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### JOBOPS: ENHANCEMENTS 2013 R2 USER GUIDE

LAST REVISED 2013

### **INTRODUCTION**

This user guide provides information on new features released in version 2013 R2.

### **DESCRIPTION OF ENHANCEMENTS**

- Overhead tracking: Enhancement 1-5458
- Customer Memos: Enhancement 1-4284
- Work Ticket Memos: Enhancement 1-4677
- Equipment Asset Memos: Enhancement 1-4283
- Service Agreement Memo
- Service Ticket Creation Adding Parts: Enhancement 1-5970
- Technician Dashboard Refresh: Enhancement 1-5899
- Technician Dashboard Misc Time: Enhancement 1-5954

The customizations are described in more detail on the following pages.



#### **OVERHEAD: ACCOUNTS PAYABLE / LABOR / PARTS**

#### WORK TICKET CLASS MAINTENANCE: OVERHEAD TAB

A new tab has been added to Work Ticket Class Maintenance, Overhead. This tab assigns overhead Types, Rates/Amounts and the general ledger accounts for overhead being applied to Accounts Payable Invoices and parts.

Work Ticket Class MA	👌 🚺 🔌 🕨 🕅 Descriptio	on MAK	E TO ORDER - AMOUNT	
<u>1</u> . Main <u>2</u> . Invoi	icing <u>3</u> . Accounting	<u>4</u> . User	Defined <u>5</u> . Warranty/Serial	<u>6</u> . Overhead
Accounts Payable				
Calculate Overhead				
Overhead Type	Amount 🔹			
Overhead Amount	3.230			
Overhead Account	595-00-000	٩	Allocated Overhead	
Parts				
Calculate Querbead Default				
uvernead Type				
Unit Rate Amount	7.540			
Overhead Account	595-00-000	9	Allocated Overhead	

#### **Accounts Payable:**

**Calculate Overhead:** Activate this checkbox to calculate overhead costs to Accounts Payable Invoices that are associated with a work ticket. Overhead will be applied to invoices which are created from AP Invoice data entry or from Manual Check entry.

**Overhead Type:** The overhead type can be defined as a Percent Rate or an Amount.

**Percent / Amount:** Assign a percentage rate to be applied to the extension amount of a line. This field is labeled Percent when Overhead Type has been assigned Percent.

Assign an amount to be applied to the line when the overhead type has been defined as Amount. The field name will be labeled Overhead amount.

**Overhead Account:** Assign the general ledger cost account that the overhead costs should debit. This is an Applied Overhead account and is the offset to the WIP posting. This account will be posted to during Accounts Payable Invoice update or Manual Check update.

#### Parts:



**Calculate Overhead Default:** Activate this checkbox to calculate overhead costs to work ticket components. When components are added to the work ticket the Overhead checkbox will be activated.

**Overhead Type:** The overhead type can be defined as a Percent Rate, Flat Rate or Unit Rate.

**Percent / Flat Rate / Unit Rate:** Assign a percentage rate to be applied to the extension amount of a line. This field is labeled Percent when Overhead Type has been assigned Percent. The calculation for the overhead cost is the cost extension multiplied by the assigned Percent Rate.

Assign an amount to be applied to the line when the overhead type has been defined as Flat Rate. The field name will be labeled Flat Rate Amount. The Flat Amount performs no calculation and is the same amount independent of Quantity Shipped and Unit Cost.

Assign a unit rate that will be applied to the line item. This is a calculation of the Quantity Shipped multiplied by the defined Unit Rate. The field will be displayed as Unit Rate Amount.

**Overhead Account:** Assign the general ledger cost account that the overhead costs should debit and is an Applied Overhead Account. This account will be posted to during the Daily Parts Usage update and is the offset to WIP.

# \*\*\*Important: If a Work Ticket Class is assigned to any open work tickets, the Overhead Type and its corresponding Rate field will be disabled. This is a measure to maintain overhead cost integrity.

#### WORK TICKET CLASS HARDCOPY PRINTING

Work Ticket Class Hardcopy printing has been modified to include overhead tab information.

Work Ticket Class Listing		JobOps 2013 R2 Company
Track Manufacturer Repair S/N?:	Ν	
ExtendedWarranty Expiration?:	N	
Service Parent Item:		
A/POverhead Parameters		
Overhead:	Y	
OverheadType:	Amount	
Amount:	3.23	
Overhead Account :	595-00-000	AllocatedOverhead
Parts Overhead Parameters		
Default to Calculate Overhead:	Y	
OverheadType:	Unit Rate Amount	
Unit Rate:	7.54	
OverheadAccount:	595-00-000	AllocatedOverhead



#### ACTIVITY CODE MAINTENANCE

A new tab has been added to Activity Code Maintenance, Overhead. This tab assigns overhead Types, Rates/Amounts and the general ledger accounts for overhead being applied to labor and is an additional cost calculated separate of Burden.

Activity Code	QA 🔄 🖂 🚺 🖌 🕨	Description	QUALITY
<u>1</u> . Main <u>2</u> .	Accounts <u>3</u> . Scheduling	<u>4</u> . Overhead	
Overhead Type	Percent		
Overhead Percent	20.00		
Overhead Account	424-00-000	🔍 Overhe	ead on Direct Labor

**Overhead Type:** The overhead type can be defined as a Percent or an Amount.

**Percent / Amount:** Assign a percentage rate to be applied to the activity code. This field is labeled Overhead percent when Overhead Type has been assigned Percent. The percent rate will be applied to the Employee Rate or Activity Code Standard Rate as determined by the work ticket class.

Assign an amount to be applied to the line when the overhead type has been defined as Amount. The field name will be labeled Overhead Amount.

**Overhead Account:** Assign the general ledger cost account that the overhead costs should debit. This account will be posted to during the cost recognition of the overhead costs during a Sales Journal update.



#### ACTIVITY CODE HARDCOPY PRINTING

Activity Code Hardcopy Printing has been modified to include overhead information.

Activity Code :	M001		
Description:	Machine 001		
Default Assigned To:			
Classification:	Machine		
Standard Cost/Hour:	65.58		
Burden Percent	25.55		
Bill To Misc. Item:			
Billing Description :			
Billing Rate /Hour:	0.00		Bill Rate Multiplier: 0.00
Add to Existing Billing Lines:			Detailed Charges: N
Dept Worked In :	M1	Machine 001	
Default Earning Code :	01	REGULAR	
Labor Cost Account:	422-00-000	DirectLabor Costs	
Burden Cost Account:	423-00-000	Burden on Direct Labor	
Scrap Account:			
Sunday Hours:	0.00		Minimum Run Hours: 0.00
Monday Hours:	0.00		Plan Infinitely: N
Tuesday Hours:	0.00		
Wednesday Hours:	0.00		
Thursday Hours:	0.00		
Friday Hours:	0.00		
Saturday Hours:	0.00		
Schedule Group :			
Overhead Type:	Percent		
Overhead Percent	55.45		
Overhead Account:	485-00-000	OverheadCosts	



#### APPLIED LABOR ACCOUNT MAINTENANCE

Applied Labor Account Maintenance has been modified, adding an Overhead Account. Enter the General Ledger account to be credited with the overhead cost posted to work tickets for employees associated with the department code.

Department No.	JT 🔍 14 4 🕨 M	JobOps
Labor Offset Account	546-JT-000	Allocated Payroll JobOps
Burden Offset Account	590-JT-000	Allocated Burden JobOps
Overhead Account	595-JT-000	Allocated Overhead JobOps

## \*\*\* *Important*\*\*\* The Overhead Account is a required field and must be updated prior to printing and updating the Daily Labor Register.

#### APPLIED LABOR ACCOUNT HARDCOPY PRINTING

Applied Labor Account Hardcopy Printing has been modified to include overhead account information.

#### Applied Labor Account Listing

JobOps 2013 R2 Company

Department No:	JT
Department Description :	
Labor Offset Acct:	546-JT-000
Burden Offset Acct:	590-JT-000
Overhead Offset Acct:	595-JT-000

Allocated Payroll JobOps Allocated Burden JobOps Allocated Overhead JobOps

#### WORK TICKET CREATION: PARTS OVERHEAD DEFAULT

When creating a work ticket manually or from a Work Ticket Template, the part Overhead checkbox will be assigned as defined by the Work Ticket Class's Calculate Overhead Default.

When creating a work ticket by copying from an open or historical work ticket, the overhead checkbox will default as defined by the part being copied.



#### SALES ORDER ENTRY: LINES

An Overhead checkbox and Overhead Cost field have been added to Sales Order Line Entry.

When the Work Ticket Class option, Calculate Overhead Default is activated, during the process of adding work ticket parts, the Calculate Overhead checkbox will be activated. This checkmark may be removed by the user if overhead should not be calculated for the part entered.

The Overhead checkbox will be disabled if the line item is set as a parent item, if the line item does not have a work ticket assigned to it or a chargeable work ticket item has been billed.

Order Nu	imber [ID5458][]	<u>_</u> ,	5 14 4	Þ ÞI 🗐	<u>w</u> /T	Copy from	De <u>f</u> aults Cus	tomer) Cred	lit
<u>1</u> . Hea	ader <u>2</u> . Address	<u>3</u> .	Lines	<u>4</u> . Totals	5. Credit Card	Jser SSS			Ĵ
[FF]	🗞 H H - 🖄 -	Qu	uick Row	6 🛃		) <u>-</u>   <sup>A</sup> z   []	۵ 💈		-
	Item Code	WT	Overhead	W/T No.	Ordered	Back Ordered	Unit Price	Extension	*
1	MAKETOORDERPARE	$\checkmark$		001-000	1.0000	.0000	1,125.00	1,125.00	
2	UOM AVERAGE			001-001	3.0000	.0000	.00	.00	
3	UOM FIFO		4	001-001	6.0000	.0000	.00	.00	_
4	UOM LIFO		4	001-001	2.0000	.0000	.00	.00	-
5	UOM LOT			001-001	8.0000	.0000	.00	.00	
6	UOM STANDARD 🔍			001-001	3.0000	.0000	.00	.00	-
7	MAKETOORDERPARE	$\checkmark$		002-000	1.0000	.0000	3,258.41	3,258.41	-
8	ROG AVE	$\square$		001-002	3.0000	.0000	.00	.00	-
•								4	
Sh	ipped			.0000 🔺					
Overh	ead Cost			.00 🗲					
Unit Of	f Measure CASE								
Price	e Level 4								
T	Class NT								



#### WORK TICKET ENTRY: PARTS ENTRY

An Overhead checkbox and Overhead Cost fields have been added to Work Ticket Parts Entry. When the Work Ticket Class option, Calculate Overhead Default is activated, during the process of adding work ticket parts, the Calculate Overhead checkbox will be activated. This checkmark may be removed by the user if overhead will not be calculated for the part entered.

Once a part has been issued, the Overhead checkbox field becomes disabled and cannot be modified unless the parts are unissued and the Qty Used field is 0.00.

Overhead Cost field is information only and the user will not have access to edit this field. The Overhead Cost field will populate when parts are issued.

ork Tick	et ID5458-004 Step 0	01 [ - ]	<b>****</b>	14 <b>•</b> •	M	Mak	e to Order Parent	item		
	MAKETOORDERF	ARENT-MTO				Ordered	1.0000 Inv	oiced .	0000 More	
<u>1</u> . M	ain <u>2</u> . Parts Entry	<u>3</u> . Labor	]	<u>4</u> . Direct Co	ost ] <u>5</u> . St	atus ]	<u>6</u> . Summary	7. Profit Analysis		
🇞 🕅 🗍 – 📉 – Row 🔹 2 🔎 📮 🗖 📲 🧣 🖬 💟 Unbilled 💌 😤 🖉 👼										
	Item Code	Warehouse	CG	Overhead	Qty Reqd	Cost	Qty Used	Overhead Cost	Unit Price 🔺	
1	UOM AVERAGE	000	$\checkmark$		3.0000	198.50	.0000	.00		
2	UOM FIFO	000		<b>I</b>	6.0000	163.83	2.0000	8.20		
3	UOM LIFO	000		<b>I</b>	2.0000	202.37	.0000	.00		
4	UOM LOT	000			8.0000	171.26	.0000	.00	-	
5	UOM STANDARD	000			3.0000	86.50	.0000	.00		
6	*SPECIAL			<b>I</b>	2.0000	2.15	.0000	.00		
7	/ROG SALES				3.0000	16.55	.0000	.00		
8					.0000	.00	.0000	.00	-	
•									•	

#### **Overhead Cost Calculations for Parts**

**Flat Rate**: Flat Rate is an assigned cost that is assigned per line item. The same rate is costed independently of the item's cost or shipped quantity.

**Percent:** Overhead cost is calculated from the item's cost extension (Unit Cost \* Quantity Shipped) \* Percentage Rate

Unit Rate: Overhead cost is calculate by the defined Unit Rate \* Quantity Shipped



#### Dynamic Inventory Transactions: Overhead Flat Rate

A new transaction type, OA (Overhead Allocation) has been created for overhead type of Flat Rate. The OA transaction will be created when an items Qty Issued is no longer 0.00.

If additional quantities are issued, no new OA record will be created nor will the existing record be modified.

If the Quantity issued is reduced to 0, a new OA record will be created for a negative amount, backing out the overhead costs, for no quantities have bow been issued.

Activity	Pl	Prod	uct Issu	е								
Step	001	Step	001 - U	OM iten	ns WT	Entry						
Item Code	UOM FIF	)				FIFC	) Costed	Items			0/м	CASE
Whse Code	000	WES	TERN	WAREH	HOUSE			]	Part	s Cost		327.660
Promise Date	9/23/201	3				Qty Requi	red	6.0000	Overhea	d Cost		8.200
Chargeable	Ove	rhead	$\checkmark$			Qty Us	ed	2.0000	Tota	al Cost		335.860
G/L Acct 980-00-000 Work In Process: PARTIAL BILLINGS Invoice No												
Trans Date	Time	Who	Whs	Туре	Src	Reference	Quan	tity Used	Unit Cost	Overhea	ъd	Total Cost
11/11/2013	03:17 PM	SSS	000	II	SO	ID5458		2.0000	16.383	.00	0	327.660
11/11/2013	03:17 PM	SSS	000	0A	SO	ID5458		.0000	.000	8.20	0	8.200

The Quantity Used and Unit Cost will be 0.00 for the OA transaction and only reflects the flat rate overhead cost.



#### DATA COLLECTOR

- The tab delimited file has been modified for Parts import and accommodates the assigning of Y or N for calculation of overhead on parts. Add Y to the last column of the import file to calculate overhead on parts and N for no overhead on parts.
- Overhead costs cannot be imported.
- If the overhead column is left blank it will assign overhead as assigned by the work ticket class default for Parts Overhead.
- Rules for issuing quantities to existing lines has been modified. The calculate overhead value in the import file must match that of the existing work ticket component. If the calculate overhead value is different a new line will be created.

#### Edit Transaction Records: Parts Transactions

An Overhead checkbox has been added for Parts Transactions. This is an editable field that can be modified. The overhead costs will not be displayed are calculated during the Update process.

Transac	tion Type Par	ts Transactions	▼ Quick Row	19 🔁 🏮	P 🛛 🛼 🗿	🖉 😓 🔹 🔰	- Histor
	Trans Date	WorkTicket No	Item Code	Warehouse	Overhead	Qty Required	Qty Used
2	11/1/2013	ID5458-001-005	SO FIFO	000		3.0000	3.0000
3	11/1/2013	ID5458-001-005	SO LIFO	000	<b>I</b>	3.0000	3.0000
4	11/1/2013	ID5458-001-005	SO LOT	000	<b>I</b>	3.0000	3.0000
5	11/1/2013	ID5458-001-005	SO STANDARD	000		3.0000	3.0000
6	11/1/2013	ID5458-001-005	/SO MISC			3.0000	3.0000
7	11/1/2013	ID5458-001-005	*SPECIAL			3.0000	3.0000
8	11/1/2013	ID5458-002-005	SO AVE	000		2.0000	2.0000
9	11/1/2013	ID5458-002-005	SO FIFO	000		2.0000	2.0000
10	11/1/2013	ID5458-002-005	SO LIFO	000		2.0000	2.0000
11	11/1/2013	ID5458-002-005	SO LOT	000		2.0000	2.0000
12	11/1/2013	ID5458-002-005	SO STANDARD	000		2.0000	2.0000
13	11/1/2013	ID5458-002-005	/SO MISC		✓	2.0000	2.0000
14	11/1/2013	ID5458-002-005	*SPECIAL			3.0000	3.0000
15	11/1/2013	ID5458-003-025	SO AVE	000	☑	4.5000	2.7500
16	11/1/2013	ID5458-003-025	SO FIFO	000	<b>I</b>	4.5000	1.8700
17	11/1/2013	ID5458-003-025	SO LIFO	000		4.5000	3.2100
18	11/1/2013	ID5458-003-025	SO LOT	000	<b>I</b>	4.5000	4.5000
19	11/1/2013	ID5458-003-025	SO STANDARD	000		4.5000	5.8700
20	11/1/2013	ID5458-003-025	/SO MISC		<b>⊻</b>	4.5000	7.4500



#### TIME TRACKER: PARTS USAGE

An overhead checkbox (O/V) has been added to the Time Tracker Parts Usage panel.

The O/V checkbox will be disabled and cannot be edited if issuing parts that exist on the work ticket.

Transaction Date	11/08/2013				
Work Ticket	ID5458 -001-000 Ake to Ord	er Parent item			
Item Code	SKIP LOT	Q, 🗇 🏷		Chg 📃 Print 🔲	<u>0</u> K
Warehouse	000 VESTERN WAREHOUSE	Qty Required	5.0000		Undo
Description	On SO Qty - Skip LOT	Qty Used	5.0000	P/0	
Comment Text		Trans. Qty	.0000 🛃 <u>B</u> al	Qty Available	236.0000
Find No				Qtv On P/0	.0000
U/M	EACH			Qty Received	.0000

The O/V checkbox is enabled when adding a new part to the work ticket. The O/V checkbox will default in a value based on the WT Class option – Parts Calculate Overhead Default. The user can modify the default value.

Transaction Date	11/8/2013				
Work Ticket	ID5458 -003-000 Ake to Order	Parent item			
Item Code	TT LOT	Q 💠 📎		Chg 📃 Print 🔲	<u>0</u> K
Warehouse	CM 🔍 WT Components	Qty Required	.0000		Undo
Description	TIME TRACKER LOT	Qty Used	.0000	P/0	
Comment Text		Trans. Qty	1.0000 🔊 Bal	Qty Available	
Find No				Qty On P/O	.0000
U/M	EACH			Qty Received	.0000



#### DAILY RECEIPTS REGISTER / UPDATE

The Daily Receipts Register has not been modified and will not print the calculated overhead costs for items that are linked to work tickets and the Overhead checkbox is activated for the item being received.

The Daily Receipts update will update the calculated overhead costs for work ticket components that are issued to the Daily Parts Usage Register and to the work ticket.

#### MAKE TO STOCK: SUBALLOCATION REGISTER

When invoicing make to stock work tickets where the parent items will be automatically issued to another work ticket, the overhead option for that component will be evaluated and overhead will be calculated at the time the part is issued.





#### ACCOUNTS PAYABLE: INVOICE DATA ENTRY

Overhead cost will be calculated for line items which have been distributed to work tickets only **and** the work ticket class has been designated to calculate overhead on AP invoices.

The Overhead Cost field is display only. The user has no access to enter, modify or delete the overhead cost amount.

' <u>endor N</u> Name nvoice N <u>1</u> . Head	01-ONTIME         0.           ON TIME DELIVERY SI           No.         SEPT132013           ler         2. Lines	. 14 4 D D1 ( ERVICE			Vendor
	1	Quick Row	7 🔁	History W/T	t= 🗖 (= (= <b>=</b> 🛼 •
	G/L Account	Amount	Overhead	Comment	W/T No.
1	425-00-000	11.05	.00	Office delivery expenses	
2	495-00-000	14.05	3.23	H5458 -001-005	H5458-001-005
3	495-00-000	9.17	2.29	H5458 -002-005	H5458-002-005
4	495-00-000	13.75	3.23	ID5458-001-002	ID5458-001-002
5	495-00-000	12.96	.00	ID5458-002-002	ID5458-002-002
6	495-00-000	13.22	3.31	ID5458 -003-010	ID5458-003-010
7	٩,	.00	.00		
Desu Custon Step D In H	cription ner Name escription listory?				
			Distributio	n Balance 0.00	Total 74.20



#### ACCOUNTS PAYABLE: INVOICE REGISTER

#### The Invoice Register will print the Overhead Costs for each line entry for work tickets.

ONTIME SEPT132013	ON TIME DELIV	ERY SERVICE	Separate Check: No					
	9/13/2013 G/L Account:	9/13/2013 425-00-000 Freight Expense	74	.20	0.00	11.05		
	G/L Account:	495-00-000 Cost Variance - Work Ticket	Comment Office d Cost Account:	lelivery expenses 495-00-000 Cost Variance - Work Ticket		14.05		
	G/L Account:	495-00-000 Cost Variance - Work Ticket	Comment: H5458 Cost Account:	-011-005 -495-00-000 <u>Cost Va</u> riance - Work Ticket		9.17		
	G/L Account: WT:	114-PB-000 Work In Process: PARTIAL BILLINGS ID5458-001-002	Comment: H5458 Cost Account:	-002-005 495-00-000 <u>Cost Va</u> riance - Work Ticket 3.23		13.75		
	G/L Account: WT:	114-PB-000 Work In Process: PARTIAL BILLINGS ID5458-002-002	Comment ID5458 Cost Account Overhead	-001-002 495-00-000 Cost Variance - Work Ticket 0.00		12.96		
	G/L Account: WT:	114-PB-000 Work In Process: PARTIAL BILLINGS ID5458-003-010	Comment: ID5458 Cost Account: Overhead: Comment: ID5458	-002-002 495-00-000 Cost Variance - Work Ticket 3.31 -003-010		13.22		

#### ACCOUNTS PAYABLE: DAILY TRANSACTION REGISTER

The Daily Transaction Register debits the Work In Process (WIP) account for the overhead amount when posting to open work tickets and offsets the credit amount to the Overhead Account assigned in the Work Ticket Class. When posting overhead to historical work tickets, the debit account is determined by the Work Ticket Class option History Postings to Variance Account.

Debit WIP Acco	ount / Variance / COGS	
114-PB-000	Work In Process: PARTIAL BILLINGS	3.23
	010NTIME/IN: SEPT132013 ID5458 -001-002	
114-PB-000	Work In Process: PARTIAL BILLINGS	13.75
	010NTIME/IN: SEPT132013 ID5458 -001-002	
114-PB-000	Work In Process: PARTIAL BILLINGS	12.96
	010NTIME/IN: SEPT132013 ID5458 -002-002	
114-PB-000	Work In Process: PARTIAL BILLINGS	3.31
	010NTIME/IN: SEPT132013 ID5458 -003-010	
Credit Overhea	ad Account	
595-00-000	AllocatedOverhead	3.23
	010NTIME/IN: SEPT132013 ID5458 -001-002	
595-00-000	AllocatedOverhead	3.31
	01ONTIME/IN: SEPT132013 ID5458-003-010	

#### ACCOUNTS PAYABLE: A/P INVOICE HISTORY INQUIRY

A/P Invoice History Inquiry will not display the calculated overhead costs.



#### ACCOUNTS PAYABLE: MANUAL CHECK ENTRY

When creating an invoice from Manual Check Entry and distributing amounts to work tickets, if the Overhead Calculation is activated for the WT Class, overhead will be calculated.

The Work Ticket Distribution panel will contain an overhead field, however it is disabled and for review only.

			<u>Q</u> uick Row	2 🔁		🔍 History W/T	te El Ke Ke	- 🥪
	W/T No.		G/L Account	C	omment Text	Amount	Overhead Cost	
1	M500-005-000		425-00-000	M500	-005-000	35.84	10.020	
2		٩				.00	.000	
Custom	er Name			<u>^</u>				
Step De	escription			=				
In Hi	story?							
			Distribution Balan	ice	0.00	Distribution T	otal	35.84

#### ACCOUNTS PAYABLE: MANUAL CHECK REGISTER

The Manual Check Register will print the overhead amount.

Bank: A CASHI	N BANK - SEC. PAC	CIFIC							
Check Number/ Invoice Number	Check Date Invoice Date	Vendor Number Invoic	e Amount		Disco	unt			Check Amount
		Job WT I	Number Cost Number	Code C Overhead	ost Type G/L Account Unit Of Measu	re Units	Distribution Arnount	Retention Applied	
500957 MC500957-1001	10/1/2013	01-POSTMST	U.S. POSTM	ASTER					35.84
G/L: Freigh Cost:Freigh Comment: /	10/1/2013 htExpense htExpense M500 -005-000	M50	35.84 0-005-000 -	10.02	425-00-000 425-00-000	0.00	35.84	0.00	



#### SERVICE TICKET BILLING ENTRY: EXPENSE

The Unit Cost that is updated from the Process Direct Charges feature includes the overhead amount if it was calculated during AP Invoicing.

#### Work Ticket Inquiry: Direct Cost

ork Ticket SC	5458-000 Step 001	E1 🛅 🖬 🖣 1	🕨 🕅 🛛 SERVIC	E CALL - Order	8
					More
<u>1</u> . Main	2. Parts Entry 3. Lat	por <u>4</u> . Direct Co	ost <u>5</u> . Status	<u>6</u> . Summary	<u>7</u> . Profit Analysi
Step Descrip	tion ADD TO EXISTING: GEI	NERAL	Activity BADD	ADD TO E>	KISTING: GENEF
Vendor No				Billing Reference	
G/L Account	:			Posted on S/O Inv	voice
Trans. Date	Vendor Name	Invoice No.	Invoice Amt	Overhead Amt	Trans, Amt

#### **Expense Entry**

Service Ticket	SC5458-000-001 Customer Avalara Point of Orgin
Service Item	ADD TO EXISTING: GENERAL 7300 Mtero Blvd
Serial No.	Internal Serial No.
Warranty Repair	Labor Covered on Warranty Parts Covered on Warranty
Svc Agmt Repair	Labor Covered on Svc Agmt Parts Covered on Svc Agmt
Employee Number	P -PR Payroll Employee
Date	10/31/2013 Billing Description
Expense Category	EXP
Charge Code	EREIMBURSEMENT C The unit cost that defaults includes overhead.
U/M	EACH
Quantity	1.0000
Unit Cost	20.450 Total Cost 20.450
Reimburse Employe	ee 🔲 Charge Customer 🔽
Markup %	.00
Unit Price	30.00 Billing Amount 30.00

When manually entering in expenses, overhead costs will not be calculated.



#### DIRECT TIME ENTRY

Direct Time Entry has not been modified to display the overhead costs during data entry. The user will be able to view the overhead costs from Work Ticket Entry / Inquiry from the Labor tab.

The user can now sort the entered data by clicking on the column titles, the data can be sorted by work ticket, Activity, Hours, EC, Description of Work Performed or the O/T column.

Employee Number	P -PR	🔍 Pay	roll Employee		Date 10/07/2013
Work Ticket	Activ	ity Acti	vity Description		Hours Dept
Description of Work	Performed			Earn Cd	Quantity UN
W/T Description				Cust	
Step Description				Dept 🔍	
Work Ticket	Activity	Hours EC	Description of W	/ork Performed	0/T
H5458-002-005	BNON	3.70 F1	DTE		N
H5458-001-005	QA	2.40 02	DTE		Ÿ I
H5458-001-005	PI	1.30 P1	DTE		N
0001673-001-060	SHPG	.70 02	DTE		Y
0001673-001-010	BADD	1.20 01	DTE		Y
D <u>el</u> Tota	Hours	13.40			

An arrow displays in the column that was selected for sorting and will point down when sorted in descending order and will point up when displaying in ascending order.

#### TIME TRACKER ENTRY

Time Tracker Entry has not been modified to display overhead costs during data entry.

#### DATA COLLECTOR

Data Collector has not been modified to display overhead costs.

#### SERVICE TICKET BILLING

Service Ticket Billing – Labor has not been modified to display overhead costs.

#### TECHNICIAN DASHBOARD

Technician Dashboard – Labor has not been modified to display overhead costs.



#### DAILY LABOR REGISTER/UPDATE

The Daily Labor Register does not have a unique column for overhead costs, however, the Total Cost column is a sum of the Labor cost, Burden cost and Overhead Cost.

The G/L Summary for Cost includes the total overhead costs calculated and posts to the GL account as defined in Applied Labor Account Maintenance.

Daily Labor Register

						REGI	STER NO: JT-0031
FRX DATE: 10/18/13 W/T	CLASS MF - MAKE TO ORDER - FLAT						
EMPLOYEE EMPLOYEE NAME	WORK TICKET	REG HRS	O/T HRS	REG LABOR	O/T LABOR	DIL HRS	FOTAL COST
3NON- NO DETAIL: MACHINE P-PR Employee , Payroll ACTIVITY CODES TOTALS	H5458 -003-005	1.00 1.00	.00. .00	25.55 25.55	.00 .00	1.00 1.00	29.32 29.32
W/T CLASS TOTALS		1.00	.00	25.55	.00	1.00	29.32
J/L SUMMARY FOR MF							
ACCT 495-00-000 546-PR-000 590-PR-000 595-PR-000	DESCRIPTION Cost Variance - Work Ticket Allocated Payroll Co Allocated Burden Allocated Overhead Payroll	DEBIT 29.32	CREDIT 25.55 .77 3.00				
		29.32	29.32				



The overhead costs will be included in the total WIP posting (debit) or total COGS posting (debit), as assigned by the work ticket class when the work ticket is open.

The overhead costs will post to the work ticket history variance account or COGS account as defined by the work ticket class when the time is being updated to a historical work ticket.

The overhead costs will be credited to the Overhead Account as defined in Applied Labor Account Maintenance.

Source Journal	Account Number	Account Description /Posting Comment	Debit	Credit
JT-000031	114-00-000	Work In Process	5.78	
		DAILY LABOR UPDATE - WT: 0001675-001		
	423-00-000	Burden on Direct Labor	32.55	
		AC:QAEM:P-PR WT:H5458-002-005		
	424-00-000	Overhead on Direct Labor	6.51	
	400.00.000	AC:QAEM:P-PRWT:H5458-002-005	0.00	
	433-00-000	Burden on R & M Direct Labor	3.26	
	405 00 000	AC:QAEM:P-PR W1:H5458-002-005	05.55	
	495-00-000	Cost Variance - Work Ticket	25.55	
	405.00.000	AC:PIEM:P-PR W1:H5458-001-005	12.00	
	495-00-000	Cost variance - Work Ticket	13.00	
	495.00.000	AC:PTEM:P-PR WT:H5458-001-005	11.25	
	435-00-000	COSEVALIANCE - WORK HOKEL	11.20	
	495.00.000	AC:FIEM:F-FR WI:H0408-001-000 Cost//arianos_Work Tickst	25.55	
	433-00-000		20.00	
	495-00-000	CostVariance - Work Ticket	0.77	
	400 00 000	AC-BNON EM-P_PR WT-H5459-002-005	0.77	
	495-00-000	CostVariance - Work Ticket	3.00	
	400 00 000	AC-BNON EM-P_PR WT-H5458-003-005	0.00	
	546-PR-000	Allocated Pavroll Co		5.25
		AC:SHPG EM:P-PR WT:0001675-001-005		
	546-PR-000	Allocated Pavroll Co		25.55
		AC:PIEM:P-PR WT:H5458-001-005		
	546-PR-000	Allocated Payroll Co		25.55
		AC:BNON EM:P - PR WT:H5458-003-005		
	546-PR-000	Allocated Payroll Co		32.55
		AC:QAEM:P-PR WT:H5458-002-005		
	590-PR-000	Allocated Burden		0.53
		AC:SHPG EM:P - PR WT:0001675-001-005		
	590-PR-000	Allocated Burden		13.00
		AC:PIEM:P-PR WT:H5458-001-005		
	590-PR-000	Allocated Burden		0.77
		AC:BNON EM:P - PR WT: H5458-003-005		
	590-PR-000	Allocated Burden		3.26
	505 55 000	AC:QAEM:P-PR WT:H5458-002-005		44.05
	595-PR-000	Allocated Overhead Payroll		11.25
		AC:PIEM:P-PR WT:H5458-001-005		
	595-PR-000	Allocated Overhead Payroll		3.00
	505 DD 000	AC:BNON EM:P-PR WT:H5458-003-005		0.54
	595-PR-000	Allocated Overhead Payroll		6.51
		AC:QAEM:P-PR W1:H5458-002-005	107.00	107.55
		Journal 000031 Totals:	127.22	127.22



#### PERIODIC LABOR REGISTER/UPDATE

#### The Periodic Labor Register does not print the overhead calculations.

#### PERIODIC LABOR UPDATE - OVERTIME ALLOCATION REGISTER (BATCH: OR-0033) WEEK ENDING: 10/20/13 OVERTIME ALLOCATED USING THE DIRECT METHOD EXEMPT O/T: STRAIGHT

			+	wo	RK TICKET I	NFORMATION -	+	+ PAYR	OLL INFORM	ATION+	+-LOGGED HOURS-+
W	ORK TICKET	CLS ACTV	REG HRS	O/T HRS	CALC OT	LBR ADJUST	BURDEN ADJ	REG HRS	O/T HRS	OTH HRS	REG HRS CALC OT
P -PR	Payroll	Employee									
00	01675-001-005	SHPG	.70	.00	.00	.00	.00				
HS	5458 -001-005	PI	1.00	.00	.00	.00	.00				
HS	5458 -002-005	MP QA	1.00	.00	1.00	32.55	3.26				
HS	5458 -003-005	MF BNON	1.00	.00	1.00	12.78	.38				
D	5458 -001-001	MA PI	.50	.00	.50	6.38	.00				
D	5458 -001-003	MA BNON	2.60	.00	2.60	33.22	1.00				
D	5458 -001-004	MA QA	1.00	.00	1.00	32.55	3.26				
D	5458 -003-005	MP PI	.50	.00	.50	6.38	.00				
D	5458 -003-020	MP QA	1.00	.00	1.00	32.55	3.26				
D	5458 -004-001	MF PI	.50	.00	.50	6.38	.00				
D	5458 -004-004	MF QA	1.00	.00	1.00	32.55	3.26				
S0	000003-001-001	RPR	13.30	.00	.00	.00	.00				
EMPLOYE	E TOTALS		24.10	.00	9.10	195.34	14.42	15.00	9.11	8.00	
POSTING F	RECAP -					195.34	14.42	15.00	9.11	8.00	
CLAS	SS ACTIVITY	LBR ADJUST	BURDEN	ADJUST							
MA	BNON	33.22	2010211	1 00							
MA	PI	6.38		.00							
MA	0A	32.55		3 26							
MF	BNON	12.78		38							
MF	PI	6.38		.00							
MF	QA	32.55		3.26							
MP	PÌ	6.38		.00							
MP	QA	65.10		6.52							
RECAP TO	TALS	195.34		14.42							

#### The Daily Transaction Register will reflect any overhead costs calculated for overtime.

Postings For: 10/18/2013										
Source Journal	Account Number	Account Description /Posting Comment	Debit	Credit						
OR-000033	423-00-000	Burden on Direct Labor PERIODICI ABOR UPDATE - WT:H5458-002	32.55							
	424-00-000	Overhead on Direct Labor PERIODICI ABOR UPDATE - WT:H5458-002	6.51							
	433-00-000	Burden on R & M Direct Labor PERIODICI ABOR UPDATE - WT:H5458-002	3.26							
	495-00-000	CostVariance - Work Ticket PERIODICLABOR UPDATE - WT:H5458-003	13.16							
	546-PR-000	Allocated Payroll Co PERIODIC LABOR UPDATE - WT: H5458-002		45.33						
	590-PR-000	Allocated Burden PERIODIC LABOR UPDATE - WT:H5458-002		3.64						
	595-PR-000	Allocated Overhead Payroll PERIODIC LABOR UPDATE - WT:H5458-002		6.51						
		Journal 000033 Totals:	55.48	55.48						
		Source OR Totals:	55.48	55.48						
		10/18/2013 Totals:	55.48	55.48						

Postings For: 1	0/19/2013			
Source Journal	Account Number	Account Description /Posting Comment	Debit	Credit
OR-000033	114-PB-000	Work In Process: PARTIAL BILLINGS PERIODICLABOR UPDATE - WT:ID5458-001	180.32	
	546-PR-000	Allocated Payroll Co PERIODIC LABOR UPDATE - WT: ID5458-001		150.01
	590-PR-000	Allocated Burden PERIODIC LABOR UPDATE - WT:ID5458-001		10.78
	595-PR-000	Allocated Overhead Payroll PERIODIC LABOR UPDATE - WT:ID5458-001		19.53
		Journal 000033   otais:	180.32	180.32
		Source OR Totals:	180.32	180.32



#### SALES ORDER INVOICE DATA ENTRY

Sales Order Invoice Data Entry has been modified for overhead.

#### Work Ticket Billing Selection

Work Ticket Billing Selection has been modified for work ticket classes which have Flat Rate overhead.

When the work ticket has components which are linked to purchase orders and have not been received complete, the Yes option to Bill Complete? will not be available. The OA transaction must be created for items that are linked to purchase orders prior to invoicing the work ticket complete.

Work Ticket	Description	Bill Complete?	Quantity	
001-000	Make to Order Parent item	-	1.0000	
		No		
		экір		

#### Invoice Data Entry

The Overhead checkbox and Overhead Cost fields will be displayed in invoice data entry, however, the fields will be disabled.

Invoice I <u>1</u> . He	No. 0001484 <sup>*</sup>	14 4 6 6 <u>3</u> . Lines	)	De <u>f</u> aults	istomer) Cre	edit		
	<b>∞ 00 00 •</b> ]_ •	چ چ	- 24	₽ •				
	Item Code	W/T No.	Ordered	Shipped	Overhead	Overhead Cost	Unit Price	
1	AVERAGE	001-000	1.0000	2.0000		.00	85.00	Ξ
2	TT FIFO	001-005	3.0000	6.0000	☑	45.24	.00	
3	×ОН	001-005	3.0000	3.0000	☑	22.62	.00	
🔺 4	TT LOT	001-010	3.0000	3.0000		.00	.00	
5	/B-ADD	001-010	3.0000	3.0000		.00	.00	
6	FIFO	002-000	1.0000	1.0000		.00	105.00	
7	TT AVE	002-005	3.0000	3.0000		20.56	.00	
8	×ОН	002-005	3.0000	3.0000	7	15.06	.00	Ŧ
•								>



Invoice	•No. 0001484		De <u>f</u> aults	ustomer)	edit			
<u>1</u> . H	eader <u>2</u> . Address	<u>3</u> . Lines	<u>4</u> . Totals	<u>5</u> . Credit Card	- I			÷,
	🗞 🕅 🕅 - 🐯 -	<u>Q</u> uick Row	4 🌽	P 🖽		ې 🛞		P -
	Item Code	W/T No.	Ordered	Shipped	Overhead	Overhead Cost	Unit Price	*
1	AVERAGE	001-000	1.0000	2.0000		.00	85.00	Ξ
2	TT FIFO	001-005	3.0000	6.0000		45.24	.00	
- 3	*OH	001-005	3.0000	6.0000	<b>⊻</b>	45.24	.00	
4	4 TT LOT	001-010	3.0000	3.0000		.00	.00	
5	/B-ADD	001-010	3.0000	3.0000		.00	.00	
6	FIFO	002-000	1.0000	1.0000		.00	105.00	
7	TT AVE	002-005	3.0000	3.0000		20.56	.00	
8	×ОН	002-005	3.0000	3.0000	<b>N</b>	15.06	.00	Ŧ
•								Þ.

The Overhead Cost field will update accordingly if the shipped quantity is modified.

The Shipped amount was updated to 6 and the overhead cost recalculated for this change.

#### Flat Rate Overhead

Chargeable work ticket components cannot be partially shipped on an invoice that is not billing the work ticket complete when the chargeable component is flagged to calculate overhead and the work ticket class overhead for parts is set to Flat Rate.

If a chargeable component has been partially issued prior to invoicing, the Shipped Quantity will update as the Ordered Quantity when partially invoiced. Chargeable components cannot be split during invoicing and must all be shipped or none.

If the user modifies the ship quantity to less during a partial invoice of a Chargeable component that has the Flat Rate overhead costing method, the following message will appear:





#### DAILY SALES JOURNAL UPDATE

#### WORK TICKET INVOICE DETAIL REPORT

The Work Ticket Invoice Detail report has been modified to include overhead costs in the total cost of the item, AP invoice, or labor cost.

- DC (Accounts Payable Invoices and Manual Check) costs will include the overhead costs.
- LD (Direct Time Entry / Time Tracker Entry) costs will include the overhead costs.
- NC and CC (Parts Usage) costs will include overhead costs.

Overhead costs are not reported separately and there is no method to determine which costs include overhead.

W/T NUMBER CUSTOMER NAME TP STEP ITEM CODE/REFNC	INVOICE WORK TICKE DESCRIPTION	ET DESCRIP UNITS	TION REVENUE	WHS COST	WIP ADJUST	REV ACCT	COST ACCT
0001878 - 001 Avalara Point of Orgin PT 000 AVERAGE NC 005 *0H NC 005 TT FIFO NC 010 /B-ADD NC 010 TT LOT	0001484 AVERAGE - A AVERAGE TIME TRACKER FIFO BILLABLE ADD TO EXIS TIME TRACKER LOT	Amount 7.54 1.00 3.00 3.00 3.00 3.00 3.00	85.00 0.00 0.00 0.00 0.00	JR 41.22 57.92 45.00 101.95	0.00 0.00 0.00 0.00	400-03-JR	<complete> 450-00-JR 420-00-WST 420-00-CM 432-00-WST 420-00-CM</complete>
NON CHARGEA	BLE COMPONENT SUBTOTAL:		_	246.09	0.00		
DC 000 N08-2013 LD 010 PI	0001878-001 Product Issue	0.00 1.00	0.00 0.00 Burden:	13.03 36.79 13.00	(13.03) (36.79) (13.00)	432-00-WST	425-00-000 433-00-WST 433-00-WST
NON CF		62.82 308.91	(62.82) (62.82)				
	CURRENT INVOICE:		85.00	308.91	(62.82)		
	WORK TICKET TOTA	LS:	85.00	308.91			

The parts issued on Step 005 have overhead costs.

The DC charge has overhead costs incurred.

The LD transaction has overhead costs incurred.



#### WORK TICKET ENTRY / INQUIRY

Modifications have been made to work ticket entry / inquiry for overhead. For additional information please read Work Ticket Entry: Parts section of this user guide, starting on page 8.

#### Parts Entry

An Overhead checkbox has been added and Overhead Cost field.

Work Tick	et ID5458 -001 Step 00	12 -	· [ ·		Make to Order	Parent item	
	MAKETOORDERPAR	ENT-M	1TO	Ordered	1.0000 Invoi	ced .00	)00 More 💌
<u>1</u> . Ma	ain <u>2</u> . Parts Entry	<u>3</u> . La	abor <u>4</u> .	Direct Cost	<u>5</u> . Status	<u>6</u> . Summary	7. Profit Analysis
<b>≈</b> (K	)' * 📉 🕶 Row	2	2 루 🗌	A3 🗐 🗐	Unbilled	• @= (	5 2 3
	Item Code	CG	Overhead	Qty Reqd	Qty Used	Overhead Cost	Unit P 🔺
1	ROG SERIAL		<b>⊻</b>	3.0000	4.0000	30.16	=
2	ROG STANDARD 🔰 🔍		<b>⊻</b>	3.0000	4.0000	30.16	
3	*ROG PURCH			3.0000	4.0000	.00	
4	ROG AVE			3.0000	4.0000	.00	
5	ROG FIFO			3.0000	4.0000	.00	-

*Dynamic Inventory Transaction* Dynamic Inventory Transaction panel has been enhanced.

Item Code	ROG SEF	ROG SERIAL			RO	ROG SERIAL Section 1: SO D			etail	U/M	EACH	
Whse Code	RG	REC	EIPT O	F GOO	DS				Par	ts Cost		55.000
Promise Date	e 9/23/201	3				Qty Requi	ired	3.0000	Overhea	ad Cost		30.160
Chargeable	argeable 🗌 Overhead √			Qty U	sed	4.0000	Tot	al Cost		85.160		
G/L Acct	980-00-000	)			Work	In Process: P/	ARTIAL BIL	LINGS	Inv	oice No		
Serial No.	Serial No. ID5458-001-002A Section 2: SJT Transaction											
Trans Date	Time	Who	Whs	Туре	Src	Reference	Quantity	Used	Unit Cost	Overhe	ead	Total Cost
10/16/2013 11/05/2013 11/05/2013 11/05/2013	07:06 AM 11:21 AM 11:21 AM 11:21 AM	SSS SSS SSS SSS	RG RG RG RG		RG RG RG RG	G000140 G000141 G000141 G000141	1 1 1 1	.0000 .0000 .0000 .0000	10.000 15.000 15.000 15.000	7.5 7.5 7.5 7.5	40 40 40 40	17.540 22.540 22.540 22.540
	Section 3: SJT Transaction											
				Tra	Insaction	n Totals	4.0000	13.	.750	30.160		85.160



#### Section 1: SO Detail

This section represents the data that resides in the sales order detail file for the work ticket component. The following fields have been added to the panel:

- Warehouse Code and Warehouse Description
- Chargeable checkbox
- Overhead checkbox
- Overhead Cost displays the calculated overhead costs when a part has been issued
- Total Cost the sum of the part cost and overhead cost

#### Section 2: JT Transaction

The data displayed here represents additional information for the highlighted item in Section 3. The GL Account Description has been added.

#### Section 3: JT Transaction

The data displayed here represents the issued items details. An overhead cost column has been added. The Total Cost is a sum of the (Unit Cost) \* Qty Used + Overhead Costs.

#### Labor

The Labor tab has been modified, adding an Overhead Cost field. The Total Cost field has been modified to be the sum of Labor Cost, Burden Cost and Overhead Cost.

Work Ticket ID5458-001	Step 003 🗇 📋 🏢	14 4 <b>D</b> DI	Make to O	Irder Parent item	<b></b>		
Parent Item MAKETOOR	DERPARENT-MTO	Ordered	1.0000 I	Invoiced	.0000 More 💌		
<u>1</u> . Main <u>2</u> . Parts E	ntry <u>3</u> . Labor <u>4</u> .	Direct Cost	<u>5</u> . Status	<u>6</u> . Summary	y <u>7</u> . Profit Analysis		
Step Description Step 003	- TT Entry	Activity	DEV	DEVELOPM	ENT		
Qty Completed (	1	BILLABLE		Labor Cost	66.43		
Burden Cost							
	Revenue	377.00		7.80			
				Total Cost	76.22		
Trans. Date Employee N	o. Employee Name	Dept.	Hours 0/1	T Activity E	Bill Reference		
10/19/2013 P -PR	Payroll Employee	Р	2.60 N	BNON C	000112		



#### **Direct Cost**

The Direct Cost tab has been modified, adding an Overhead Amt and Trans Amt column. The Overhead Amt column represents the overhead amount applied to the AP invoice and the Trans Amt column is the total cost, AP Invoice Amt + Overhead Amt.

Work Ticket ID545	58 -001 Step	002	🔲 🖬 🖣		Make to O	rder Parent item	, in the second se
Parent Item	1AKETOORDERF	PARENT-MTO	Ordere	:d 1	1.0000 I	nvoiced .	0000 More 🔽
<u>1</u> . Main	<u>2</u> . Parts Entry	<u>3</u> . Labor	4. Direct Co	ost <u>5</u> .	Status	<u>6</u> . Summary	7. Profit Analysis
Step Descriptio	on Purchased Iter	ms - ROGs		Activity	PRCH	Purchase Con	nponents
Vendor No					E	Billing Reference	
G/L Account					F	Posted on S/O Invo	ice
Trans. Date	/endor Name		Invoice No.	Invoid	ce Amt	Overhead Amt	Trans. Amt
09/13/2013 (	ON TIME DELIVE	RY SERVICE	SEPT132013		13.75	3.23	16.98 📉
•							÷.
					[	Direct Cost Totals	16.98





#### **CUSTOMER MEMO**

Customer Memo's auto display has been added to the following JobOps functions:

- Work Ticket Entry
- Work Ticket Inquiry
- Service Ticket Entry
- Service Agreement Invoice Data Entry

#### ACCOUNTS RECEIVABLE: MEMO MANAGER MAINTENANCE

Auto Display can be activated for Service Ticket Entry, Service Agreement Invoice Data Entry and Work Ticket Entry by accessing Memo Manager Maintenance from AR Setup and selecting Customer Memo type.

If Service Ticket Entry, Service Agreement Invoice and Work Ticket Data Entry are not listed in the Task list, select the Reset All to default button.

Module	Accounts Receivable	- 14 4 9		×	P <u>u</u> rge
Memo Ty	pe Customer	•			Сору
Role	ADMIN 🔍 Administr	ation			
					Reset All to Defaults
	Task	Memo Options		Auto Display	- 🚽
1	Cash Receipts Entry	Hide	•		
2	Commission Edit Maintenance	Maintain	•		
3	Customer Inquiry	Show	•	☑	
4	Customer Maintenance	Maintain	•	☑	
5	Finance Charge Entry	Hide	•		
6	AR Invoice Data Entry	Maintain	•		
7	AR Repetitive Invoice Entry	Maintain	•		
8	Job Billing Data Entry	Hide	•		E
9	Job Estimate Maintenance	Hide	•		
10	Job Masterfile Inquiry	Hide	•		
11	Job Masterfile Maintenance	Hide	•		
12	Service Ticket Entry	Maintain	•	V	
13	Service Agreement Invoice	Maintain	•	☑	
14	Work Ticket Data Entry	Maintain	•		
15	RMA Inquiry	Hide	-		
16	RMA Receipts Entry	Hide	•		
17	RMA Data Entry	Hide	•		
18	SO Invoice Data Entry	Maintain	•		
10		<u>e</u> 1			<b>T</b>



#### WORK TICKET MEMO

Memos can now be added at a work ticket level.

To setup work ticket memos, access Memo Manager Maintenance from the JobOps Setup menu.

Select Memo Type Work Ticket

Module JobOps Memo Type Work Tick Role ADMIN	et		<b>&gt;</b> I	P <u>u</u> rge C <u>o</u> py
Task		Memo Options	Auto Display	
Work Ticket E	ntry	Maintain 💌		

When the Memo Options is set to Maintain or Show, the memo button will be visible next to the Step number.

If Auto Display is activated and the memo is set to Auto Display, the work ticket memo will display when the work ticket is accessed.

Work Ticket H54	58 -001 Step 000 🖓 🔤	🎬 🖉 🔌 🕨 🕅 Maketo	Order Parent item 📃 🚍
Parent Item	MAKETOORDERPARENT-MTO	Ordered 1.0000	Invoiced 1.0000 More
<u>1</u> . Main	2. Parts Entry <u>3</u> . Labor	4. Direct Cost <u>5</u> . Status	<u>6</u> . Summary <u>7</u> . Profit Analysis
Step Descriptio	n Make to Order Parent item	W/T Class	MA AMOUNT
Activity	DFLT	Qty Complete	0
Customer No	01-NT	📋 NON TAXABLE CUSTO	OMER



#### EQUIPMENT ASSET MEMO

Auto Display can be activated for Service Ticket Entry by accessing Memo Manager Maintenance from JobOps Setup and selecting Equipment Asset Memo type.

Select Memo Type Equipment Asset

If Service Ticket Entry is not listed in the Task list, select the Reset All to default button.

Module	JobOps	-	M	4		<b>FI</b>	P <u>u</u> rge	e	
Memo Type	Equipment Ass	Equipment Asset						Сору	
Role	ADMIN	🔍 Administration	1						
T	Task			o Opt	ions		Auto Displa	у	₽,
1 Eo	guipment Asset Maintenance			Maintain		•			$\hat{\mathbf{\Lambda}}$
<b>2</b> Se	ervice Ticket Entr	Show	V		•	Ĭ			

#### SERVICE AGREEMENT MEMO

Auto Display can be activated for Service Ticket Entry by accessing Memo Manager Maintenance from JobOps Setup and selecting Service Agreement Memo type.

Select Memo Type Service Agreement

If Service Ticket Entry is not listed in the Task list, select the Reset All to default button.

М	lodule	JobOps	- 14 4			P <u>u</u> rge	
М	lemo Typ	e Service Agreement	-		ſ	Сору	٦
R	ole	ADMIN 🔍 Administr	ation				
		Task	Memo Options		Auto Display	- I 🛼	
	1	Service Agreement Maintenance	Maintain	•			
	2	Service Ticket Entry	Show	•			
	3	Svc Agmt Invoice Maintenance	Show	•	Ĭ.	T	
	2 3	Service Ticket Entry Svc Agmt Invoice Maintenance	Show Show	•	2 2	]	



### SERVICE TICKET ENTRY

The following enhancements have been made to Service Ticket Entry / Creation.

#### SERVICE TICKET ENTRY: ADDRESS

Bill To field has been added to the Address Tab and will be available when the AR option Enable Bill To Customer Reporting is activated.

Service Ticket	PM12019-000 Line No	001 🦾 🌇		Description	SO FIFO				
<u>1</u> . Ma	in <u>2</u> . Address	] <u>3</u> . Rep	air )	<u>4</u> . Additional	1				
— Bill To Add	ress		-Ship To Addr	ess		Copy <u>S</u> hip To			
<u>Bill To</u>	00-JOBOPS	۹,	<u>Ship To</u>	چ 🍳	Residential Address 🛛 📃				
Name	JobOps		Name	LINE BASED WORK TICKET					
Address	2020 Sherman St		Address	TWO MERDIAN CROSSINGS					
				SUITE 310					
ZIP Code	78258		ZIP Code	55423					
City	San Antonio Sta	ate TX	City	MINNEAPOLIS	State MN				
Country	USA 🔍 United States of Ameri	са	Country	USA 🔍 Unite	ed States of America				

- The Service Agreement Bill To will always be assigned, and can be removed
- The Customer Bill To will be assigned if no service agreement is ever assigned, and can be removed.



#### SERVICE TICKET ENTRY: MAIN

A Salesperson and Activity Code field have been added to the Main tab of Service Ticket Entry.

The Salesperson field will populate from the Customer No entered. The Salesperson field may be changed on any step, however, any change will update all steps since the Salesperson field is a sales order header field.

The Activity Code field will default in from the default activity code assigned to the Work Ticket Class. This field can be unique for each step.

Service Ticket PM12019	000 Line No	001 🖂 🛃 🚺 🌒 🕨	▶I Desc	ription SO FIF(	ו
<u>1</u> . Main	<u>2</u> . Address	<u>3</u> . Repair	<u>4</u> . Additi	onal	
<u>Customer No.</u> Contact Ship To Address <u>Work Ticket Class</u>	OT-LINE		E BASED WO	RK TICKET Customer PO Priority Service Level	NORMAL   GOLD
<u>Salesperson</u> <u>Activity Code</u>	TAX 🔍 SRV 🔍	TAXABLE SP CUST SERVICE CALL ON S	SIT	Promise Date Initiated	11/18/2013 IIII

The Priority and Service Level can now have unique values for each step and is now stored at a detail level rather than at the header level.

#### SERVICE TICKET CREATION: PARTS

The Repair Parts listing, that is created in Service/Warranty Equipment from Inventory Maintenance, will now update the service ticket step with the associated parts.

- If a Problem Code is assigned to the service ticket / repair item the parts added will be as defined by the Repair Parts listed for the assigned problem code.
- If no Problem Code is assigned to the service ticket / repair item assign the parts will be added as defined by the generic Repair Parts listing.



#### SERVICE TICKET CREATION: ORDER BASED SERVICE TICKETS

Service Tickets can now be added as an Order Based work ticket. As an order based work ticket, the Item No and MFG Serial No, will be assigned to all steps created for the service ticket and each step represents a process to be performed on the repair item.

For steps greater then Step 001, the Item No and MFG Serial No will be disabled and cannot be modified.

Serv	rice Ticket	PM12016-0	000 Line No	002 🖂 🛃 📢	4 Þ ÞI	Description	CUST SERVICE CALL ON S	GITE
	<u>1</u> . Mair		<u>2</u> . Address	<u>3</u> . Repair	Ì	<u>4</u> . Additional		
	Service Ag	reement	· · · · · · · · · · · · · · · · · · ·	2. E				
	Item No.		AVERAGE		<u>ا</u> .	AVERAGE		
	Mfg. Serial	No.	PM12016-001	<b>-</b> ,				
	Int Serial N	0.	6040					



#### **TECHNICIAN DASHBOARD**

#### TECHNICIAN DASHBOARD: REFRESH

A Refresh button has been added to Technician Dashboard so that the user no longer has to exit the dashboard and relog in to refresh any updated or modified scheduling events.

Currently this technician has 1 scheduled service ticket.

Schedule	Misc Time	Parts	Notes	History	Expenses	Depart	Message
Technician No Service Ticket Customer No	PR-K100	Nick Klien			Ticket No Current Status	0 / 1 Available	

After selecting the <u>Befresh</u> button located in the lower left hand corner, his scheduled service tickets has been updated to 3.

Schedule	Misc Time	Parts	Notes	History	Expenses	Depart		Me		age
Technician No	PR-K100	Nick Klien			Ticket No	0/3	N	4	Þ	ÞI
Service Ticket Customer No					Current Status	Available				•

#### TECHNICIAN DASHBOARD: MISC TIME

A Misc Time button has been added to the Technician Dashboard ribbon. When selected the technician may entered time that is not being coded to a service ticket. Only earning codes that have an earnings type of Miscellaneous may be entered.





When the Misc Time button is selected, the user will be presented with a data entry screen that allows them to enter in the following information.

- Start Time and End Time These fields are available if Time Tracker has been activated and Capture Start / Stop times option has been selected.
- Hours Worked This field is available if Time Tracker has been activated and Capture Start / Stop times option has been is NOT selected OR if the Time Tracker add-on has not been purchased.
- Earning Code The user may only enter in earning codes set as earning type Miscellaneous, Vacation or Sick.
  - If an earning code is entered that is not one of the above, the following message will be displayed.



Once the Misc Time has been accepted, the user will not be able to modify this time.

Employee No	PR-K100	NICK KLIEN
Transaction Date	11/20/2013	
Start Time		
End Time		
Hours Worked	3.00	
Earning Code	04 🔍 HO	ILIDAY
		Accept Cancel