

**TRADING AND SERVICES ORDER AND SERVICE MANAGEMENT
WITH BILLING AND COLLECTION SYSTEM**

USER MANUAL

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Unit 3A Amparo Garden Corporate Bldg. Felix Corner Amparo St. Sta Ana Manila City 1009 Philippines

**CO-OWNERSHIP
POLYTECHNIC UNIVERSITY OF THE PHILIPPINES
PUP A. Mabini Campus, Anonas St., Sta. Mesa
Manila, Philippines 1016**

System Developer:

Lewis Ken Kinaadman
Philip Soriano
Alexis Gujelde
Raeane Davis
Lady Ann Baculo

Co-Owner
Prof. Rachel A. Nayre
PUP CCIS BSIT
Chairperson 2016

END-USER LICENSE AGREEMENT

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PREFACE

This USER MANUAL is intended for the HAMMOCKS PROJECT TEAM that produce a system called Trading and Services Order and Service Management with Billing and Collection System. This system focuses on the internal transaction of a company possessing a trading and services nature. It will help companies on managing both item and service orders and keeping track of each records. This system will assist the users in processing sales orders into customer bills that eventually will be settled. This document will guide the user how to navigate the system.

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INTRODUCTION

Background Details

Trading and Services Order and Service Management with Billing and Collection System is a standalone computer. It enables the management to perform all operations in a trading and services company such as: creation of sales quotation and purchase order, scheduling of services, processing of payments, generating needed reports and many more.

The system covers the main internal business transaction of a trading and services business. The system will assist the person in charge on managing both item and service orders and keeping track of each record. It will also give the users the ability to learn what orders are already supported by the required document and what payments need settling. Assist the users in processing sales orders into customer bills that eventually should and will be settled. The system should also support the users in managing purchase orders that will also be processed in order to keep the company's balances updated. This will offer assistance to them in monitoring what orders have been made and what payments should be settled with suppliers.

Objectives

The HAMMOCKS project team's objective is to support and improve the monitoring and managing records, mainly product and/or service orders, as well as to help them to deal with its problem on monitoring transactions without compromising other company's and its own business process.

The team also want to provide an effective way to process payments from customers as well as the payments that need to be settled with suppliers.

SYSTEM REQUIREMENTS

HARDWARE

	Minimum Specification	Best Performance Specification
Processor	Dual Core Intel/AMD	<u>Intel® Core™ i5-6600 Processor</u> CPU @ 3.30GHz, 2000 Mhz, 2 Core(s), 4 Logical Processor(s)
Ram	4GB DDR3 RAM (or better)	8GB DDR3 RAM (or better)

SOFTWARE REQUIREMENTS

I. Operating System

	Minimum Specification	Recommended Specification
OS (Server)	Windows 7 ultimate	Windows server 2012 R2
OS(Workstations)	Windows 7 32 bit	Windows 7 64 bit or later

II. DBMS

RDBMS	Recommended Version
MySQL	6.3 CE

III. Pre-requisite Software

Software	Recommended software
PDF Reader	Adobe Reader
IDE	Visual Studio Community 2017

CONTACT US | For Assistance

Software Developers:

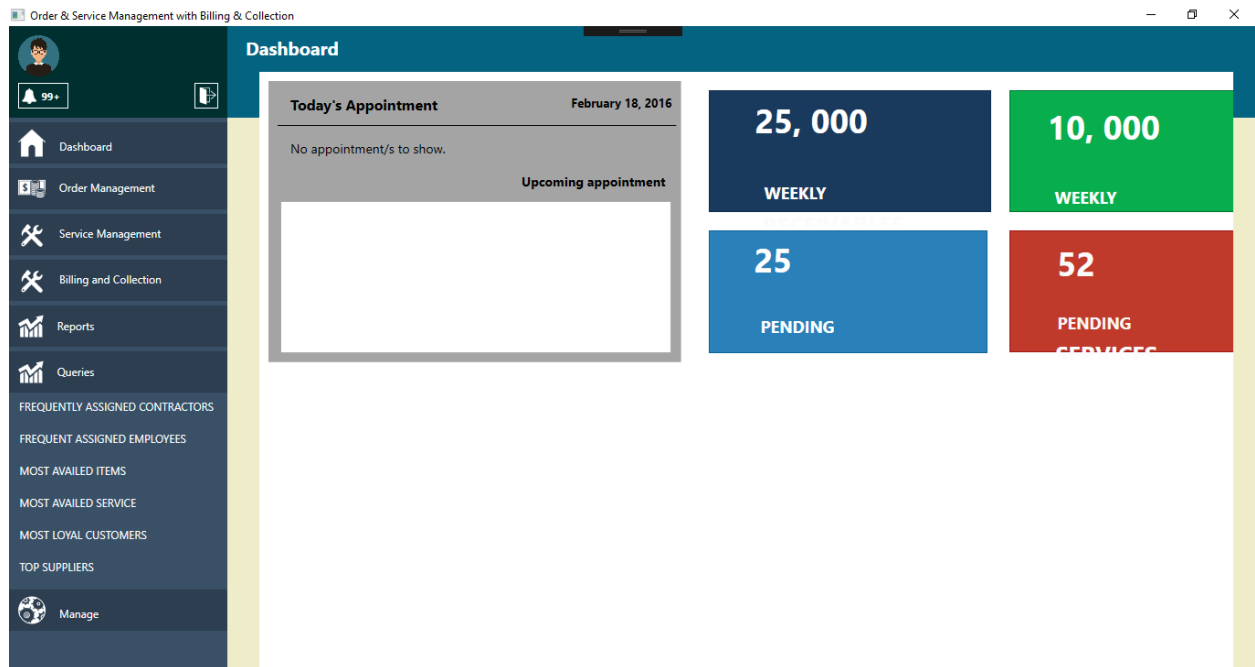
Baculo, Lady Ann	+639053025253
Davis, Raeanne	+639393987358
Gujelde, Alexis	+639277982351
Kinaadman, Lewis Ken	+639987919482
Soriano, John Philip	+639086957020

or Call PUP Hotline

(+63 2) 335-1PUP (335-1787) or 335-1777

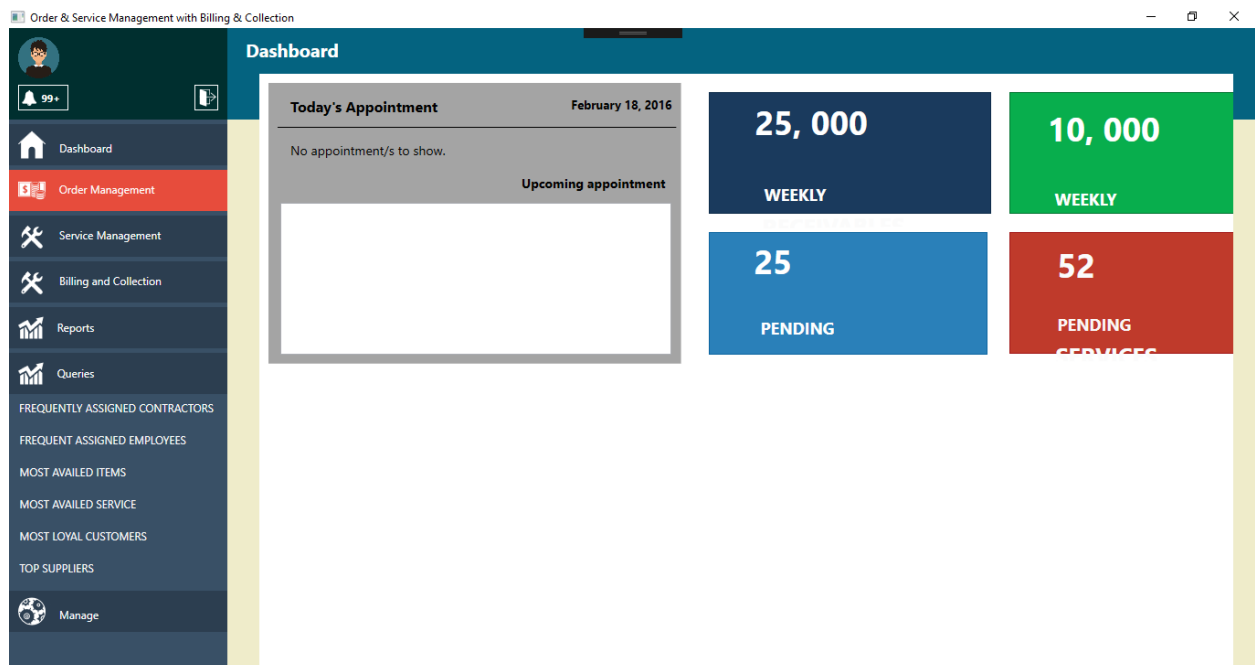
and look for CCIS and Prof. Rachel A. Nayre

Dashboard



In the Dashboard you will see the summary of transactions like pending Services, pending Purchase Order, Weekly Sales and Weekly Purchases. You can also see the all of today's appointment.

Order Management Tab



Once you click the Order Management Tab, Create Sales Order and Create Purchase Order buttons will be visible.

Create Sales Order

The screenshot shows the 'Order Management - Sales Quotes' interface. On the left is a sidebar with navigation options: Dashboard, Order Management (selected), Create Sales Order, Create Purchase Order, Service Management, Billing and Collection, Reports, Queries, and a 'Manage' section with links to frequently assigned contractors, employees, items, services, loyal customers, and suppliers. The main area has a search bar, a 'Search' button, a 'Sort' dropdown, and a red 'Add' button. Below these is a table with columns: Sales Quote ID, Date of Issue, Customer Name, Status, and Actions. The table is currently empty.

In Create Sales Order you will see the list of sales quotation made for the customers. You can add a new Sales Quote by clicking the “Add” button

Add Sales Order

The screenshot shows the 'Add Sales Order' form. The sidebar is the same as in the previous screenshot. The main area is titled 'Order Management - Sales Quotes' and contains a 'Customer Details' section with a 'Choose Customer' button. Below this are fields for 'Customer's Name' and 'Customer's Representative'. The 'Requested Items' section has an 'Add New Item' button and a table with columns: Item Name, Description, Item Type, Qty, Unit Price, Unit Price + Markup, Total Amount, and Fees. At the bottom, there is a 'Discount (Percent)' field set to 0 and a 'Total Price: ₱0.00' label. 'Back' and 'Next' buttons are at the bottom right.

After clicking the “Add” button, you will see the Create Sales Order form. You will need to choose a company customer from “Choose Customer” button. (See *Add Customer instruction*)

You can add the inquired service and/or items of the customers by clicking the “Add New Items” button. You can also input a discount percent if the customer asks for a discount. Then click “Next” to proceed to the next Step.

Add Customer

Order & Service Management with Billing & Collection

Select a Customer

Search:

Company Name	Description
--------------	-------------

Customer Details

Note: Required fields are marked with *

* Name:

* Business Style:

* TIN:

Description:

* Address:

* City:

* Province:

* Postal Code:

Contact Details

Note: Kindly provide at least one Contact Detail

Email Address:

Telephone Number:

Mobile Number:

Company Representative

* Title:

* First Name:

Last Name:

Save Cancel

If the customer has no existing profile, you need to fill up this form to create a new one and then click save. You can see the new customer profile in the list of customers. And then click “Select” to choose this customer for your Sales Order.

Terms and Conditions





The screenshot shows the 'Order Management - Sales Quotes' form. The left sidebar contains navigation links: Dashboard, Order Management, Create Sales Order, Create Purchase Order, Service Management, Billing and Collection, Reports, Sales Report, Purchase Report, Service Report, Queries, FREQUENTLY ASSIGNED CONTRACTORS, FREQUENTLY ASSIGNED EMPLOYEES, MOST AVAILED ITEMS, and MOST AVAILED SERVICE. The main form area is titled 'Order Management - Sales Quotes' and contains a 'Survey Report' section with 'Upload' and 'Download' buttons. Below this is the 'Terms and Conditions' section with the following fields:

- Currency:** A dropdown menu set to 'Philippine Peso'.
- Landed Price:** A checkbox that is checked.
- VAT Exclusive:** A checkbox that is checked, with a value of '12.00%'.
- Payment:** A radio button selected for '50% Downpayment (Upon Release of Order), 50% Balance Upon Delivery'. There is also an option for 'Custom' with a text input field.
- Warranty:** A radio button selected for 'One (1) Year'. There are also options for 'Custom' and 'None'.
- Delivery:** A radio button selected for 'Thirty (30) days upon receipt of DP'. There are also options for 'Custom' and 'None'.

At the bottom right of the form are 'Back' and 'Save' buttons.

After clicking the “Next” button, you will see the Terms and Condition form. First, you need to upload a Survey Report. You can choose default or customize for the terms and conditions. You will see the Sales Order you create after clicking the “Save” button.

The screenshot shows the 'Order Management - Sales Quotes' list view. The left sidebar is the same as in the previous screenshot. The main form area is titled 'Order Management - Sales Quotes' and contains a search bar, a 'Search' button, a 'Sort' dropdown, and an 'Add' button. Below this is a table with the following data:

Sales Quote ID	Date of Issue	Customer Name	Status	Actions
YXZFSQ1-ABC-2018-04-01	Sunday, April 1, 2018	ABC	PENDING	   

The Sales Order you create can be seen in the Order Management – Sales Quotes list. Then new Sales Quotation will be tagged as “Pending”.

Order & Service Management with Billing & Collection

Order Management - Sales Quotes

Customer Details Choose Customer

Customer's Name: ABC
 Customer's Representative: Raeanne Davis

Requested Items Add New Item

Item Name	Description	Item Type	Qty	Unit Price	Unit Price + Markup	Total Amount	Fees
Extreme Hauling		Service	0	₱5,000.00	₱5,000.00	₱5,000.00	Fees

Discount (Percent) Total Price: ₱5,000.00

Edit Continue as Order Back Next

Once the customer approved the Sales Quotation and send Purchase Order to the company, you can view the Sales Quotation and click “Continue as Order” to create a Sales Invoice.

Order & Service Management with Billing & Collection

Billing and Collection

* Business Style: Enterprise

Requested Items:

Item Name	Description	Item Type	Qty	Unit Price	Total Amount
Extreme Hauling		Service	0	₱5,000.00	₱5,000.00

Other Details

Vatable Sales: ₱5,000.00	Total Sale VAT Inclusive: ₱5,600.00
VAT-Exempted Sales: ₱0.00	Less: VAT ₱600.00
Zero - Rated Sales: ₱0.00	TOTAL: ₱0.00
VAT Amount ₱600.00	Less: SC/PWD Discount: ₱0.00
TOTAL SALES: ₱5,600.00	Total Due: ₱5,000.00
	Less: Withholding Tax: ₱0.00
	Add: VAT ₱600.00
	AMOUNT DUE ₱5,600.00

Back Save

Other details will be added when you create a Sales Invoice.

When you click the “Save” button, the details of your invoice will appear. 50 % down payment is collected upon the issuance of invoice.

Create Purchase Order

Order Management - Purchase Order

Search: Search Sort: Add

Purchase Order ID	Date of Issue	Supplier Name	Status	Actions
TRANS-2018-03-20-1	Tuesday, March 20, 2018	qwe	PENDING	

Once the customer approved the Sales Quotation we can create a Purchase for the Supplier. You can see the list of Purchase Orders and their Status in the Order Management – Purchase Order page.

Add Purchase Order

Order Management - Purchase Order

Supplier Details

Suppliers Name: qwe

Suppliers Representative: s d

Ordered Items

Item Name	Description	Qty	Unit Price	Total Amount	Action
prod1		1	P122.00	P122.00	

Purchase Order Details

Ship Via:

Date Required: ☐ As soon as possible

Payment Terms: ☒ 50% Down payment, 50% Balance (30 Days) ☐ Custom

Currency:

After clicking the “Add” button, you will see the Purchase Order form. You will need to choose a Supplier from “Choose Supplier” button. (See *Add Supplier instruction*)

You can add the inquired items of the customers by clicking the “Choose Items” button. You can also input the date required and payment terms. And then click “Save”.

Billing and Collection Tab

The screenshot shows a web application interface for "Order & Service Management with Billing & Collection". The left sidebar contains navigation links: Dashboard, Order Management (with sub-links for Create Sales Order and Create Purchase Order), Service Management, Billing and Collection (selected), Reports (with sub-links for Sales Report, Purchase Report, and Service Report), and Queries. Below these are sections for "FREQUENTLY ASSIGNED CONTRACTORS", "FREQUENT ASSIGNED EMPLOYEES", "MOST AVAILABLE ITEMS", and "MOST AVAILABLE SERVICE". The main content area is titled "Billing" and features a search bar, a "Search" button, and a "Sort" dropdown. Below this is a table with the following data:

Sales Order ID	Date of Issue	Customer Name	Amount	Actions
YXZFSQ1-ABC-2018-04-01	Sunday, April 1, 2018	ABC	₹5,600.00	
BSDYSQ2-ABC-2018-04-01	Sunday, April 1, 2018	ABC	₹2,240.00	

You can see the list of Sales Invoice in the Billing and Collection Tab. Once the customer paid for the down payment, you can click the “View and Receive Payment Button”.

Receivables

Invoice No.: 1

Balance: ₱5,600.00

Amount

Payment Method

Actions

Receive Payment

You will see the Invoice Number and the Balance of the customer. You can click the “Receive Payment” if the customer payment is confirmed.

Payment Details

Receive from: ABC

Amount:

Payment Method:

Check #:

Total Amount: ₱5,600.00

Save and Print Receipt

Save Only

Cancel

Receive Payment

After clicking the “Receive Payment” button, this form will appear. You need to fill up this form to update the payment status of this invoice. The amount will be automatically calculated to 50%.

Service Management Tab

The screenshot shows the 'Service Management' tab. On the left is a sidebar with navigation options: Dashboard, Order Management, Create Sales Order, Create Purchase Order, Service Management (highlighted), Billing and Collection, Reports, Sales Report, Purchase Report, Service Report, Queries, and a section for frequently assigned contractors, employees, items, and services. The main area has a header 'Service Management' with a search bar, a 'Search' button, a 'Sort' dropdown, and an 'Add' button. Below this is a table with the following data:

Sales Order ID	Date Started	Date Ended	Service Status	Actions
YXZFSQ1-ABC-2018-04-01	Monday, April 9, 2018	Friday, April 27, 2018	PENDING	

You can see the list of services and their status in the Service Management Tab. You can click the “Add” button to create a new Service Schedule.

Add Service Schedule

The screenshot shows the 'Add Service Schedule' form. The sidebar is identical to the previous screenshot. The main area has a header 'Select a Service' with a search bar and a 'Find' button. Below this is a table with the following data:

Sales Quote ID	Service Available	Address	City	Customer Name	Actions
BSDYSQ2-ABC-2018-04-01	Installation	13 Dansalan	Mandaluyong	ABC	<input checked="" type="checkbox"/> Select

List of Sales Quotations approved by the customer will be displayed after you click the “Add” in the Service Management Tab. Select a Sales Quote that you wanted to create a Service Schedule.

Service Management

Schedule Details

Service Name: Installation

Description:

Start Date: (15)

End Date: (15)

Additional Notes:

Assigned Employees/Contractor:

Name	Type	Actions

Phases

Phase Name	Date Started	Date Ended	Status	Actions

After selecting the sales quotation, you will need to fill up this form and then click “Save” to save the Service Schedule you created.

Reports Tab

Reports - Sales Report

Filter: use reset when choosing a filter again

1 of 1 | 100%

Sales Report

Product

Item Name	Sales
Total:	

Service

Service Name	Sales
Extreme Hauling	₱ 5,000.00
Installation	₱ 1,500.00
Total:	₱ 6,500.00

In the Reports tab, you will see the Sales Report, Purchase Report and Service Report which can be filter by month, year and range.

Manage Tab

The screenshot shows the 'Manage Employee' page. On the left is a sidebar with a user profile, a notification bell with '99+', and a menu with options: Billing and Collection, Reports, Queries, and a 'Manage' section containing Employee, Contractor, Suppliers, Services, Product List, and Location. The main area has a title 'Manage Employee', a search bar, and an 'Add' button. Below is a table with columns: First Name, Last Name, Position, and Actions. Two rows are visible: Philip Soriano (Technician) and Klein Soriano (Technician). Each row has three icons in the Actions column: an eye, a document with a pencil, and a trash can.

First Name	Last Name	Position	Actions
Philip	Soriano	Technician	
Klein	Soriano	Technician	

-Manage

Employee

This is where the admin can add, edit and delete records of Employees.

The screenshot shows the 'Manage Contractor' page. It has the same sidebar as the previous page. The main area has a title 'Manage Contractor', a search bar, and an 'Add' button. Below is a table with columns: First Name, Last Name, Job Name, and Actions. One row is visible: Lewis Kinaadman (Technician). The Actions column for this row contains three icons (eye, document with pencil, trash) and a 'Generate Contract' button.

First Name	Last Name	Job Name	Actions
Lewis	Kinaadman	Technician	Generate Contract




-Manage Contractor

This is where the admin can add, edit, delete and records of Contractor. In this page the admin can also generate contract for the Contractor.

Order & Service Management with Billing & Collection

Manage Supplier

Search: Search Type: Add

Company Name	Description	Address	Province	Postal Code	Actions
Supplier Inc		18 Rosario		1550	  

Left sidebar menu:

- Billing and Collection
- Reports
- Queries
- FREQUENTLY ASSIGNED CONTRACTORS
- FREQUENT ASSIGNED EMPLOYEES
- MOST AVAILED ITEMS
- MOST AVAILED SERVICE
- MOST LOVAL CUSTOMERS
- TOP SUPPLIERS
- Manage
 - Employee
 - Contractor
 - Suppliers
 - Services
 - Product List
 - Location







-Manage Supplier

This is where the admin can add, edit and delete records of Suppliers.

Order & Service Management with Billing & Collection

Manage Services

Search: Search Add

Service Name	Description	Service Price	Actions
Extreme Hauling		4000	  
Installation		500	  

Left sidebar menu:

- Billing and Collection
- Reports
- Queries
- FREQUENTLY ASSIGNED CONTRACTORS
- FREQUENT ASSIGNED EMPLOYEES
- MOST AVAILED ITEMS
- MOST AVAILED SERVICE
- MOST LOVAL CUSTOMERS
- TOP SUPPLIERS
- Manage
 - Employee
 - Contractor
 - Suppliers
 - Services
 - Product List
 - Location

-Manage Services

This is where the admin can add, edit and delete records of Services.

Order & Service Management with Billing & Collection

99+

Billing and Collection

Reports

Queries

FREQUENTLY ASSIGNED CONTRACTORS

FREQUENT ASSIGNED EMPLOYEES

MOST AVAILED ITEMS

MOST AVAILED SERVICE

MOST LOVAL CUSTOMERS

TOP SUPPLIERS

Manage

Employee

Contractor

Suppliers

Services

Product List

Location

Manage Product List

Search:

Search

Type:

Add

Product Name	Description	Markup Percent	Category	Actions
1234 CISCO Router		50.00	Router	<div> <div></div> <div></div> <div></div> </div>
86" ANTENNA		50.00	Antenna	<div> <div></div> <div></div> <div></div> </div>

-Manage Product List

This is where the admin can add, edit and delete records of Products.

Order & Service Management with Billing & Collection

99+

Billing and Collection

Reports

Queries

FREQUENTLY ASSIGNED CONTRACTORS

FREQUENT ASSIGNED EMPLOYEES

MOST AVAILED ITEMS

MOST AVAILED SERVICE

MOST LOVAL CUSTOMERS

TOP SUPPLIERS

Manage

Employee

Contractor

Suppliers

Services

Product List

Location

Manage Locations

Search:

Search

Add

Region Name	Rate Price	Actions
Pasig	1000.000	<div> <div></div> <div></div> <div></div> </div>

-Manage Location

This is where the admin can add, edit and delete records of Locations.

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Queries Tab

Order & Service Management with Billing & Collection

99+

Dashboard

Order Management

Create Sales Order

Create Purchase Order

Service Management

Billing and Collection

Reports

Queries

- FREQUENTLY ASSIGNED CONTRACTORS
- FREQUENT ASSIGNED EMPLOYEES
- MOST AVAILABLE ITEMS
- MOST AVAILABLE SERVICE
- MOST LOYAL CUSTOMERS
- TOP SUPPLIERS

Manage

Name	Position	No Of Times Assigned
Lewis Kinaadman	Technician	1

In the Queries tab, you can see the frequently assigned contractors, frequent assigned employees, most available items, most available service, most loyal customers and top supplier. This will help the admin in decision making.