow the definition of generic ‘quote’ sites that can be used in conjunction with ad-hoc contact details when creating workbill quotes. In this way the overhead of setting up a site need not be undertaken until such time as the quote is accepted.

QUOTE SITES

A new dropdown for *Quote* is available when defining a site – sites flagged as *Quote* can only be used for quoting purposes. When flagged as a *Quote* site, no client can be assigned to the site, and the site cannot be assigned to any contracts. Because *Quote* sites have no client associated with them, they are shown with an ‘account type’ of ‘Prospect’.

St	O	Code	Type	Name
		QUOT/01	Prospect	Quote site - North West

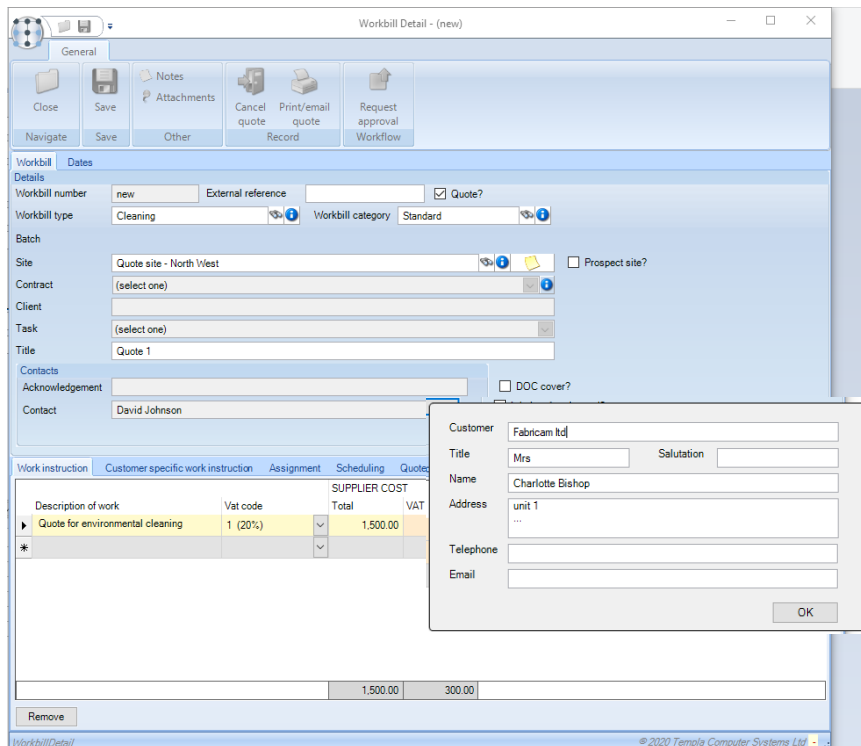


When users who perform workbill entry are restricted by business analysis, the business analysis codes of the quote site should reflect the relevant users' business analysis codes.

The existing site status lists on the *Site & Address Book* filters also allow filtering and dashboard reporting on quote sites.

WORKBILL QUOTE CREATION

When creating a workbill quote for a site flagged as a *Quote* site, it is possible to enter either a pre-defined acknowledgement contact, or ad-hoc contact details:



All of the ad-hoc contact fields are optionally available on the workbill list via the column chooser and allow for the customer name to be entered (for printing on the quote document).

VAT CODE

When using the multi-row work instruction build-up, each row requires a VAT code to be specified. Normally this would come from the client, but for a quote or prospect site there is no client, therefore the default VAT code as defined on *System Control > Billing* will be used.

WORKBILL QUOTE PRINTING

Where a workbill quote has a site set as a *Quote* site, the name and address details printed on the workbill quote document are taken from either the acknowledgement contact or the ad-hoc contact details entered on the workbill.

OVERRIDE ADDRESS (CONTACT)

For a quote site workbill, the 'override address' option (specified on the 'cost and price' tab of the workbill) is suppressed as it is not relevant. When the quote is agreed upon, and therefore a real site is assigned, this option becomes available automatically.

WORKBILL QUOTE – CONVERSION TO A WORKBILL

Upon a client's acceptance of a workbill quote, a user must untick the *Quote?* checkbox, thus converting the quote into a one-off workbill that will be scheduled and completed. Going forward, the following process will occur:

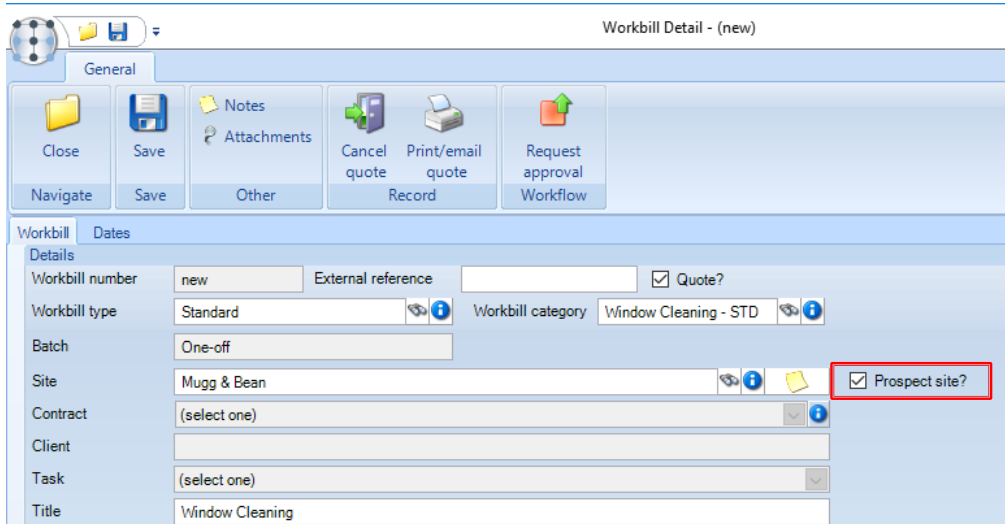
- The quote site must be replaced with an existing, or new, site
- If ad-hoc contact details are present on the workbill, the user is then prompted to convert the contact details to a new contact assigned to the site. They may either decline the conversion, or accept at which point a new contact is populated and displayed for the user to enter any remaining details (e.g. job title, etc.).

PROSPECT QUOTE WORKBILLS

The following process relates to other workbill quote print formats i.e. no Format 3 as explained above.

Prospect quote workbills only require a *prospect site* to be assigned (not a contract), and they can then be routed through workflow for costing, pricing and approval, before quoting and PO processing.

On creation of a one-off workbill, ticking the *Quote* checkbox enables the *Prospect site* checkbox, which when ticked will prevent the entry of contract and task details, restricting the user to selecting a prospect site:



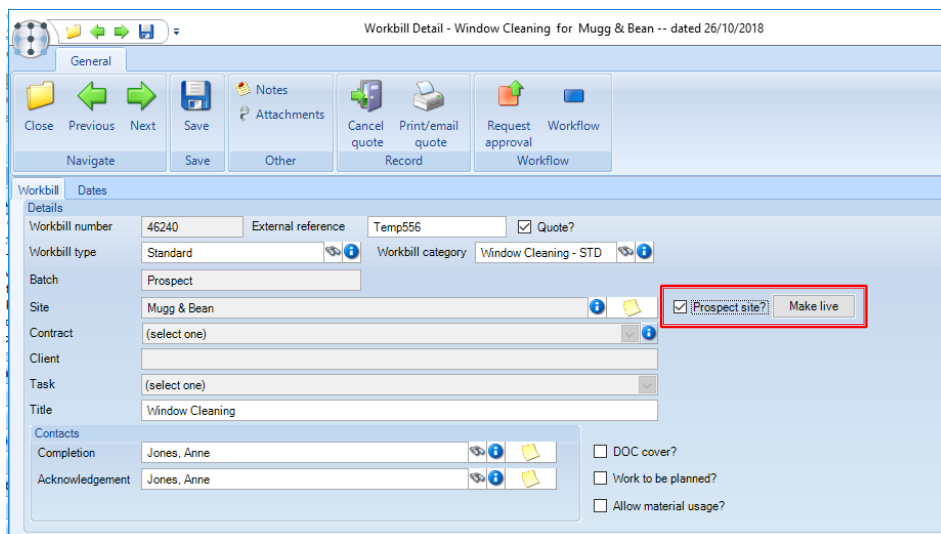
All processing on the prospect workbill is the same as any other **quote** workbill.

When the *quote* is accepted, the prospect site will need to be set as *Live*, and will require the Client and Contract records to be created and associated with the site.

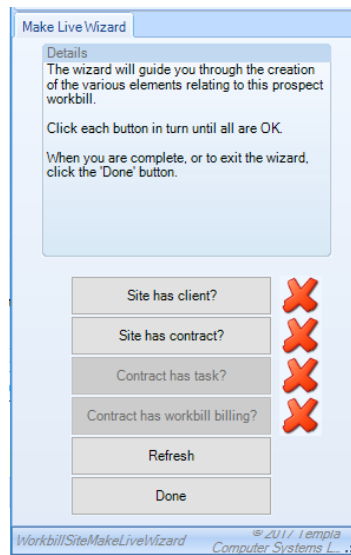
A quote or prospect workbill cannot be posted until the quote flag is un-ticked. In doing so, the *Prospect site* flag will also be removed and the workbill will therefore require all normal record assignments to take place, thus:

- Prospect site changed to live site
- New live client created and assigned to the live site
- New contract created and assigned to the live site
- New contract task created and associated billing line created to handle workbills
- Workbill updated with the above

To help the user through this process the *Make live* wizard can be used:



The *Make live* wizard prompts the user through assignment and creation/update of the client, contract, task and billing line records.

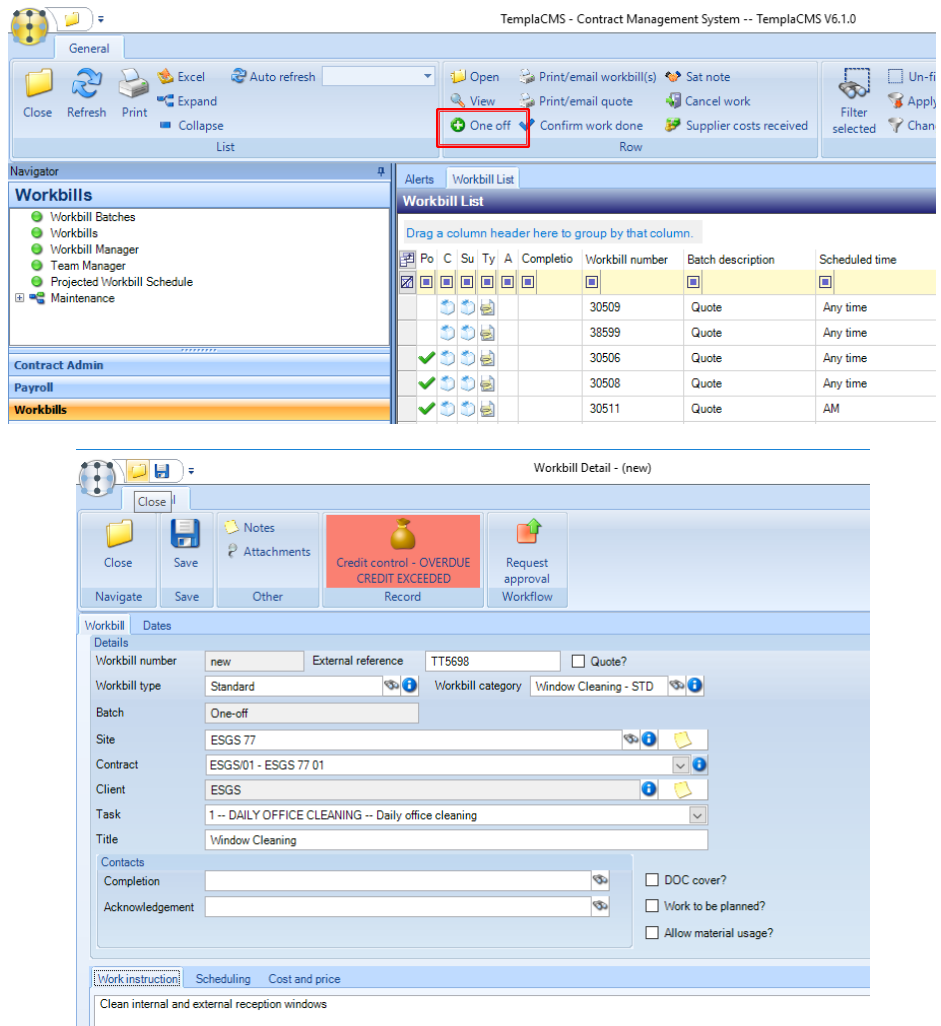


If contract set up requires separate workflow approval, then there may be some delay in completing this section, so progress will be saved so re-access to the prospect workbill will enable continuation. The completed wizard entries will then be applied to the workbill.

ONE-OFF WORKBILLS

Creation

Other than converting a *workbill quote* into a *one-off workbill* a *one-off workbill* can also be created via the *One-off* button available on the *Workbill List* screen on the *Workbill menu*:



Workbill number – this will be automatically generated by the system.

External reference – enter an external reference.

Workbill type – select the relevant workbill type.

Workbill category – select a workbill category.

Batch – for *one-off quote workbills* the batch number will be generated by the system.

Site – enter /select the site that the workbill is for.

Contract – select the contract relevant to the chosen site for the workbill.

Client – this will default in based on the selected site.

Task – choose the relevant task for the *workbill*.

DOC cover? - this handles the scenario where sub-contractors are brought in to cover contracted tasks that would normally be on the timesheet. When flagged in this way the workbill must be assigned to a supplier, and a purchase cost type entered. Adding the purchase cost type to the existing delivered pay budget group will result in the work-bill cost being displayed in the budget comparison section of the site timesheet by splitting the existing *delivered* value between '*EE delivered*' and '*DOC cover*' (from the *DOC cover* defined work-bills). In this way a budget variance is clearly visible. Please note that this is only defined on

the timesheet itself and will not affect the delivered pay or variance totals as they appear in the timesheet list. Furthermore, the inclusion of DOC cover workbills in this section is based on the 'scheduled from date' of the work-bill falling within the date range of the timesheet.

Work to be planned? – allows the user to enter and save a workbill on the system without the need to enter any scheduling or pricing information. These will need to be completed before the workbill can be approved or posted.

Title – careful consideration should be given to the title as this can be used to print on the workbill invoices.

Completion – if specified, a completed workbill can be automatically emailed to this contact.

Acknowledgement - this option is only available on *quote workbills*.

Workbill Instructions

These can be entered as on standard workbills either by manually typing in the work instructions or completing the grid if the System Control setting for *Use work instruction build-up* is enabled.

The screenshot shows the 'Workbill Detail - (new)' form. The 'General' tab is active, displaying various action buttons like 'Close', 'Save', 'Notes', 'Attachments', 'Credit control - OVERDUE CREDIT EXCEEDED Record', and 'Request approval Workflow'. Below this, the 'Workbill' and 'Dates' sections contain fields for 'Workbill number' (new), 'External reference' (TT5698), 'Workbill type' (Standard), 'Workbill category' (Window Cleaning - STD), 'Batch' (One-off), 'Site' (ESGS 77), 'Contract' (ESGS/01 - ESGS 77 01), 'Client' (ESGS), 'Task' (1 -- DAILY OFFICE CLEANING -- Daily office cleaning), and 'Title' (Window Cleaning). The 'Contacts' section includes 'Completion' and 'Acknowledgement' fields, along with checkboxes for 'DOC cover?', 'Work to be planned?', and 'Allow material usage?'. At the bottom, the 'Work instruction' tab is highlighted with a red border, showing the text 'Clean internal and external reception windows'.

Scheduling

If known at the point of creating the *workbill* the *Schedule details* can either be completed or left as is and changed at a later point via the *Amend Workbill* option.

The screenshot shows the 'Scheduling' tab of the 'Workbill Detail' form. The 'Schedule details' section includes a 'Date' field set to '22/10/2018' to '22/10/2018', with radio buttons for 'Specific', 'AM', 'PM', and 'Any time' (selected). The 'Assign to' section has radio buttons for 'Supplier', 'Team', 'Employee', and 'Site employee' (selected). The 'Extra type' field is set to 'One-Off In House Periodic'.

Schedule details – workbills can optionally be scheduled to a date and time range as well as morning, afternoon, or any time. On selecting the Specific option, a from and to time need to be specified.

Assign to – workbills can be assigned to a Supplier, Team, Employee or Site employee:

- *Supplier* – when selected the relevant supplier (sub-contractor) and *purchase cost type* should be selected in the *Cost type* field.
- *Team* – when selected the relevant Workbill Team and payroll extra type should be selected in the *Cost type* field. The *payroll extra type* will be used when paying these employees.
- *Employee* - when selected the relevant employee that will be doing the work and *payroll extra type* should be selected in the *Cost type* field. The payroll extra type will be used when paying these employees.
- *Site employee* – when selected the system will assume and one of the employees already working on the site will be doing the work. The *payroll extra type* will be used when paying these employees. At the point of paying the employees, the user can select the actual employee who did the work.

Cost and Price

This section allows the separate entry of budget costs for labour and supplies and will be defaulted in based on the information on the *Work Instruction* tab if the System Control setting for *Use work instruction build-up* is enabled.

Budget costs and sales prices are mandatory fields in the following circumstances:

- Confirmation of all or partial work done will be disallowed where no budget cost exists and the new 'FOC Cost' checkbox has not been checked on the workbill details tab.
- Where a workbill is flagged as 'Invoice on confirmation', confirmation of all work done will be disallowed where no sales price exists and a new 'FOC Price' checkbox has not been checked on the workbill details tab.

For an approved workbill, where either the budget cost or sales price is zero or the FOC checkboxes are unchecked, two respective Workflow rules exist on the workbill approval path type so that the budget cost and/or sales price can be sent for separate action/approval.

OVERRIDE ADDRESS

One-off workbills include the option for an *Override address?* Contact. This optional contact is only available on one-off workbills if the 'Invoice on confirmation' checkbox has been ticked.

If an *Override address?* contact has been defined, at the point of creating either the client or supplier copies of the workbill, the address will be set to the 'Override address'.

Workbill no: 11692	Workbill
Scheduled for: 08/01/2018	
Site code: HIG004/1	
Site address:	
Mr AJ Jeffrey	
5 Test Lane	
Testerfield Kent TN9 1CX	

If an *Override address?* contact has been defined, at the point of creating the invoice the contact will be used as the invoice address.

Invoice header

Batch: batch 745 - Adam Workbill Billing run test for Accounts ending 31/0 Type: Invoice

Client: Penfold Consultants Ltd Dated: 31/01/2018

Site: Address to: Contact

Invoicee contact: AJ Jeffrey

Stores Orders

Stores Orders can be assigned to a one-off *workbill* (ad-hoc) via the *Workbill* field on the *Stores Order*.

When an order is accessed directly, the workbill can be searched for and retrieved to assign it. A user can only assign workbills to a *Stores Order* for the same site and contract. Multiple stores orders can be assigned to the same workbill.

Stores Order Details - New

General

Close Save Save and new Attachments Request approval Expand all Collapse all Credit control - OVERDUE CREDIT EXCEEDED Record

Stores Order: Dates

Order number: new Client order ref: Billing status: Un-invoiced

Site: BAFH FITZWILLIAM 01

Deliver to: Site Contact (not set)

Contract: BAFH/01 - BAFH FITZWILLIAM 01

Order date: 22/10/2018 Required date: 22/10/2018

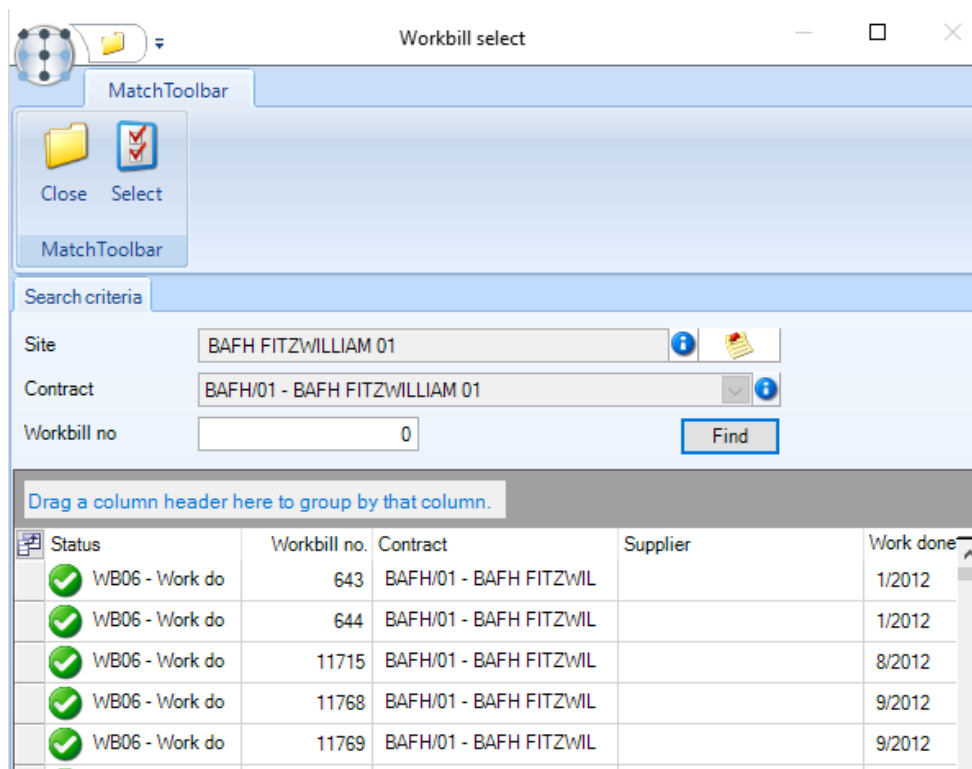
Ordered by: Administrator, Tem Supplier order ref:

Assign: Workbill Workbill 30510

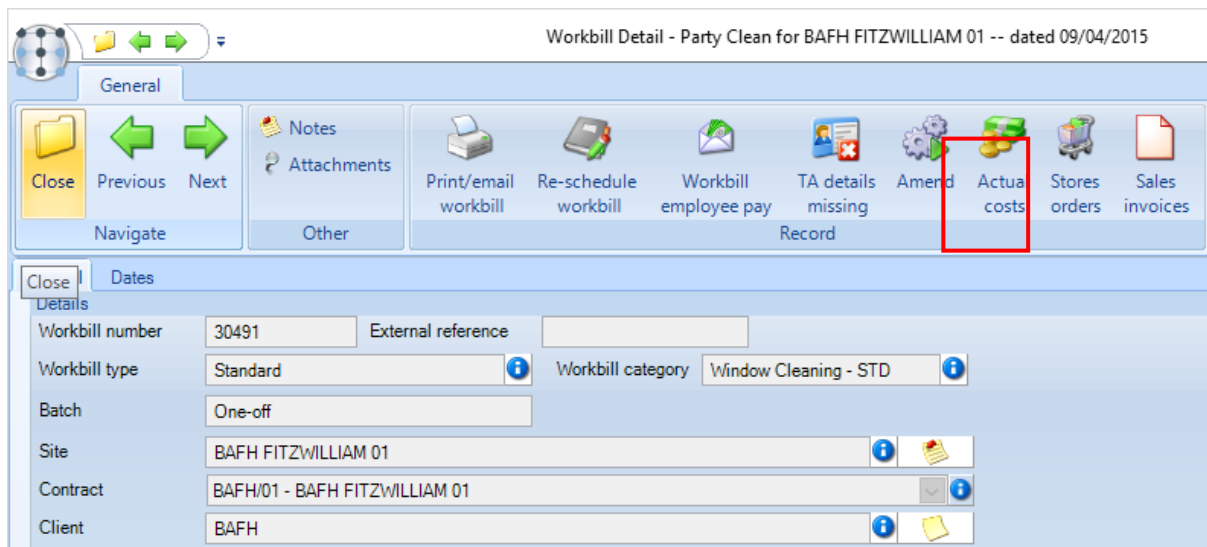
Special instructions Request notes

Standard Equipment item Staged billing

Template	Category	Group	Product	Supplier	Qty	Unit	Unit cost	Zero cost	Vat code
	Cups	Re-chargeable w	10OZ INSULATE	THAMESJ		Case	£23.230		Standard Rate
	Brooms	Janitorial Items	12 INCH STIFF	THAMESJ		Item	£1.260		Standard Rate



Stores orders relating to a workbill can be accessed from the workbill record, via the *Stores Orders* button. On accessing it displays the stores orders list which will be automatically filtered to those orders already assigned to the current workbill.



From this option a new stores order can be created - the current workbill number will be automatically assigned to the new order. The site and contract fields from the workbill will also automatically default onto the new stores order and the user will not be able to make any changes to them.

The following restrictions apply to linking a Stores Order to a workbill:

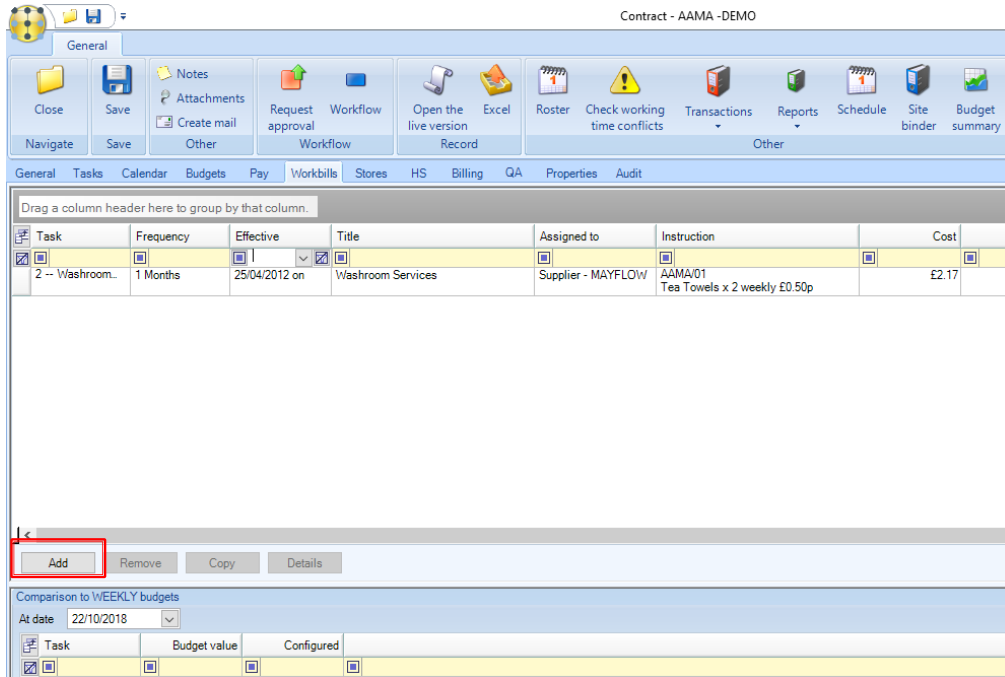
- The *To Stores* order type cannot be used
- The *Repeat* orders option cannot be used
- Materials and consumables budgets and controls will be disabled
- Materials, consumables and recharge templates cannot be used

All products acquired for an ad-hoc workbill need a *Purchase Type of Ad-Hoc Materials*.

CONTRACTED WORKBILLS

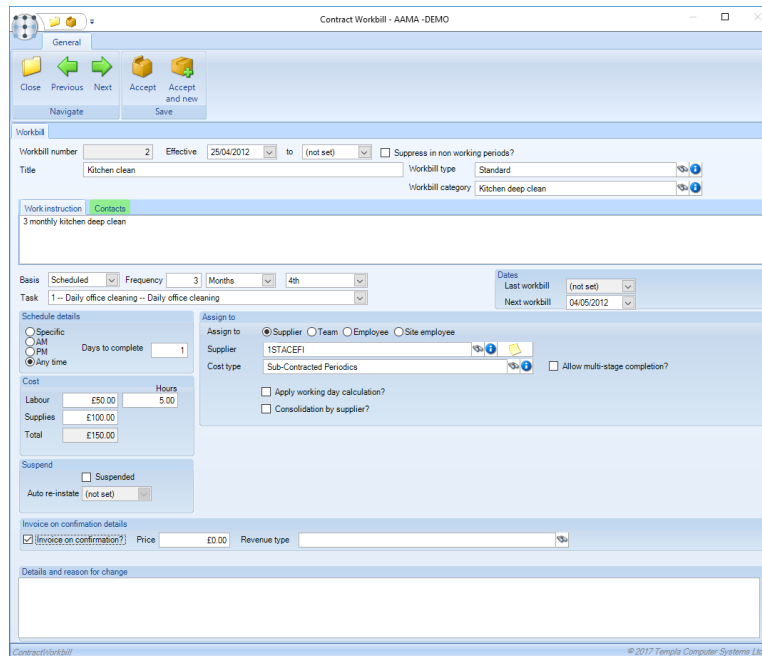
Contract Setup

A *contracted* workbill can be added from the *Workbill* tab on a contract.



If the relevant *Workbill tasks* do not exist on the contract these need to be added first.

Click on *Add* and complete the workbill details on the following screen:



Workbill number – this will be automatically generated by the system.

Effective dates – the date the workbill takes effect from should be entered here, the *to date* is normally *not set* unless the date is known at the time of adding the workbill.

Suppress in non-working periods – when selected workbill generation will be suppressed where *non-working periods* are defined on the associated *site or task specific calendar*.

Title – careful consideration should be given to the title as this can be used to print on the workbill invoices.

Workbill type – select the relevant workbill type.

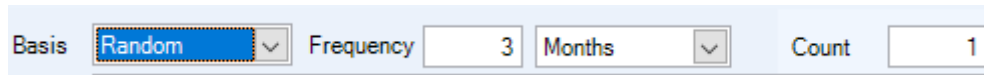
Workbill category – select a workbill category.

Work Instruction – details of the work to be done should be entered here, a list of substitution keys exist that can be used to default in additional details. These details will appear on the workbill documents.

Contacts – a *Completion contact* can be specified from the *Contacts* option. On completion of the workbill the completion contact will automatically be notified that the work has been completed.

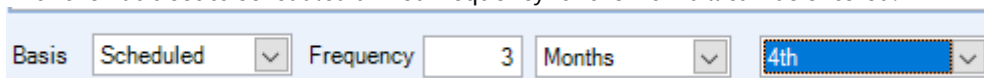
Basis – the options are *Random* and *Scheduled*:

- *Random* – this allows workbills to be generated at random intervals within a defined period, e.g. 8 workbills within a year. Thus, when random is selected, the *Count* field is displayed:



The screenshot shows a form field for 'Basis' with a dropdown menu set to 'Random'. To the right of the dropdown are two input fields: 'Frequency' with the value '3' and 'Months' with a dropdown arrow. Further right is a 'Count' field with the value '1'.

- *Scheduled* - with the *Basis* set to *Scheduled* a fixed frequency for the workbill can be entered.



The screenshot shows a form field for 'Basis' with a dropdown menu set to 'Scheduled'. To the right of the dropdown are two input fields: 'Frequency' with the value '3' and 'Months' with a dropdown arrow. Further right is a dropdown menu for a specific date, currently set to '4th'.

- When defining a monthly workbill, the 'specific date' option allows for each date of the month, 1st – 31st:
 - When defining a new monthly contract workbill, the next workbill date shows as the first workbill date. As the date for each instance of the workbill is defined, it is subsequently possible to override the first workbill date to allow the initial instance of a workbill to occur on a date out of line with the defined workbill date. In this way, a workbill could be defined to occur on the 15th of each month, but with the first workbill to be generated on the 26th.
 - Where the first workbill date is out of line with the defined option, e.g. the first workbill date is set to the 15th and the workbill line is defined to occur on the 20th or the next workbill date is set as a Monday and the workbill line is defined to occur on the last Friday, a warning icon next to the first workbill shows a difference in defined dates. Note that when selecting a day e.g. first Monday, and the first workbill is set to go out on the second Monday, no warning will be shown.
 - Where a date of the month is selected which may not occur in each month, e.g. the 31st, when generating a workbill batch the system will automatically select the last date of the month.
 - Once the first workbill has been generated for a contract workbill line, the next workbill date will again show as such.

Task – the relevant workbill task should be selected. If there is no *task* assigned to the contract, one must be created and added to the contract first.

Last workbill – the system will update the *Last workbill* date each time a workbill is posted for the relevant workbill batch.

Next workbill – the **Next workbill** date will be incremented each time a workbill is posted for the relevant workbill batch. If this is a new workbill the user need to specify the next workbill date for the first workbill to be generated.

Schedule details – workbills can optionally be scheduled to a date and time range as well as morning, afternoon, or any time. On selecting the Specific option a from and to time need to be specified.

Assign to – workbills can be assigned to a *Supplier*, *Team*, *Employee* or *Site employee*:

- *Supplier* – when selected the relevant supplier (sub-contractor) and *purchase cost type* should be selected in the *Cost type* field.
- *Team* – when selected the relevant Workbill Team and payroll extra type should be selected *in the Cost type* field. The *payroll extra type* will be used when paying these employees. **Note**, see the section below for more information on the *Number of employees* and *preferred employees* in regards to assigning a workbill to a team.
- *Employee* - when selected the relevant employee that will be doing the work and *payroll extra type* should be selected in the *Cost type* field. The payroll extra type will be used when paying these employees.
- *Site employee* – when selected the system will assume and one of the employees already working on the site will be doing the work. The *payroll extra type* will be used when paying these employees. At the point of paying the employees, the user can select the actual employee who did the work.

Cost and price - this section allows the separate entry of budget costs for labour and supplies as well as displays the actual spend and any variances. Budget costs and sales prices are mandatory fields in the following circumstances:

- Confirmation of all or partial work done will be disallowed where no budget cost exists and the new **'FOC Cost'** checkbox has not been checked on the workbill details tab.
- Where a workbill is flagged as **'invoice on confirmation'**, confirmation of all work done will be disallowed where no sales price exists and a new **'FOC Price'** checkbox has not been checked on the workbill details tab.

For an approved workbill, where either the budget cost or sales price is zero or the FOC checkboxes are unchecked, two respective Workflow rules exist on the workbill approval path type so that the budget cost and/or sales price can be sent for separate action/approval.

Suspend – when ticked workbill generation will be suspended until this flag is removed or the auto re-instate date is reached.

Invoice on confirmation – when selected this will ensure that an invoice is automatically generated when the workbill is completed, as long as there is an appropriate invoice batch open at the time. For Invoice on confirmation the following details should be completed:

- Price** – the amount that the customer will be charged.
- Revenue type** – this should be the revenue stream that the income from the workbill will hit it in the Nominal Ledger.
- Client PO ref (optional)** - a client Purchase Order reference can optionally be entered here.
- FOC price** – this option should be used if there is no cost to the customer but they will receive an invoice to inform them that this work was delivered free of charge.

Allow multi-stage completion – this allows multiple partial completions on a workbill to accommodate circumstances where a single workbill requires work done over a long time (that transcends two or more financial periods), which consequently may need to be purchase invoice matched multiple times before it is deemed fully complete.

Apply working day calculation? – when ticked, the **Hours** and **Cost** fields will be suppressed and the **Supplier working days** box will be displayed instead. This allow the user to define days of week plus either rates, including optionally a bank (public) holiday factor, or a supplier pay scale.

The screenshot shows a configuration window for a workbill. The 'Assign to' section has radio buttons for Supplier (selected), Team, Employee, and Site employee. The Supplier field contains 'WILLIAM CRAIG' and the Cost type is 'DOC cover'. There is an unchecked checkbox for 'Allow multi-stage completion?'. A red box highlights the 'Apply working day calculation?' section, which includes a checked checkbox for 'Apply working day calculation?' and a checked checkbox for 'Consolidation by supplier?' with a 'Reference' field containing 'wc2'. Below this is the 'Supplier working days' table:

Supplier working days	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Week
Hours	5.00	5.00	5.00	5.00	5.00	0.00	0.00	25.00
Rates	8.0000	8.0000	8.0000	8.0000	8.0000	0.0000	0.0000	200.0000
Pay scale	Bank holiday factor (e.g. 2 for double time)							2.00

The workbill value will be calculated as follows:

- No of Mondays in the frequency * **x** pay rate[†] (**x** factor if bank holiday)
- No of Tuesdays in the frequency * **x** pay rate[†] (**x** factor if bank holiday)
- No of Wednesdays in the frequency * **x** pay rate[†] (**x** factor if bank holiday)
- No of Thursdays in the frequency * **x** pay rate[†] (**x** factor if bank holiday)
- No of Fridays in the frequency * **x** pay rate[†] (**x** factor if bank holiday)
- No of Saturdays in the frequency * **x** pay rate[†] (**x** factor if bank holiday)
- No of Sundays in the frequency * **x** pay rate[†] (**x** factor if bank holiday)

* Where the number of any day within the frequency is determined from the contract or task calendar, taking any working/non-working bank holidays into account

† Where the rate (and factor) would be taken from the contact workbill daily rate and factor or, from the contract workbill's supplier type pay scale's daily rate and factor, depending on which is entered

When generating workbills, the 'Work instruction' tab (below) will be populated with one row per date providing full transparency:

Work instruction			Customer specific work instruction			Scheduling			Cost and price			Completion(s)					
Description of work						Vat code			SUPPLIER COST								
						Total			VAT			Supplies/Labour					
▶ sub contracted monthly cleaning						1 (20%)			0.00			0.00			Labour		
1.00 hours on Monday 01 February 2016						1 (20%)			8.10			1.62			Labour		
2.00 hours on Tuesday 02 February 2016						1 (20%)			16.40			3.28			Labour		
3.00 hours on Wednesday 03 February 2016						1 (20%)			24.90			4.98			Labour		
4.00 hours on Thursday 04 February 2016						1 (20%)			33.60			6.72			Labour		
5.00 hours on Friday 05 February 2016						1 (20%)			42.50			8.50			Labour		
6.00 hours on Saturday 06 February 2016						1 (20%)			51.60			10.32			Labour		
7.00 hours on Sunday 07 February 2016						1 (20%)			60.90			12.18			Labour		
1.00 hours on Monday 08 February 2016						1 (20%)			8.10			1.62			Labour		
2.00 hours on Tuesday 09 February 2016						1 (20%)			16.40			3.28			Labour		
3.00 hours on Wednesday 10 February 2016						1 (20%)			24.90			4.98			Labour		
									894.52			178.90					

Pay scale – supplier-specific pay scales can be defined and used on a contract workbill.

Consolidation by supplier? – if ticked this will automatically consolidate workbills by supplier for printing purposes. The workbill print will consolidate all workbills for the same supplier *within the same workbill batch* on to a single workbill document.

Supplier reference – if the *Consolidation by Supplier?* checkbox is ticked, then a generic 'supplier reference' can optionally be entered.

Click on *Save* once all the details have been entered to add the workbill to the contract.

Contracted Workbill Budgets

A new budget group can be created from the *Budget Group* option on the *Maintenance -> Budgets* menu.

The screenshot shows a software window with a 'General' tab. At the top, there are icons for 'Close', 'Save', and 'Save and new'. Below these are 'Navigate' and 'Save' buttons. The main area is divided into three sections: 'General', 'Cost types', and 'Dates'. Under 'General', there are input fields for 'Code' (containing 'wBB'), 'Description' (containing 'Workbill Budget - Window Cleaning'), and 'Section' (a dropdown menu set to 'Workbill'). Below these are three checkboxes: 'Suppress from contract control list?' (unchecked), 'Allow suppress in non-working period?' (checked), and 'Allow suppress in periodic period?' (checked). At the bottom, there is a 'Related budgets' section with a 'Master budget group' field and a search icon.

Code – enter a *Code* for the budget group.

Description – enter a meaningful description for the budget group.

Section – the *Section* for a *Workbill budget group* should be set to *Workbill*.

Suppress from contract control list? – if ticked the budget group will not appear on the contract control list.

Allow suppress in non-working period – if ticked the budget will be suppressed where non-working periods are defined on the calendar associated with the contract or periodic task.

Allow suppress in periodic period – if ticked the budget will be suppressed where periodic periods are defined on the calendar associated with the contract or periodic task.

Cost types – from the *Cost Types* tab the *Purchase Cost Types* relevant to the budget group should be added.

A workbill budget can be added from the *Budget* tab on a contract.

The screenshot shows a software interface for creating a budget. The window title is "Contract Budget - AAMA - DEMO - (new)". The "General" tab is active. In the "Budget details" section, the "Effective" date is set to "19/04/2012" and the "to" date is "(not set)". Both "Suppress in non working periods?" and "Suppress in periodic period?" are checked. The "Description" is "Workbill budget", the "Budget group" is "Workbill Budget - Window Cleaning", and the "Task" is "1 -- Daily office cleaning -- Daily office cleaning". The "Budget period" is set to "1" month. A "Period budget" section contains a "Value" field with "100.00".

Effective dates – the date the workbill takes effect from should be entered here, the *to date* is normally *not set* unless the date is known at the time of adding the workbill.

Description – enter a description relevant to the Budget.

Budget group – select the relevant workbill *Budget group*.

Task – select the task that is relevant to the *Budget Group*.

Budget Period – enter the period the budget value will relate to. This can be set in *weeks, months or years*.

Value – enter the value for the *Budget Period* specified.

CONTRACT WORKBILL IMPORT

Background

Whilst the *Workbill review* process available in *TemplaCMS* allows the bulk amendment of workbills, there is also a requirement to be able to create new contract workbills in bulk, rather than having to manually enter them contract by contract.

To facilitate this, the ability to import multiple contract workbills via a Microsoft Excel spreadsheet is available.

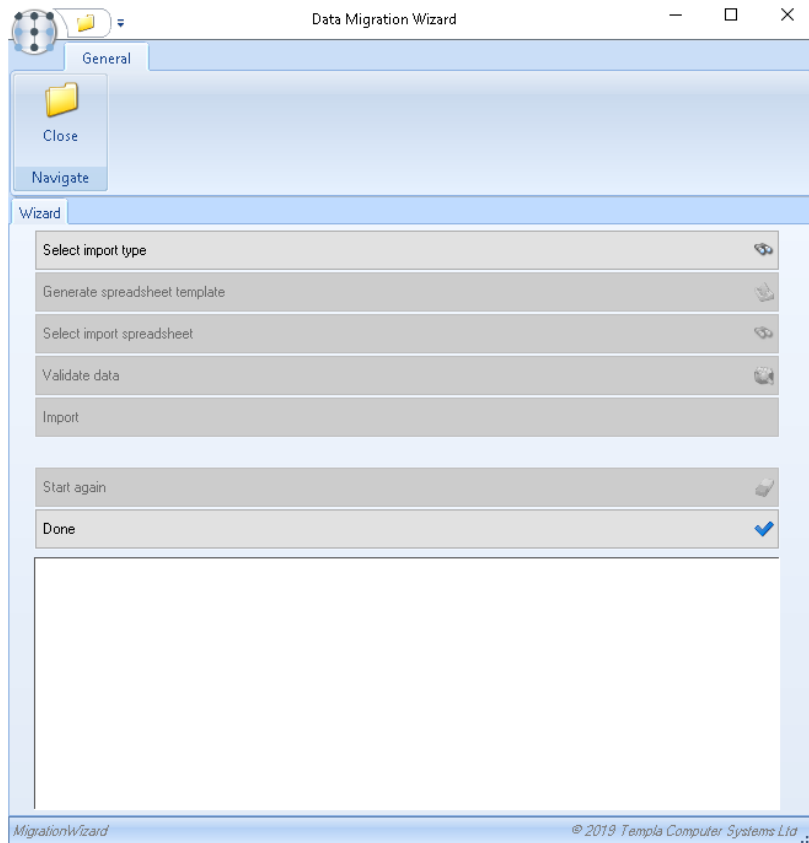
Migration Wizard

The *Migration Wizard* is a tool normally only available to system implementors as a method of bulk inserting data into a number of areas.

As with all areas of *TemplaCMS*, access to the 'Migration Wizard' is controlled by a function, and at the point of install, this function will not be assigned to any users. It is the responsibility of an administrator to assign it to appropriate users. Please contact the *Templa* projects team if there is a need to give users access to this functionality.

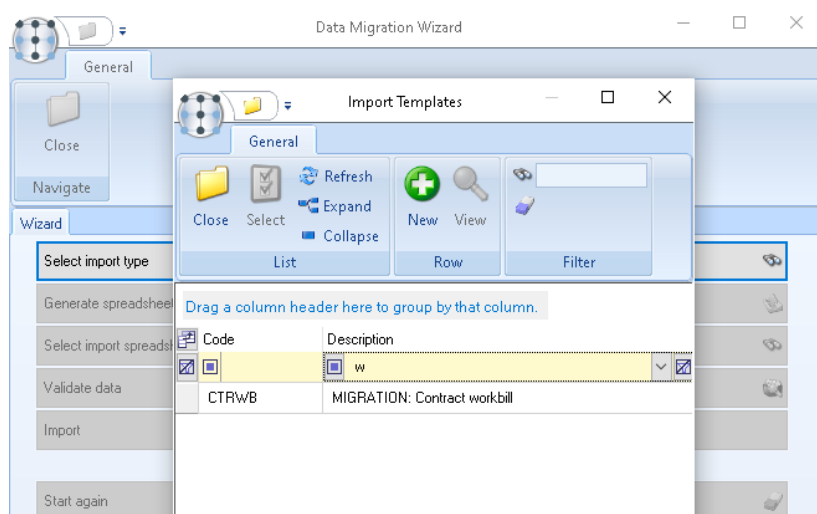
When authorised, the user will be able to access the *Migration Wizard* from the *System Admin > Miscellaneous* menu on the navigator.

When launched, the user is guided through the relevant processing steps.



Step 1: Select Import Type

The user will be shown a list of import types to which they are authorised. To import contract workbills, the below template should be selected:



Step 2: Generate spreadsheet template

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

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:



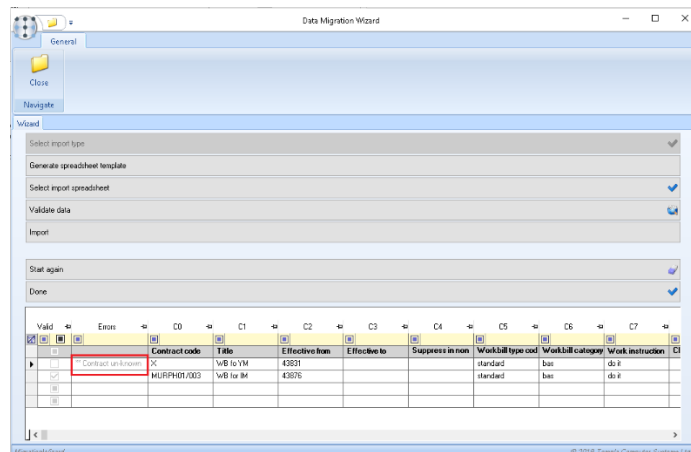
Once saved, the user should locate this and complete one row per contract workbill to be imported. In doing so the first row of the worksheet must be left completely un-altered – i.e. do not insert any columns, or change any column headings, as this will invalidate the format for import.

Step 3: 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 4: Validate data

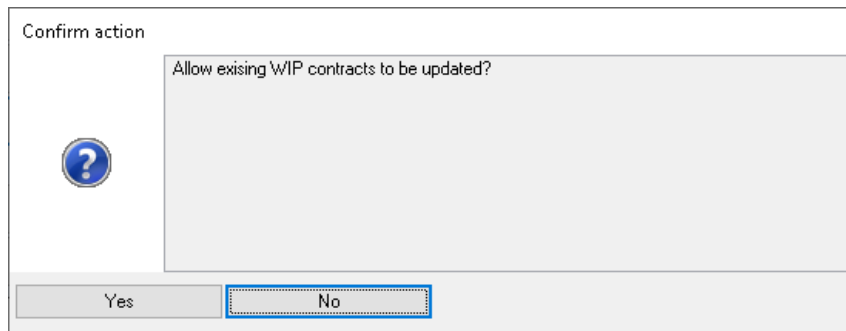
Validation will be performed on all rows to be imported. If any rows are found to be in error, the user will be prompted to abandon or continue the import. If 'continue' is selected, the errors will be shown against each row that is in error:



The user can choose to manually fix the data directly in the grid and repeat the validation, or return to the spreadsheet in order to fix the errors.

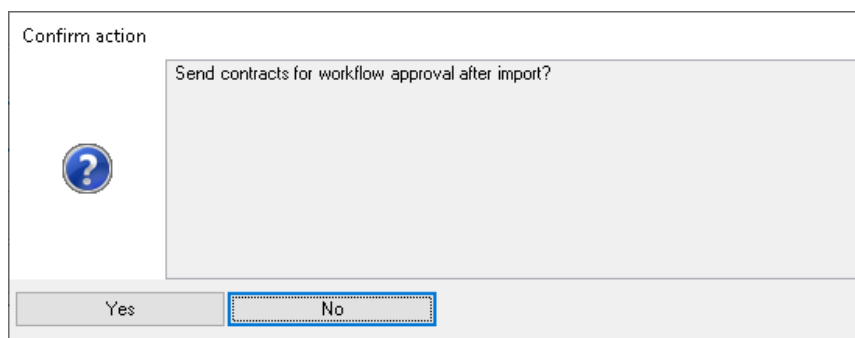
Step 5: Import

On selection, this will ask the user a series of questions that should be answered carefully:



A dialog box titled "Confirm action" with a question mark icon. The main text asks "Allow existing WIP contracts to be updated?". At the bottom, there are two buttons: "Yes" and "No". The "No" button is highlighted with a blue border.

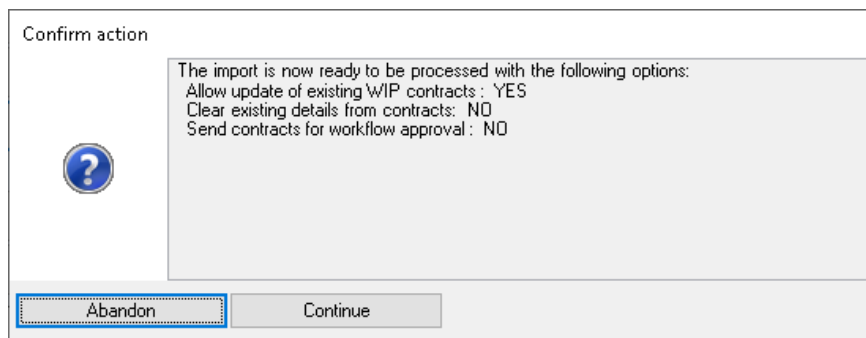
As part of the import, a *Work in progress* version of each contract will need to be created. If one already exists then the data will only be imported to this contract if the user selects *Yes* to this question.



A dialog box titled "Confirm action" with a question mark icon. The main text asks "Send contracts for workflow approval after import?". At the bottom, there are two buttons: "Yes" and "No". The "No" button is highlighted with a blue border.

If the user answers *No* to this, then any affected contracts will be left as *WIP*, so must be manually reviewed and sent for approval.

Having answered these questions, a confirmation is given before the import is performed:



A dialog box titled "Confirm action" with a question mark icon. The main text displays the following options:
The import is now ready to be processed with the following options:
Allow update of existing WIP contracts : YES
Clear existing details from contracts : NO
Send contracts for workflow approval : NO
At the bottom, there are two buttons: "Abandon" and "Continue". The "Abandon" button is highlighted with a blue border.

At this point, the user can *Abandon* and therefore change the import options, or *Continue* to process the import.

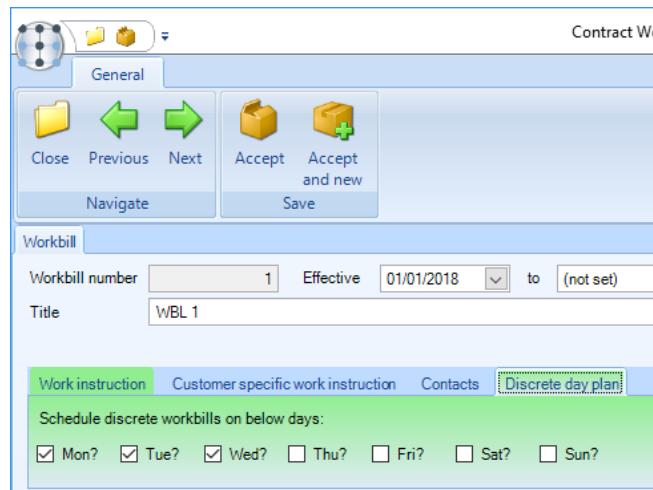
During the import process, all contracts to be affected will be locked from access by other users. Any that cannot be locked, or indeed any that cannot be updated due to existing WIP contracts, will be identified in the grid after the import has completed.

NON-CONTIGUOUS MULTI-DAY WORKBILLS

TemplaCMS allows multi-day workbills to be planned and created. With the *System Control* optin for *Allow discrete plan of multi-day workbills?* ticked it will be possible to schedule multi-day workbills where not every date is a working day, for example, a two-week job that does not involve weekend work.

Contract Workbills

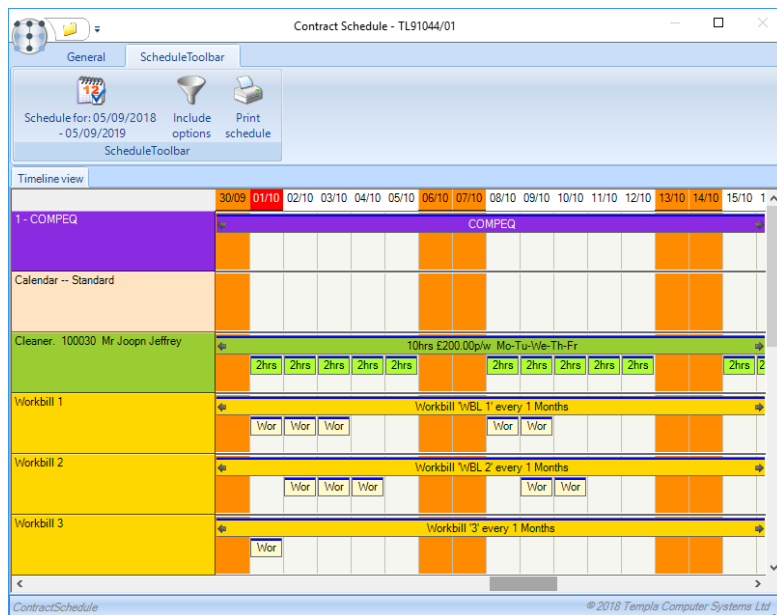
With the *System Control* flag checked, a tab for the *Discrete day plan* will appear on the contract workbill. This allows for 7 checkboxes to be entered with one for each day of the week. In this way, a contracted workbill can be specified to only occur on certain days of the week.



A warning will be displayed where discrete workbill days have been entered and the first workbill day of the week is not on a scheduled discrete day.

Contract Schedule

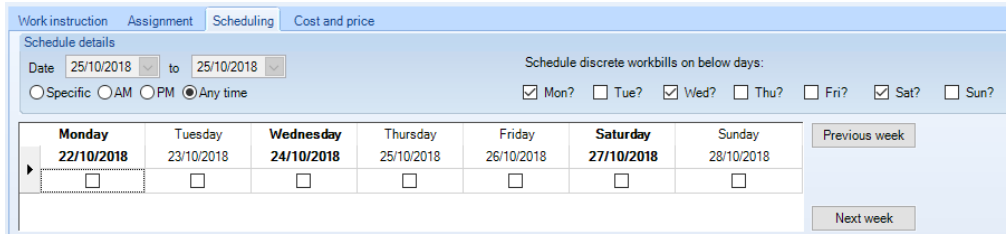
Where discrete workbill planning is in use on a contract workbill, the contract schedule plots the workbill daily, taking the discrete days into account. As such, the workbill will plot on the first available discrete day on or after the first/next workbill date.



One-Off Workbills

The seven checkboxes for each day of the week will be displayed on the scheduling tab, allowing the workbill to be specified to occur on certain days of the week.

When entered, an additional grid is available to allow *actual workbill date* scheduling. On the grid itself, discrete flagged days are highlighted in bold, though any date can be scheduled.



Buttons next to the grid for the *Previous week* and *Next week* allow new rows to be added to the grid for scheduling in previous or next weeks.

Note, that the use of discrete workbill days prevents direct entry of the scheduled dates from and to with these values defaulting from the assigned scheduled dates. As such, at least one scheduled date must be entered.

Where discrete workbill days are used in conjunction with preferred employees, upon selecting each actual scheduled date the user is prompted whether to add all employees to the date or not. Regardless of the user’s selected option, a button on each date in the grid allows the display and alteration of assigned employees on each date. Note that only assigned employees to the workbill can be selected on any date.

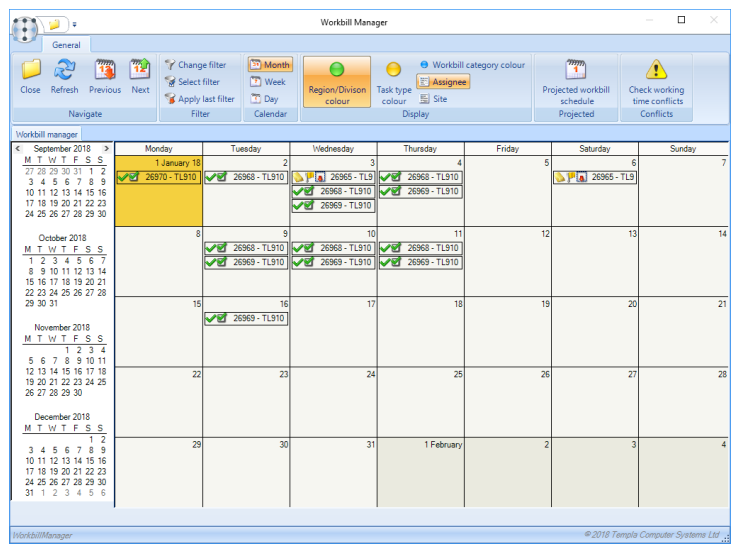
Workbill Generation

On the generation of a workbill the planned schedule dates are brought onto the workbill from contracted workbills and the scheduled dates are plotted to take the discrete days into account as per the contract schedule. Any assigned preferred employees will automatically be assigned to each generated scheduled date.

When printing workbills, the individual scheduled dates will not appear on the workbill print, instead of printing the schedule dates from and to as per now.

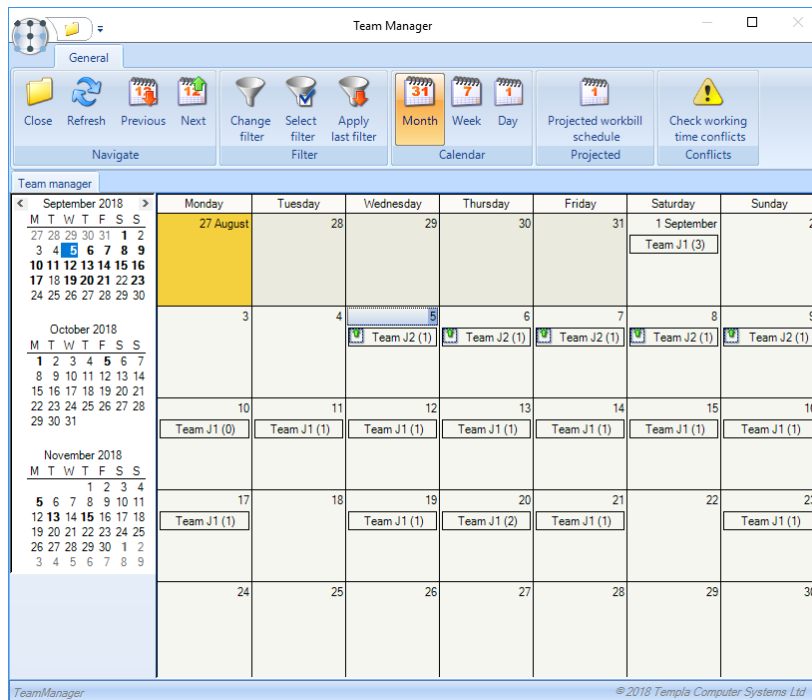
Workbill Manager

The workbill manager displays any scheduled workbill date individually where discrete scheduling has been enabled. Each date can be re-arranged individually, updating the workbill in the process. It is not possible to re-size discrete scheduled workbill dates via the manager so to increase the number of scheduled dates the workbill must be opened via the manager and then amended.



Team Manager

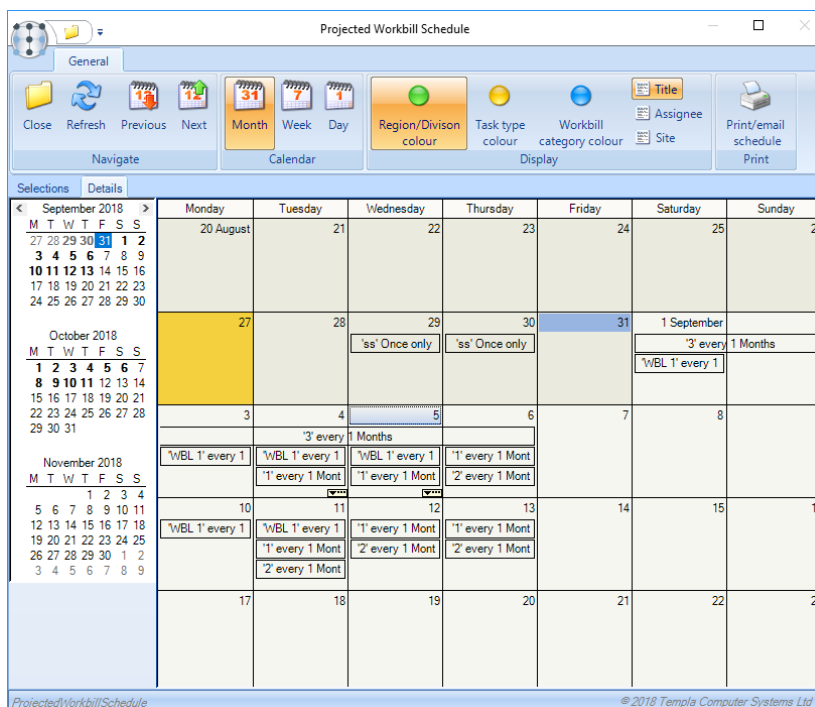
A discrete scheduled workbill integrates with a team plan on each scheduled date. As such, the team manager shows a team plan for each scheduled date. Moving a team plan via the manager or altering a team plan date directly updates the workbill scheduled dates. Changing the team on a team plan will directly update the workbill team for each scheduled date, re-integrating team plans in the process.



Projected Workbill Schedule

The projected workbill schedule allows the alteration of the first date of workbills, whether contracted and not yet generated or generated. For any discrete scheduled workbill:

- If contracted and not yet generated, the first date can be amended but not any individual scheduled date
- If generated, any workbill date can be altered via the schedule as per the workbill manager

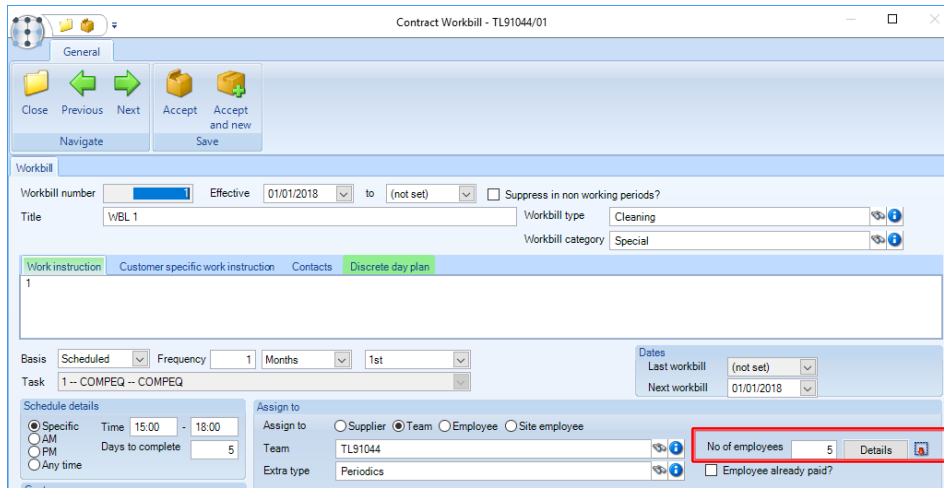


PREFERRED TEAM EMPLOYEES

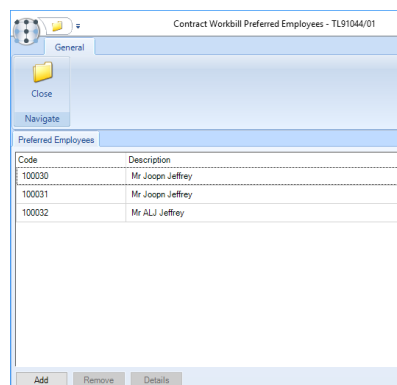
Preferred team employees can be specified on contracted and one-off workbills.

Contract Workbills

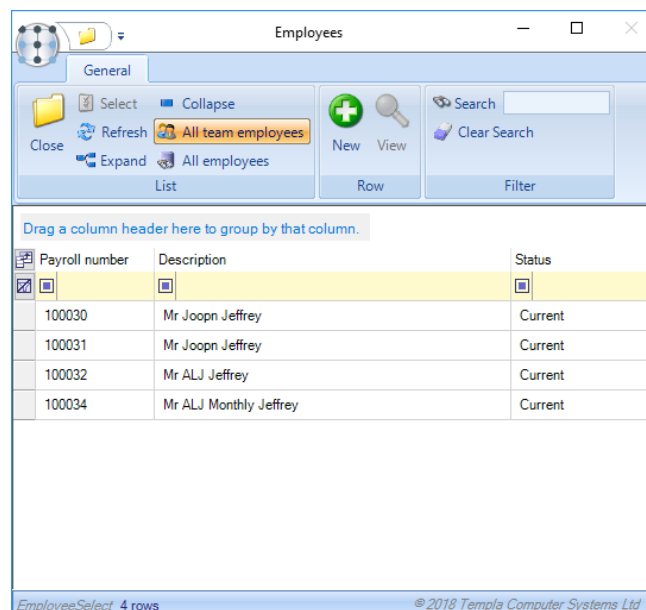
On assigning a workbill to a team the *No of employees* should be specified:



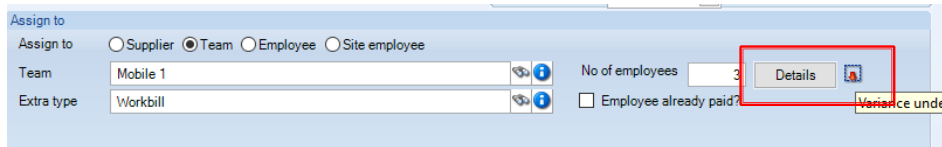
When entered, the *Details* button provides access to the contract workbills preferred employees screen allowing any number of employees to be selected.



Click on *Add* or *Remove* to manage the default employees appearing on the list.



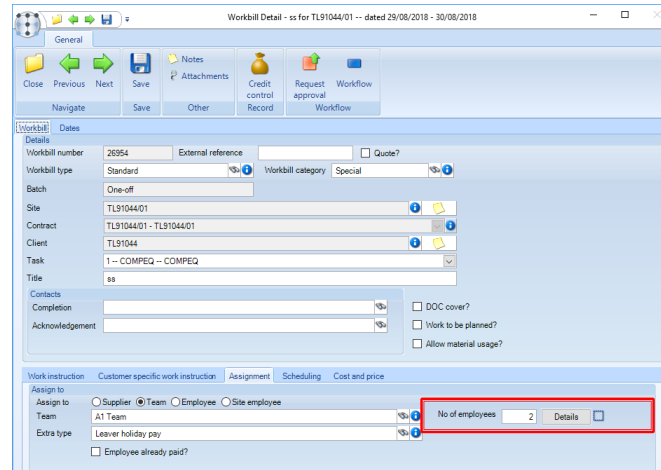
The icon next to the details button will show any variance between the required number of employees and those actually assigned to the contract workbill.



When generating workbills, the contracted preferred employees will automatically be brought onto each generated workbill.

One-Off Workbills

Assigning a team to a one-off workbill also allow the No of employees to be specified.

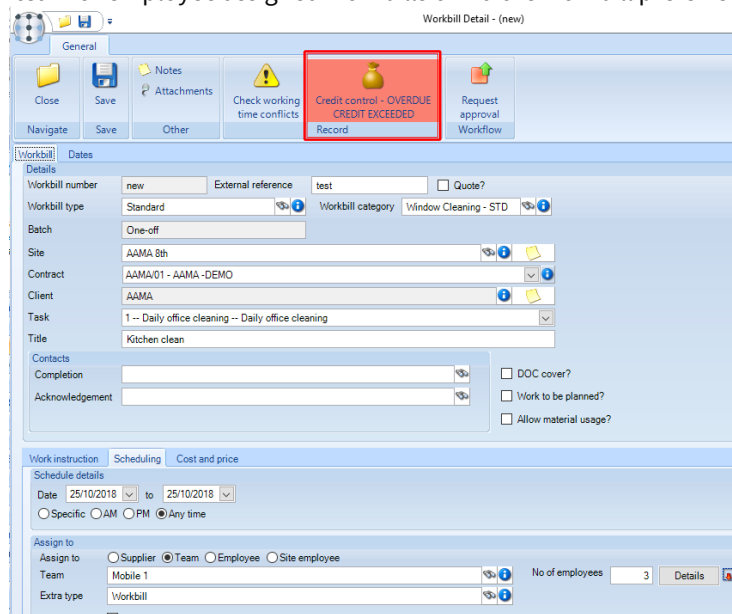


When entered, the details button provide access to the workbills preferred employee's screen allowing any number of employees to be selected. This will default to the employees on the selected team but allow employees to be added or removed.

When used in conjunction with non-contiguous multi-day workbills, the user is prompted whether to assign all employees to each scheduled date when assigning to the preferred employees. The icon next to the *Details* button shows any variance between the required number of employees and those assigned to the workbill.

Check Working Time Conflicts

It is possible to check for any working time conflicts for employees against other workbills via the *Check working time conflicts* button available on team or employee assigned workbills or via the workbill preferred employee's screen.

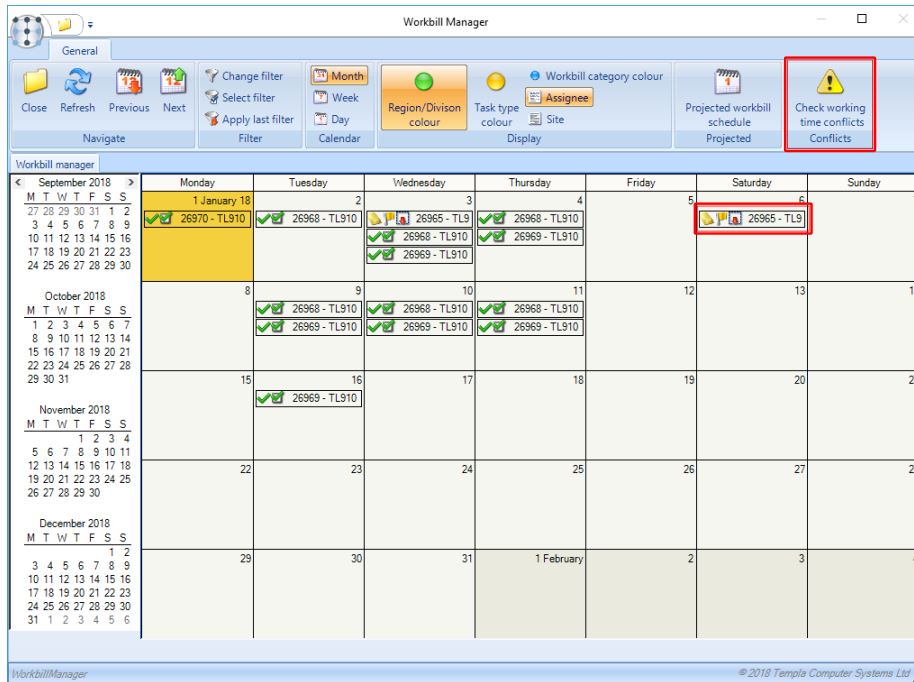


Workbill Print

Where *System Control* has been configured to show team members on supplier copies and to print preferred team employees on supplier copies, only the employees assigned to workbills as preferred employees will appear on supplier workbill prints, regardless of whether the employees are assigned to the team.

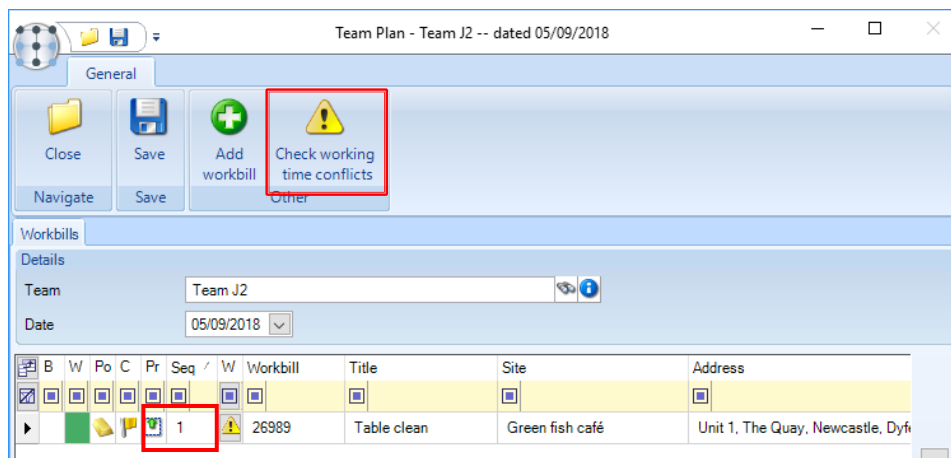
Workbill Manager

On workbill manager items for the team assigned employees with a *No of employees* entered, the variance icon visible on the workbill is also visible on the workbill manager. It is also possible to check working time conflicts for all filtered workbill manager items via a taskbar button.



Team Manager

It is possible to check working time conflicts for all filtered team plans via the taskbar button. Within each team plan, the variance icon visible on the workbill is visible as an additional column. It is also possible to check workbill time conflicts for the team plan as a whole via a taskbar button, or for individual workbills via a conflict check column button on each row in the grid.



Additional columns for the *Number of employees required* and the *Number of employees selected* can also be added to the team plan workbill grid via the *Field chooser* if required.

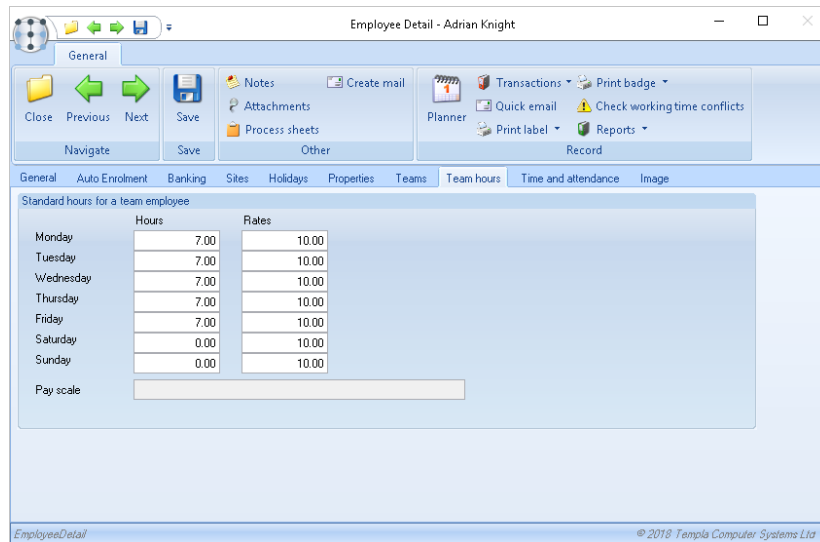
WORKBILL TEAM PAYMENTS

Where teams of employees are used to complete workbills across many sites (i.e. mobile teams) it is often the case that these employees are expected to work a fixed number of hours per day, but are not assigned to any contract.

The new 'Team Payments' process allows the confirmation of actual worked hours for each team employee across multiple workbills, monitored against the employee's standard working pattern.

Employee Details

An employee who belongs to a team will now have an additional tab available on the Employee Details form for 'Team hours':



The *Hours* field allows the employee's standard working pattern to be defined. Note that this information is not used in the payroll process but exists purely for the monitoring of actual hours in the 'Team Payments' routine (see below).

The *Rates* fields are used as a default rate for employees who complete workbills on a site to which they are not contracted.

When a workbill is completed on either the Templa Mobile app or within TemplaCMS, the determination of which rate should be applied as the 'Standard level' within the employee pay section of a workbill are as follows:

- Where an employee has hours for a workbill on a site where the employee has a contracted rate (or a task level contracted rate) then this contracted rate will take precedence over any 'Team hours' rate defined (as shown above)
- Where an employee has hours for a workbill on a site where the employee has no contracted rate (and no task level contracted rate), then the *Team hours rate* will be used (if defined)
- Where an employee has hours for a workbill on a site where they have no contracted rate and the employee has no *Team hours rate* defined, then TemplaCMS will not assign a rate, nor will Templa Mobile.

Please note: any value set as *Default cover rate* on a contract will not be used in the above.

The Templa mobile sync process will send out a default rate for each employee to be used when workbill pay is being entered, with this rate determined by applying the same rules outlined above. Where the *Workbills pay* option on the device registration is set to *Hours and Pay*, the rate will be defaulted but can be overridden by the mobile device user.

Where the *Workbills pay* option on the device registration is set to *None* or *Hours only* (see below), no rate will be displayed on the *Workbill pay* tab of the mobile app (and therefore cannot be overridden). However, the rate will be determined and applied (behind the scenes within Templa Mobile) using the same rules outlined above.

System Control

Options for *Include team workbills* and *Consolidate team payments on payslips* are available on the *System Control > Workbills* settings.

Functions

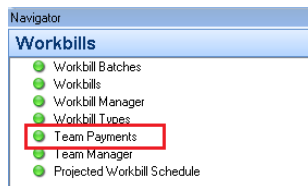
Two functions exist to control user access to these options:

St	Code	Description
	teampaymentsmanager.	
	TeamPaymentsManager.List	Team payments
	TeamPaymentsManager.Amend	Team payments - Amend

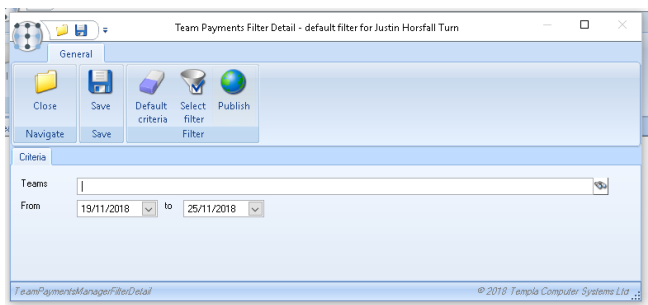
A user with access to the first will be able to use the new Team Payments process in read-only mode, whilst a user with the latter will also be able to amend payments.

Team Payments

The *Team Payments* process can be found on the 'Workbills' menu options:



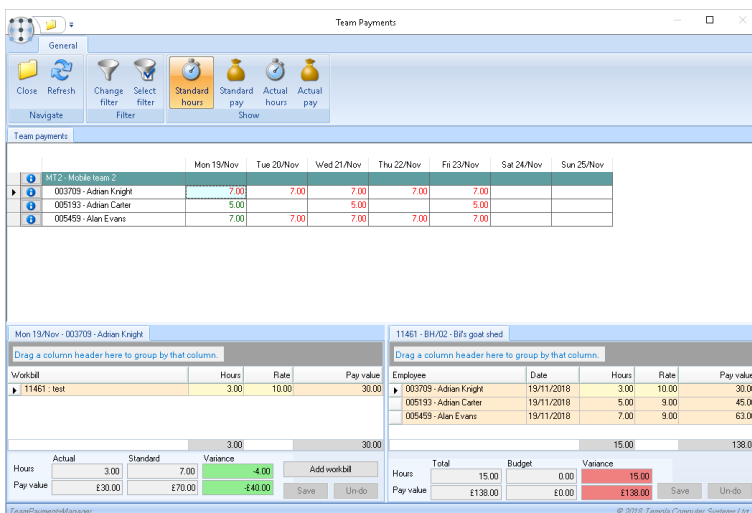
On selection, this will open *Team Payments* and present the user with a filter:



The user may select one or many teams, or leave the team selection blank to include all teams. The date range will default to the current week, though it can be changed to any date range required.

It is not recommended that wide date ranges be used across multiple teams as the amount of data required to do this will present performance problems.

On applying the filter, the relevant teams, employees and dates will be plotted to the payments grid (the top grid in the below screenshot):



Each cell is colour coded to indicate whether the actual and standard hours and pay match (green text) or have variance (red text).

The user may toggle between seeing standard or actual and hours or pay via the tool ribbon.

On selecting a cell of the main grid, the left-hand grid at the bottom is refreshed to show the workbills that the employee has worked on that day. If the user has 'amend' access, and if the payment has not been made, the hours and rate can be updated here, with the results of this change being immediately reflected in the main grid.

On the selection of a workbill row on the left, the right-hand grid will be refreshed to show all payments on that workbill (across all employees and dates). Again, a user with 'amend' access can change the hours and rates on those payment rows that have not already been paid.

Note that when changes are made in either of the lower grids, the user must either 'save' or 'un-do them to move focus to another cell in the main grid, or indeed make changes in the other lower grid. On saving changes these are applied directly to the workbill employee payments, and as such, any integration to timesheets will be initiated as a batch job.

Note also that the Team Payments process is designed for the checking and confirmation of payments already captured (e.g. by completion of the workbill either on windows or on the mobile app). It is however possible to use the 'add workbill' button to drill down and create entirely new payments for an employee/date.

Multi-Team Employees

Where an employee is assigned to (or has acted as a temporary member of) multiple teams, the employee will appear under each relevant team in the team payments grid. On each instance of the employee, the grid will show the total standard and actual hours and pay for the employee, and not just that which is relevant to the employee/team combination.

On selecting a cell, the bottom left grid will again show the full details for the employee's workbills across all teams. However, those workbills that relate to different teams will be greyed out, meaning the user can only interact with workbills relating to the employee/team combination that they have selected.

Payslip Details

When creating the site breakdown details to print on the payslips, the System Control *Consolidate workbills* option will be taken into consideration.

If consolidation is required the payslip details will replace the workbill level details with summarised lines, as shown in this example:

Consolidated workbill payments - All sites:

STD 8hrs @ £7.00/hr = £56.00

PERIODICS

Background

On 'schools' contracts, normal daily cleaning that takes place during term time ceases during the school holidays, during which time some 'periodic' cleaning may be undertaken.

During this period, the area manager may organise which employees are required during which weeks of the school holidays to complete the periodic cleaning. Depending on the nature of the employee contract, they may be specifically paid for this, or it may already be included in their annualised pay.

This split is generally done via the employees' pay calculation method, i.e. whether their pay is annualised or not. For the area manager, it is not always clear which employees are required to do periodic work which can result in:

- Non-annualised employees being paid for work that should be undertaken by annualised employees within their annual pay, and thus annualised employees being paid for not doing the work
- Annualised employees being paid to do periodic work both within their annual pay and again as an extra

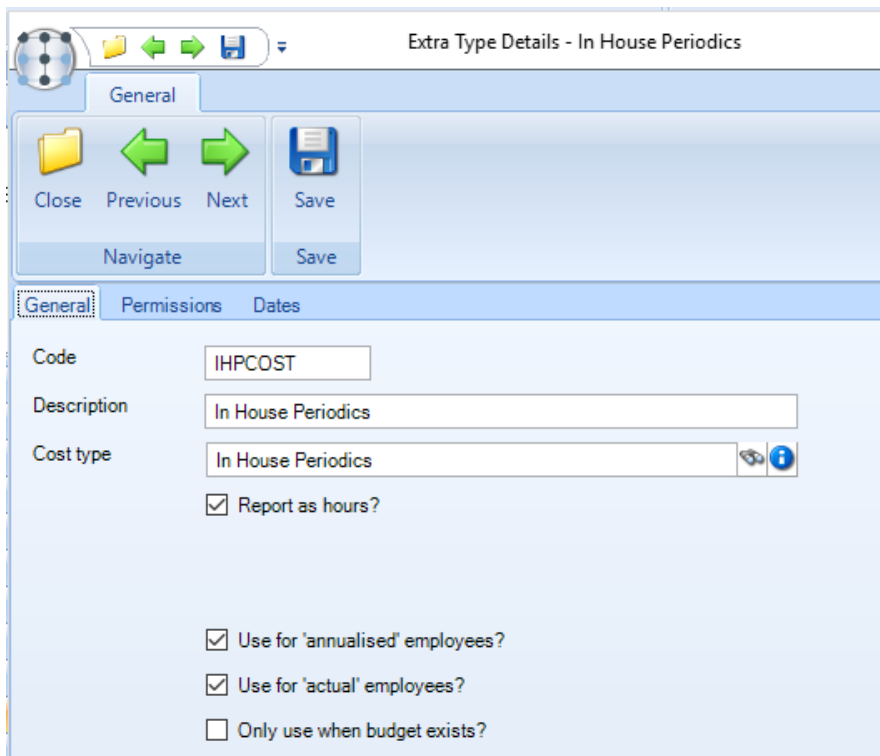
The following options discussed in this section aim to improve the information available to the area manager, help to restrict unnecessary overspending and allow for the planning of periodic work and control of over payments that can be made.

Pre-Requisites

EXTRA'S

It may be required to pay an employee extra for periodic work. This could be for non-annualised employees (who shouldn't be used for periodic work) or for annualised employees where they are paid for periodic work in addition to their normal annualised pay.

An *Extra type* for this purpose can be created from the *Extra type* option on the *Maintenance > Payroll* menu via clicking on *New*.



Extra Type Details - In House Periodics

General

Close Previous Next Save

Navigate Save

General Permissions Dates

Code IHPCOST

Description In House Periodics

Cost type In House Periodics

Report as hours?

Use for 'annualised' employees?

Use for 'actual' employees?

Only use when budget exists?

Enter a relevant *Code* and *Description* and select the appropriate payroll *Cost Type* for the *Extra type*.

Report as hours? – for reporting purposes when ticked any values entered in the quantity field on the *Extra type* will be reported in hours.

Use for 'annualised' employees? – this option should be ticked if this *Extra type* should only be used to pay annualised employees extra for additional work that they do.

Use for 'actual' employees? - this option should be ticked if this *Extra type* should only be used to pay actual (i.e. non-annualised) employees extra for additional work that they do.

'Only use when budget exists?' – when selected the user will only be able to use *the Extra type* where the associated Cost Type has been added to the relevant periodic budget group.

Permissions – user access to the *Extra type* can be set based on the different user roles defined on the system.

Site Calendars (Periodic Work)

Site calendars can be created from the *Maintenance > Business Structure > Calendars* menu via clicking on *New*.

Calendar detail - AAMA secondary school

General

Close Previous Next Save

Navigate Save

General Non-working periods Calendar view Timeline view Dates

Code

Description

Payable weeks per year

Employee holiday working weeks per year

Periodic weeks per year

Periodic year start date

Runs to

Bank holidays

A *Code & Description* relevant to the site should be entered.

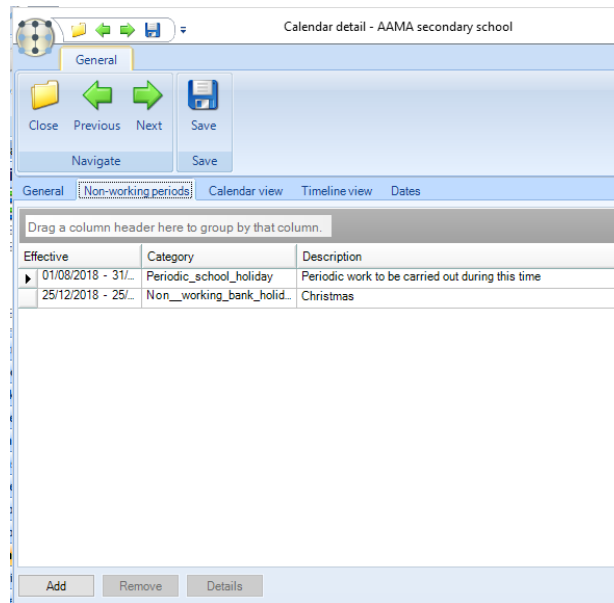
Payable weeks per year - should be the total number of weeks that the calendar is for. For a *non-annualised employee* (i.e. *paid actual worked hours*), the '*payable weeks*' are not relevant, whilst for an annualised employee they are used in the *annualisation calculation*.

Employee holiday/working weeks per year - for a '*schools*' calendar, the '*working weeks*' define the combined length of term time.

The difference between the working and payable weeks is the sum of the payable holiday and periodic working weeks.

Periodic weeks per year – this is the number of weeks' periodic work that will be carried out. This is validated so that it *cannot exceed the difference between working and payable weeks per year*. When specified, the user may optionally nominate a *Periodic year start date* for periodic planning.

From the *Non-working periods* or *Calendar view* tabs it is possible to add items for a single date or date range. If the calendar has periodic weeks defined the user can add a *Periodic school holiday* to the calendar.



The user will be warned if the configured number of periodic calendar items exceeds the configured periodic weeks per year. This validation is based on the periodic year start date where specified, and a rolling year where no date has been entered.

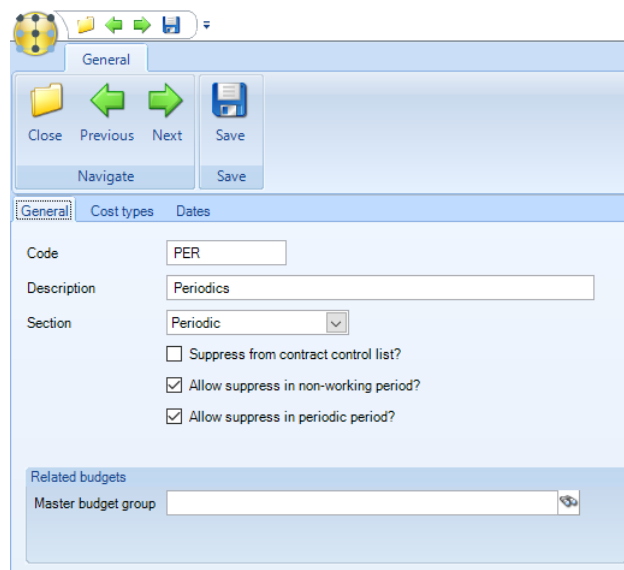
Budgets

Whilst standard contracted work is normally measured on a budget relating just to the pay period dates, *periodic tasks* can be carried out at any point in the year, thus the budget measurement must span the entire budget period, rather than just the pay period and this information should be available to users at timesheet completion.

PERIODIC BUDGET GROUPS - SETUP

To achieve the above, a *Periodic budget group* should be defined and added to the contract.

A new budget group can be created from the *Budget Group* option on the *Maintenance -> Budgets menu*.



Code – enter a *Code* for the budget group.

Description – enter a meaningful description for the budget group.

Section – the Section for a Periodic budget group should be set too Periodic.

Suppress from contract control list? – if ticked the budget group will not appear on the contract control list.

Allow suppress in non-working period – if ticked the budget will be suppressed where non-working periods are defined on the calendar associated with the contract or periodic task.

Allow suppress in periodic period – if ticked the budget will be suppressed where periodic periods are defined on the calendar associated with the contract or periodic task.

Cost types – from the Cost Types tab the Purchase Cost Types relevant to the budget group should be added.

PERIODIC BUDGETS – CONTRACTS

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 Effective from 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.

The screenshot shows a software interface for configuring a periodic budget. The window title is "Contract Budget - AAMA - DEMO - Periodic Budget". The "General" tab is active. The "Budget details" section contains the following fields and options:

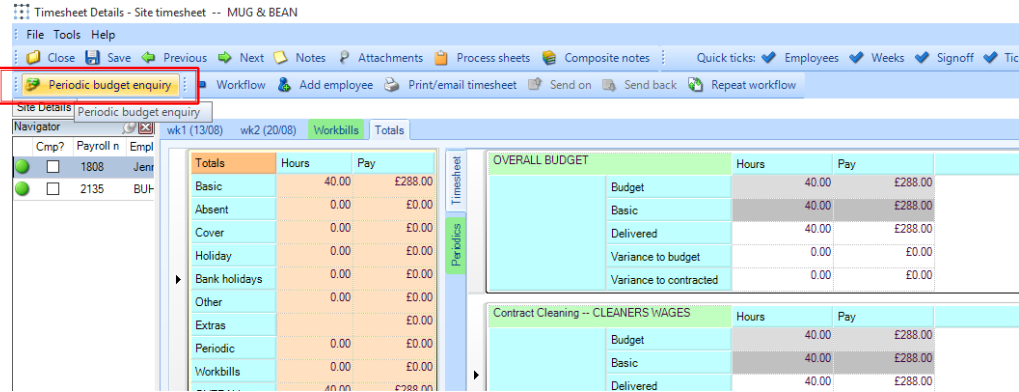
- Effective: 19/04/2012 to (not set)
- Suppress in non working periods?
- Suppress in periodics period?
- Description: Periodic Budget
- Budget group: Periodics
- Task: 1 -- Daily office cleaning -- Daily office cleaning
- Budget period: 1 Years
- Period start date: 19/04/2018
- Period budget section with a Value of £500.00

The Suppress in non-working periods option should only be ticked *if the periodic work must be carried out within defined working periods*. For example, a school contract may require that these are performed during the school holidays, thus also necessitating the use of a calendar that is an exact reverse of the DOC task calendar.

On a school's contract using annualised employees the wages budget would not normally be suppressed during the non-working school holidays, as the employees will still be paid. However, if the school holiday contains a periodics period, then the pay in this period is attributable to the periodics budget, and as such there is a need to suppress the wages budget using the Suppress in periodics period? option.

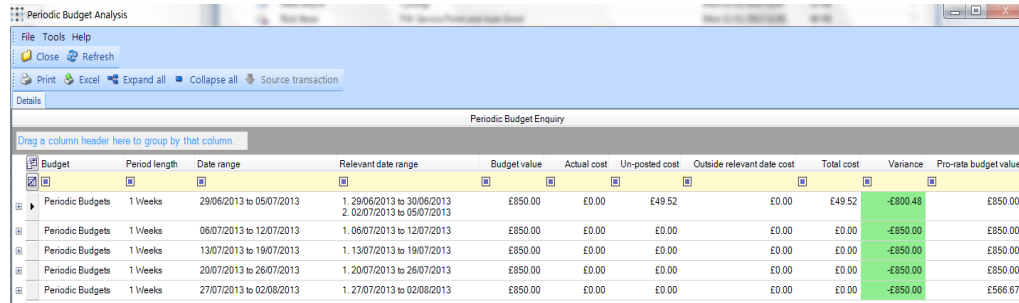
Periodic Budgets - Timesheets

Where a timesheet contains periodic budgets, the **Periodic Budget Enquiry** button appears on the toolbar:



In constructing the periodic budget details relevant to a timesheet, the site or *task level calendar* is applied, along with the *suppress in non-working periods* flag, to determine the 'relevant date range to which the budget applies.

When pressed, the *Periodic Budget Enquiry* screen is displayed:

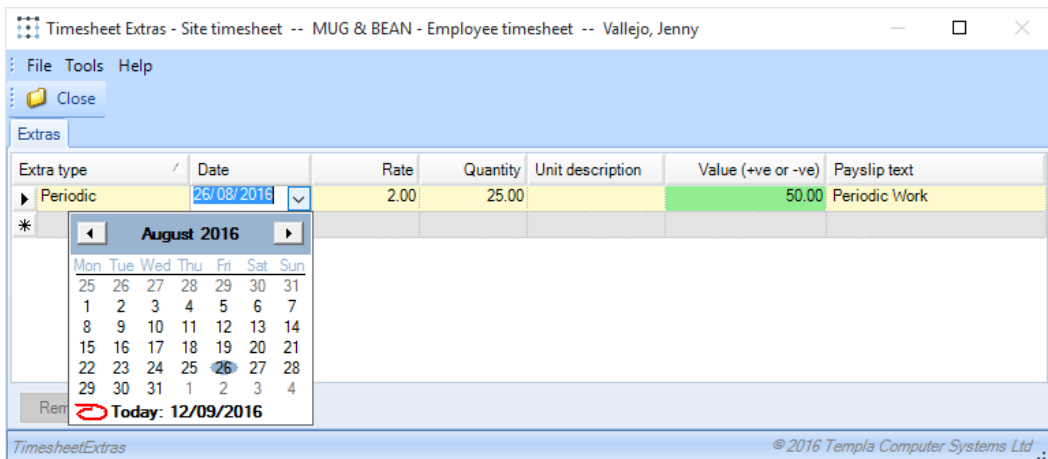


Where a periodic budget is exceeded, or indeed a cost is entered outside of the relevant date range, a periodic budget exception will be placed on the timesheet, requiring specific payroll signoff.

Please note, unlike a wage budget, this potentially reduced date range (i.e. where the periodic budget date pre-dates the effective from date) will not reduce the value of the budget proportionally but rather the budget will remain as the full period value. This would also allow, for example, a 1-year budget to be defined for the 'Easter holiday' cleaning of a school, associated with a task calendar making Easter the only working period. As Easter and the length of the holidays can change, the date range applied to the budget would implicitly reflect this, though the budget for the periodic tasks to be carried out in that period would remain the same.

Timesheet Extras

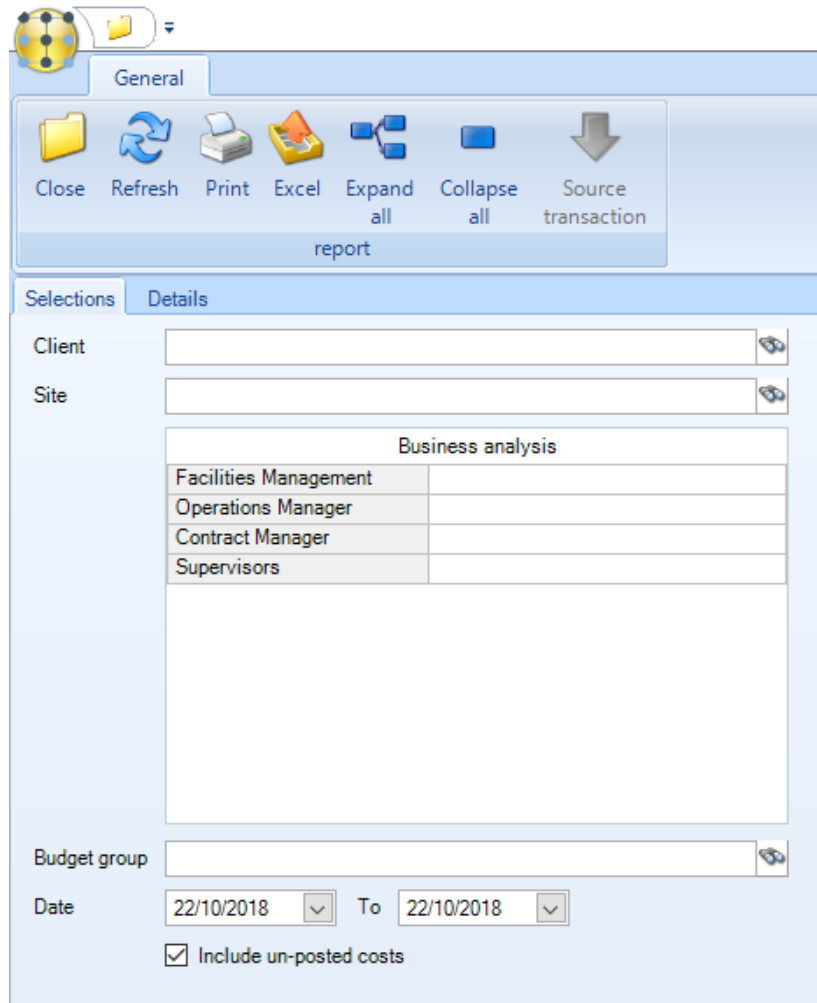
Periodic pay can be entered as timesheet extras on the timesheets with the relevant date the extra applies to:



Where the date is not specified, the last date of the pay batch will automatically be applied.

Periodic Budget Analysis

Periodic Budget Analysis reporting can be done from the *Reports > Contracts & Sites* menu. On accessing the report, the user is presented with the following selection criteria:



Clicking on the *Details* tab extracts the relevant budgets and assess their positions. The results being presented in a grid with the following details:

Site code	Period length	Date range	Relevant date range	Budget value	Actual cost	Un-posted cost	Outside relevant date cost	Total cost	Variance	Pro-rata budget value	Pro-rata variance
TEMLA/01/01	1 Weeks	09/11/2013 to 15/11/2013	1, 09/11/2013 to 15/11/2013	£850.00	£0.00	£0.00	£0.00	£0.00	-£850.00	£283.33	-£283.33

The same report can be accessed from the timesheets but the client, site and business analysis details will be hidden from view.

Variations are highlighted in green, red or purple indicating under, over or over pro-rata budget respectively.

Budgets will be included based on their *wider date range* (e.g. 1 year) rather than the *narrower 'relevant date range'*. In this way, in the 'Easter' example cited earlier, the budget will appear throughout the year. *Costs are attracted to the budgets based on the actual date of the cost, compared to the wider date range of the budget.* Where a cost exists that is outside of the 'relevant date range' of the budget (i.e. it is on a non-working date), the budget will be highlighted to indicate this.

In determining the budget positions, the setting of *Include un-posted costs* determines whether details on un-posted timesheets and purchase invoices are to be included.

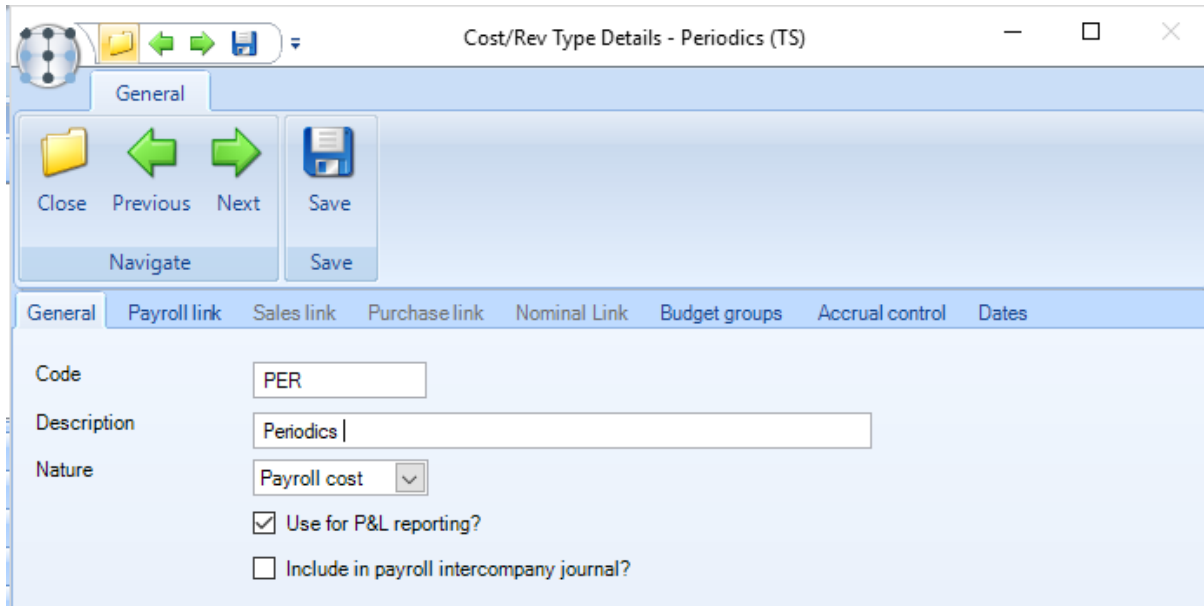
Payroll Cost Streams

Periodic work covers additional non-daily activity, e.g. monthly reception clean, 3 monthly carpet clean, etc. The budgets related to periodic work typically represent the costs paid to employees, sub-contractors or for any materials/equipment required to complete the work.

Where an employee is paid annualised and the employee does not get paid extra for the periodic work that is carried out it may be necessary to move the costs from the employee's basic pay to the periodic pay. This will result in the periodic work being recorded against the correct budget – i.e. against the Periodic budget and not against the normal Wage budget.

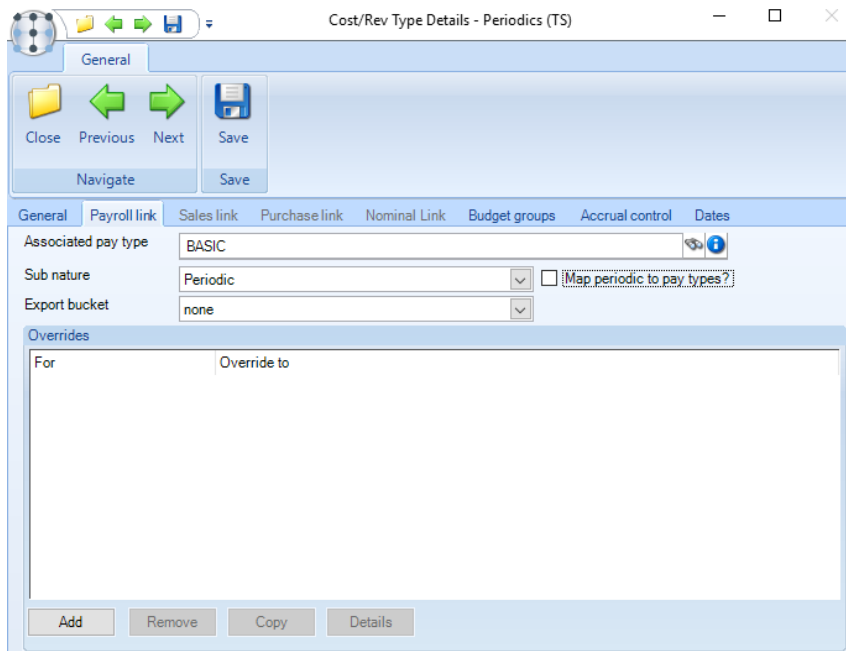
To move the cost on a timesheet from an employee's basic pay to the included periodic cost type on the timesheets a timesheet adjustment of 'P' can be defined.

From the *C/R type* option on the *Maintenance > Cost/Revenue Type* menu click on *New*:



The screenshot shows the 'Cost/Rev Type Details - Periodics (TS)' window. The 'General' tab is active. The 'Code' field contains 'PER', the 'Description' field contains 'Periodics |', and the 'Nature' dropdown is set to 'Payroll cost'. There are two checkboxes: 'Use for P&L reporting?' which is checked, and 'Include in payroll intercompany journal?' which is unchecked. Navigation buttons (Close, Previous, Next, Save) and a 'Navigate' button are visible at the top.

Enter a relevant *Code* and *Description* and ensure *Nature* is set to *Payroll cost*.

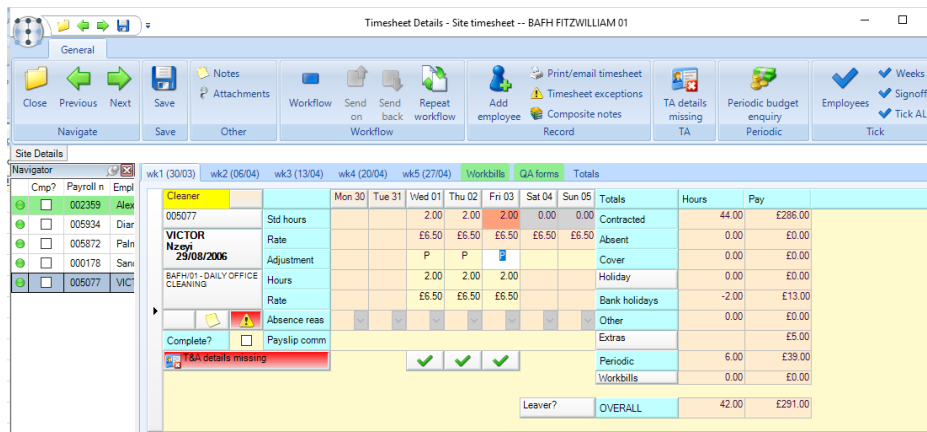


The screenshot shows the 'Cost/Rev Type Details - Periodics (TS)' window with the 'Payroll link' tab selected. The 'Associated pay type' dropdown is set to 'BASIC'. The 'Sub nature' dropdown is set to 'Periodic', and the 'Export bucket' dropdown is set to 'none'. The 'Map periodic to pay types?' checkbox is unchecked. An 'Overrides' section is visible at the bottom with a table for 'For' and 'Override to' columns, and buttons for 'Add', 'Remove', 'Copy', and 'Details'.

From the *Payroll link* tab assign the *cost type* to the relevant *pay type* in the *Associated pay type field* and ensure the *Sub nature* is set to *Periodic*.

Map pay to periodic paytypes? – This will control how the 'P' adjustment type is treated when posting to SelectPay: if this option is unchecked the mapping/overrides will be ignored for 'P' but if checked, the mapping/overrides will be used.

With the cost type defined, timesheets will allow the entry of a 'P' adjustment type.



The use of the 'P' adjustment is restricted to dates on which the employee is contracted to work (even if the day is within a non-working school holiday period). *The total hours assigned to a 'P' adjustment cannot exceed the contracted hours for a day.*

The net effect of a 'P' adjustment on the timesheet employee will always be zero, as the intention is purely to move costs from the basic pay to the included periodic cost type, and not to pay the employee differently.

Note that where the employee pay is annualised (as is likely in this scenario), the annualisation option assigned to the employee will be used to determine whether the movement of cost should be performed at true hourly rate, or the annualised hourly rate (i.e. as is done for absences and holiday currently).

Any 'P' adjustments entered will be accumulated and shown as new *Periodic* pay totals at both employee and timesheet level.

Note that this new 'P' adjustment is not split-out on the payslip 'site information' section, so would only be seen in the main payslip section if separate periodic pay types exist.

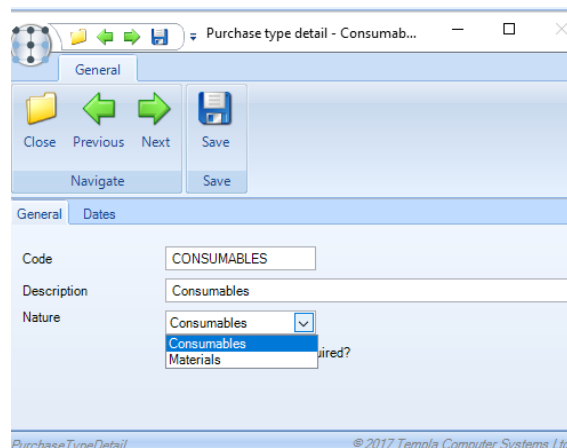
Sub-Contracted Costs

It may be preferred to manage sub-contracted periodic work via issuing a *stores order* for the services required rather than generating ad-hoc workbills. The costs can comprise many different types of service (e.g. equipment hire, specialist technicians etc.) some of which are also used outside of *periodics*.

To isolate these costs streams to periodic work, the products used through stores orders need to be differentiated from those same products used as materials, consumables and recharges but without setting up a duplicate set of products for this purpose.

To achieve the above the existing list of *Purchase types* available for stores order entry can be used.

Additional *Purchase Types* can be defined from the *Maintenance > Purchasing > Products* menu:



The *Nature* can be set to *Materials* or *Consumables*. Any number of other purchase types can be defined. At Stores Order Entry time the relevant *Purchase Type* can be selected if not defaulted in from the stores template.

PROJECTED WORKBILL SCHEDULE

The *Projected Workbill Schedule* allows for the amendment of contracted workbills in advance of their generation within a workbill batch, along with the amendment of existing workbills, for a given date range.

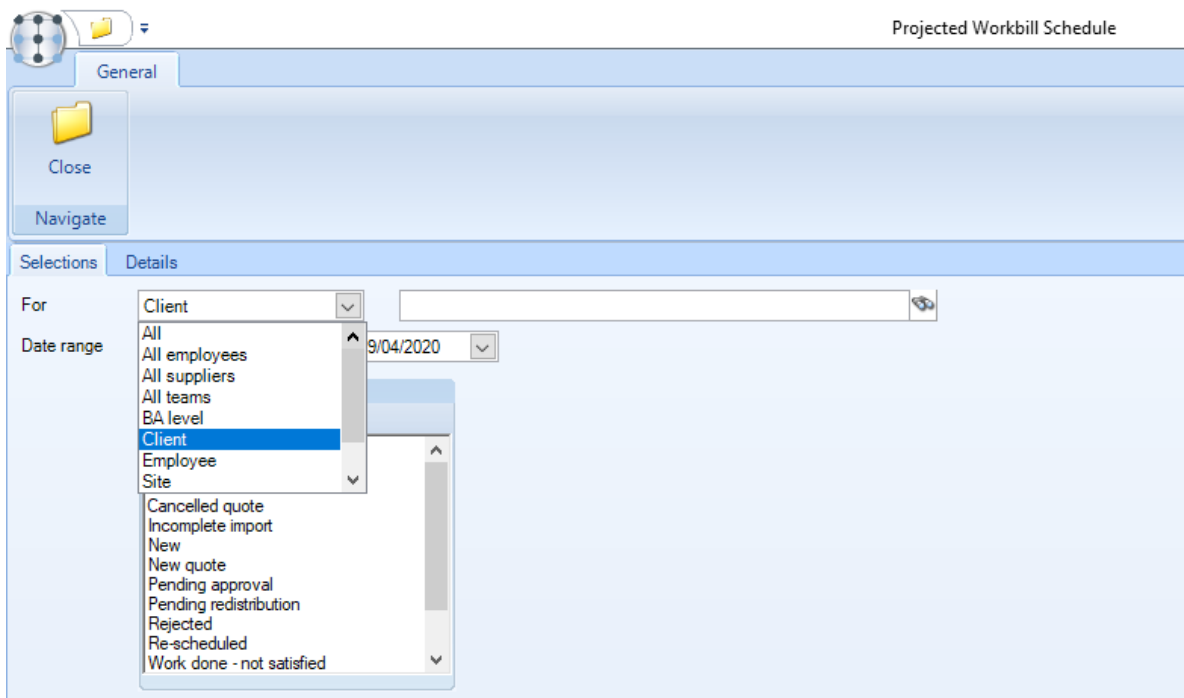
Schedule

The *Projected Workbill Schedule* option appears on the main navigator as well as a toolbar button option on the below screens:

- Workbill list
- Workbill manager
- Team manager
- Client details
- Site details
- Contract details
- Supplier details
- Team details
- Employee details

On clicking the option, the user is prompted to select:

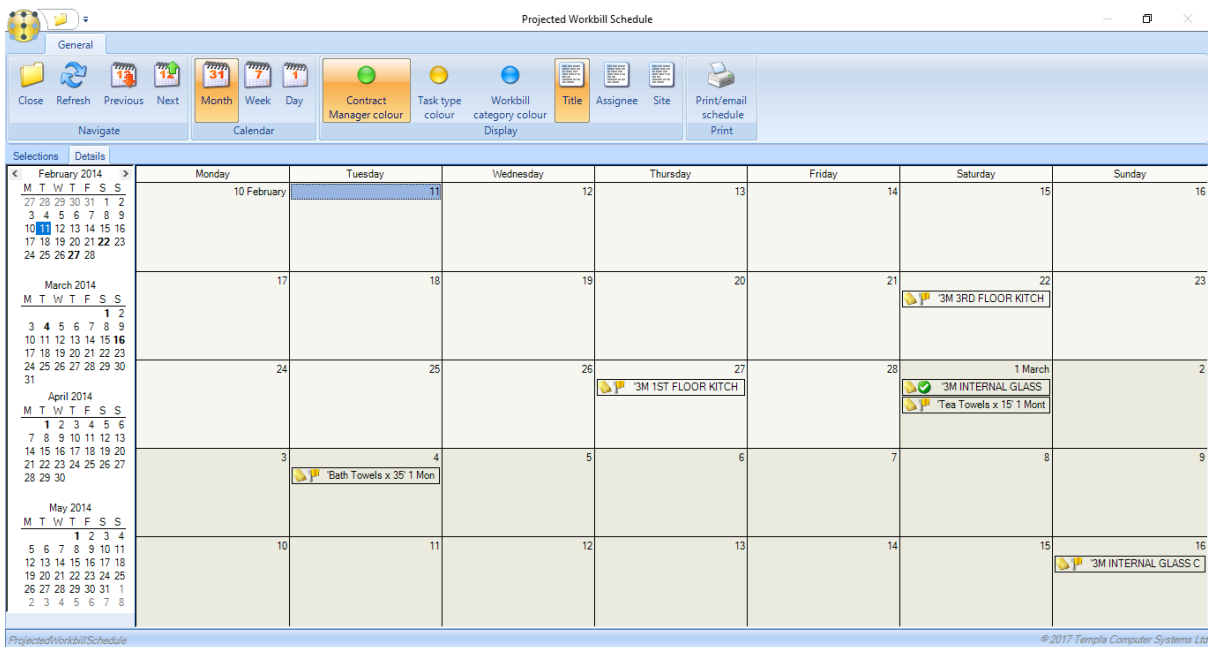
- A single client, site, supplier, team, employee or all, all employees, all suppliers etc. as well as or business analysis level and code
- A date range
- Status



When accessed from a detail form, the relevant assignee is pre-selected and cannot be changed. When accessing from a contract, the site option is pre-selected.

From the entered criteria, a projected schedule of workbills is created for the selected date range, comprising both existing workbills (including both those generated from contracts and one-offs) and workbills that have not yet been generated (based on the contract definitions) and shown in a calendar view.

As per the workbill manager, the user can choose to display colour by the *System Control* defined *BA level*, *Task type* or *workbill colour* and appointment details by *title*, *assignee* or *site*.



Within the calendar view, a user is free to drag and drop workbills between dates to reschedule them. Where the workbill already exists, the scheduled dates are updated immediately. Where a workbill does not already exist, a list of future amendments is maintained for use in future scheduling or batch generation.

Drill-down within a workbill will either show the workbill, where one exists, or contract workbill details, where the workbill is projected.

WORKBILL BATCH GENERATION

The workbill batch generation process will apply the scheduled workbill amendments defined within the projected workbill schedule. *Note*, that the application of amendments will only take place once a workbill has generated, i.e. a workbill will only appear in the batch if its initial dates before the application of the amendment placed it within the batch.

PRINT SCHEDULE

From the projected workbill schedule, an additional Print/email schedule option is available, creating a document to print or e-mail with the below details:

Header:

- Print date
- Date range
- Selection, i.e. client, site, supplier, team, employee or BA level
- Address details if client or site
- Team members if this is a team

Column details:

- Site name
- Scheduled date(s)
- Workbill title
- Cost (if supplier selected) OR Price (if client or site selected)

Footer details:

- Total Cost (if supplier selected) OR Total Price (if client or site selected)

Print date: 24/10/2018
Date range: 01/02/2014 - 31/05/2014
Selection: AILB
Address: AILB
LONDON

Workbill schedule

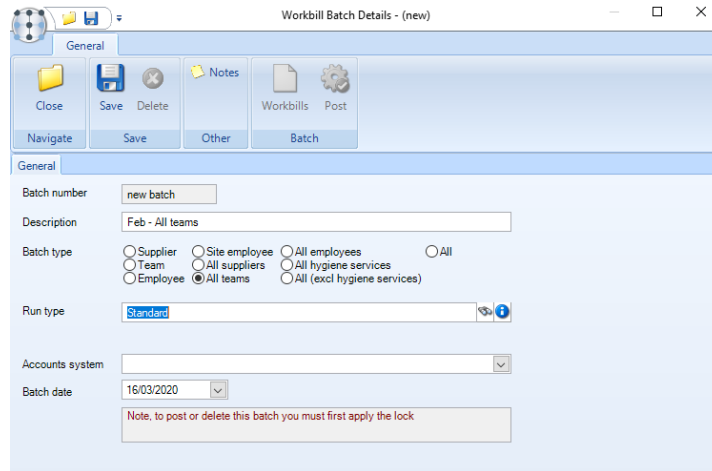
Site	Scheduled date(s)	Title	Price
AILB 2	22/02/2014	3M 3RD FLOOR KITCHEN CLEAN	£0.00
AILB 2	27/02/2014	3M 1ST FLOOR KITCHEN DEEP CLEAN	£0.00
AILB 2	01/03/2014	3M INTERNAL GLASS CLEAN	£0.00
AILB 2	01/03/2014	Tea Towels x 15	£0.00
AILB 2	04/03/2014	Bath Towels x 35	£0.00
AILB 2	16/03/2014	3M INTERNAL GLASS CLEANING TO 3RD FLOOR	£0.00
AILB 2	01/04/2014	Tea Towels x 15	£0.00
AILB 2	01/04/2014	Bath Towels x 35	£0.00
AILB 2	01/05/2014	Tea Towels x 15	£0.00
AILB 2	01/05/2014	Bath Towels x 35	£0.00

If e-mailing, the appropriate e-mail address will default from the client, supplier, site or employee.

WORKBILL PROCESSING

Workbill Batch Generation

A workbill batch can be created from the Workbill Batches option on the Workbills menu. Click on New to create a new batch:



Batch Number – this will be automatically generated by the system.

Descriptions – enter a description relevant to the batch that is being created.

Batch Type – select the relevant type. This can be specific i.e. for a supplier in which case the user will be able to select the supplier in the next field. Alternatively, this can be more generic i.e. for All Suppliers, All Employees etc.

Run type – select the relevant Workbil run type, the selection of this field is mandatory, so if only one Workbill run type is defined within TemplaCMS, this will default into the required field.

Supplier – where the Batch Type is set to Supplier the specific supplier who's workbills will be generated can be selected in this field.

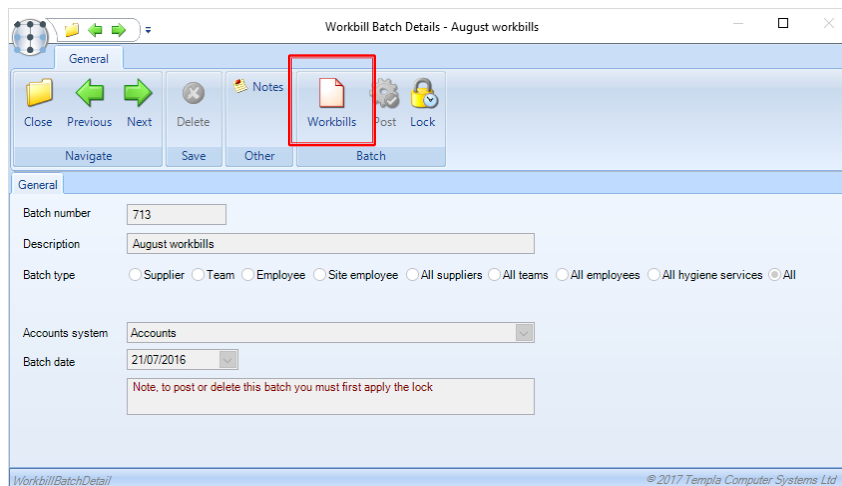
Accounts system – choose the relevant accounts system if more than once exists.

Batch date – the workbills will be generated up to and including the date specified here.

Click on Save to generate the batch.

Workbill Suspend, Postpone or Release

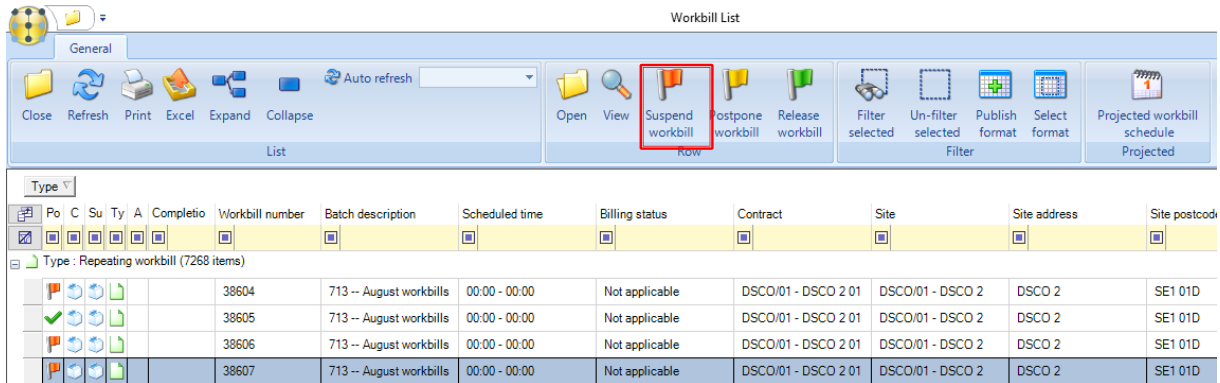
Once generated the workbills contained in the batch can be viewed from the Workbills option on the batch header screen.



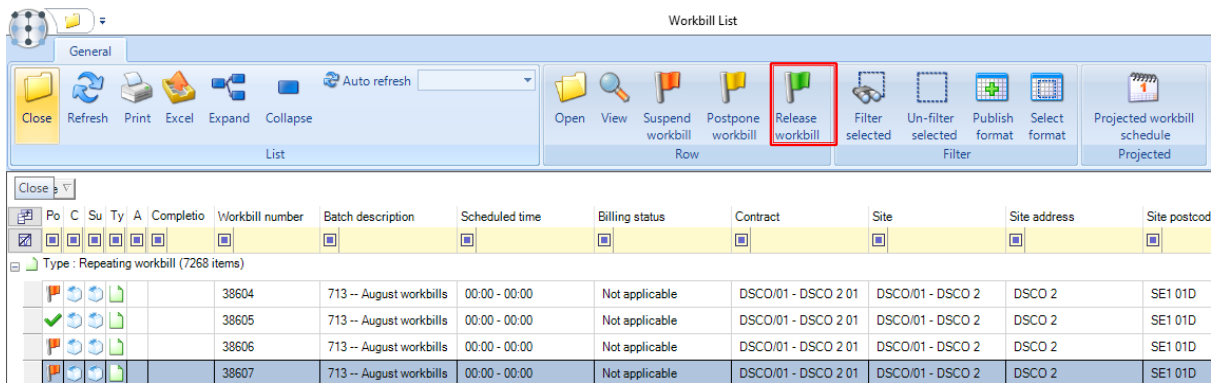
At this point, workbills can be *Suspended, Postponed or Released*.

SUSPEND/RELEASE

Contract workbills can be *suspended* either from the contract or from the workbill list. When suspended from the contract the batch generation process will still include the workbill, but automatically flag it as suspended.



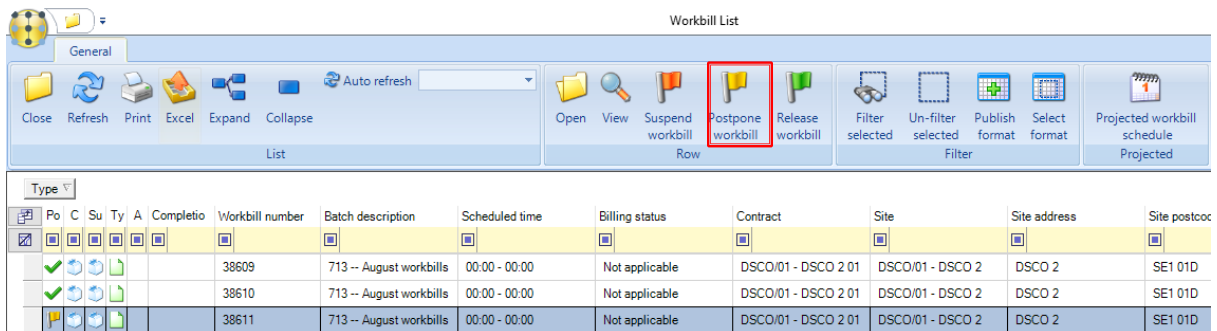
A user can *release* a suspended workbill, by selecting (highlighting it) and clicking on *Release workbill*:



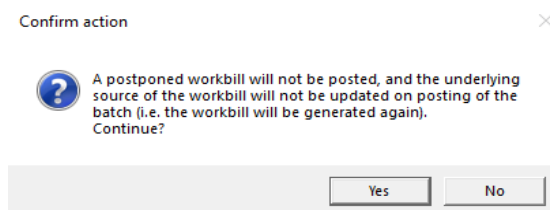
On posting a batch containing suspended workbills, the *Next workbill date* for the workbill on the contract will be advanced based on the defined frequency and therefore the same workbill will NOT be generated in a subsequent batch. However, the original workbills will remain in the workbill batch, clearly identified as suspended, thus providing full traceability of suspended workbills.

POSTPONE/RELEASE

A workbill can be postponed by selecting it and clicking on *Postpone*:



The following message will appear:

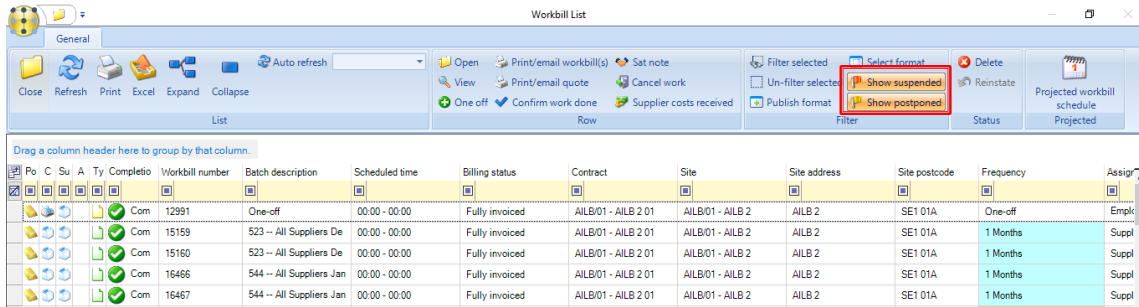


On posting a batch containing postponed workbills, the *Next workbill date* on the contract will NOT be advanced and therefore the same workbill WILL be generated in a subsequent batch. As with suspend, the original workbills will remain in the workbill batch, clearly identified as postponed, thus providing full traceability of postponed workbills.

HIDE POSTPONED/SUSPENDED WORKBILLS

When looking at a workbill list for a particular contract via the *Transactions > Workbills* button on the contract the *Show suspended* and *Show postponed* buttons can be used to hide or show suspended and /or postponed workbills.

This applies to posted as well as un-posted workbills which are suspended or postponed.

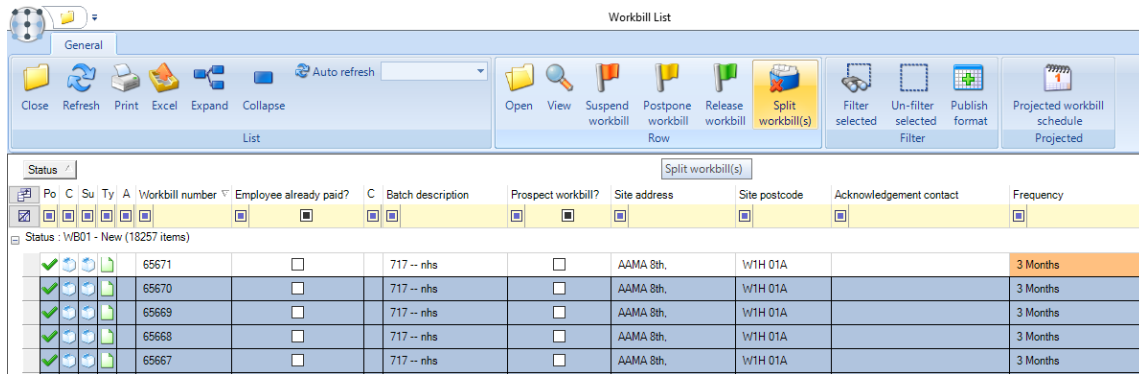


Once a user has set these buttons the settings will be saved and automatically re-applied the next time the screen is viewed.

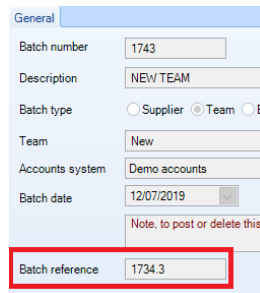
SPLIT WORKBILL BATCH

Where contracted workbills are heavily used it is not uncommon for there to be too many workbills in a batch to allow users to effectively review and post. As such a modification has been developed to allow for a *Workbill Batch* split option (similar to the Invoice Batch split option), as this will allow checking of the workbills to be segmented.

The *Split Workbill(s)* button on the toolbar of the *Workbill List* within a *Workbill Batch*, will only appear when the Workbill batch is *Locked* and only be active for selection where one or more Workbills are highlighted.



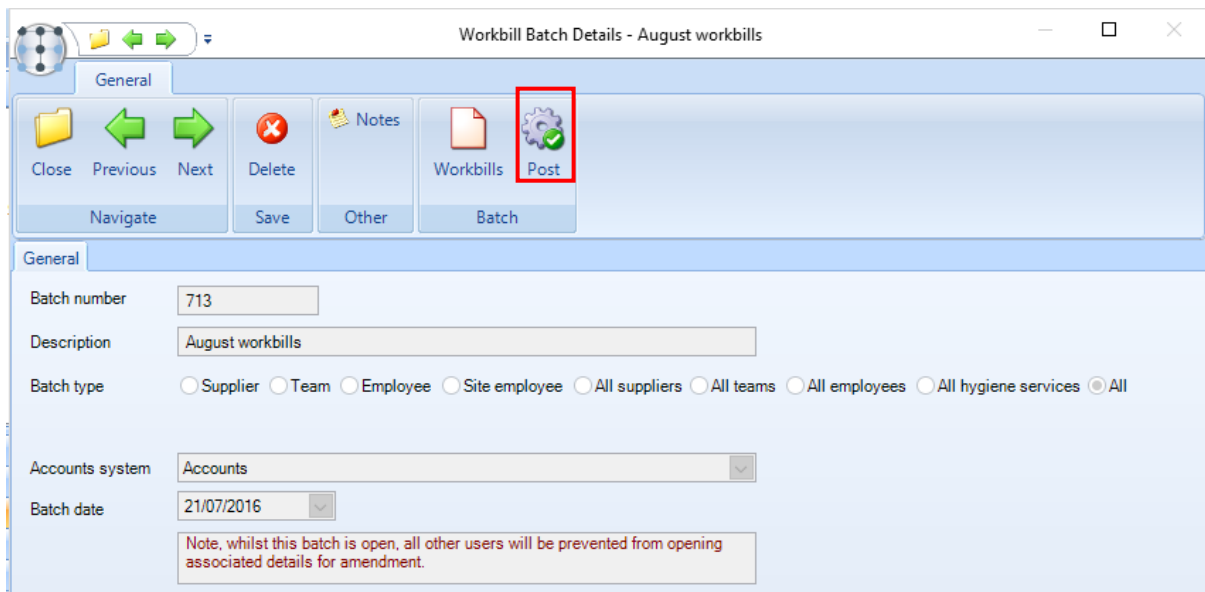
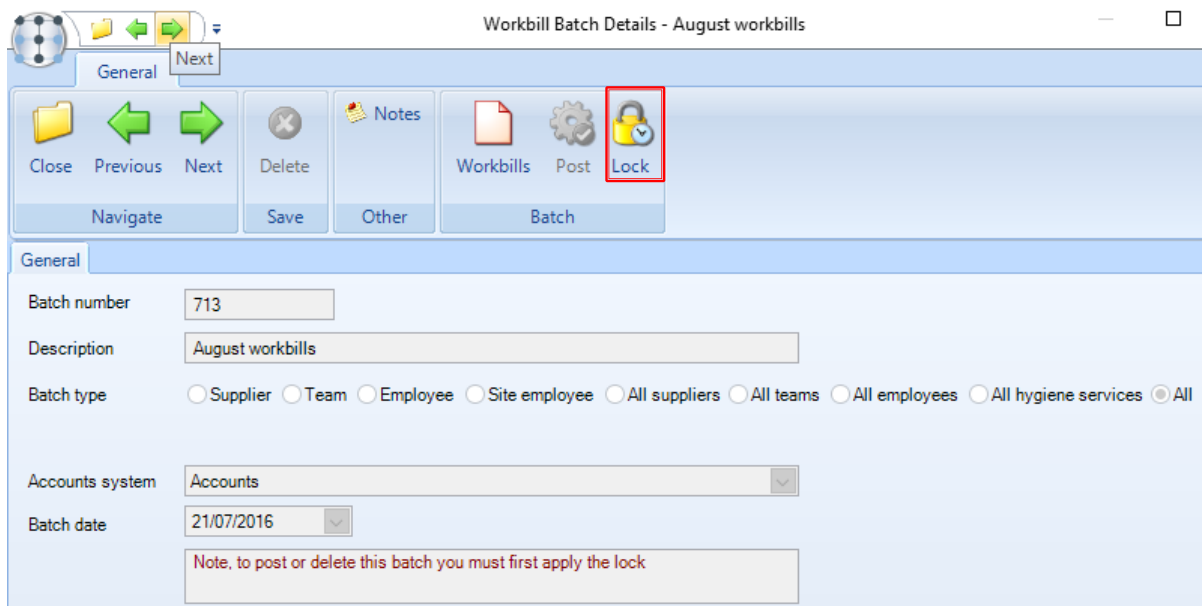
Click the *Split Workbill(s)* button to create a new Workbill batch under the next available workbill batch number. The new *Workbill batch* will also display a *Batch reference* field containing the workbill batch number from which it was split followed by the number of the split so for example: if workbill batch 123 is split, the first split batch will have a *Batch reference* of 123.1 and a workbill batch number of 124, the second will have a *Batch reference* of 123.2 and a workbill batch number of 125, etc.



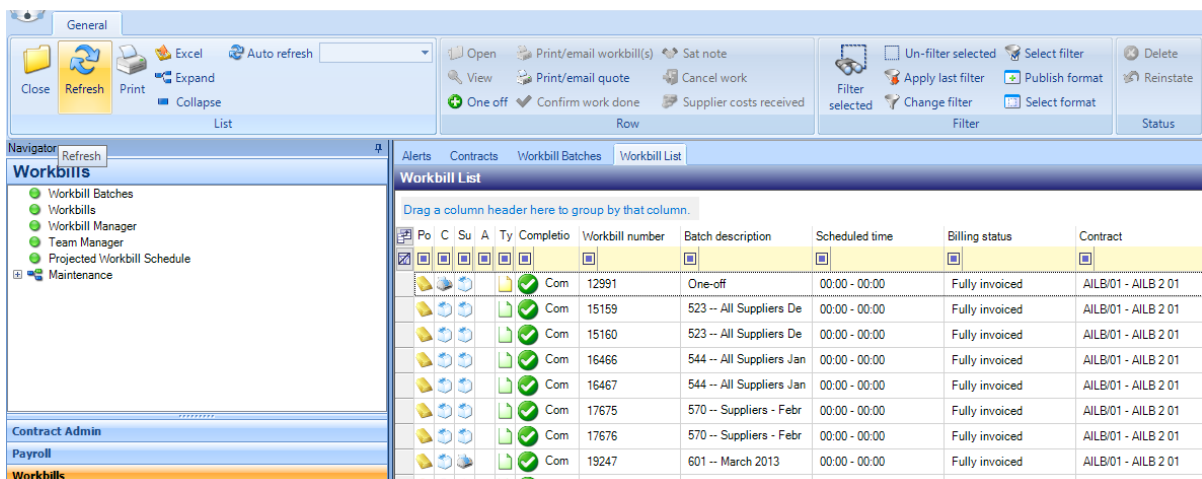
Please note: once a workbill batch has been split it will no longer be possible to delete the original workbill batch without first deleting the batches split from it.

Workbill Batch Post

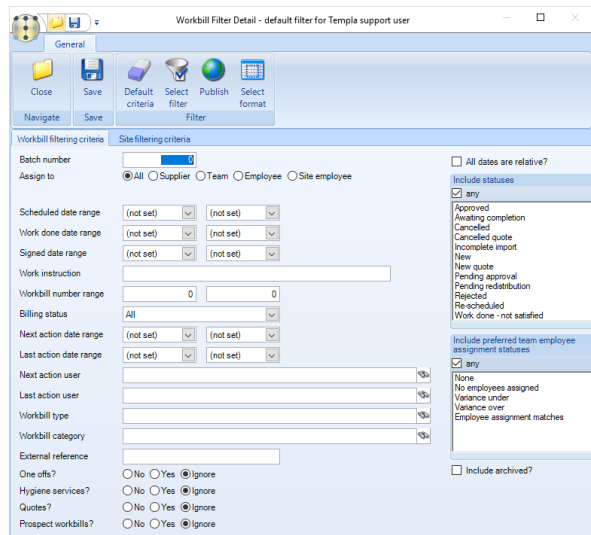
Lock and then Post the workbills to commit them to the system.



Once posted a workbill can be accessed and managed from the *Workbills* option on the main *Workbill menu* screen.



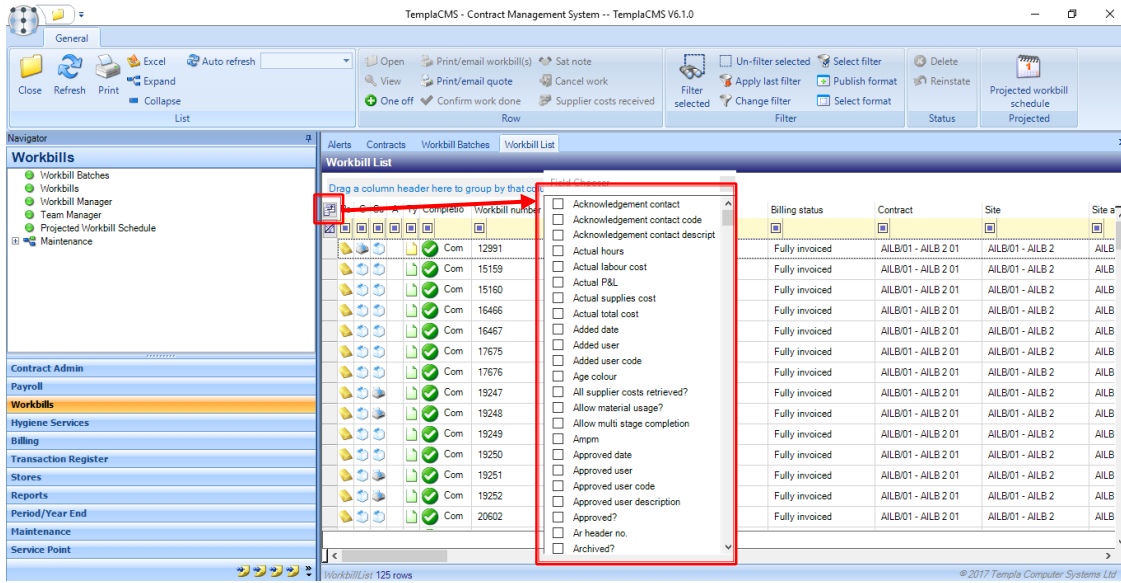
On first access the default *Workbill Filter Detail* screen will appear:



Enter criteria and click on *Save* to only display the required workbills, alternatively click on *Save without entering criteria* to display all the workbills on the system.

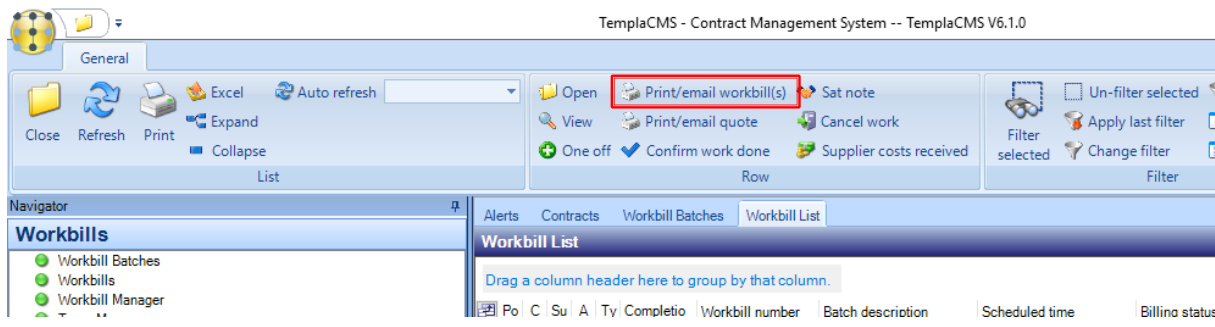
Workbill List

Fields can be added or removed from the list via the available *Field Chooser* options which can include cost and price fields:

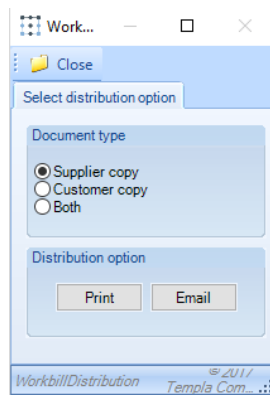


Distributing Workbills

Workbills can be printed or e-mailed via selecting (highlighting) the workbills on the list and clicking on the *Print/email workbill* button:



The following options will appear:

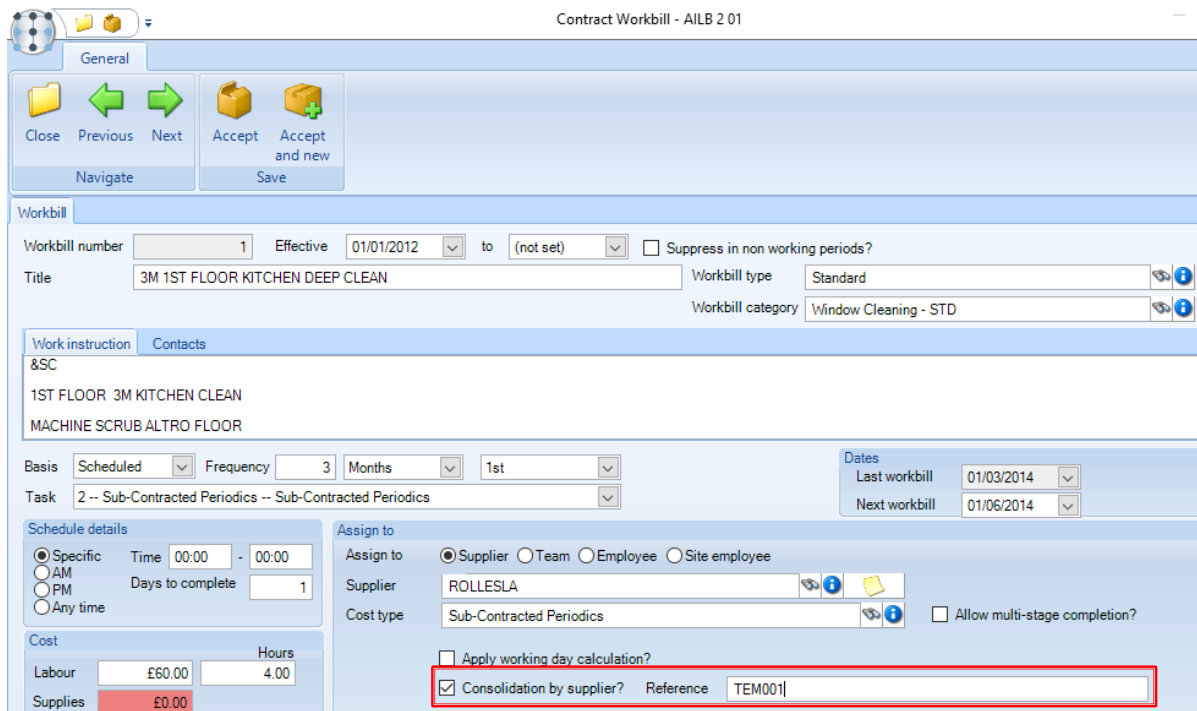


Select the required *Document type* and *Distribution option*.

Workbill Consolidation

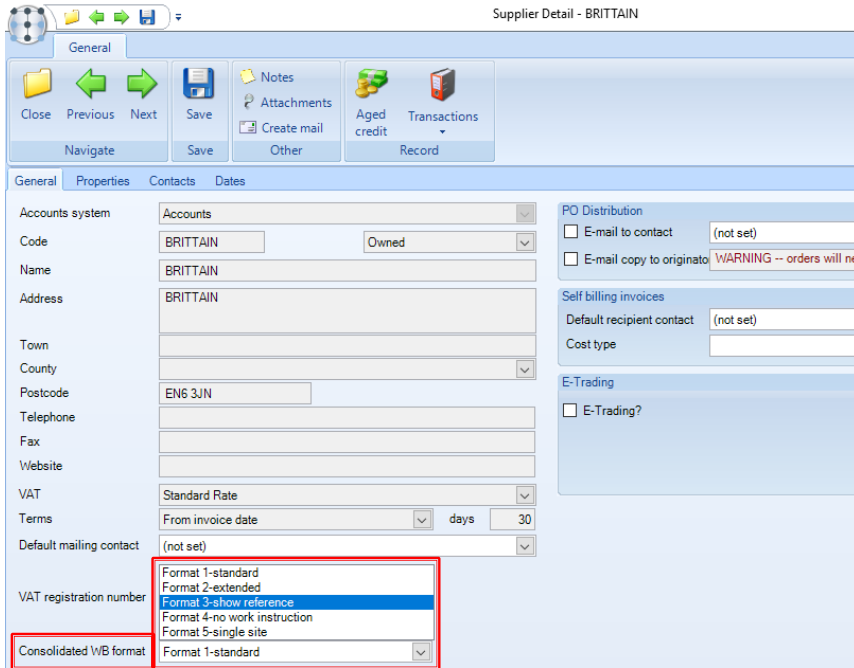
Workbill consolidation allows for the production of a single supplier document across a consolidated group of workbills (where the supplier and supplier reference are consistent), sourced from the same workbill batch.

The *Supplier reference* is taken from the contract workbill definition at the point of generating the workbill batch. In doing so, the entered reference is prefixed with the workbill batch number, thus rendering it unique. Furthermore, if the contract workbill is flagged for consolidation, but the reference is left blank, the system will automatically use the supplier code, again prefixed by the batch number.



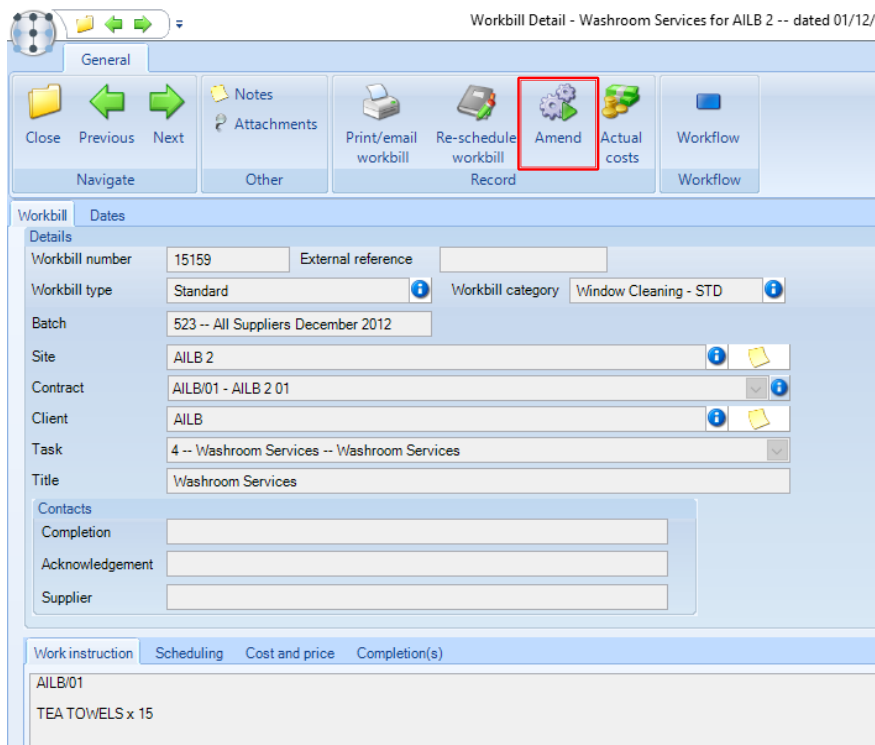
As the supplier reference is unique it is easier to locate and match to consolidated workbills when entering a *purchase invoice* from a supplier that has quoted this reference.

There are 5 consolidated workbill formats available for suppliers which can be assigned to each specific supplier as required from the *Maintenance > Purchasing > Suppliers* menu:



Amendments

It is possible to change the details of a workbill via double-clicking on the workbill and then clicking on the *Amend* button:



Please note it is not possible to change the *Client*, *Site* or *Contract* fields and it will also not be possible to *amend* a workbill in the following scenarios:

- If a workbill has had either a purchase invoice or timesheet payment recorded against it, it will not be possible to alter the *assignment details*.
- If a workbill has been invoiced to the client, no change can be made that will affect the invoicing.

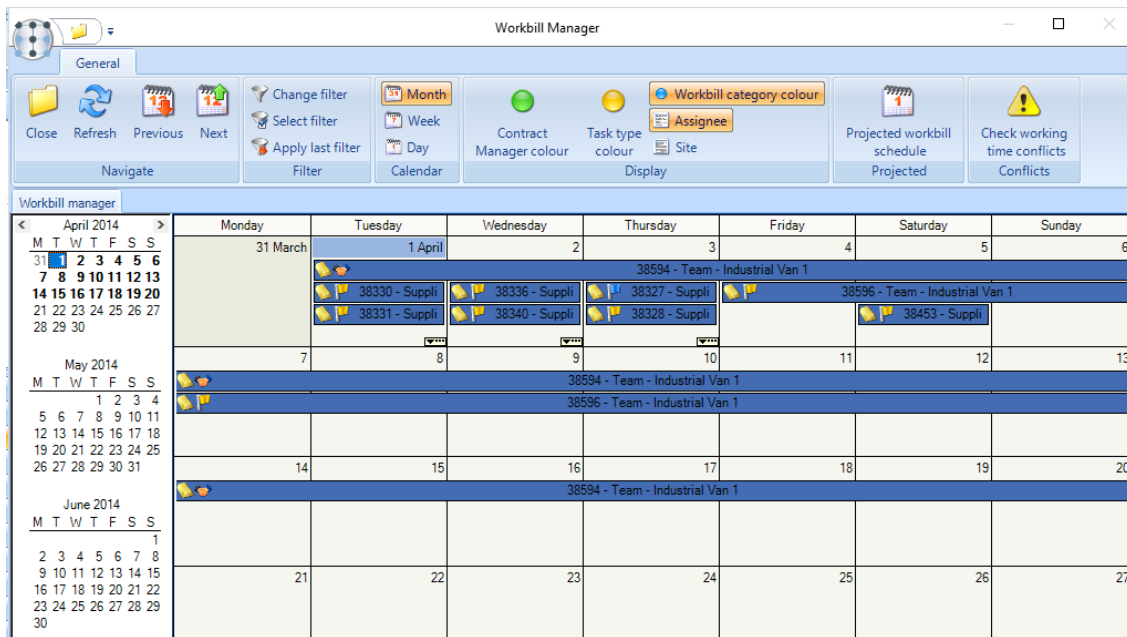
In addition to the above it is also possible to amend 'Fully completed' workbills but this is function controlled and users will have to be given specific access to enable this.

Workbill Manager

Every workbill in *TemplaCMS* is assigned a date or date range for when the work is scheduled to be carried out. For contracted workbills, this is determined from the contract details, whilst one-off workbills require the user to specify this. Once posted, a sufficiently authorised user can freely re-schedule to another date by opening the workbill and amending the date.

The *Workbill Manager* allows a calendar-based schedule manipulation of workbills. From here workbills can be rescheduled in their date and time.

The *Workbill Manager* can be accessed from the main *Workbills menu* and shows a calendar view, starting from the current month and allowing navigation forward and backwards as required. *Filtering* is possible by client, site, business and marketing analysis (including the ability to select multiple analysis codes at one level), task type, batch number, assignment, one-off and workbill number range.



Each workbill (whether posted or un-posted) is shown on its current scheduled date, or across multiple dates when scheduled for a range. Taskbar buttons for *Month*, *Week* and *Day* allow switching between monthly, weekly and daily view. Additional buttons allow the user to navigate to the previous or next month/week/day.

Workbills can be colour coded by *Analysis code* or *Task type*, with the ability to toggle between. By default, assignee details are shown but appointments can be toggled to show site information if required via the *Assignee* and *Site* buttons.

From the calendar view, a user can:

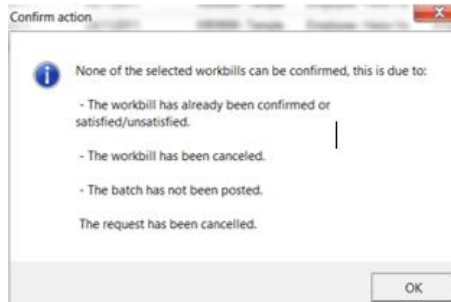
- double click to open a workbill to change its details, e.g. assignment level/item or scheduled date
- drag/drop a workbill (so long as it's not yet completed) to reschedule to another date/date range (or time if on the daily view)
- re-size a workbill (so long as it's not yet completed) to reschedule to another date/date range (or time if on the daily view)
- double click any date to add a new one-off workbill for that date

Note that any re-scheduling will immediately save the workbill, and as such if the workbill is posted and mobile is enabled, the workbill will be sent out to the appropriate mobile device with the new details.

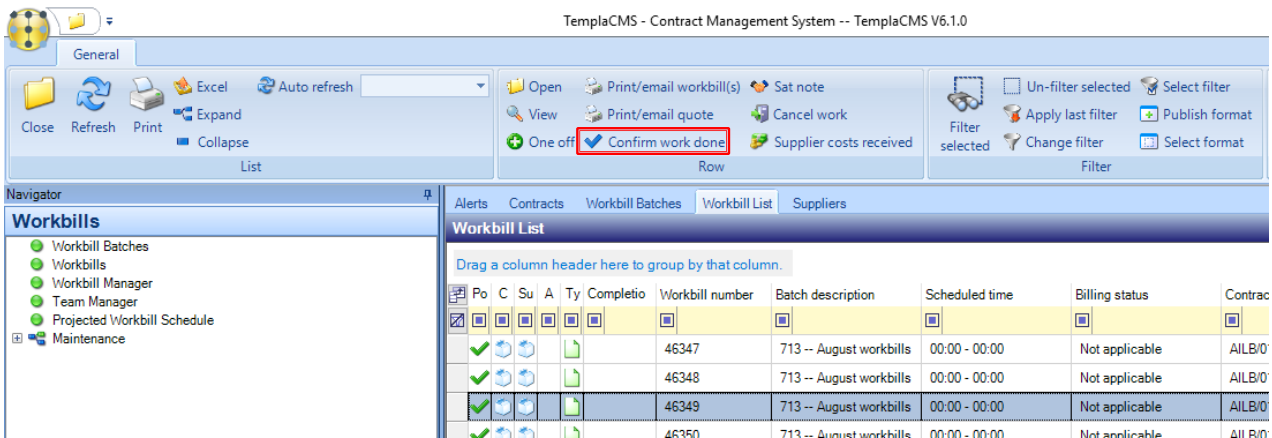
Completion and Multi-Stage Completion

SINGLE COMPLETION

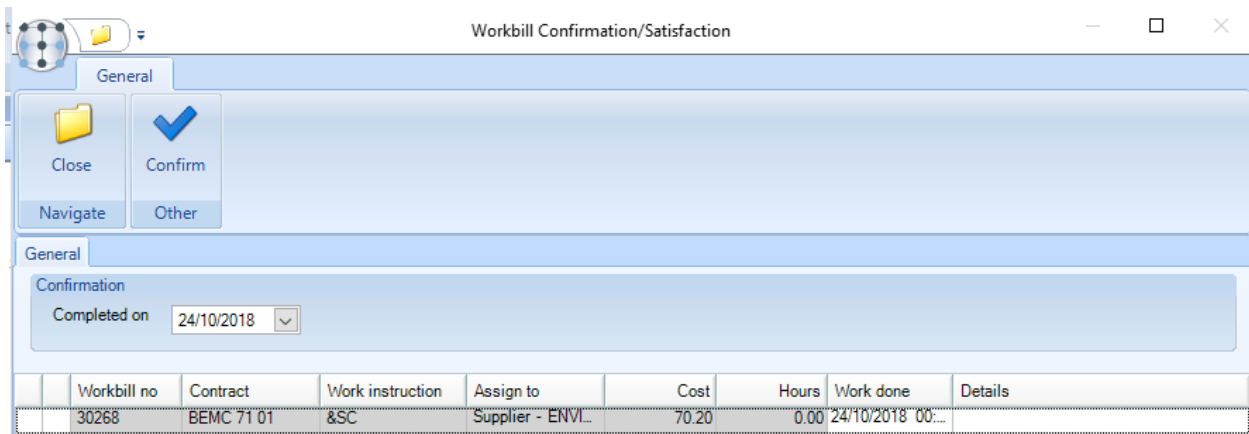
Once the workbills have been posted, a user will need to confirm the work has been done before the workbill can be released for invoicing. If a user cannot 'confirm' a workbill for some reason, the following informational message will appear.



A workbill can be confirmed by selecting (highlighting) one or more workbills on the workbill list and then click on *Confirm work done*.

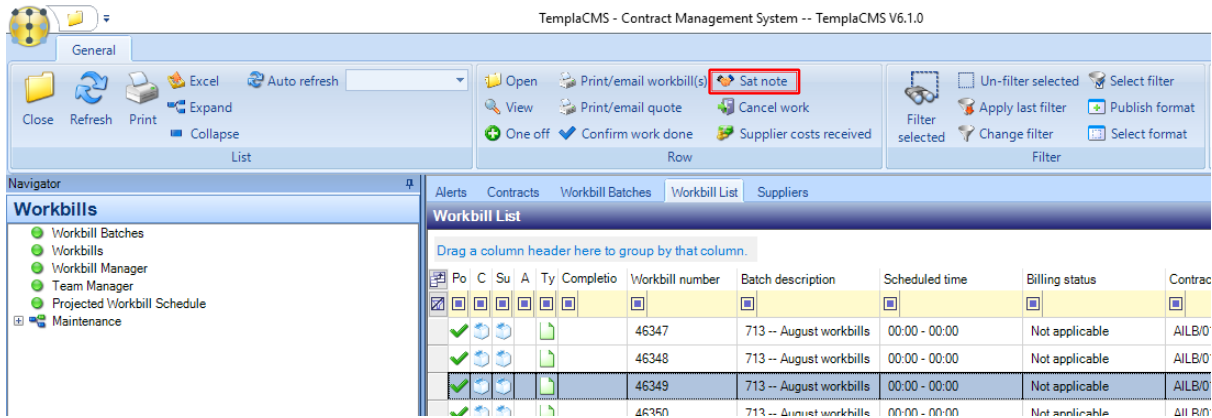


On the *Workbill Confirmation/Satisfaction* screen, enter the date the work was completed on. *Note*, it is not possible to enter a future date.

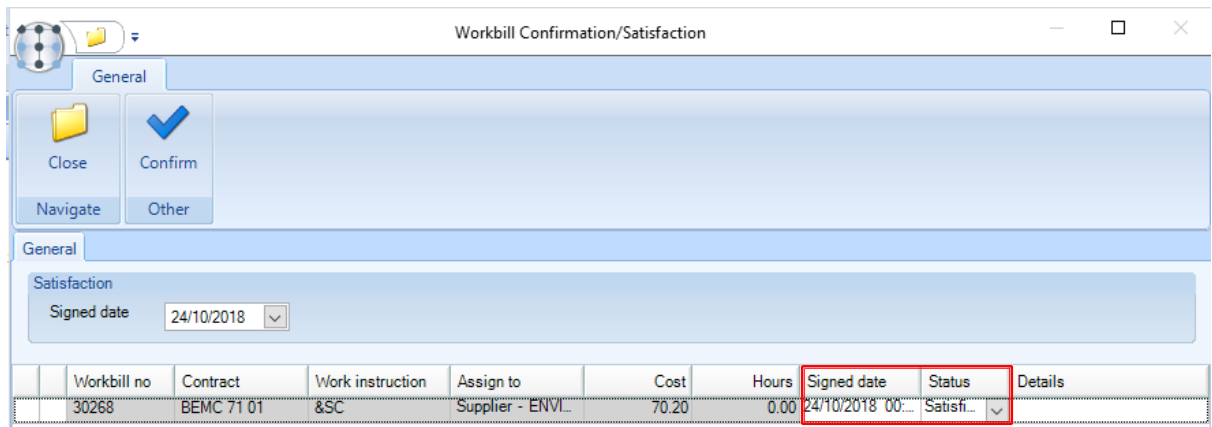


When a user enters workbill completion details on a workbill and saves, where no workbill employee payments exist they will be prompted with the message: 'No employee payments entered, enter them now?' If 'Yes' is chosen, the user will be taken to the employee payments window.

Instead of Confirm work done the Sat Note button can be used.



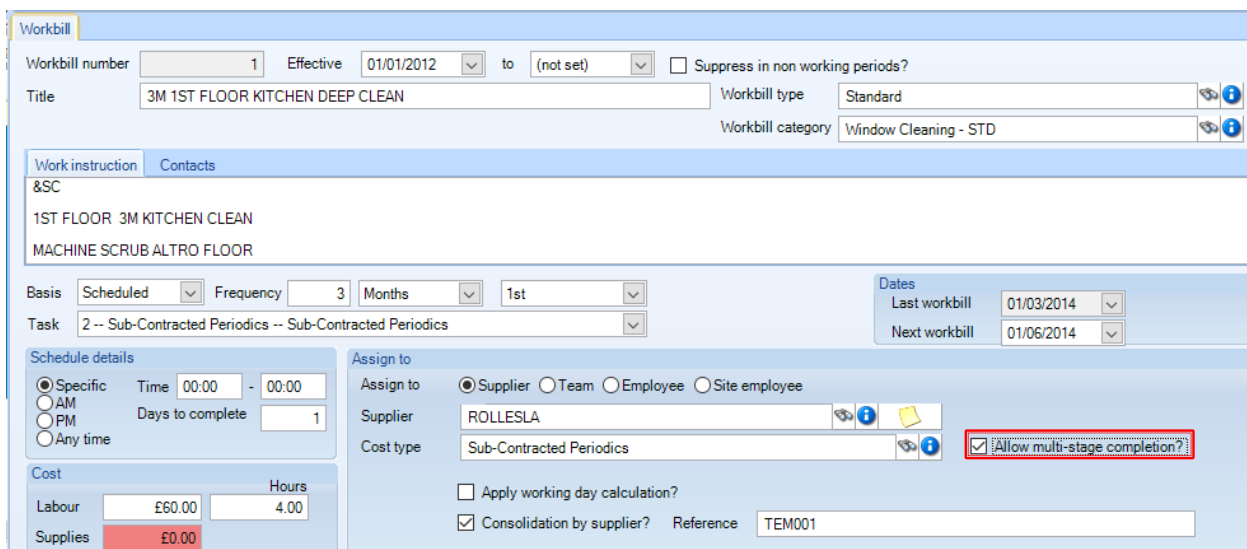
The Sat note option behaves the same as the Confirm work done screen but also allow additional Sat note details like the Signed date and Status to be recorded:



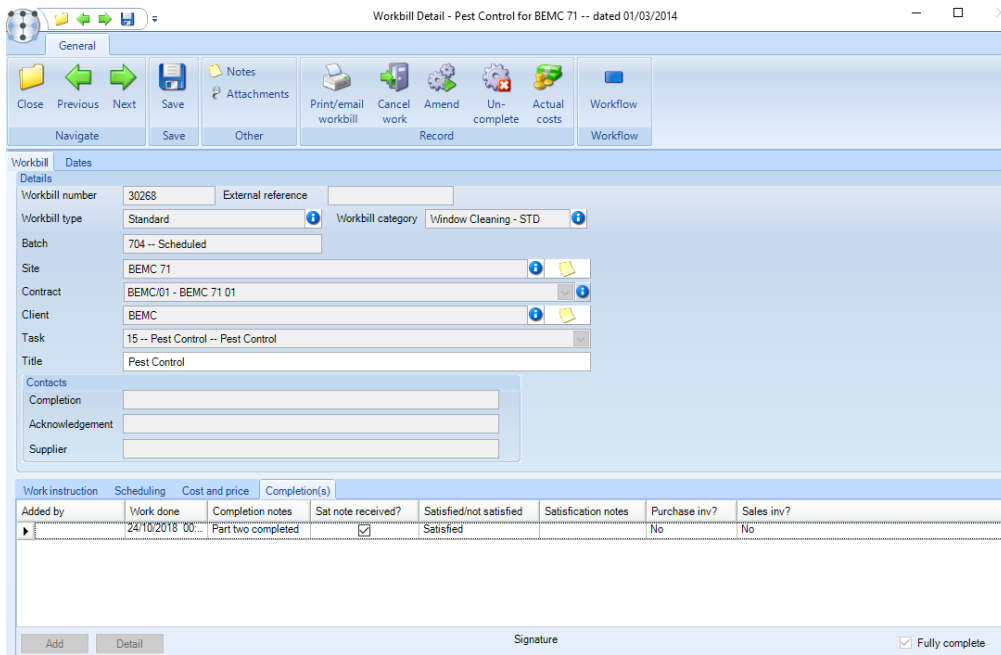
MULTIPLE COMPLETIONS

The workbill process in *TemplaCMS* allows multiple partial completions on a workbill to accommodate circumstances where a single workbill requires work done over a long time that transcends two or more financial periods, which consequently may need to be purchase invoice matched multiple times before it is deemed fully complete.

Both contract and one-off workbills have the option (when assigned to suppliers) for *Allow multi-stage completion*.



On the workbill, the completion tab contains a list of previous completions. Where the *multi-stage completion* flag is not set, one completion will exist per workbill.

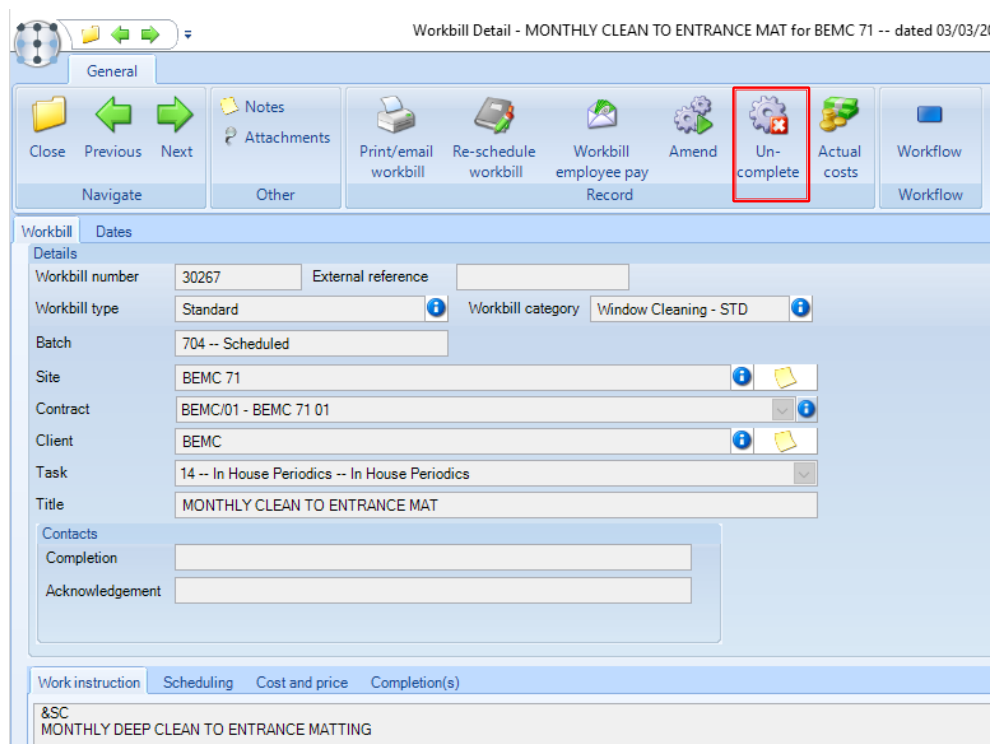


If the flag is set for *multi-stage completion*, it is possible to add any number of part-completions until the main workbill is marked as fully complete on the completion tab. When adding part-completions, the remaining cost and hours will decrease based on the workbill total, minus any workbill completions already existing, until a total of zero pounds and hours are reached.

Un-Complete

Workbills can be completed either in one step or in multiple stages. In both cases, once a workbill has been fully completed, changes cannot be made. However, there are some circumstances in which the full workbill completion status must be removed so the workbill can be amended or cancelled.

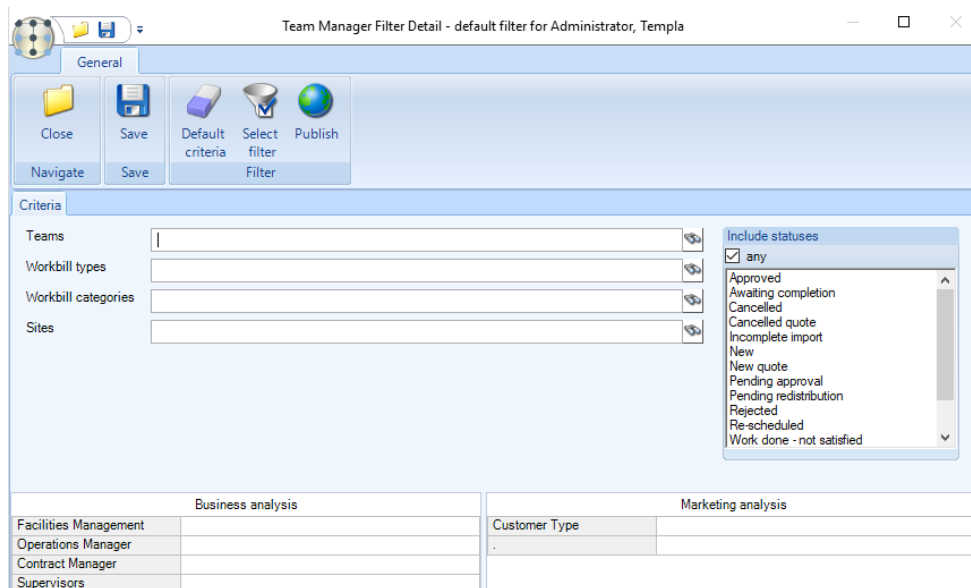
If a workbill has not yet been purchase matched, the *Un-complete* button can be used to remove any previous completions:



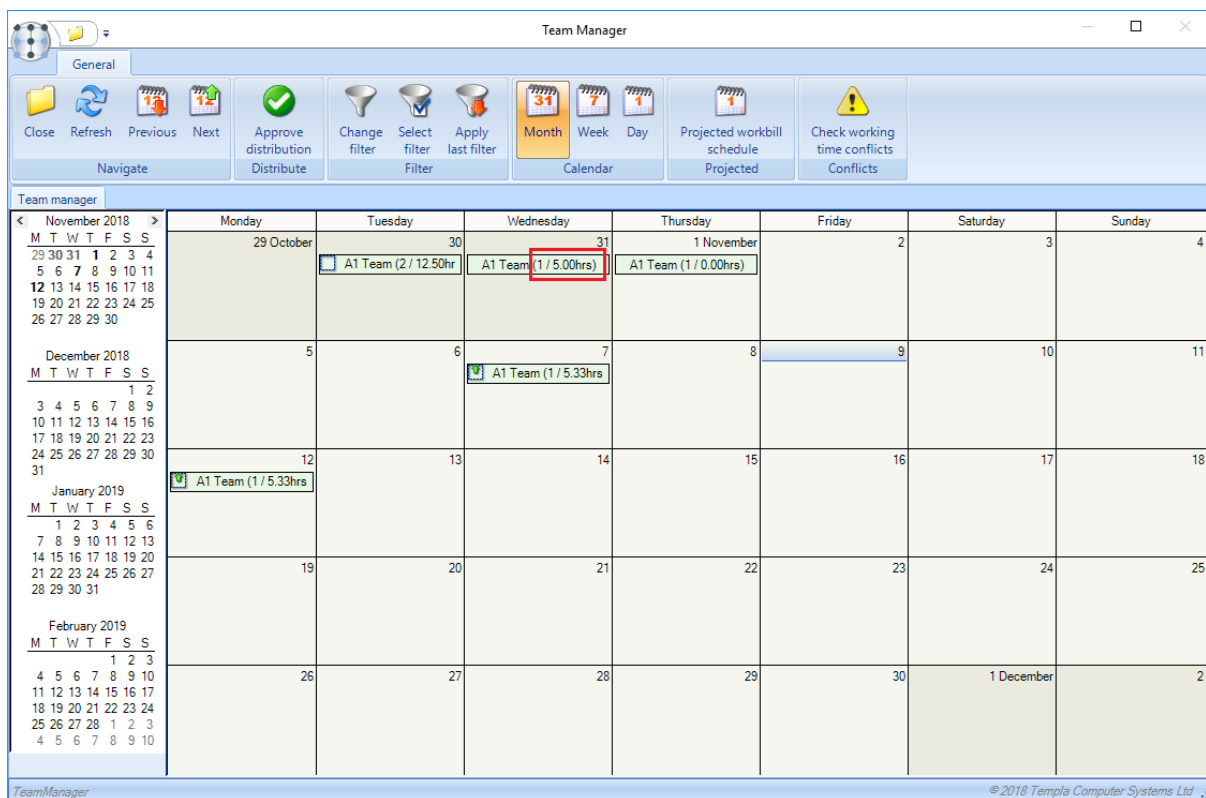
Workbill Team Manager

The *Workbill Team Manager* allows workbills that are assigned to teams to be manipulated within and between teams.

Opening the team manager displays the filter screen allowing filtering by multiple *Teams*, *Workbill types*, *Workbill categories*, *Sites* or *Business analysis levels*.



Once the filter is accepted, a calendar view of workbills (posted or not) summarised into 'team plans'.



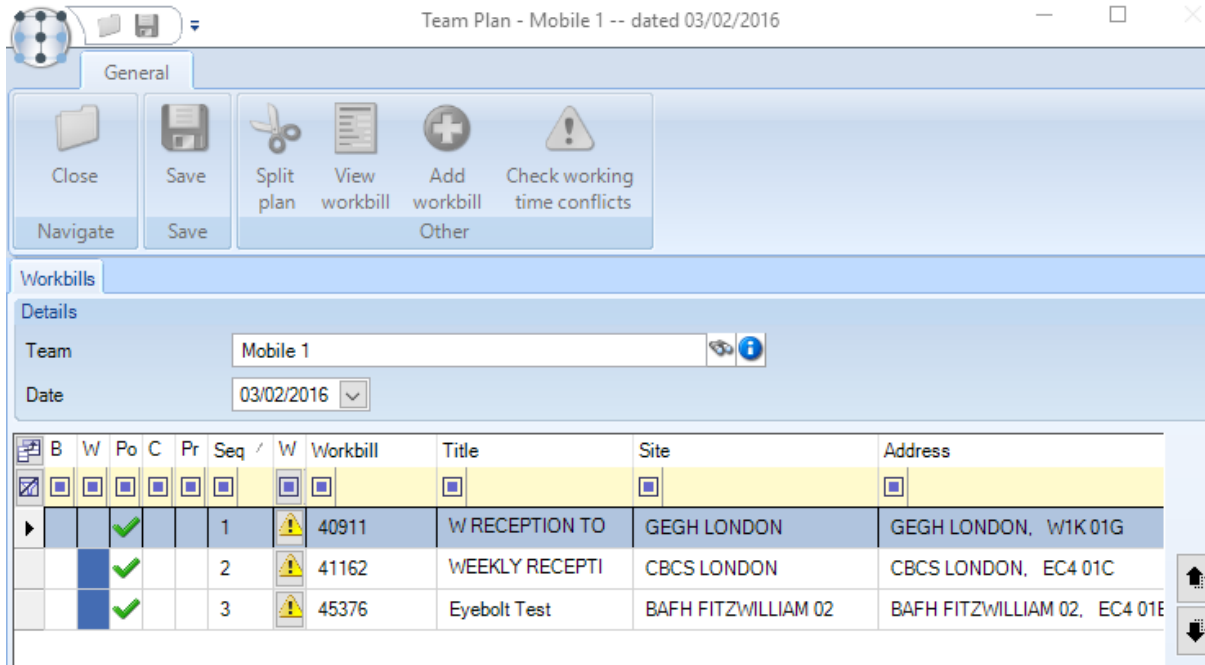
The number of assigned hours for each workbill is now totalled and displayed on each team plan on the team manager within the team plans' title (as per above).

From the Manager, a user may:

- Drag/drop a team plan and all of its constituent workbills between dates.
- Approve distribution to mobile, if enabled

A list of workbills within the team plan can be seen once it is opened with the *workbill number, title, site details* and two colour columns showing the *System Control* defined *BA colour* and *Workbill category* colour. In addition, three final column show:

- Number of expected hours per day (budgeted hours / planned days)
- Number of assigned hours per day (budgeted hours / planned days / preferred team employee count * assigned employees on day – where workbills are not planned per day this will be the same as the Number of expected hours per day)
- Number of hours per day variance



From within a team plan, a user may:

- Drag/drop workbills between multiple open team plans
- Split workbills from an existing team plan to create a new plan for a different date and/or team
- Approve distribution to mobile, if enabled
- Amend a workbill
- Create a new one-off workbill
- Re-sequence workbills within a team plan

No locking applies to the team manager as a whole, however, locks apply to individual team plans. It is therefore not possible to amend a team plan that another user has open. Further, any change to a workbill that would affect a locked team plan is prevented, e.g. deletion of a team assigned workbill or un-posting of a workbill batch containing team assigned workbills.

TEAM PLAN DISTRIBUTION

With the option for *Manual release of team workbills to mobile?* ticked on *System Control*, any team assigned workbill will NOT be sent to mobile devices automatically. Instead, the entire plan for a date must be manually approved for distribution from the *Team Manager*.

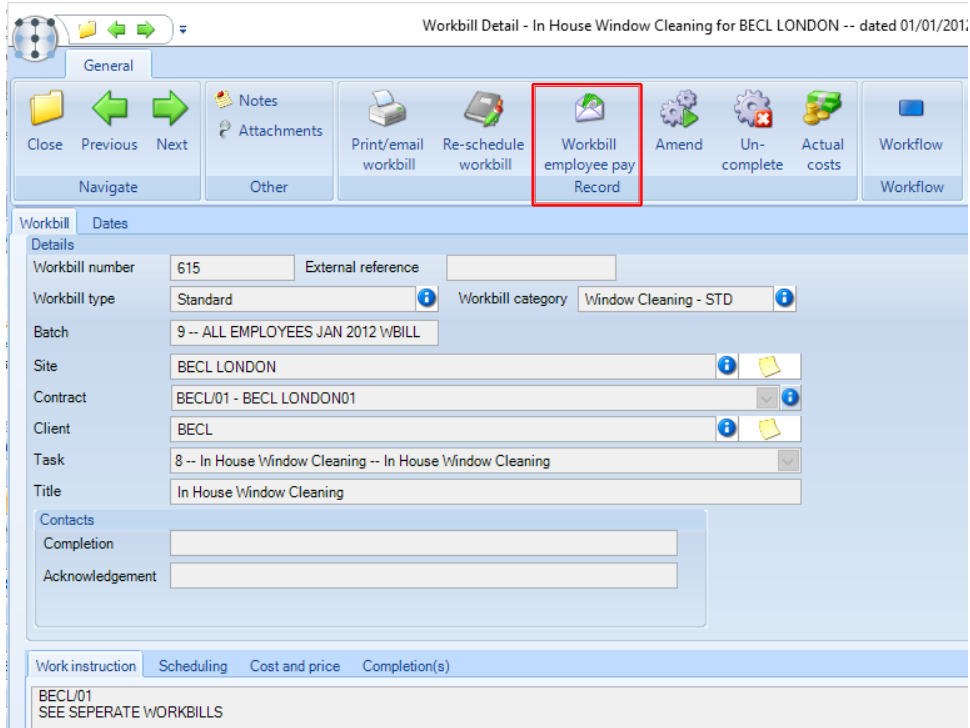
Any *Team plans* which are pending distribution are highlighted on the manager.

Distribution is only allowed where a *Team plan* contains at least one posted workbill. When distributing a team plan to mobile which contains un-posted workbills, the un-posted workbills will be excluded from the distribution and would have to be separately distributed, though the user is warned of this at the point of distribution approval within a team plan.

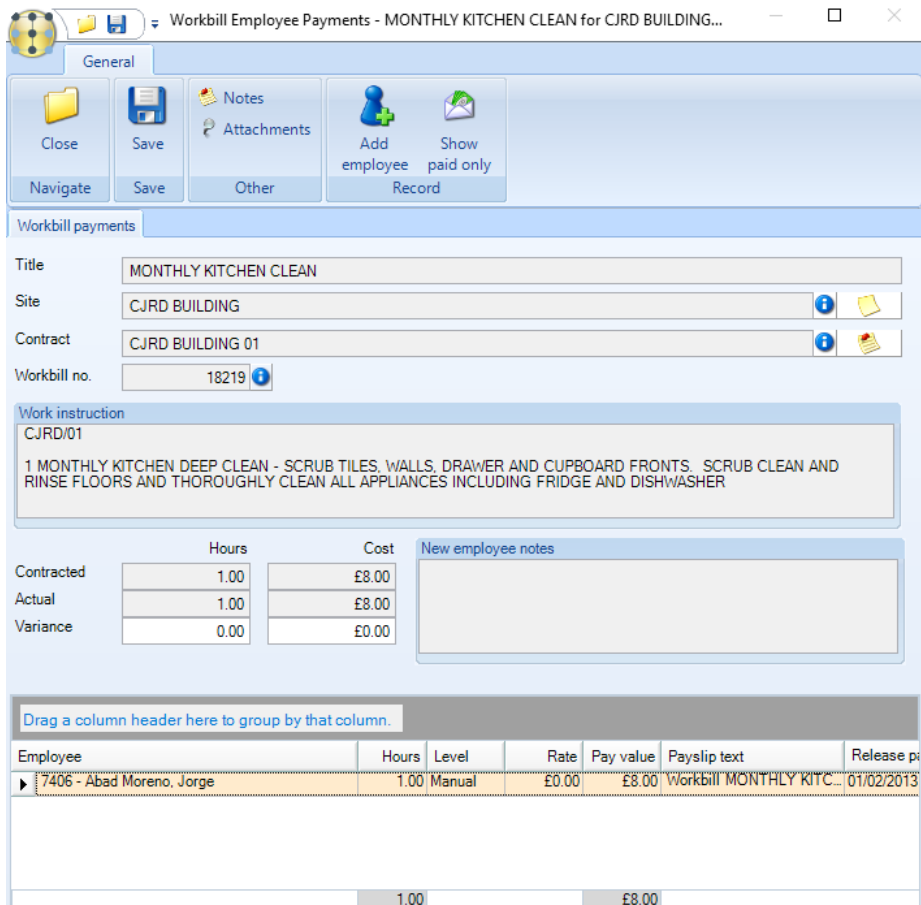
Employee Pay

WORKBILL EMPLOYEE PAY - STANDARD

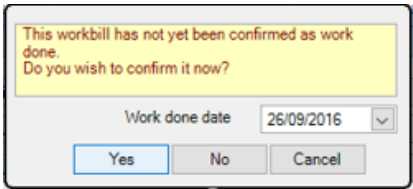
An employee can be paid directly from a workbill via the *Workbill employee pay* button:



On the following screen the number of *hours*, *rate* or *pay value* can be entered as well a *payslip text*. The *Release date* will determine which pay period this workbill will be paid in - the workbill will appear on the relevant payrun on the workbills tab.

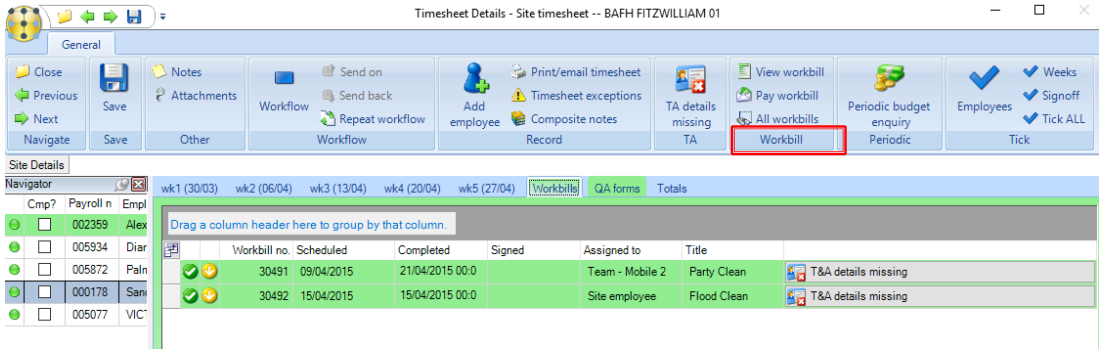


On clicking on *Save* from the *Workbill Employee Payment* screen the user will be prompted to confirm that the work has been done and to enter the *Work done date*:



Timesheet Integration

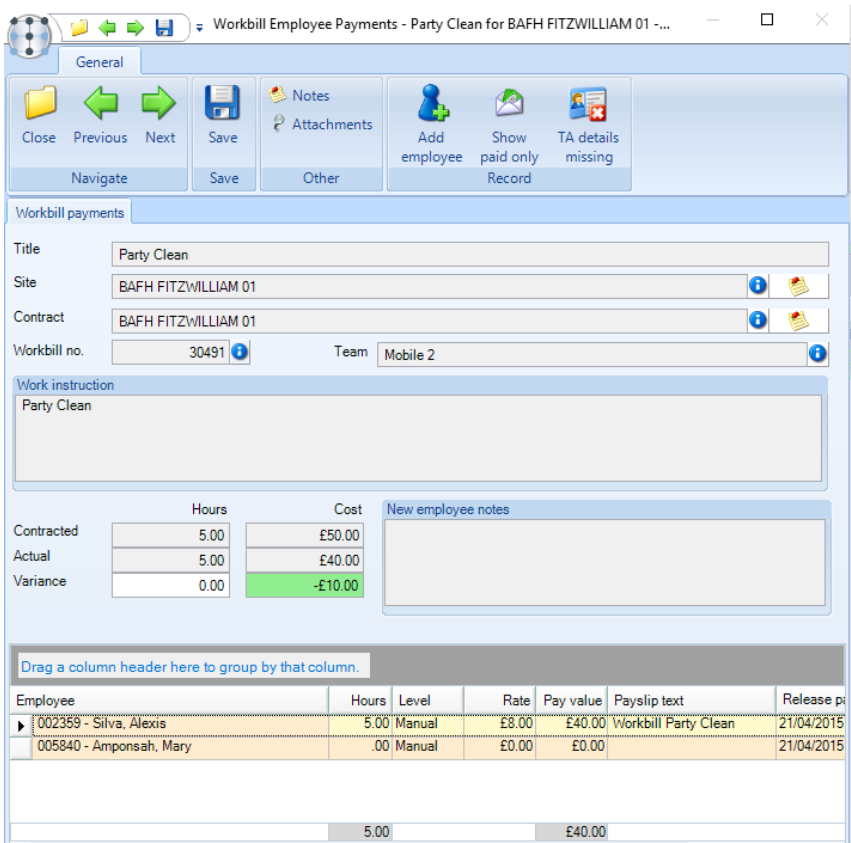
The *Workbills* tab on timesheets will show all employee workbills for the specific site to be paid in the pay period.



To pay an employee for the workbill select the workbill and click on the *Pay workbill* button. This displays a list of employees relevant to the workbill and gives the option to add more employees. When paying an employee for workbills, their pay level and rate can default in from the contract if the employee already works on the site on the specific task used for the workbill.

Three pay level options exist:

- *Standard* - standard pay (rate & hours) as per the contract and task will default.
- *Cover* - cover rates will default as specified on the contract and task.
- *Manual* - allows the manual entry of rates and hours.



Where a pay rate is not available on a contract the pay level will automatically be set to *Manual*.

A running check is performed to highlight variances from the defined cost and hours on the workbill, though deviation will not prevent acceptance.

At pay run processing time, regardless of the completion status of the workbill, the entered employee hours and/or pay will be paid. After posting the pay-run, the workbill payments are marked as paid, and cannot be amended. However, further employee payments can be added to the workbill if necessary, and these will be paid in the next relevant pay period.

The variation checking performed within a workbill will then continue to work on the sum total of payments regardless of how many pay periods they relate to.

For a sufficiently authorised user, and if the *System Control* setting has been ticked to show supplier workbills on timesheets a supplier assigned workbill can be selected and reassigned to an employee or team, confirmed as work done and have payments entered, all from within the timesheet.

WORKBILL EMPLOYEE PAY – PAYMENTS AND EXTRAS

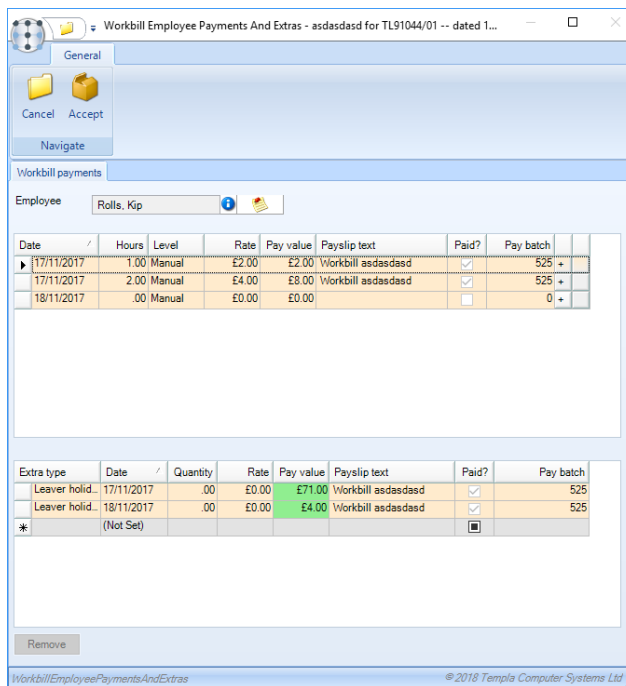
With the *System Control* option for *Workbill employee payment entry* option set to *Employee payments and extras*, the workbill employee payments screen will display the payment range option, defaulting to the workbill scheduled dates. A valid range must be entered and it is not possible to make the range smaller than any existing payments or extras.

Contracted	Hours	Cost
Contracted	0.00	£55.00
Actual	4.00	£97.00
Variance	4.00	£42.00

Employee	Hours	Pay value	Extras
200018 - Buns, Kip	.00	0.00	0.00
200019 - Iced Fingers, Kip	.00	0.00	0.00
200020 - Baps, Kip	1.00	0.00	12.00
200021 - Rolls, Kip	3.00	10.00	75.00
	4.00	10.00	87.00

The employee grid shows totalled payment and hours information. Double-clicking any row brings up the *Workbill Employee Payments And Extras* screen.

When opened, any existing payments and extras are displayed in two separate grids, along with payment or extra row for any date in the payment range without an existing entry.



On each payment row it is possible to add a row for the same date via the '+' button. Any non-integrated payment which is not the first for the day can also be removed via the '-' button on the same row.

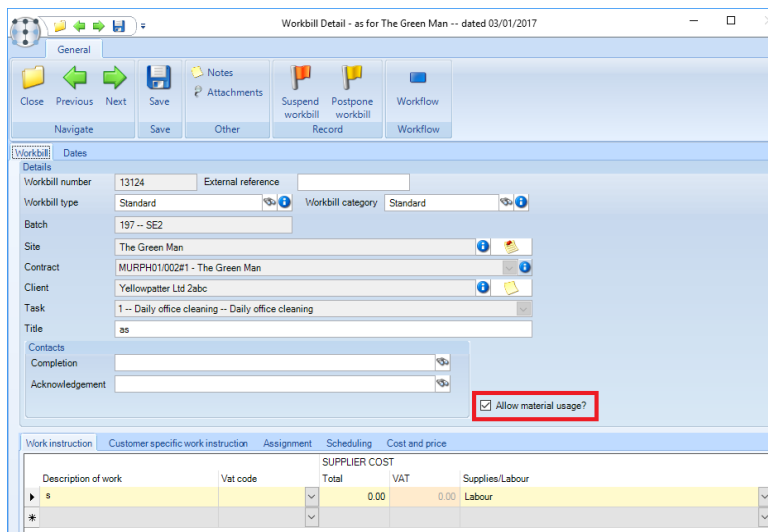
In the extras grid a template row on the bottom of the screen allows entry of additional extras as required, though the date cannot go outside the payment range defined on the *Workbill Employee Payments* screen. Any non-integrated extra can also be removed via the remove button under the extras grid.

Timesheet Integration

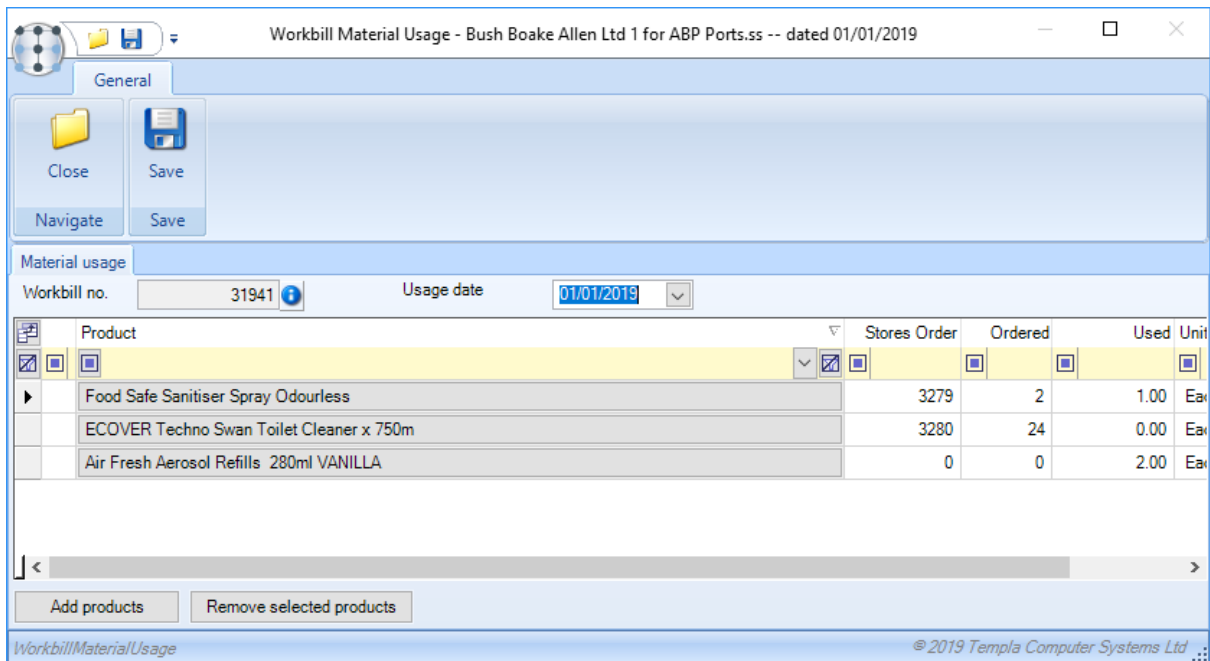
Workbill employee payments will continue to be integrated as before. In addition, any entered extras will also integrate to timesheets based on the dates against which the extras are recorded. As with payments, any extras integrated from workbills cannot be modified from the timesheet itself.

Workbill Material Usage

IT is possible to flag both one-off and contracted workbills as 'Allow materials usage?' so the actual material usage can be recorded. It is also possible to match stores orders a workbill where material usage is then recorded against the workbill or can be manually added by the user.



When posted, a taskbar button for 'Stores orders' allows access to a filtered list of stores orders matched to the workbill. In addition, the taskbar button for 'Material usage' allows access to the material usage manually added or from matched stores orders.



SUPPLIER WORKBILL INVOICING

Generally, the sales invoice for an Invoice on the confirmation workbill becomes eligible for creation as soon as the workbill had been confirmed as completed. For sub-contracted (assigned to a 'supplier') workbills, the sales value of the workbill may not be known until all costs have been received from the supplier, and this would normally be after the workbill has been completed. This means that there is a need to delay the sales invoice production until the purchase invoices from the supplier have been received, matched and posted.

Furthermore, a supplier may issue multiple invoices for a workbill (in particular for longer running 'multi-stage completion' workbills). In this scenario, there may therefore be a requirement to issue multiple sales invoices to the client.

Sales Invoicing

With System control setting for *Invoice supplier workbill on PI post?* 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.

During invoice batch generation, the value of the purchase invoice received is compared to the budgeted 'supplies' cost of the workbill. Where the purchase invoice value is less than the supplies budget, the full sales invoice will still be generated, though it will be flagged as a 'partial workbill invoice' within the invoice batch, thus drawing attention to it. The user may then decide to reduce the value of the sale invoice in line with the reduced value of the purchase invoice.

Any subsequent purchase invoice for the same workbill will be matched to an additional workbill completion record, and would therefore trigger a further sales invoice to be produced (again, flagged as 'partial'). In this scenario, the sales invoice will be generated for any short-fall in the sales invoicing to date (i.e. if the original invoice had been reduced in value). Note that a sales invoice will always be generated for each PI/completion recorded, even if there is no shortfall in invoicing (i.e. it will have zero value).

Examples

A completed subcontractor workbill with £50 budget supplies costs due to be billed out at £100:

Scenario 1: a purchase invoice for £50 is received – at the point the purchase invoice batch is posted, a sales invoice for £100 will be automatically created, either immediately if the sales invoice batch is already in existence, or when the sales invoice batch is subsequently created.

Scenario 2: a purchase invoice for £70 is received – at the point the purchase invoice batch is posted, a sales invoice for £100 will be automatically created, immediately or subsequently (as above); this sales invoice will be highlighted to *Sales Ledger*, who will then determine whether to change the sales invoice value manually.

Scenario 3: a purchase invoice for £40 is received – at the point the purchase invoice batch is posted, a sales invoice for £100 will be automatically created, immediately or subsequently (as above); this sales invoice will be highlighted to *Sales Ledger*, who will then determine whether this purchase invoice relates to:

- The workbill's full costs – in which case *Sales Ledger* may or may not alter (i.e. reduce) the sales invoice value manually.
- The workbill's partial costs – in which case *Sales Ledger* are likely (but do not have to) amend the sales invoice value manually (e.g. from £100 to £80) and also amend the workbill to mark it for 'multi-stage completion' (thus allowing a further PI to be matched)

When a subsequent purchase invoice for £10 is received for the same workbill – at the point the purchase invoice batch is posted, the un-invoiced sales value will be handled, i.e. in the latter's case a sales invoice for £20 will be automatically created, immediately or subsequently (as above); this sales invoice will be highlighted to *Sales Ledger*. Where, a further purchase invoice is received or where the full sales invoice value was billed (or even exceeded), a zero-value sales invoice will be created for every successive matched purchase invoice; this sales invoice will be highlighted to *Sales Ledger* via the new icon, so it can either be deleted or an invoice value entered.

Note, to implement this functionality, the point when the new system control setting is changed should be carefully managed, as *TemplaCMS* will only reflect the new setting from that point forward.

TEMPLA MOBILE - WORKBILLS

Templa Mobile is designed to handle workbills for two purposes:

- The creation of one-off workbills and workbill quotes.
- The signoff (by the client) of completed workbills.

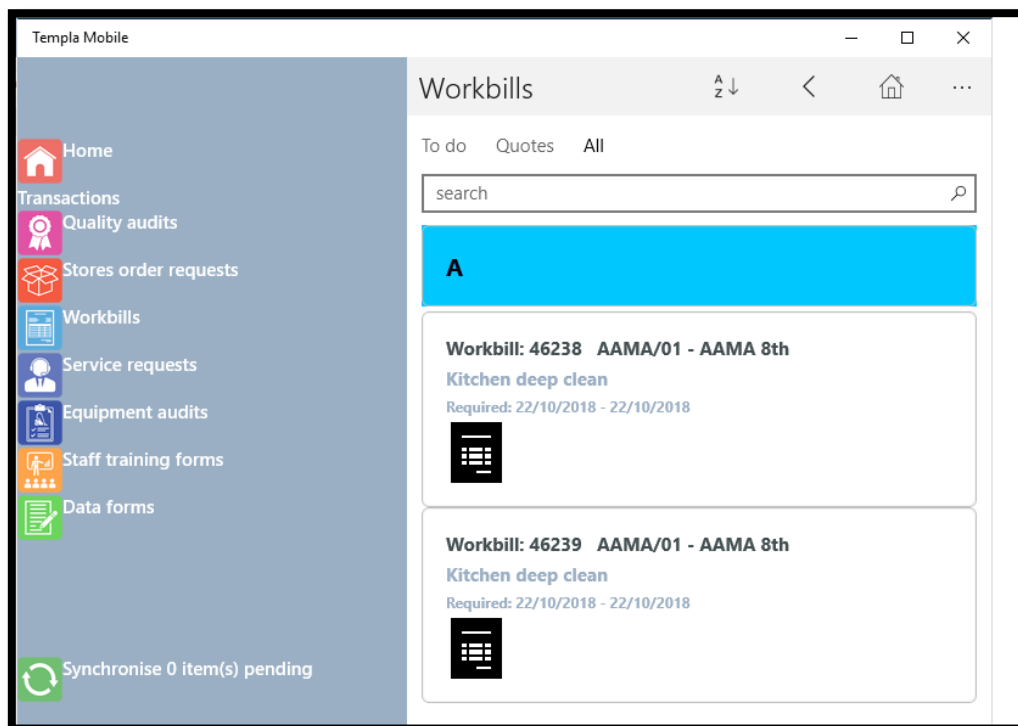
Data Volume

As with other modules of *Templa Mobile*, the data sent to the mobile device is restricted:

- The device will only receive workbills that are for sites to which the registered device user is authorised.
- Workbills completed more than the defined (on the device registration) number of weeks ago, are removed by the automatic housekeeping process.

To Do, Quotes and All

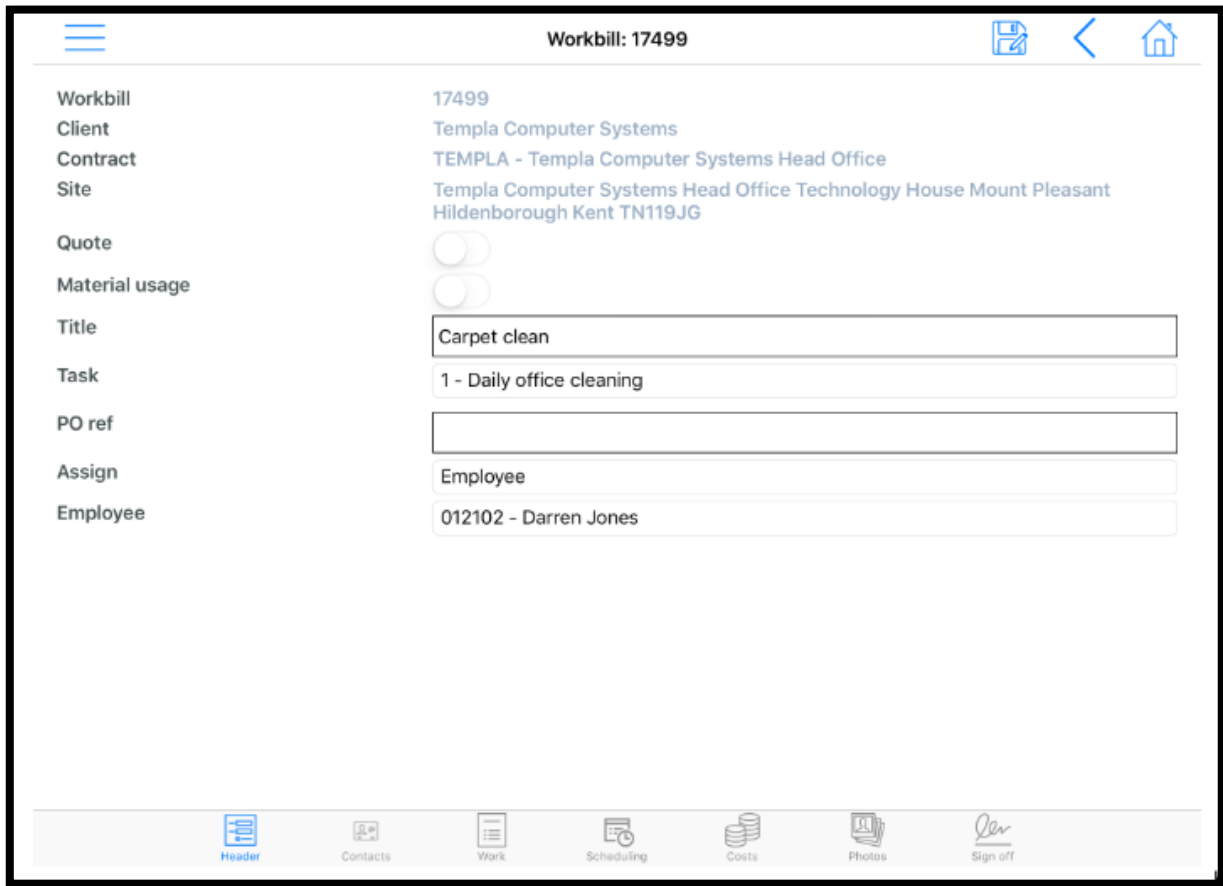
On access to the *Workbills* option on the mobile device, the user has presented options for *To Do*, *Quotes* and *All*.



The *To Do* list shows all *in-complete workbills* on the device, *Quote* only shows quote workbills whilst *All* shows all workbills from the previous two list and any workbills which have been previously completed.

The *To Do* list may contain a mixture of *posted workbills* that are awaiting completion, and *new one-off workbills (or quotes)* that have been created on this device but not yet sent to the *TemplaCMS* server.

On selecting a workbill, workbill details are shown with tabs for each area of the workbill:



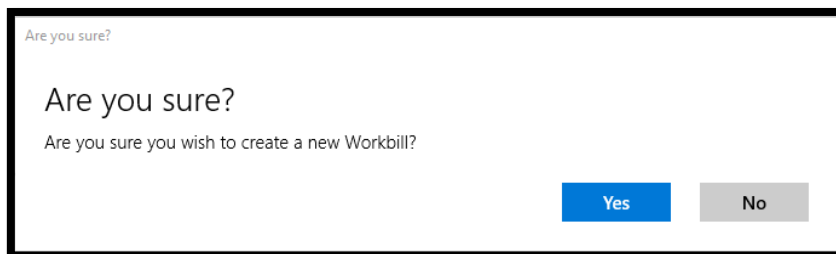
All details here, and on the *Work* tab are read-only, as they have been approved and posted by a *TemplaCMS* server user.

Workbill Creation – Server

Workbills created on the server, either from contracts or as one-offs, will be routed to the required device when approved for distribution (either automatically or by manual release depending on system control settings). Once on the device users will be able to take pictures, add employee hours and pay (depending on device registration set up) and complete the workbills.

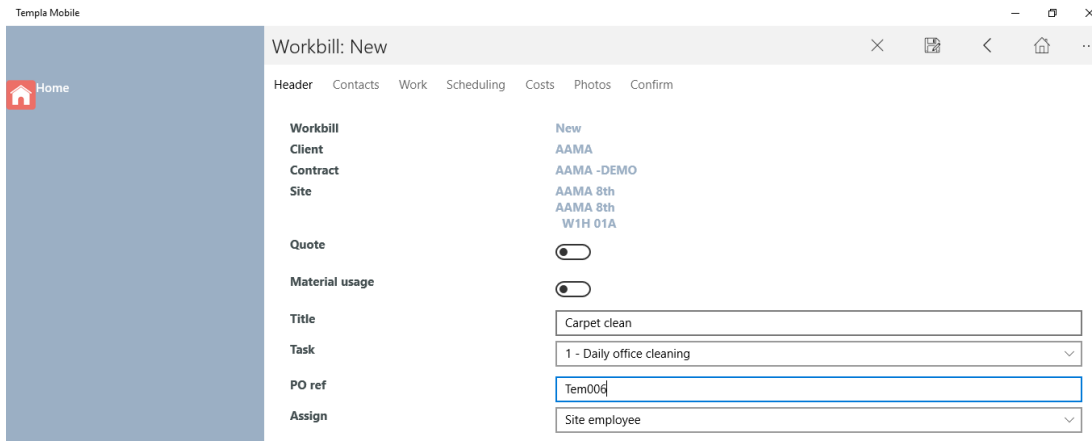
Workbill Creation – Templa Mobile

When accessing the *Workbills list from within a site*, pressing the '+' button will prompt the user with the following:



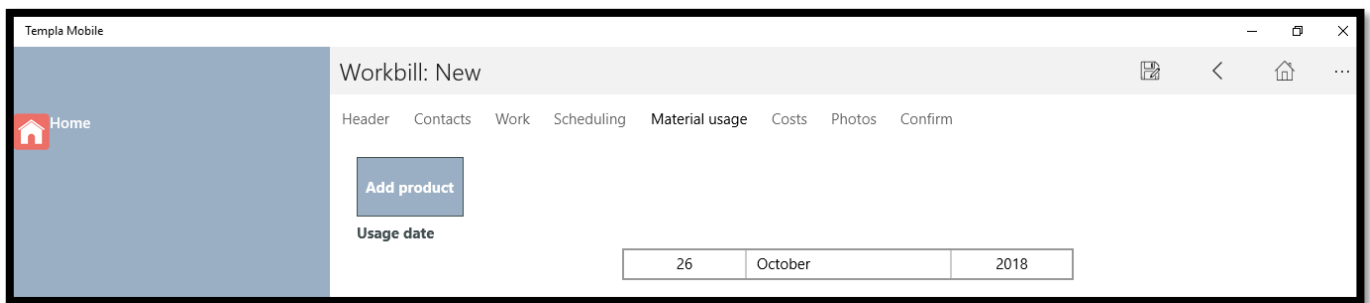
A new workbill will then be created with the client, contract and site details pre-populated. The user will need to complete the relevant details on each of the workbill tabs, with the following being mandatory:

- Title
- Task
- Assign
- Work instruction

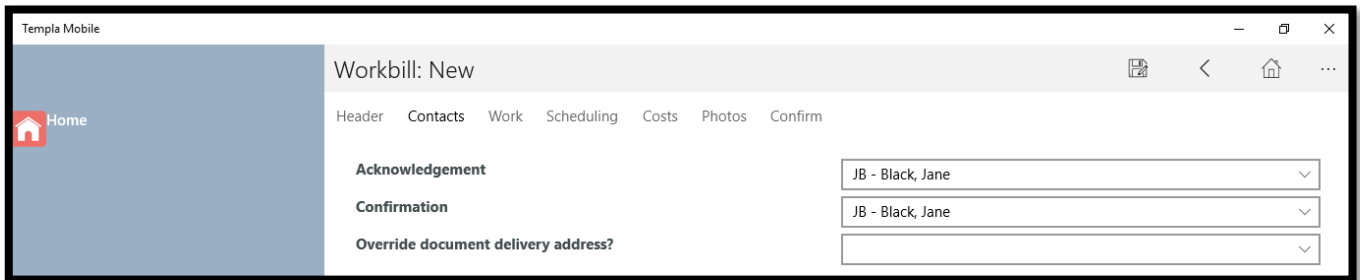


The impact of ticking the *Quote* checkbox is discussed later in this document.

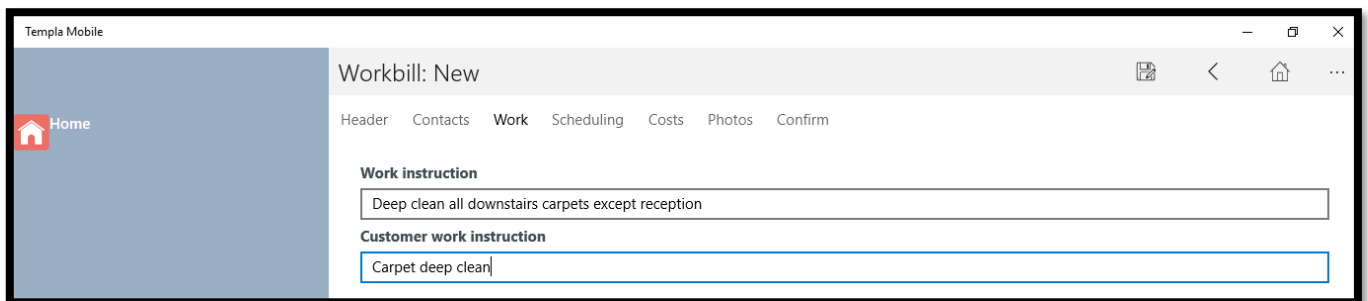
On enabling the *Materials usage* options, the user will be presented with an additional *Materials usage* tab from which products can be added:



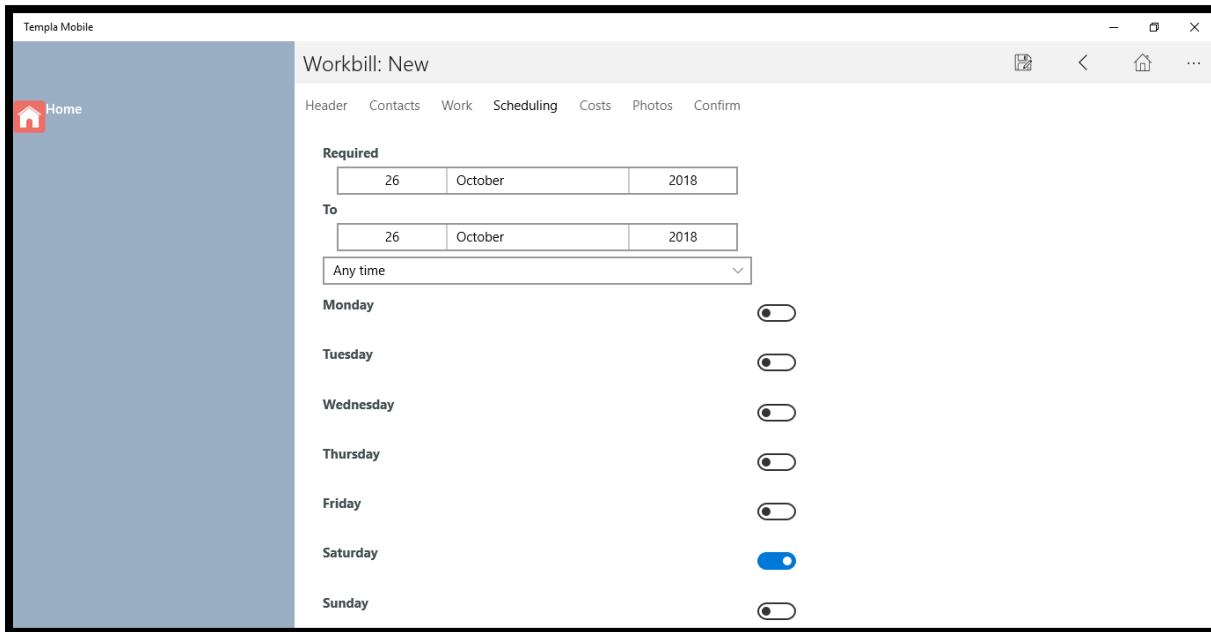
On the *Contacts* tab the *Acknowledgement*, *Confirmation* and *Override document delivery address?* details can be entered.



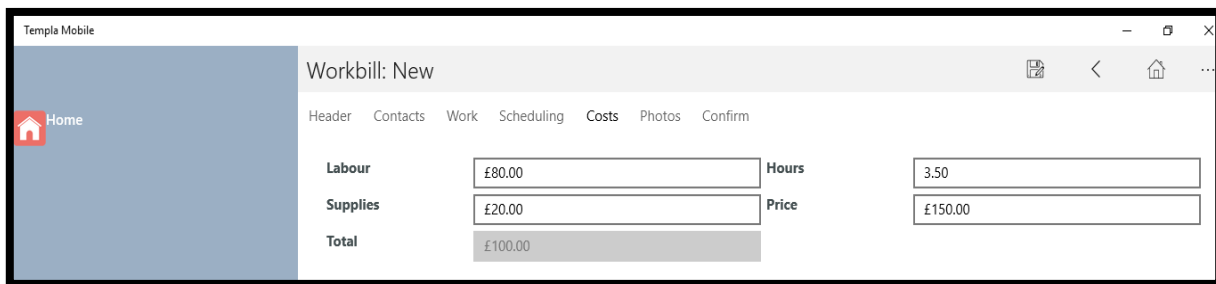
Work instructions for the employee or supplier as well as *Customer work instructions* can be entered on the *Work* tab:



On the scheduling tab complete the scheduling details such as when the work is taking place and the preferred day(s) of the week (if enabled on System Control)

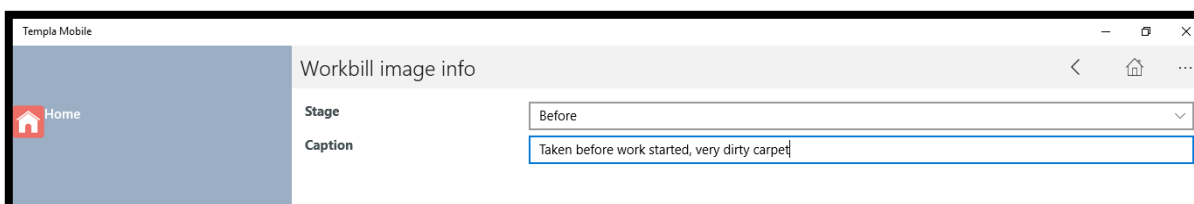
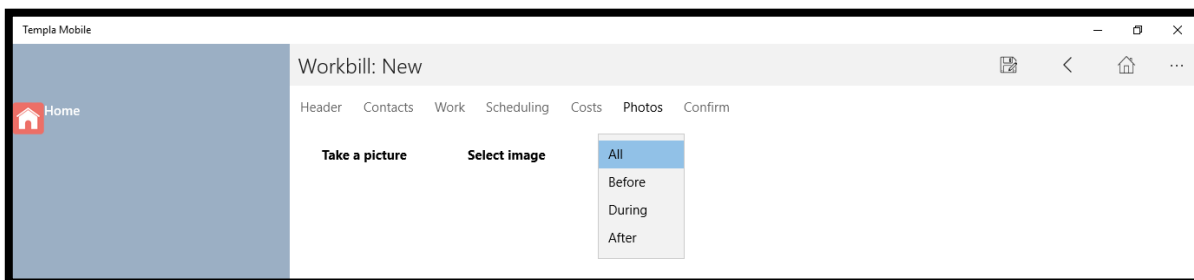


Budgeted cost details can be entered on the Costs tab:



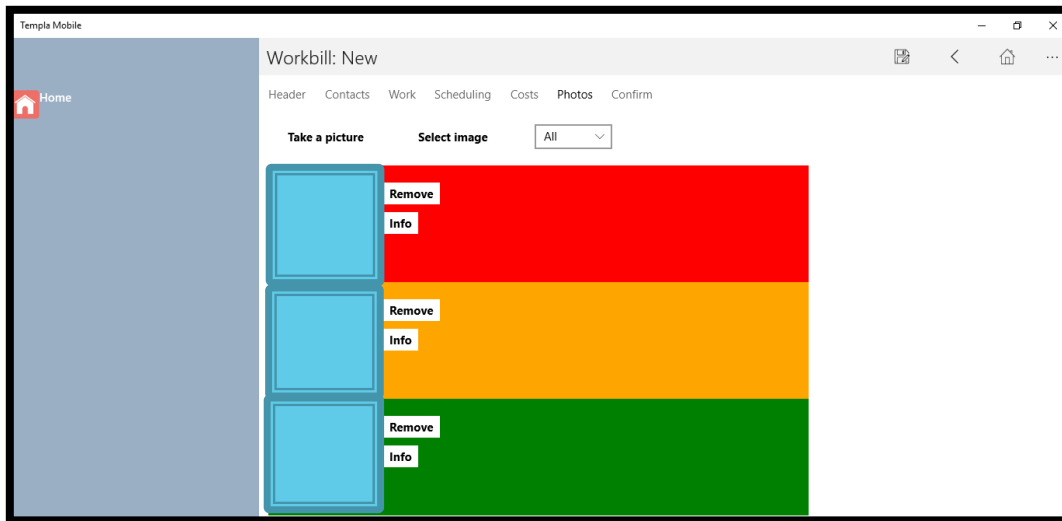
Server processing of a workbill created from a mobile device is discussed later.

Photos can be added from the Photos tab. When taking photos relating to a workbill job, the *TemplaCMS mobile* user is prompted to identify it as being *Before*, *During* or *After* the work has been done, plus add an optional caption to the photo.



Colour coding has been introduced for each stage, so the image row will be highlighted as follows:

- Red – Before
- Orange – During
- Green – After



If the incorrect stage has been selected at the point of taking the photo it can be amended afterwards.

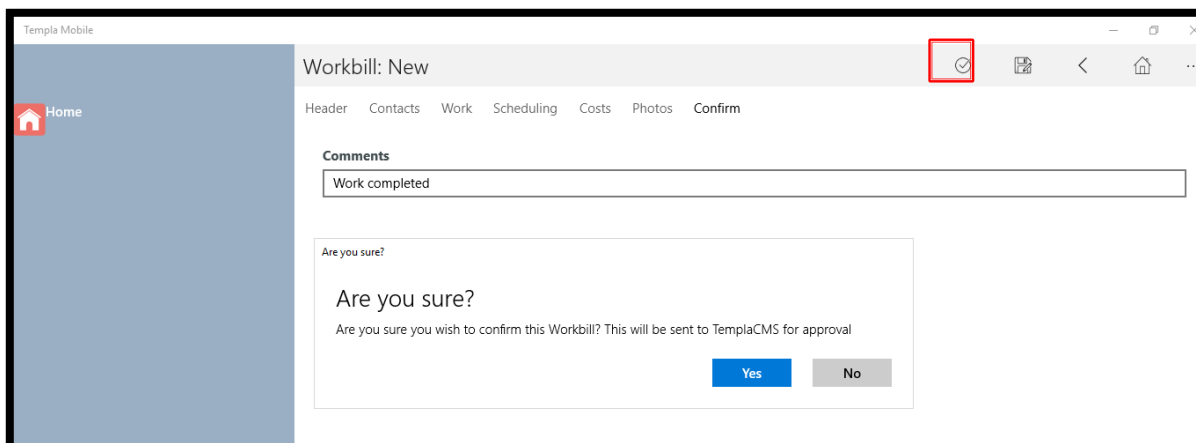
Note, images will be imported in the order they have been taken on the mobile device.

Any workbill that has been completed on a mobile device will store its photos behind the completed workbill on *TemplaCMS*. The *Workbill type's* code is included within the document's *Owner details*, and the caption (if entered) will appear with the section in the document's *Subject*. A *TemplaCMS* user will be able to amend the subject if required.

Document Store - Workbill - Daily office cleaning for Bill's goat shed -- dated 01/09/2017

St	Owner details	Type	Subject
	Workbill - 10929 - Daily office cleaning - Cleaning	WB1 - Workbill pi	Before: Very Dirty Carpet
	Workbill - 10929 - Daily office cleaning - Cleaning	WB1 - Workbill pi	After: Very Clean Carpet

Once the relevant details have been completed the user can click on the *Confirm* tab, enter a comment if needed and then select the 'Tick' to send the workbill to *TemplaCMS* for approval:



Workbill Sign-Off

Once the workbill has been approved it will be sent back out to the device for the user to complete it i.e. Employee pay, after photos and sign off. The workbill sign-off details can be entered on the *Sign off* tab.

The screenshot shows the 'Workbill: 38548' screen in the Templa Mobile app. The interface includes a sidebar with a 'Home' button and a main content area with a navigation bar (Header, Contacts, Work, Scheduling, Costs, Photos, Sign off). The form contains the following fields:

- Signed by:** A dropdown menu showing 'Black, Jane'.
- Name:** A text input field.
- Status:** A dropdown menu showing 'Satisfied'.
- Notes:** A text area containing 'Work completed on time and to our satisfaction'.
- Clear:** A button to clear the form.

At the bottom of the screen, there is a large grey area with a handwritten signature 'Black'.

The *Signed by* field will display a list of all site contacts for selection and a “Somebody else” option, where “Somebody else” is selected the user will be able to manually enter a name into the *Name* field.

The status field allows for the satisfaction or none satisfaction of a workbill to be record.

Once ticked as *Completed*, no further changes can be made, and the workbill is eligible to be returned to the server on the next synchronisation. *Note, that it is possible to un-complete a workbill, but only if the completion details have not already been sent to the server.*

Creating a Quote Workbill

When creating a workbill (as above) ticking the *Quote* checkbox identified the workbill as a quote. Cost and Price details can be entered on the *Cost* tab.

A workbill *quote* may go through a number of actions during the negotiation and specification of the work to be carried out. This allows a next action to be set for a given date, and ultimately the confirmation that it has been done.





The screenshot shows the 'Workbill: New' screen in the Templa Mobile app. The interface includes a sidebar with a 'Home' button and a main content area with a navigation bar (Header, Contacts, Work, Scheduling, Action, Costs, Photos, Confirm). The form contains the following fields:

- Action due:** A table with columns for date, month, year, and two numerical values.
- Confirm:** A large green button at the bottom.

Action due				
26	October	2018	20	50

Server Processing

When a new workbill created on a mobile device is received on the *TemplaCMS* server, the processing that occurs depends on a number of system control settings as explained in section one of this document.

Default one-off workflow path	One off workbill approval	 
Default one-off quote workflow path	Quote workbill approval	 
	<input checked="" type="checkbox"/> Auto post one-offs when approved (does not apply to quotes)	
	<input checked="" type="checkbox"/> Auto email client document to contact when one-off completed?	
	<input checked="" type="checkbox"/> Auto email client document to contact when one-off posted?	
	<input checked="" type="checkbox"/> Auto email quote document to contact when approved?	

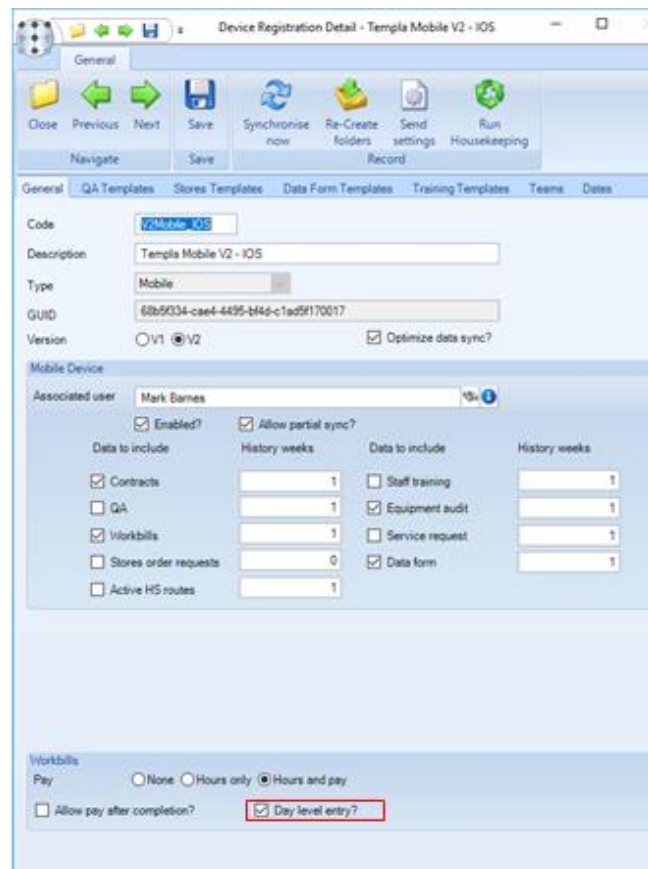
Multi-day Workbill Employee Pay

BACKGROUND

Templa Mobile allows workbill employee payments to be sent back to the *TemplaCMS* server as and when they are entered, this allows payments to be sent to *TemplaCMS* after each day if the workbills spans multiple days.

DEVICE REGISTRATION

The device registration form has been extended to now include an option for *Day level entry*, the option will only appear if *Workbills* has been enabled.



Device Registration Detail - Templa Mobile V2 - IOS

General

Code:

Description:

Type:

GUID:

Version: V1 V2 Optimize data sync?

Mobile Device

Associated user:

Enabled? Allow partial sync?

Data to include	History weeks	Data to include	History weeks
<input checked="" type="checkbox"/> Contracts	<input type="text" value="1"/>	<input type="checkbox"/> Staff training	<input type="text" value="1"/>
<input type="checkbox"/> QA	<input type="text" value="1"/>	<input checked="" type="checkbox"/> Equipment audit	<input type="text" value="1"/>
<input checked="" type="checkbox"/> Workbills	<input type="text" value="1"/>	<input type="checkbox"/> Service request	<input type="text" value="1"/>
<input type="checkbox"/> Stores order requests	<input type="text" value="0"/>	<input checked="" type="checkbox"/> Data form	<input type="text" value="1"/>
<input type="checkbox"/> Active HS routes	<input type="text" value="1"/>		

Workbills

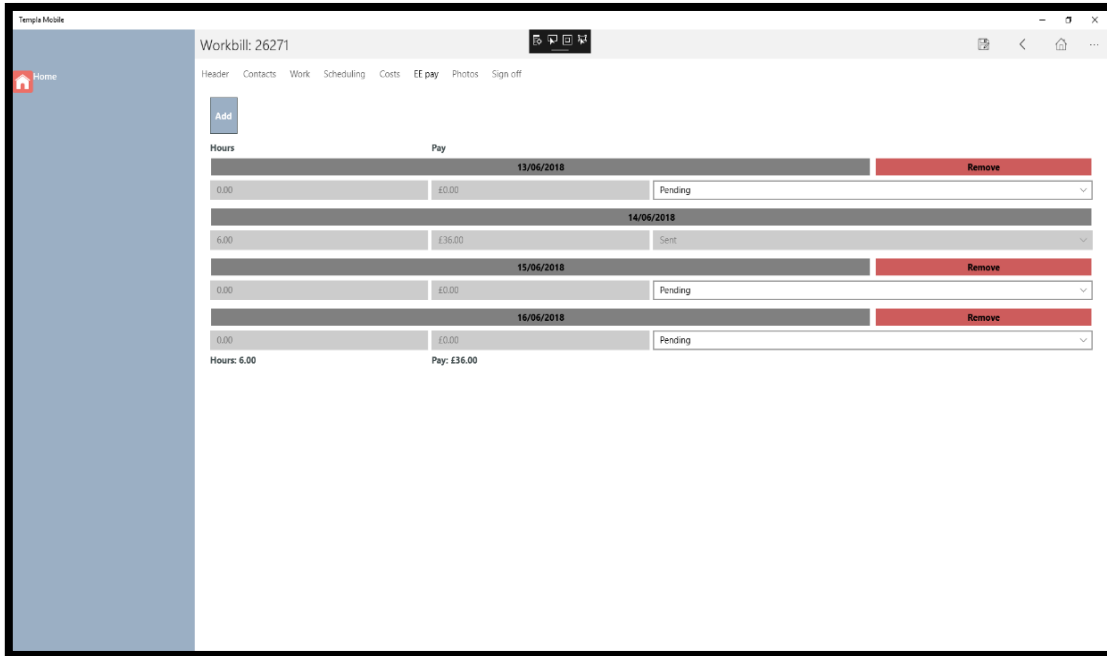
Pay: None Hours only Hours and pay

Allow pay after completion? Day level entry?

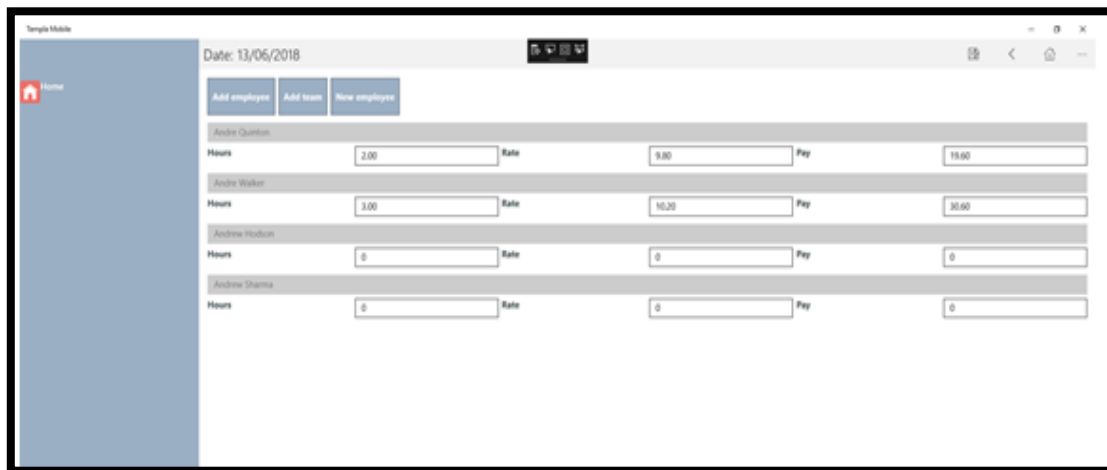
TEMPLA MOBILE

If the device registration has been setup to allow *Day level entry* then *Templa Mobile* will display the workbill employee payments as a summary (by date). The summaries will initially be created for each day the workbill spans, but dates can be added outside of the schedule to and from dates as required. In this way payments can still be made if a job was started earlier than planned or has overrun.

Please note: when adding a new date, it must not be in the future of today's date.



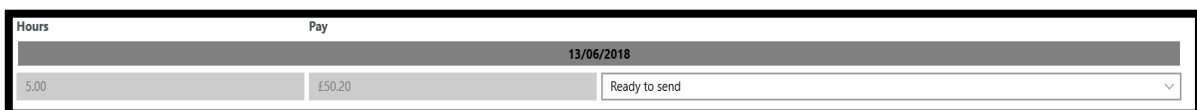
A *Templa Mobile* user can drill down into the workbill payments for a specific date by tapping the date button, this will enable the mobile user to amend or add payments as they do using the existing employee payment view.



Please note: payments can only be added/amended/removed for a date that are set to a status of *Pending*.

Payments can be removed by pressing the *Remove* button, this will remove any payments on the date that are at a 'pending' status.

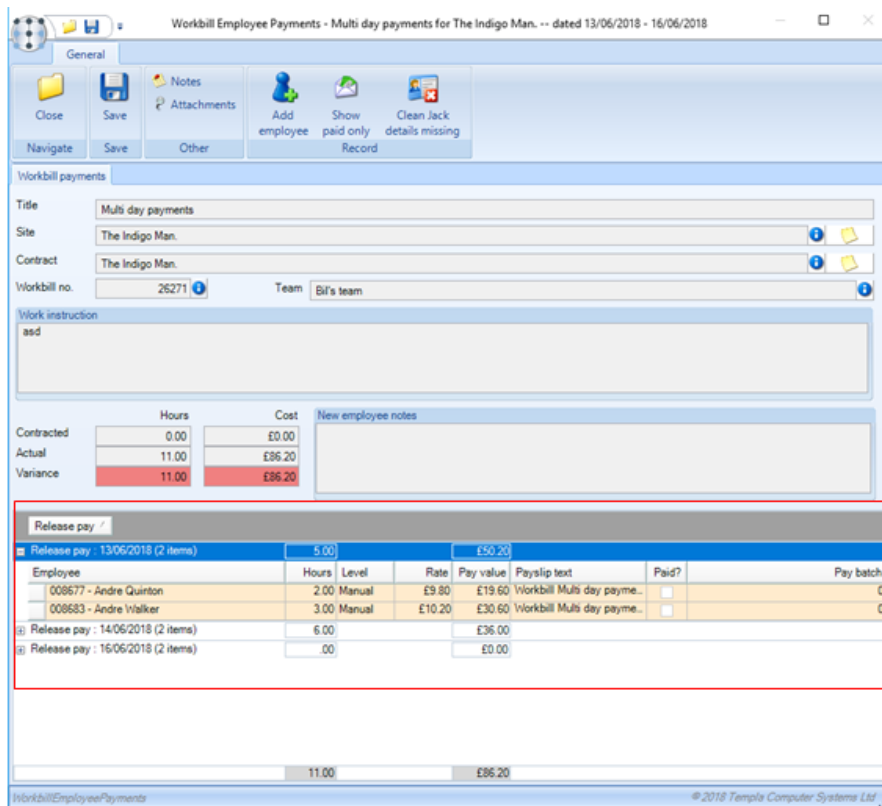
Once the payments have been completed the status of the summary can be set to *Ready to send*.



Once a payment has been marked as *Ready to send* the workbill is then eligible to be sent back to *TemplaCMS* for import any new payments. This will *NOT* complete the workbill, the *Templa Mobile* user will still need to *Sign off* the workbill in the normal way.

TEMPLACMS – EMPLOYEE PAYMENTS

It is possible to group workbill employee payments on the payments grid:



If *Day level pay?* is being used on *Templa Mobile* then where the same employee works on a workbill over multiple days, multiple rows for the same employee will exist with different 'release to pay' dates for each day's pay.

Team Manager – Workbill Sequence

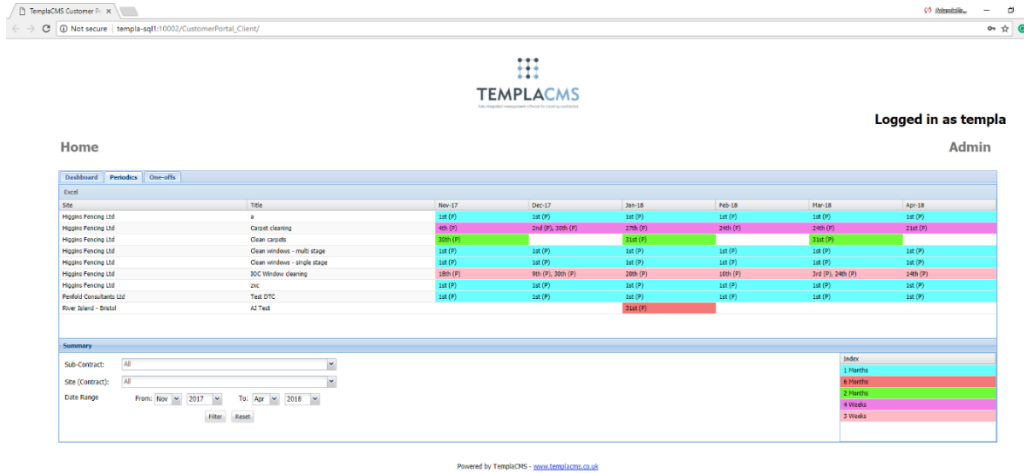
The team manager day view allows *TemplaCMS* users to set the sequence of the workbills within the date by use of the up/down arrow buttons, this sequence is sent to *Templa Mobile* and will only take effect once the mobile user has sorted the workbill list by date (by default the workbills appear in workbill number order).

CUSTOMER PORTAL - WORKBILL SCHEDULE

The workbill schedule on the customer portal shows the actual workbills that are completed or scheduled, in addition to those projected, as well as providing a separate schedule of ‘one-off’ workbills.

Templa Customer Portal

A *Periodics* and *One-off* tab exist for workbills on the customer portal:



The calendar on the ‘periodics’ tab includes the following:

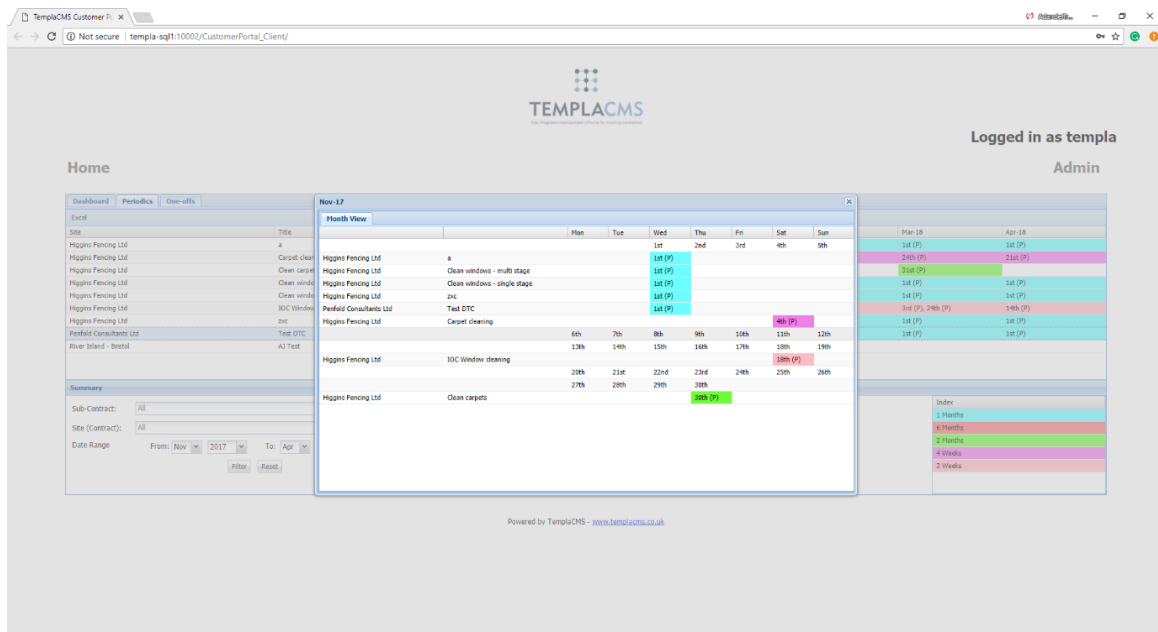
- Completed contract workbills, showing their actual completion date.
- Scheduled contract workbills, showing their ‘scheduled from’ date
- Projected contract workbills, showing the calculated date from the contracted frequency.

Each of the above is suffixed when plotted into the calendar, in order to identify the status of the workbill. For example, 21st (C), 15th (S), 12th (P).

- (C) – Completed
- (S) – Scheduled
- (P) – Projected

The *One-off* tab also includes completed and scheduled workbills and are suffixed in the same way.

The workbill schedule drill-down screens on both the *Periodic* and *One-off* tabs also include the suffixes:





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.