TemplaCMS

BUSINESS PROCESS REVIEW

Customer Name

COMMERCIAL STATEMENT

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

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INTRODUCTION

The Business Process Review (BPR) is a fact-gathering exercise to establish information relating to the "company" and its business, and understanding and documenting the "company's" full requirements of TEAM Software's proposed solution.

The BPR is limited to the details required to satisfy the software and services included within the latest "company" proposal, whose document reference is:

(document id and date)

("the proposal")

TEAM Software representative undertaking the review:

MARK BOYCE – PROJECT MANAGER

(name & title #1)

The BPR was undertaken on the following date(s):

"Company" representative(s) managing the review process:

(name & title #1)

(name & title #2)

"Company" representative(s) also in attendance, for all or part of the time:

(name & title #1)

(name & title #2)

This BPR document will be completed with all gathered details documented and copies issued to the above "company" representative(s), with additional copies issued on request.

Scope of BPR

Where relevant, the review will include the following areas of fact-gathering:

Areas	Required ✓	Done ✓
Company Structure	✓	
Current IT Systems	✓	
Business Reporting Structure	✓	
Generic Configuration	✓	
Contracts	✓	
Payroll, Timesheets & T&A	✓	
Billing	✓	
Stores	✓	
Workbills	✓	
Mobile	✓	
Quality Audits	✓	
Customer Service	✓	
Purchase Invoice Register	✓	
Financial Reporting	✓	

Scope of BPR

COMPANY STRUCTURE

Main Trading Company

It is the main trading company with whom Templa and other 3rd party suppliers will raise contracts and software licensing on. It should also be the name shown on the front page of this document. The main trading company is:

_____

(registered company name)

_____

(company and VAT registration numbers)

_____

(address)

Summarise the activities undertaken at this address:

_____

_____

_____

The current Directors (Owners) of this company are:

_____

(name & title #1)

_____

(name & title #2)

_____

(name & title #3)

The company financial year is:

_____

(12 or 13 periods & year end date)

The company effects payments through their bankers as follows:

_____

(bank name, payment method [BACS, cheque])

Main Trading Company

If BACS, the company processes payments, as follows:

_____

(BACS method [e.g. 3rd party company, online, etc.])

The company VAT reporting frequency and dates are:

_____

(monthly/quarterly, period/quarter end dates)

The last published and latest or forecasted company annual turnover values are:

_____

(Published £m and year)

_____

*(Latest/forecasted £m and year **or** estimated annual growth)*

A summary of the main type of work the company is involved in, e.g. Office Cleaning, Retail, Industrial, Education, Transport, Security, etc:

_____

_____

Other Trading Companies

For any other trading companies please repeat/copy "Main Trading Company" above.

Parent Group Company

If relevant, the parent group company of the above trading company/(ies) is:

_____

(registered company name)

_____

(company registration number)

_____

(VAT registration number)

_____

(address)

The current Directors/(Owners) of this company are:

_____

(name & title #1)

_____

(name & title #2)

_____

(name & title #3)

Management/Staff Structure

NB: The company should provide Templa with an organisation chart.

Please indicate below the responsible person for each activity:

Sales/Marketing:

Operations:
_____

Finance:
_____

Payroll:
_____

HR:
_____

Quality Audits:
_____

IT:
_____

Management of site contracts is undertaken by operational staff in the field, under the following structure:

Role	YES / NO	Number
Operations managers		
Regional Managers		
Area Managers		
Contract Managers		
Service Managers		
Other		

CURRENT IT SYSTEMS

Systems Management & Support

The company's external IT Systems support and maintenance supplier is:

_____

(supplier name)

_____

(telephone no(s), email address, website)

_____

(main contact name, telephone no, email address)

Application Systems in Use

Please indicate which system the company currently use for the following and who is currently responsible for these areas:

CRM: _____

Estimating & Quotation: _____

Contract Management: _____

Billing: _____

Payroll: _____

Financial Accounts: _____

Asset Register: _____

Cashbook: _____

Project Costing: _____

Stock Control: _____

HR: _____

Emailing: _____

Quality Audit: _____

Document Management: _____

Time and Attendance: _____

(explain setup [hosted or in-house, telelog, biometric, PDAs], timesheet generation)

Additional information:

_____

_____

_____

Network Infrastructure

The main server and applications configuration is as follows:

_____

(server #1, location)

_____

(basic spec details [OS level, RAM, Disk, SQL, TS])

_____

(applications installed)

(backup process)

NB: for any additional servers relevant to this implementation, please repeat/copy the above section.

Please describe your internal network and connectivity:

(e.g. 1gbit local network etc.)

Please describe your external network and connectivity

(e.g. commercial/ residential broadband, VPN or RDP)

Company user PCs/laptops connecting to the servers are running the following desktop operating system(s):

(Windows 10, Windows 8, Windows 7, MacBook, Other?)

Company mobile devices (e.g. for Area managers) are as follows:

(iPad, Android device, Windows device, etc)

BUSINESS REPORTING STRUCTURE

Ledgers & Payrolls

CONFIGURATION

Access Dimensions and Payroll are licensed with a base 5-company database capability, with the additional licensing capability to extend in 5-company increments.

Typically, separate legal entities would be required to have separate Dimensions databases, each including their SL, PL & NL. Similarly, each would have separate payroll databases, although for security reasons it may be necessary to have two databases for the same legal entity where the cleaner's payroll should be separated from the management payroll.

TemplaCMS can integrate with multiple Dimensions and Payroll databases, therefore providing overall group level control on the operation of multiple company business. The only pre-requisite is that all companies operate the same financial year and run a common chart of accounts and payroll coding structure.

The Dimensions company database set up requirements are as follows:

_____

(company name #1)

_____

(company name #2)

_____

(company name #3)

The Payroll company database and frequency set up requirements are as follows:

Company	Payroll Name	Frequency	Cycle Start Date	Salaried? (Y/N)	CMS link? (Y/N)	Employee Code Range

Can one site/contract contain employees from more than one payroll?:

_____

_____

Please detail how the NL Journal posts from Payroll into Accounts currently, e.g. by department / cost centre, site, job role, etc:

SHARED DATA

TemplaCMS will share data records from the ledgers and payrolls configured. Below are the main records in the system and their relationship across TemplaCMS and Access Dimensions & Payroll. Where 'Master' is identified, this is the source system that maintains the record. Where 'View-Only' is identified, the software views and uses the master records from the source system.

		<<<<<<<<<< Access >>>>>>>>>>	
Entity	**TemplaCMS**	**Payroll**	**Dimensions**
Customers	View-Only	-	Master
Sales Analysis	View-Only	-	Master
Sites/Contracts/Tasks	Master	-	-
Suppliers	View-Only	-	Master
Purchase Analysis	View-Only	-	Master
VAT Codes/Rates	View-Only	-	Master
Employees	View-Only	Master	-
Earn/Deduct Codes	View-Only	Master	-
NL Codes	View-Only	View-Only	Master

Business Analysis Headings

Based on the information in the Management/Staff Structure section, sites and their contracts should be configured in TemplaCMS against business analysis headings. These headings are made available throughout the system to enable analysis of site data, e.g. payroll batch preparation and wage variance analysis, billing run batch preparation and revenue variance analysis, live contract listing, timesheet analyser, accrual analyser, outstanding site order, etc. This offers instant summary analysis of large volumes of data and enables a hierarchical top-down approach, with drill-down through the lower tiers to transaction level data.

The following business analysis headings will be setup in TemplaCMS, up to a maximum of 30:

(description #1 [e.g. company/division])

(description #2 [e.g. region])

(description #3 [e.g. area])

(description #4 [e.g. contracts manager])

(description #5 [e.g. contract type])

(description #6)

(description #7)

(description #8)

Within each analysis heading, the company must provide a list of codes and descriptions - all activated headings are mandatory for entry

Marketing Analysis Headings

Marketing analysis headings can be used to categorise all site contracts, e.g. to understand market segmentation. The following analysis headings will be set up in TemplaCMS, up to a maximum of 10:

(description #1 [e.g. customer type])

(description #2 [e.g. town])

(description #3)

(description #4)

Within each analysis heading, the company must provide a list of codes and descriptions - all activated headings are NOT mandatory for entry.

Cost and Revenue Types

Each element of cost and revenue associated with a contract can be tracked throughout TemplaCMS by assignment to cost and revenue types. For budget control purposes these can then be grouped if required, e.g. a Wages Budget group would be configured with and be able to track the basic pay, absence and cover cost types. Whereas the holiday pay cost type could be tracked individually.

The following cost and revenue type examples may be required, but will be derived from the chart of accounts design, see the following section:

Payroll Cost Types

- Cleaner's Basic Pay
- Cleaner's Sickness Absence
- Cleaner's Cover
- Cleaner's Holiday Absence
- Cleaner's Holiday Pay
- Cleaner's NIC ERs
- Cleaner's Expenses

NB: the company must provide a list of payment and deduction codes, over and above the statutory ones SelectPay provides as standard (i.e. SMP, SSP, etc) – it is possible to have a greater level of detail in TemplaCMS and map many pay cost types to one Payroll Pay Element (or conversely to also have a lesser / different level of detail in TemplaCMS with an override split out, e.g. by region)

Sales Revenue Types

- DOC Revenue
- Window Cleaning Revenue
- Carpet Cleaning Revenue
- Deep Clean Revenue
- Industrial Clean Revenue
- Inclusive Consumables Revenue
- Ad-Hoc Consumables (Rechargeable) Revenue
- One-Off (Special) Revenue

NB: the company must provide a list of revenue type codes & descriptions – these should relate to the Chart of Accounts provided, although it is possible to have a greater level of detail in TemplaCMS and map many revenue types to one NL code or conversely to also have a lesser / different level of detail in TemplaCMS with an override split out to the NL, e.g. by region.

Purchase Cost Types

- Inclusive Materials
- Inclusive Consumables
- Ad-Hoc Consumables (Rechargeable)
- Sub-Contract Labour
- Uniforms
- Mobile Phones
- DBS
- Etc

NB: the company must provide a list of cost type codes & descriptions – these should relate to the Chart of Accounts provided, although it is possible to have a greater level of detail in TemplaCMS and map many cost types to one NL code (or conversely to also have a lesser / different level of detail in TemplaCMS with an override split out to the NL, e.g. by region.)

Tasks

Tasks represent the individual elements of the contract that are to be delivered and these would normally be associated with the different cleaning or service activities required by the customer.

One or more tasks can be created and assigned to a contract and each task will then have its contractual requirements configured against one of the TemplaCMS module areas.

All tasks and modular areas are configured using effective dates (start/end), thereby enabling different configurations to be applied at different times. This promotes the entry of contract variations in advance of their activation and providing an historical chronological record of such changes.

NB: the company must provide a list of task type codes and descriptions – it's likely these will bear a very close resemblance to the revenue types provided above

Budgets

Budgets are associated with a task.

Budgets can be defined for a budget group or an individual cost or revenue type. An example of budget group is Wages, which will include the cost types covering basic pay, absence and cover. Whereas, the holiday pay cost type can be monitored individually.

All budgets can hold 'value' and the period it represents, with period capability covering week(s), month(s) or year(s). Relevant budgets can hold 'hours' also, e.g. cleaner's wages.

The key **cost** budgets required to be monitored are:

- Cleaner's Wages (basic, absence, cover) – value & hours   **YES / NO**

- Cleaner's Holiday Pay – value or **% ** **   **YES / NO** <u>%?</u>

- Cleaner's NIC ERs – value or % **   **YES / NO** <u>%?</u>

- Inclusive Materials – value or % **   **YES / NO** <u>%?</u>

- Sub-Contract Labour – value   **YES / NO**

** Please identify if any of these wage-related budgets require automatic tracking and identify the % uplift that should be used.

Are **revenue** budgets used?   **YES / NO**

Auto build revenue budget from sum of all billing lines   **YES / NO**

NL Chart of Accounts

Each cost and revenue type code is mapped to its eventual target NL account code. TemplaCMS, therefore, supports a very detailed and granular analysis of site P&L data, using these cost and revenue types, whereas the NL need only have a summary account code structure. However, in some cases, the company may still require the NL to have summary accounts per business analysis heading, e.g. division, region or area.

All revenue transactions will be processed through the Billing module within TemplaCMS. All cost transactions that affect the P&L will be entered directly in TemplaCMS through a Purchase Invoice Register. All direct and most indirect costs will enable allocation specifically to sites, or where not relevant to other site analysis headings, e.g. division, region or area. Other costs such as overheads will enable allocation directly to purchase analysis codes, i.e. directly to the NL.

Below is a sample summary of the transactions in the system and their mapping relationship across TemplaCMS and Access Dimensions & Payroll.

| | | <<<<<<<<<< Access >>>>>>>>>> | |
Entity	TemplaCMS	Payroll	Dimensions
Wages	Cost Type	Earn/Deduct Code	NL Code
Stores/Materials	Cost Type	-	P/Analysis (NL Code)
Consumables	Cost Type	-	P/Analysis (NL Code)
Workbills	Cost Type	-	P/Analysis (NL Code)
Contracted Revenue	Revenue Type	-	S/Analysis (NL Code)
Consumables	Revenue Type	-	S/Analysis (NL Code)
One-Off Revenue	Revenue Type	-	S/Analysis (NL Code)
Site Overhead	Cost Type	-	P/Analysis (NL Code)
General Overhead	-	-	P/Analysis (NL Code)

All employee costs will be analysed across earnings and deductions headings, such as basic, overtime, cover, holiday, expenses. Each payroll cost type in TemplaCMS is associated with an Access Payroll earnings/deduction code which in turn is linked to a Dimensions NL account code.

Stores/transfer order items and sub-contracted workbills will be assigned to a cost type in TemplaCMS and therefore associated with an Access Dimensions purchase analysis code which in turn is linked to a Dimensions NL code. Supplier invoice posting from TemplaCMS will therefore be targeting the correct Dimensions NL account codes.

Sample COA (provided) to be used?	**YES / NO**
Take existing COA from Sage / Pegasus / Other	**YES / NO**

GENERIC CONFIGURATION

Contract Database Structure

TemplaCMS supports the following hierarchical structure within a customer record:

- Customer – can be assigned attachments, properties and contacts
- Site – can be assigned attachments, properties and contacts
- Contract – can be assigned attachments and/or properties
- Task

Coding Conventions

Suppliers: _____

Customers: _____

Sites: _____

Contracts: _____

Employees: _____

Products: _____

Equipment: _____

Attachment types / Documents

The following represents the typical attachment types (that control access to key document types) that may be required but this is by no means a complete list so additional rows should be added, as necessary:

Area	Description	Required?
Client	Company's T&C's	**YES / NO**
Supplier	Insurance Certificate	**YES / NO**
	Sub-contractor Questionnaire	**YES / NO**
	RAMS	**YES / NO**
	Price Lists	**YES / NO**
Site	Site Pack	**YES / NO**
	COSHH & RAMS	**YES / NO**
Contract	Signed Contract	**YES / NO**
Employee	Signing On Forms	**YES / NO**
	IDs	**YES / NO**
	Warning/Disciplinary	**YES / NO**
	Training Certificates	**YES / NO**

UDP's

TemplaCMS allows for additional fields known as user-defined properties (**UDP**s) to be assigned to various areas of the system where data types can be: dropdown list, date, checkbox, text or numeric value - as shown.

The following represents the typical UDPs that may be required but this is by no means a complete list so additional rows should be added, as necessary:

Area	Description	Data Type	Required?
Client	Customer Type	List	**YES / NO**
Supplier	Supplier Type	List	**YES / NO**
	Insurance Expiry Date	Date	**YES / NO**
	Approved Supplier?	Checkbox	**YES / NO**
Site	H&S Review Date	Date	**YES / NO**
	Equipment Testing Date	Date	**YES / NO**
	Access details	List	**YES / NO**
	Door/Alarm code	Text	**YES / NO**
	Security Contact	Text	**YES / NO**
	Swipe card / key holder	Text	**YES / NO**
	Other access information	Text	**YES / NO**
	Out of hours contact name	Text	**YES / NO**
	Out of hours contact number	Text	**YES / NO**
	Xmas Closing	Text	**YES / NO**
Contract	Contract Type	List	**YES / NO**
	Contract Term (Months)	List	**YES / NO**
	Contract Review Date	Date	**YES / NO**

	Signed Contract?	Checkbox	**YES / NO**
	Client PO Number	Text	**YES / NO**
	Client PO Expiry Date	Date	**YES / NO**
	Sales Rep/BDM	List	**YES / NO**
Employee	DBS Applied for?	Checkbox	**YES / NO**
	DBS Disclosure?	Checkbox	**YES / NO**
	DBS Disclosure Date	Date	**YES / NO**
	DBS Disclosure Number	Text	**YES / NO**
	Ethnic Origin	List	**YES / NO**
	Nationality	List	**YES / NO**
	Visa/Work Permit?	Checkbox	**YES / NO**
	Visa/Work Permit Expiry Date	Date	**YES / NO**
	ID Proof – Level 1	List	**YES / NO**
	ID Proof – Level 2	List	**YES / NO**
	UK Driving Licence?	Checkbox	**YES / NO**
	Passport/I.D. Card Expiry Date	Date	**YES / NO**
	TUPE?	Checkbox	**YES / NO**
	TUPE Continuous Start Date	Date	**YES / NO**
	Training – Initial Completed?	Date	**YES / NO**
	Training – 3 Month Completed?	Date	**YES / NO**
	Training – Annual Completed?	Date	**YES / NO**

CONTRACTS

Mobilisation

The process for mobilising accepted quotations, i.e. the handover from sales to finance and operations, is as follows:

(mobilisation meeting? Attendees? Outputs?)

The key documents that are relevant to accepted quotations and should be attached in TemplaCMS are:

Risk Assessment

Risk assessment takes place at the following point(s) and covers this process:

(when does it occur? process)

The key documents that are relevant to risk assessment and should be attached in TemplaCMS to new contracts or contract variations are:

Mobilisation

Contract Creation

The process for contract creation, i.e. setup and inputting of details on the system (if different to mobilisation), is as follows:

The planned new process is as follows:

Will workflow be implemented and if so what steps/checks will be needed?

The key documents that are relevant to contract creation and should be attached in TemplaCMS to contracts are:

Contract Variation

The current (and planned new) process for handling contract variation is as follows:

Will workflow be implemented and if so what steps/checks will be needed?

The key documents that are relevant to contract variation and should be attached in TemplaCMS to contracts are:

Contract Termination

The current (and planned new) process for handing contract termination is as follows:

Will workflow be implemented and if so what steps/checks will be needed?

The key documents that are relevant to contract termination and should be attached in TemplaCMS to contracts are:

PAYROLL

This module handles the assignment of employees to a task where contracted hours and rates of pay are required, which can be entered per day of week. Multiple employees or the same employee multiple times can be configured.

Calendars

To accurately generate timesheets and reflect non-working days and/or bank holidays, calendars are used. These can also be used on customer sites where intermittent close-downs are imposed, e.g. education sites

A default calendar will be provided (includes Xmas and August BH).

The company must set up all other required calendars with the work/non-working bank holiday and other non-working day's profile.

Holiday Method

Holiday entitlement and accrued holiday to date are automatically calculated from the employee's effective start date on each site contract.

- Will holiday entitlement requires import during data migration   **YES / NO**

Holiday methods are defined with the statutory calculations governed by the www.direct.gov.uk rules, although override capability exists for TUPE and company-specific requirements.

A basic (default) holiday calculation method will be provided, i.e. *for employees working a standard 5-day week, this effectively assumes 20 days holiday and 8 days bank holiday, i.e. 5 days x 5.6 weeks = 28 days holiday*

Please describe / define any other holiday calculation methods that may be required, including consideration of: zero-hour contracts, mobile staff / workbill team members, variable shifts lengths, multiple job roles:

Holiday year starts on:

Days Worked

Do all employees work weekly (i.e. same days every week) or are there some sites that have variable shift patterns so that an employee works X days on Y days off?

Pay Rates

How are pay rates controlled within contracts?:

Pay Scales

The following pay scales will be required:

- National Minimum Wage   **YES / NO**

- National Living Wage   **YES / NO**

- London Living Allowance   **YES / NO**

- Other

    _____

    (description)

Pay Calculation Method

Employees can be paid based on actual time worked, or by annualising their pay, e.g. school cleaners may prefer to have a regular wage.

The following pay calculation methods are required:

- Actual   **YES / DEFAULT / NO**

- Annualised   **YES / DEFAULT / NO**

If **YES** please describe, using a worked example, how annualisation is calculated (including how absence and holiday is calculated) for annualised staff:

Other Payroll Costs Apportionment Method

Certain payroll costs are unknown by TemplaCMS, as they are not site-specific. Once the Access Payroll pay period has been closed, TemplaCMS retrieves these costs and can apportion them to the site(s) proportionately this includes:

- NIC ERs **CHRONOLOGICALLY / PROPORTIONALLY**
- ERs Pension **YES / NO**
- SSP **YES / NO**
- SMP/SPP/SAP **ALL HOURS / CONTRACTED HOURS**

Timesheet Management

Using the employee site contract configuration details, at the start of each pay period timesheets are distributed, and then their collection tracked to ensure all are received back in time for completion of the pay run.

DISTRIBUTION & COLLECTION

The current process for handling timesheet distribution and collection is as follows:

How do you envisage the above process will work on the new system?

What signoff processes are used for each pay run?

JOINERS & LEAVERS

The current process for handling employee joiners is as follows:

The current process for handling temporary-site employee joiners is as follows:

The current process for handling employee leavers is as follows:

How are contract employee vacancies handled:

OTHER SITE WORK

Are employees paid extra for periodic or one-off work or are the additional work included in their contracted pay?

Are any subcontractor or agency staff employed as cleaners and, if so, how are these managed:

APPROVAL

The current process for handling timesheet approval is as follows:

How do you envisage the above process will work on the new system?

Will workflow be implemented and if so what steps/checks/signoff rules will be needed?

Pay Run Processing

Once the timesheets have been processed, responsibility for the completion of the pay run rests with the Payroll department.

The current process for completing the pay run is as follows:

PAYSLIPS

Payslips are sent to employees as follows:

- Printed & posted **YES / NO**

- Emailed as a PDF **YES / NO**

- Sent to Extranet **YES / NO**

- Other

  _____

  (description)

Are multi-page payslips required for (some) employees? **YES / NO**

If emailing, do employees have email addresses defined already?

Auto-enrolment (and Pensions)

The company's staging date is:

The company's pension provider(s) is:

The company's pension groups and basis for pensionable earnings (e.g. Minimum Contribution Level for Qualifying Earnings) are as follows:

Approximately how many employees will qualify?

What other pension schemes are in place?

Are any employees on a salary sacrifice or gross deduction pension schemes?

T&A Configuration

What system and devices are (or will be) used and on how many sites?

What +/- tolerances (as minutes or as a %) will be used to indicate if employees have worked their contracted hours?

Will T&A details be applied 'In Memorandum' or 'Auto-Applied'?

If T&A details are being auto-applied, what rounding rules +/- will be used?

NB: TemplaCMS always rounds down, e.g. to the nearest 1' or 5' or 15' etc

Will shift details be imported to drive T&A alerting for sites?

BILLING

The billing policy of the company is:

- In Advance   **YES / NO**

- In Arrears   **YES / NO**

- Mixed, i.e. half-way through the cleaning period   **YES / NO**

During data migration, the company must provide the Next Invoice Date on each site invoice record, as the Billing Run will use this date to determine it's inclusion.

Frequencies

This module handles the configuration of invoices for a task where any frequency can be defined. Multiple invoices for the same task can be configured. This is considered the normal profile for the invoice, but this can be amended during the billing run.

The following invoice frequencies are currently in use:

- Weekly   **YES / NO**

- Fortnightly   **YES / NO**

- Four-weekly   **YES / NO**

- Monthly   **YES / NO**

- Quarterly   **YES / NO**

- Annually   **YES / NO**

- _____

(other)

During data migration, the company must provide this information on each site invoice record.

Contracted Invoices (Daily)

Contracted invoices will be generated using the billing configuration assigned to each site contract. Once retrieved to the invoice batch, amendments can be made for the current billing run.

The current overall processing of the billing run is as follows

---

Is there anything different about Contracted Invoices (Periodic work)?:

Is there anything different about One-Off Invoices?:

Is there anything different about Rechargeable Consumable Invoices?:

Are rebates used and, if so, how are these controlled?:

Document Consolidation

Invoices for the same customer spread across the same site or multiple sites can be consolidated to single documents, using a Consolidate code that is unique for that customer. **Consolidated invoices** still print each site's invoice details, as this is the tax invoice posted through to Access Dimensions. The current requirement for invoice consolidation is:

A similar function is available using a Summary code that is unique for that customer. Summary differs in that site invoice records can be consolidated to a single invoice line, e.g. all site DOC invoicing is accumulated to one line denoted Total DOC. **Summary invoices** can be printed – these can be simply memo- invoices that are not posted through to Access Dimensions or true tax invoices. The current requirement for Summary invoice consolidation is:

The current process for document delivery is:

(e-mail/print[invoice/credit, statement])

If email, how will the relevant contact details and email addresses be entered?

The current invoice layout style required:

NB: the company needs to provide a logo for stationary of a suitable resolution and in the appropriate format, i.e. ideally .jpeg or .png

STORES

The site ordering of stores policy of the company is:

- Deliver directly to customer site   **YES / NO**

- Deliver to central warehouse & transfer to customer site   **YES / NO**

- Deliver to branch location(s) & transfer to customer site   **YES / NO**

- _____

                                                                                       (other)

Maintenance

SUPPLIERS

The company has a strategic alliance with key stores suppliers, ordering product and managing cost pricing, as follows:

Who is the main materials supplier for the company?

Does the company use **e-trading** for the main (materials) supplies and, if so, to what extent (i.e. orders, delivery notes, invoices, etc), using what file format (i.e. csv, XML, etc) and what communication method (i.e. shared file path, ftp or webservice)?

PRODUCTS

How are products currently recorded, at company or supplier level, e.g. is there a separate product record for each supplier from whom an item is purchased or one product record with multiple supplier prices?:

How are products currently categorized/grouped & reported:

How will products be setup in the new system?:

Will ad hoc (non-stock) products be defined to the system, e.g. for ordering office equipment, etc?

COST PRICES

Cost prices will be manually maintained on the system unless otherwise specified:

SELLING PRICES

The process for handling customer pricing on rechargeable products is as follows:

- Standard Price List **YES / NO**

- Customer Specific Price Lists **YES / NO**

- _____
  (other)

The selling price setting policy of the company is as follows:

- Manual   **YES / NO**

- Cost plus %   **YES / NO**

- _____
  (other)

PRODUCT TEMPLATES

Multiple templates can be defined to provide lists of common products that can be assigned to a site contract for the following purposes:

- Provision type
    - A template of inclusive materials
    - A template of inclusive contracted consumables
- Site contract profile
    - Where the site requires specific products

- Ordering Limits
    - Control which products are allowed to be ordered
    - Control what minimum/maximum quantities can be ordered

Product templates will be required for the following:

_____

_____

During data migration, the company can provide this information on each template required.

Stores Management

Main Warehouse:

Other locations:

Stores Orders

Stores orders are used for generating replenishment of the internal stores stock (i.e. '**To Stock**' orders) and then for transferring stock from the internal stores stock to site (i.e. '**Transfer Orders**'), or for direct deliveries to customer/site (i.e. '**Direct orders**').

INTERNAL 'TO STORES' ORDER CREATION

Internal stores orders will be created, approved, distributed and effected by:

Will repeat orders be used?:

Will workflow be implemented and if so what steps/checks will be needed?

TRANSFER ORDERS

Transfer orders are required for delivery from internal stores to a customer/site. They will be entered, checked for stock availability, then produce picking lists for the internal stores.   The picking process will be confirmed and delivery notes generated to accompany the goods. When the delivery process is confirmed, any consumables are released for recharge.

Transfer orders will be created, approved and effected by:

The company policy on part-delivery to a customer site is:

- Place on back-order   **YES / NO**

- Cancel remainders   **YES / NO**

SITE STORES ORDER CREATION

Site stores orders will be created, approved, distributed and effected by:

Will repeat orders be used?:

Will workflow be implemented and if so what steps/checks will be needed?

RECEIPTS

The process for managing stores order receipts to internal stores locations and customer sites, is as follows:

The company policy on part-delivery by suppliers is:

- Place on back-order   **YES / NO**
- Cancel remainders   **YES / NO**

WORKBILLS

Workbills are required for contracted periodic or one-off contract work, for both in-house or external (subcontracted) work.

Maintenance

WORKBILL TYPES

Workbill types can be defined to categorise workbills, assign a workbill team-completion workflow path, control which workbills appear on Mobile, if required:

WORKBILL CATEGORIES

Workbill categories can also optionally be defined to categorise workbills, if required:

WORKBILL RUN TYPES

Workbill run types can be defined to control when periodic workbills are built:

WORKBILL BOOKING STATUS

Workbill booking statuses can be used to control when access has been agreed:

TEAMS

Are teams used and, if so, are their team members fluid (with the same team leader) or static?   Are workbills assigned with preferred employees?:

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Quotes

How are quotes used for one-offs: what is the in-house costing and signoff process, how are clients advised of the quote and how are quotes converted into actual work:

Subcontractors

How are subcontractor workbills scheduled?   How is the subcontractor advised of the work and how/when does the subcontractor advise the work has been done?

Scheduling

How are periodic and one-off workbills scheduled? Are specific (periodic) workbills always undertaken by the same team (or employee)?

Completion

How will subcontractor and in-house workbills be marked as completed?

MOBILE

Mobile Gateway

The **TemplaCMS Mobile Gateway** runs alongside the server-based **TemplaCMS** application and the mobile device based **TemplaCMS Mobile Suite**. It acts as the communications conduit through which all data is passed between the server and mobile devices and must be visible both to the server and any mobile devices requiring its use. It can be installed within a company's network or as a hosted service, in which case service charges would apply to the company.

- IIS to be installed within client's network (rather than hosted)   **YES / NO**
- IIS already configured   **YES / NO**

The TCP port will need to be opened up to allow the mobile devices to communicate to the TCMS-MG from outside your network – this will also be the responsibility of the company's IT department, as will setting up a secure connection via HTTPS which will require the company to purchase a relevant HTTPS certificate:

- HTTPS to be implemented?   **YES / NO**

Mobile Devices

The company mobile devices to be used for **Templa Mobile** are as follows, including operating system, screen size, etc:

(iPad, Android device, Windows device, iPhone, Android Phone, etc)

How will the devices sync?

(3G, 4G, Wifi, etc)

How are the devices centrally managed by IT in case of theft or loss?

Activated Areas

What areas of the "**Templa Mobile**" App will be used:

- Contract information? **MANDATORY**
    - Are the details that should be hidden, e.g. billing? **YES / NO**

- Quality Audits? **YES / NO**
    - If Yes, can users create one-off audits? **YES / NO**
        - If Yes, which QA templates

- Stores Orders? **YES / NO**
    - If Yes, which budget group should be used? **YES / NO**
        - Can users exceed their budget? **YES / NO**
    - If Yes, which SO templates should be used? **YES / NO**
    - If Yes, what workflow is required for completed SO's?

- Workbills? **YES / NO**
    - If Yes, can users confirm pay hours & rates? **YES / NO**

- Staff Training Forms **YES / NO**

- Service Requests **YES / NO**

- Data Forms / Advance Data Forms **YES / NO**
    - If Yes, what forms are required**?**

- If Yes, what workflow is required for completed forms?

- Employee information **YES / NO**

Should any information not be shown on "Templa Mobile", e.g. Budgets, Billing, etc?

QUALITY AUDITS

The current **QA process** is as follows:

What scoring system(s) are in use, i.e. 1-3, 1-5, Pass/Fail, Failure Count, etc.

NB: for reporting, a common scoring system is needed (unless 'failure counts' measures) but cleaning audits c/be scored 1-3 whilst H&S have just Pass/Fail

---

What' constitutes a failure, e.g. if scoring 1-3 then is 1-failure, if scoring is 1-5 then are both 1 & 2 failures?

How are audits assessed, i.e. if there are 20 QA items each scored 1-3, what constitutes a pass? 70%+=Pass, 80%+=Good, 90%+=Excellent

---

What occurs when a QA fails?

Should fault codes be recorded?

NB: these are not linked to failures so can be used to track client issues

---

What types of audit are there, e.g. Cleaning, H&S, Customer Satisfaction, etc.

What **QA frequencies** are in use (and for which audit type):

- Daily   **YES / NO**

- Weekly   **YES / NO**

- Monthly   **YES / NO**

- _____   **YES / NO**

    (other)

Who completes QA's & how long have they got to do so, e.g. managers complete the standard cleaning QA's (so setup workflow) with one QA per site per month? Are H&S audits/checks done by the managers or someone else?

What occurs when a QA is not completed within its scheduled period?

Who is informed once a QA is completed, i.e. auto-email managers and/or customer the competed QA form?   Auto-email the 'QA failures report' to managers and/or customers?   **NB**: contact details will be needed if auto-emailing the client.

What are the current **QA reporting** requirements?

CUSTOMER SERVICE

Service calls are raised with the company in the following ways (e.g. phone, email, website/portal, manager visit, etc):

Are service calls prioritised and if so what methodology is used, e.g. 1-5, High-Low:

Service calls are raised for the following reasons:

- Missed Clean   **YES / NO**

- Poor Clean   **YES / NO**

- Quality Audit failure   **YES / NO**

- Complaint   **YES / NO**

- Complement   **YES / NO**

- Sales Lead   **YES / NO**

- One-Off Work   **YES / NO**

- Payroll Query   **YES / NO**

- **Other**   **YES / NO**

    _____

The current process for progressing (each type of) service call is as follows

How are company staff (i.e. administrative staff and managers) and the customer kept up to date with how a service call is progressing (e.g. emails, texts, alerts, etc):

Upon closing a service call, how are 'faults' (i.e. closure reasons) assigned, i.e. client-issue, subcontractor-issue, company-issued, HO-issue, equipment-issue, etc

The current **CS (KPI) reporting requirements** are as follows:

PURCHASE INVOICE REGISTER

All PL invoices and credit notes will be entered into TemplaCMS and uniquely numbered within the invoice register (PIR), which will enable their allocation at analysis line level to either of the following:

Sub-contractor workbill invoices and credit notes will have the following process applied for approval:

(cost variance tolerance %)

(approver – workflow path?)

Stores supplier invoices and credit notes will have the following process applied for approval:

(cost variance tolerance %)

(approver – workflow path?)

Indirect cost supplier invoices and credit notes will have the following process applied for approval:

(approver – workflow path?)

Overhead cost supplier invoices and credit notes will have the following process applied for approval:

(approver – workflow path?)

FINANCIAL REPORTING

Management Information

TemplaCMS offers a number of analyser functions.

To ensure all areas of current reporting can be accommodated, the company must provide a list and samples of their key management and KPI reports, which may include one or more of the following:

- Wage variance analysis   **YES / NO**

- Business Analysis heading P&L   **YES / NO**

- Site P&L   **YES / NO**

- Revenue   **YES / NO**

- Corporate P&L, Balance Sheet & TB   **YES / NO**

- Absence Analysis   **YES / NO**

- _____

- _____

Additional reporting requirements:

_____

_____

_____

NB: in addition to providing samples of any key reports, the company must specifically outline any key functionality or figures/calculations

Period End – Accruals & Prepayments

TemplaCMS provides a number of accrual processes:

- Predict **PAYROLL COSTS** that relates to the financial period but which will be posted into a later one   **YES / NO**

- Predict **SALES INVOICE REVENUE** that relates to the financial period but which will be posted into a later one   **YES / NO**

- Predict Purchase Invoice **SETTLEMENT DISCOUNT** that relates to this financial period or a previous one   **YES / NO**

- Accrue Stores Order costs whose 'required date' falls within the accrual batch period but have not been purchase invoice matched yet.   **YES / NO**

- Accrue unused holiday costs based on employee's pro-rata entitlement 'as at' the end of the financial year where holiday year end does not match the financial year-end   **YES / NO**

- Accrue Work bill costs that have not been purchase invoice matched yet, plus work bill costs purchase invoice in a future period   **YES / NO**

NB: on posting, the accrual process will create reversing journals within TemplaCMS

TemplaCMS provides a prepayment process:

- Where the company is billing in advance, a prepayment posting may be required to calculate an accurate sales revenue figure   **YES / NO**

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