User Guide

VTC
New Vilcol Trace/Collect System

Version 12
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Contents

1   Login Screen

https://www.vilcoldb.com/admin/login.php

Each user has their own unique user name and their own password. The "application password" is common to all users and is set by a manager who may change it from time to time for security reasons.
If "Remember Me" is ticked then the next time the user comes to the Login Screen, the user name will be automatically set to the last user name that logged in on that PC.
Once the user has logged in they are taken to the Home screen.

If a user types in the wrong password six times in a row then they (i.e. their user name) is locked out and a manager will need to unlock them to allow them to try to log in again (see section "System / Users" for details).
The user will be automatically logged out after two hours of inactivity.
To log out immediately the user can click the "Logout" tab on the top row of tabs. It is recommended that users use this method of logging out to prevent others accessing the system using their PC if they leave their desk.

All screens are laid out using a width of 1245 pixels so that the screen contents (plus a vertical scrollbar) fit onto a Windows PC screen where the resolution has been set to 1280 x 1024 pixels.

There is a "white-list" defining which IP addresses may access the system. Currently this only contains the IP addresses of the Vilcol offices and the RD Research offices. Extra IP addresses may be added if required by request to RD Research.

2   Home Screen

Currently this has nothing on it, but in future versions of the system it is envisaged that the Home screen will show a list of tasks that are due to be done by the user who has logged in, in other words it may show their "workflow".

Top-Level Navigation

Every screen has a line of "top-level navigation" buttons. Thus:
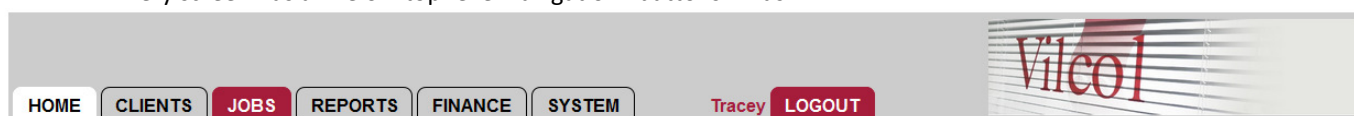
Each button leads to a specific screen, apart from the "Logout" button which logs the user out of the system:
-    Home
-    Clients
-    Jobs
-    Reports
-    Finance
-    System

The remainder of this User Guide is divided into sections, and each section's title starts with the name of the navigation button (e.g. System) followed by the sub-screen or subject (e.g. System / Users).

The screen that the user is currently on corresponds to the white tab in the navigation buttons ("Home" in the example above). The red buttons are the other buttons that the user has access to (Clients, Jobs and Logout above). The grey buttons are ones that the user does not have access to (Reports, Finance and System above).

Next to the "Logout" button is the user-name of the user who is logged in. If you hover the mouse pointer over that user-name, the role of the user is shown, e.g.
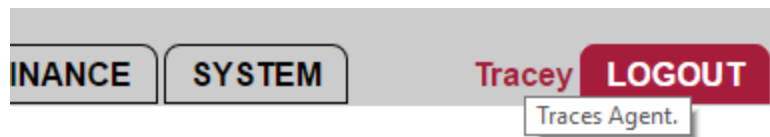
3   System / Users

3.1   Overview

System users i.e. people who can log into the system.
Users can be viewed, created, removed, and modified.
Only Managers can create, remove or modify users.

3.2   Location

On the top bar of tabs, click "System".
On the second bar of tabs, click "Users".

3.3   Usage

User Search

The screen shows the list of enabled users i.e. users who are not disabled. A tickbox allows the disabled users to be included in the list. Their role in each of the three sub-systems (Trace, Collections and Accounts) is also shown. There is also a tickbox to only find salespersons, and another to find only managers.

The list can be qualified by the name e.g. "Del" will only find users whose login name or real name contains the letters "del".

View User or Edit User

A user can be viewed with the "View" button which shows a read-only screen of user details.
A user can be modified with the "Edit" button.

Each user has a first name, a last name and a login username. They also have initials which are unique amongst all users – these are shown in some parts of the system instead of the full name, to save space.

If a user tries to log in with the wrong password six times in a row then they are automatically "locked out" and this will show on the view/edit screen for that user as the "Locked Out" tickbox. A Manager can untick the "Locked Out" tickbox to let the user back into the system so that they can try to log in again.

If the manager wants to remove a user from the system then they should untick the "Enabled" tickbox – this will disable the user and they will not be allowed to log in.

A user will not be able to log into the system if "Enabled" is unticked or "Locked Out" is ticked.

A user's password can be set by entering the password into both "Password" boxes on the Edit screen then clicking the "Save Password" button. It is not possible to use the system to "find out" what a user's password is. No screen will ever show a user's password. The Edit screen will show the user's "initial password" (at the bottom of the screen) which is the password that they use when the new system is first put into use, but they should change their password after first logging in so that the "initial password" thus becomes redundant.

The view/edit-user screen shows the first time that they logged into the system and the last time.
It also shows whether the user was imported from the old system (via tickbox "From old system").
With imported users, those old users who should not be allowed to log into the new system from the outset are marked as "Historic" users, shown by the "Historic user" tickbox.
There is also a tickbox for whether the user is a salesperson, and another "Has sold" for whether they have been recorded as the salesperson on a client even though they are not classified as a salesperson proper.

Each user is given a role in each of the three sub-systems: Trace, Collect and Invoicing. These three roles are independent of each other, so a user could be a manager in one system and have no entry to another system. See the Standing Data section for the list of user roles.

Finally, there is a box for freehand notes on the user.

Create a New User

A new user can be created with the "Create New User" button.

Agent Job Statistics

If the tickbox "Job Statistics" is ticked, then the list of users in the search results will show job statistics instead of user roles and email addresses etc.

The columns in the search results will include the following statistics on each user:
- [number of] Open Trace-type Jobs older than 10 days
- [number of] Open Retrace-type Jobs older than 5 days
- [number of] Open Trace Jobs of any job type
- [number of] Open Collect Jobs

4   System / Standing Data

4.1   Overview

This is about the data that doesn't tend to change, like the list of Job Types for trace jobs, or the list of Payment Methods.
It also houses the various bits System Information that are system-wide, e.g. the current VAT rate.

4.2   Location

On the top bar of tabs, click "System".
On the second bar of tabs, click "Standing Data".

4.3   Usage

There is a button for each set of Standing Data, e.g. "Job Types" or "System Information".
Click on the appropriate button for the set that you want to view or modify.
Only Managers can edit the Standing Data.

Some sets e.g. Activity Codes or Job Types have the option of creating new items e.g. a new activity code.
But other sets e.g. Report Fields or System Information do not, because a new item would require an update to the underlying system, e.g. a new report field would require underlying software to recognise the field and fetch the appropriate data from the database.

Details below.

4.4   Activity Codes

Used for the drop-down list when adding activity to collection jobs, e.g. ACL or DTR.
New items may be added. Existing items may be edited or made obsolete.

4.5   Adjustment Reasons

Used for the drop-down list when adding a reason for an adjustment to collection job payments.
New items may be added. Existing items may be edited or made obsolete.

4.6   Job Statuses

Used for the drop-down list when setting the job status of a collection job, e.g. ACP or PEN.
New items may be added. Existing items may be edited or made obsolete.

4.7   Job Targets

Used for the drop-down list when setting the target completion time of a trace job, e.g. 48 hours.
New items may be added. Existing items may be edited or made obsolete.
Each has a default fee.

4.8   Job Types

Used for the drop-down list when setting the job type of a trace job, e.g. Means.
New items may be added. Existing items may be edited or made obsolete.
Each job type has a default fee and a default number of days within which a job of that type should be completed.

4.9   Letter Templates

These are all the types of standard letter for trace jobs and collection jobs.
If you click the "Show content" button then the list will show the content of each letter template.
Each template may be edited, affecting all future letters that use that template.

4.10   Payment Methods

Used for the drop-down list when setting the payment method of a collection payment, e.g. Credit Card.
New items may be added. Existing items may be edited or made obsolete.

4.11   Payment Routes

Used for the drop-down list when setting the payment route of a collection payment, e.g. To Us.
New items may be added. Existing items may be edited or made obsolete.

4.12   Report Fields

This is a list of all the report fields that may be added to a custom report.
Currently it consists of all the report fields that are in the old system, but it can be enlarged to include more as the need arises.
There is no facility to manually add new fields because they would not work without a corresponding change to the software scripts that create custom reports.
Existing fields may be edited or made obsolete.

Attributes that may be edited when editing a Report Field:
-   "Short Description"
    o   What appears in the drop-down list of fields when building a report.
-   "Long Description"
    o   Optional explanatory text.
-   "Available to report on"
    o   If set to "Yes" then it can be added to a custom report, otherwise it can't.
-   "For Analysis reports"
    o   If set to "Yes" then it can be added to an Analysis report, otherwise it can't.
-   "For Job Detail reports"
    o   If set to "Yes" then it can be added to a Job Detail report, otherwise it can't.
-   "For Collection reports"
    o   If set to "Yes" then it can be added to a Collection report, otherwise it can't.
-   "For Trace reports"
    o   If set to "Yes" then it can be added to a Trace report, otherwise it can't.
-   Sort Order
    o   Determines the order in which fields are listed on the Custom Reports screen.

4.13 System Information

This is a set of individual items of information that underpin the system e.g. the current VAT rate or the system's "application password".
Most of these items are imported from the old system.
Most of these items are not needed in the new system but are carried over from the old system just in case.

New items cannot be added manually but can be added programmatically if required.
Existing items can be modified if they have a use in the new system, otherwise they can't.

4.14 User Permissions

These are not currently in use but may be used in version 2.

4.15 User Roles

Each user has a role in each of the three sub-systems (Trace, Collection, Invoicing).
This list defines the roles.
At the moment the roles "Supervisor" and "Reviewer" are not used, but may be in the near future once the system has been in use for a few weeks.

There is no facility to add new roles because a new role would not work without a corresponding change to the software scripts.
Existing items may be edited or made obsolete.

4.16 User Role Permissions

These are not currently in use but may be used in version 2.

4.17 Client Groups

This is not technically Standing Data but is put here for convenience so that you can see the list of Client Groups that are currently set up. Client Group names may be edited.

4.18 Job Groups

This is not technically Standing Data but is put here for convenience so that you can see the list of Job Groups that are currently set up.
Note this takes a while to load because of the large number of job groups that are created automatically from the import of jobs from the old database – a group is created for each set of jobs that have the same VILNo.

5   System / Audit

5.1   Overview

This shows details of all changes to data in the system; both working data (clients and jobs) and standing data (e.g. job types or system information).
It also shows who logged in and when.

5.2   Location

On the top bar of tabs, click "System".
On the second bar of tabs, click "Audit".

5.3   Usage

The screen shows all changes to data, one change per line, in order of date of change, newest at the top.

It also shows who logged in and when, and from what IP address, also in date order. There is also a "Only Login Events" tickbox which results in only login events being shown.

By default only 1000 lines are shown but this can be reduced or increased as desired.

The list can be filtered down e.g. by specifying a date range, and/or a specific user (the user who made the changes), and there is a tickbox to only show login events, not data changes.
For example, you could see what changes a certain user made over a certain date range, and/or you could see when a certain user logged in over a certain date range.
If only one date is entered (into "Date from", leaving "Date to" empty) then it shows changes made on just that one day.

The box "Related to this Job ID" will find audit records that are of information related to a specific job, for example audits of subjects, phone numbers, collection payments, etc. In other words, data that is not in the actual "JOB" database table but still relates directly to a specific job. You will need to type in the job's database ID, which can be found on the Edit Job screen, near the top-right, in grey.

The box "Related to this Client ID" will find audit records that are of information related to a specific client, for example audits of contacts, notes, etc. In other words, data that is not in the actual "CLIENT" database table but still relates directly to a specific client. You will need to type in the client's database ID, which can be found on the Edit Client screen, near the top-right, in grey.

For the more advanced user, there is the option to only show changes to a specific database Table, and a further option to only show changes to a specific record in that table via the Table ID box.

If required there is a way to search for logins from a specific IP address e.g. 12.34.56.78: tick the "Only Login events" tickbox, enter the IP address (e.g. 12.34.56.78) into the "Table ID" field and then click search: this will show all login events that occurred on/from that IP address.

6   System / Feedback

6.1   Overview

This allows users to send comments and/or concerns to the software support team behind the system.
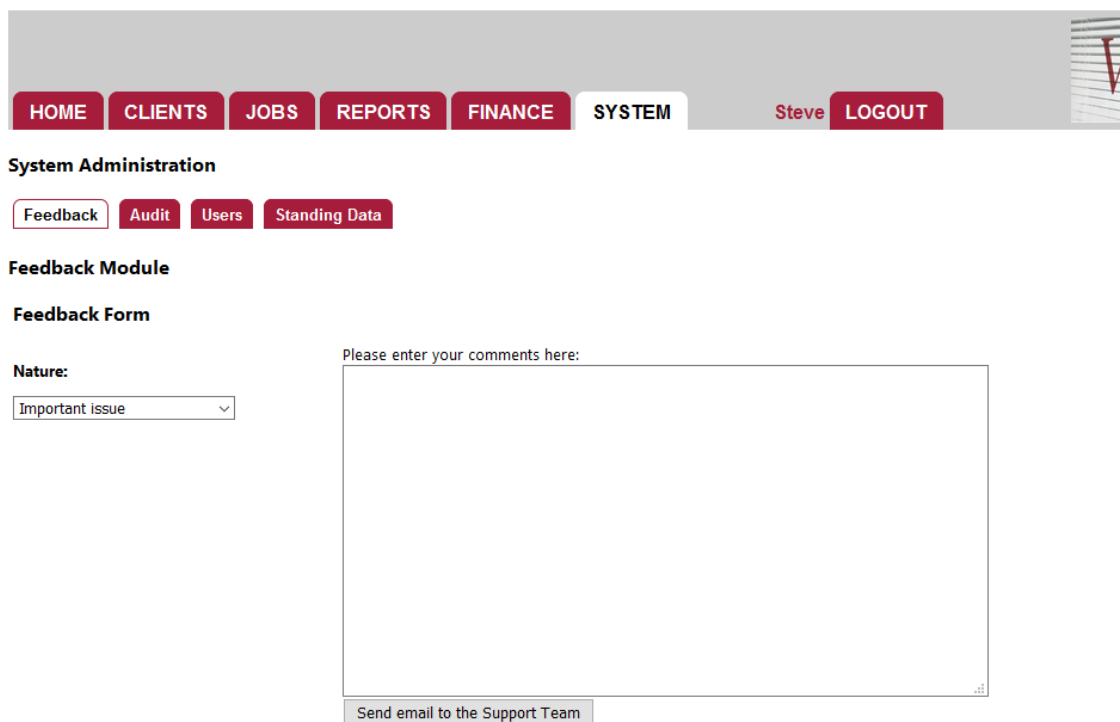
6.2   Location

On the top bar of tabs, click "System".
On the second bar of tabs, click "Feedback".

6.3   Usage

The screen shows a multi-line text box where the user can type in comments that they want to send to the software support team. There is also a drop-down list of options for the "nature" of the comments e.g. whether they are important or even urgent. A button can be clicked to send the comments directly to the support team.

Underneath this is a list of feedback items that have already been submitted. Each one can be updated with a response, as many responses as are required. Each one can be ticked as "resolved" once it is resolved.

7 Clients – Search Screen

7.1 Overview

This screen allows the user to search for clients using various search criteria.

7.2 Location

On the top bar of tabs, click "Clients".

7.3 Usage

Only managers can access the Clients screen.

There are number of different search criteria or filters. These can be used one at a time or in combination. For example if you wanted to find all clients who have "Liverpool" in their address and have a contact called "Chris" you would type "Liverpool" into the "Address" box and "Chris" into the "Contact" box, then click "Search".

Or, if you wanted to find all the clients in London who have open jobs, type "London" into the "Address" box, tick "Open Jobs" then click "Search". (Note that this will find clients who have the word "London" in their address e.g. it will also find clients who are on "London Road" in other towns.)

Search criteria:

- Search for numeric client code or whole/partial client name:
    o This will find clients who match on the client code, or some part of the client's name.
    o E.g. if you entered 2345 it would find client 2345 Orbit Heart Of England.
    o Or if you entered "housing" it would find all clients with the word "housing" in their name.
- System:
    o If set to Collect then it finds all clients who have the "Collections Client" tickbox ticked.
    o If set to Trace then it finds all clients who have the "Traces Client" tickbox ticked.
- Client Group:
    o If a group is chosen from the list, then the search will only find clients who are in that group.
- Address:
    o The system will find all clients who have this in some part of their address e.g. "High Street" or "Hackney" or a postcode e.g. "E8 1FB".
- Contact:
    o The system will find all clients who have a contact with this in some part of the contact name e.g. "Mark" or "Jones".
- Alpha Code:
    o This will find clients who match on the alpha code.

- Bank Acc No:
  - The system will find all clients who have this bank account number, useful if a payment appears on a bank statement but it is not clear who paid it.
  - If you enter * into this field then it will find all clients who have a bank account number set in the database, regardless of what that number is.
  - If you enter x into this field then it will find all clients who don't have a bank account number set in the database.
- BACS:
  - This will find clients who are paid by BACS or clients who are not paid by BACS.
- VAT:
  - This will find clients who pay VAT or clients who don't pay VAT.
- Un-invoiced trace statement billing:
  - If this is ticked then the system will only find clients who have open trace jobs that have billing lines that don't appear on any invoice. This is a way of finding clients who need to be invoiced. If this is not ticked then it won't affect the search at all.
- Open Jobs:
  - If this is ticked then the system will only find clients who have open jobs. If this is not ticked then it won't matter whether the clients have open jobs or not.
- Statement Invoices:
  - This will find clients who require statement invoices or clients who don't require statement invoices.
- Statement due within this many days:
  - A number of days may be typed into here. If so, the system will find all clients who have a "Next Statement Date" that is within that number of days after "today". This is a way of finding clients who should be invoiced in the next few days.
- Un-invoiced collection payments:
  - If this is ticked then the system will only find clients who have open collection jobs that have subject payments that don't appear on any invoice (but only payments that have occurred within the last two years just to avoid really archaic payments skewing the search results). This is a way of finding clients who need to be invoiced. If this is not ticked then it won't affect the search at all.
- Archived Clients
  - If this is ticked then only archived clients will be found, otherwise only non-archived clients.

In the list of search results, click the "View" button to see the client in full.
See the section "Clients – View/Edit Screen".
See also the screen shot below (where parts of the personal details have been erased).

If you ever need to search for a client using its database ID (which isn't normally used or even shown in the user interface) then type an asterisk followed by the ID into the client name box e.g. *1234.
In the screen shot above, the client's database ID is shown on the right hand side in grey: 860.

Export Search Results

The list of search results may be exported to Excel using the "Export to Excel" button. This will deposit an Excel spreadsheet into your computer's "Downloads" folder which is where you can locate it (although this strictly depends on how you have configured your browser for how it handles downloads). This button is only available to managers.

Create Statement Invoices

Along with the search results are two other buttons, "Create Trace Statements" and "Create Collect Statements". These are used to create statement invoices for whichever clients are ticked in the search results. These buttons are only available to accounts managers.

"Create Trace Statements":
   For each ticked client:
   - the system finds all un-invoiced billings for that client
   - if any are found:
        o they are added up and an invoice is created for that amount
        o all the found billings are then linked to that new invoice
        o the system displays the invoice number of the new invoice

"Create Collect Statements":
   For each ticked client:
   - the system finds all un-invoiced subject payments for that client
   - if any are found:
        o they are added up and an invoice is created for the total collected and total commission
        o all the found payments are then linked to that new invoice
        o the system displays the invoice number of the new invoice

Set Commission

This button, for managers only, allows the user to set the commission rate for all ticked clients.
   - First, search for and tick the clients that you to set the commission for.
   - Then click the "Set Commission" button.
   - Then enter the commission rate into the box that appears e.g. 20.
   - Then click the "Save Commission" button. Or click "Cancel" if you don't wish to proceed.

Create New Client

There is a button "Create New Client", for managers only, which will allow the user to create a new client.

8   Clients – View/Edit Screen

8.1   Overview

This screen allows the user to view or edit an individual client.

8.2   Location

On the top bar of tabs, click "Clients". Search for clients. Click the "View" button in the search results – this takes you to the View Client Screen.

8.3   Usage

Only managers can access the Clients screen.
This screen shows all the client details – name, code, address, list of contacts etc.
There are two buttons at the top of the details:
- View
  - This re-opens the individual client screen in "View" mode, reloading all data afresh.
- Edit
  - This re-opens the individual client screen in "Edit" mode, reloading all data afresh, so that changes can be made to the client. Only managers can do this.

The screen also says how many jobs the client has, and how many of those jobs are open.
Also the client's account balance, also broken down into invoices, receipts etc.
There is a button "Show Jobs" which opens up a new screen showing all the jobs for that client.

There is also a button "Show Invoices", for managers only, which opens up a new screen showing all the invoices for that client. The accounts summary is shown underneath that button, again for managers only.

In "Edit" mode:
- All the client attributes may be edited.
- The client may, if required, be added to a Client Group (e.g. different branches of the same company). A new Group may be created.
- A new Trace job may be created for the client.
- A new Collection job may be created for the client.
- There is a button to upload new jobs for the client from a CSV file:
  - See section "Clients – Upload Jobs from CSV".
- All contacts may be edited, and new contacts created.
- The salesperson may be changed.
- Fees for each job type may be changed.
- Target times may be selected and their fees (for this client) changed.
- General notes may be added.
- Letter Types (trace and collection types) may be linked to the client.
- Accounts-type options may be set e.g. whether the client requires statement invoicing, whether they are paid by BACS, etc.
  - In this section also there is a box showing any un-invoiced billing lines (for trace jobs), and another box showing any un-invoiced subject payments (for collection jobs).
  - And the client bank details.
- There is a button to archive the client (unless it is already archived) (managers only). This will also archive all of the jobs under the client.
- If the client is already archived then there will be a button to un-archive the client (managers only), but this will not un-archive the jobs because the system can't know which specific jobs should be unarchived – there may be been some archived jobs before the client was archived.

9 Clients – Upload Jobs from CSV

9.1 Overview

This screen allows the user to upload jobs for a specific client from a CSV file.

9.2 Location

On the Edit Client screen (see section "Clients – View/Edit Screen"), click the "Load New Jobs from CSV" button.

9.3 Usage

Select whether the jobs are Trace Jobs or Collection Jobs, using the radio buttons.
The screen will then show what columns it expects to find in the CSV file. The CSV file does not need that actual wording in the column headings, but it does need the actual data indicated by the heading to be in each column.

Use the "Browse" button to locate the CSV file on your PC, then the "Upload" button to upload it.
After uploading, the system will display any errors if any were found, and will display the records that were successfully loaded into the database.

All the uploaded jobs will automatically have their "Available to Agent" flag ticked.

10   Jobs – Search Screen

10.1   Overview

This screen allows the user to search for jobs using various search criteria.

10.2   Location

On the top bar of tabs, click "Jobs".

10.3   Usage

There are many different search criteria or filters. These can be used one at a time or in combination. For example if you wanted to find all jobs belonging to client 2345 that are open you would type "2345" into the "Client Code" box and select "Open" from the "Job Open/Closed" drop-down list, then click "Search".

There is a button to take you directly to the last job that you worked on. This button is in the bottom-right corner of the search criteria section and is labelled with the name of the subject of that last job.

There are some general search criteria that all users will see. There are also some Trace Job search criteria that only Trace users will see, and some Collection Job search criteria that only Collection users will see. Users who have access to both Trace and Collection jobs will see all search criteria.

General Search criteria:
- VILNo/Sequence/Subject/Company:
  - If you type a pure number into here (e.g 1074701 or 90431076) then the system will find all jobs that have a VilNo or a Sequence number equal to what you have typed in.
  - Or if you entered a word the system will search for all jobs that have a subject with that word in their name.
- Client Code/Name:
  - If you type a pure number into here (e.g. 2345) then the system will find all jobs that belong to a client with that client code.
  - Or if you entered a word the system will search for all jobs that belong to a client that has that word in their name.
- Client Group:
  - The system will find all jobs that belong to clients that are in that group.

- Subject Address:
  - o The system will find all jobs where one of the subject addresses contains these word(s).
- Client Ref:
  - o The system will find all jobs where either the client reference or the TDX ID is set to this.
- System:
  - o If set to Trace or Collect then all trace jobs or all collect jobs are found.
  - o If the user is not a manager then this will be pre-set to either Trace or Collect depending on which of those systems the user works in.
- Received From and Received To:
  - o If both dates are entered then the system will find all jobs where the received date is within that range.
  - o If just the "from" date is entered then it will find all jobs received on and after that date.
  - o If just the "to" date is entered then it will find all jobs received before and on that date.
- Job Open/Closed:
  - o If set to Open then all Open jobs are found.
  - o If set to Closed then all Closed jobs are found.
- Invoices:
  - o If set to "With invoice(s)" then the system will find all jobs that are linked to one or more invoices.
  - o If set to "Without invoice(s)" then the system will find all jobs that are not linked to any invoices.
- Closed From and Closed To:
  - o If both dates are entered then the system will find all jobs which were closed within that range.
  - o If just the "from" date is entered then it will find all jobs closed on and after that date.
  - o If just the "to" date is entered then it will find all jobs closed before and on that date.
- Agent:
  - o The system will find all jobs where this agent is the current agent working on the job.
  - o If the user is not a manager then this box will be pre-set with the user themselves.
- Letter(s):
  - o If set to "Approved" then the system will find all jobs have letters which are approved.
  - o If set to "Unapproved" then the system will find all jobs have letters which are not yet approved.
  - o If set to "Sent" then the system will find all jobs have letters which have been sent.
- Archived Jobs:
  - o If this is ticked then only archived jobs will be found, otherwise only non-archived jobs.
- Updated From and Updated To:
  - o If both dates are entered then the system will find all jobs which were updated within that range.
  - o If just the "from" date is entered then it will find all jobs updated on and after that date.
  - o If just the "to" date is entered then it will find all jobs updated before and on that date.
- Diary List:
  - o The system will find all jobs that have a diary date set (only dates on or after 01/01/2005 to avoid listing very old diary dates).
  - o The search results will include the diary date and diary text.
  - o The search results will be in order of diary date, oldest first.
  - o Note diary dates are only set for Collection jobs.
- Deleted Jobs:
  - o If this is ticked then only deleted jobs will be found, otherwise only non-deleted jobs.

Trace Job Search criteria:
- Target From and Target To:
  - o If both dates are entered then the system will find all trace jobs which have target dates within that range.
  - o If just the "from" date is entered then it will find all trace jobs with target on and after that date.
  - o If just the "to" date is entered then it will find all trace jobs with target before and on that date.
- Trace Job Type:
  - o The system will find all trace jobs that have a Job Type set to this.
- Complete:
  - o If set to No then all jobs that have Complete=No are found.
  - o If set to Yes then all jobs that have Complete=Yes are found.
  - o If set to Review then all jobs that have Complete=Review are found.
- Billing:
  - o This will find all trace jobs that either have billing items, or don't have billing items.

- Trace Success:
    - If set to No then all trace jobs that have Success=No are found.
    - If set to Yes then all trace jobs that have Success=Yes are found.
    - If set to FOC then all trace jobs that have Success=FOC are found.
- Trace Credit:
    - If set to No then all trace jobs that have Credit=No are found.
    - If set to Yes then all trace jobs that have Credit=Yes are found.
    - If set to FOC then all trace jobs that have Credit=FOC are found.

Collection Search criteria:
- Activity From and Activity To:
    - If both dates are entered then the system will find all collection jobs which have activity records with dates within that range.
    - If just the "from" date is entered then it will find all collection jobs with activity on and after that date.
    - If just the "to" date is entered then it will find all collection jobs with activity before and on that date.
- Collection Status:
    - The system will find all collection jobs where the Job Status is set to this.
- Instalments:
    - The system will find all collection jobs where a collection arrangement has been set up which has non-zero instalment amounts.
- Payments From and Payments To:
    - If both dates are entered then the system will find all collection jobs which have payment records with dates within that range.
    - If just the "from" date is entered then it will find all collection jobs with payments on and after that date.
    - If just the "to" date is entered then it will find all collection jobs with payments before and on that date.

In the list of search results, click the "View" button to see the job in full.
See the section "Jobs – View/Edit Screen".

There are also shortcut buttons at the top of the screen.
Trace Shortcut buttons:
- My Open Jobs:
    - This will find all open trace jobs that are assigned to the current user.
- Request a New Trace Job:
    - This will get a new trace job from the set of unassigned jobs that have been marked as "available" by a manager.
- Unassigned Trace Jobs:
    - This gets all trace jobs that have not been assigned to an agent.
    - Only managers have access to this button.
- Overdue Trace Jobs:
    - This gets all trace jobs that have not been closed by their target date.
    - Only managers have access to this button.
- Trace Jobs under review:
    - This gets all open trace jobs that have their "Complete" attribute set to "Review".
    - Only managers have access to this button.
- Trace Jobs pending invoice:
    - This gets all open trace jobs that have an approved (but not yet sent) letter but do not yet have an invoice.
    - Only managers have access to this button.
Collection Shortcut buttons:
- My Diary:
    - The system will find all jobs assigned to the current user that have a diary date set.
- Unassigned Collection Jobs:
    - This gets all collection jobs that have not yet been assigned to an agent.
    - Only managers have access to this button.

- Collection Jobs with Letters Pending Approval:
  o This gets all collection jobs that have letters which have not yet been approved.
  o Only managers have access to this button.
- Collection Jobs with Uninvoiced Payments:
  o This gets all collection jobs that have payments by subjects that do not yet appear on an invoice to the client.

Note that each shortcut button simply sets the relevant search criteria and performs a search. The search criteria may be further filtered by the user if required.

Import Jobs from CSV:
There is also a button "Bulk Notes Import" that allows you to import a CSV file that contains a list of VILNo's each with a note. Upon import, each named job has the corresponding note added to its list of notes. When importing Trace jobs, the user needs to specify the Job Type, which is then applied to all jobs in that CSV file upon import. Only managers have access to this button.

There is also a button "Bulk Address Import" that allows you to import a CSV file that contains a list of VILNo's each with a subject's address. Upon import, each named job has the corresponding address added to the primary subject and the previous address is added to the subject's list of old addresses. Only managers have access to this button.

The list of search results may be exported to Excel using the "Export to Excel" button. This will deposit an Excel spreadsheet into your computer's "Downloads" folder which is where you can locate it (although this strictly depends on how you have configured your browser for how it handles downloads). Only managers have access to this button.

See also the screen shot below (where personal details have been erased).

There is a button "Assign" used to assign one or more jobs to a specific agent. To use this, firstly do a search and then tick the jobs you want to assign. Then select the agent from the drop-down list labelled "Assign ticked jobs to". Then click the "Assign" button.

There is a button "Add Note" used to add a note to one or more jobs at the same time. To use this, firstly do a search and then tick the jobs you want to add a note to. Then click the "Add Note" button. Then type in the note. Then click the "Save Note" button.

There is a button "Set Commission" used to set the commission percentage for one or more collection jobs at the same time. To use this, firstly do a search and then tick the jobs you want to set the commission for. Then click the "Set Commission" button. Then type in the commission percentage. Then click the "Save Commission" button.

If you ever need to search for a job using its database ID (which isn't normally used or even shown in the user interface) then type an asterisk followed by the ID into the VILNo box e.g. *1234.
In the screen shot above each job's database ID is shown on the right hand side in grey.

To view a job from the search results, click on the "View" button beside it.
If the job is not closed, there will also be an "Edit" button beside each job taking the user to the Edit-Job screen; see section "Jobs – View/Edit Screen".

11 Jobs – View/Edit Screen

11.1 Overview

This screen allows the user to view or edit an individual job.

11.2 Location

On the top bar of tabs, click "Jobs". Search for jobs. Click the View or Edit button in the search results – this takes you to the View or Edit Job Screen.

11.3 Usage

Managers can edit any job, but a closed job will be read-only except for a button to re-open the job.
Agents can only edit jobs that satisfy all of these conditions:
- job is open
- job is marked as "available to agents"
- job is assigned to that agent
- for trace jobs: the job's "Complete" setting is set to "No" or "Review"
    o note: agents cannot edit "Review" jobs except that they can add/edit notes

For all jobs:
- All attributes of a job and subject(s) can be viewed or edited here.
    o But agents can't edit a subject's name.
- There is also a button ("Go to client") to open up the full client details in a new browser tab (for managers only).
- More subjects can be added to the job.
- Phone numbers and emails can be added to the job along with a description for each.
- Multiple notes may be added to the job.
- Earlier notes may be edited (except ones imported from the old system).
- Letters may be created and emailed.
- Button to close a job.

- Button to reopen a closed job.
- Button to delete a job so that it is not involved in any reporting or statistics.
- There is a button to archive the job (unless it is already archived) (managers only).
- If the job is already archived then there will be a button to un-archive the job (managers only).

For Collection Jobs:
- All collection attributes can be edited.
- New collection arrangements may be added and the current arrangement may be edited.
- Payments and adjustments may be added and edited.
- Activity on the job can be added and edited.
- Automatic payment schedule may be viewed, either by itself or combined with actual payments made by the subject.
- The TDX ID can be edited.
- There is a button to add a new address to a collection job subject, and the old address(es) are then shown in grey under the subject.
- To save having to scroll down to the section of the page you need, there are button to jump to one of the following sections:
    o notes
    o letter(s)
    o arrangements
    o payments
    o activity
  also at various points on the page there are buttons to jump back up to the top of the page again.

For Trace Jobs:
- Each subject has an address supplied by the client, and an address determined by Vilcol.
- The job fee may be entered.
- Success and Credit may be entered.
- Billing may be added and edited.
- To save having to scroll down to the section of the page you need, there are button to jump to one of the following sections:
    o notes
    o letter (and report)
    o billing
  also at various points on the page there are buttons to jump back up to the top of the page again.

11.4 Trace Job Processing

Creating a new trace job

Open up the Client screen in Edit mode.
Click the button "Create New Trace Job".
The Job screen opens in Edit mode, showing the new job.

The VILNo, Sequence number and Received Date are set automatically, but the user is allowed to change these if required.

The user should:
- set the Job Type from the drop-down list (which automatically sets the Target Date)
- enter the Client Ref (supplied by the client)
- select an agent from the drop-down list if immediate assignment to an agent is required
- enter the subject name and address (supplied by the client), possibly also phone and email etc
- if there is more than one subject on the job, use the "Add New" button to add another subject
- add a note or notes if appropriate, using the "Add New" button in the Notes section

<u>Making a trace job available to agents</u>

Once the job is ready to be given to an agent, the user should tick the "Available" box so that an agent can work on the job. If an agent has already been selected, then only they can work on the job. Otherwise, any agent may be given the job automatically when they ask for a new job to work on. See also sub-section "Job Assignment to Agent" below.

<u>Processing a trace job</u>

The agent can click the button "My Open Jobs" (on the Jobs screen) to see what trace jobs are open (i.e. "Complete" is set to "No") and assigned to them.

A manager can edit any job. An agent can only edit a job that is marked as "Available" and is assigned to them and where "Complete" is set to "No". An agent cannot alter the VILNo, Sequence No, Client etc, and cannot change the "Complete" setting.
A manager can see the fee for the job but the agent can't.

The agent can edit the subject details, enter a new address for the subject, add notes and edit earlier notes (except imported ones).
They can also write a report, and run a spell-checker on the report. Note that if changes are made to the report by the spell-checker, the user must use the "Save Report" button to save those changes.
They can also set "Success" and "Credit" from the two drop-down lists.
Finally, the agent can then click the button "Submit for Approval". That button sets "Complete" to "Review" which means that the agent cannot make any further changes to the job except to Notes (unless a manager returns the job to the agent).

A manager can click the button "Trace Jobs under review" which finds all open trace jobs with "Complete" set to "Review".
A trace job with "Complete" set to "Review" can be edited by a manager but not an agent (except that the agent can add notes).
The manager can review the report written by the agent, plus of course the agent's notes and their "Success" setting – Yes, No or FOC.

If the manager wants to send the job back to the agent then they can click the "Return to agent" button which automatically adds a note to the job "Job returned to agent by Manager" and the manager can amend that note as required; it also automatically sets "Success" to "Not set" and "Completed" to "No".

If the manager is happy with the agent's work then they can approve the report by ticking the box beneath it. Once the report is approved, it becomes read-only. If required, the manager can revert by unticking the approval tickbox.

The letter, containing the report, is displayed to the right (an agent cannot see the letter). The letter is constructed from Letter Templates dependent on the Job Type and the Success setting, plus some fixed lines like "Your Ref", "Date", etc. Once the report is approved, the manager can make changes to the letter and can save it by clicking the "Save Letter" button underneath it.
They can also run a spell-checker on the letter. Note that if changes are made to the letter by the spell-checker, the user must use the "Save Letter" button to save those changes.
Once happy, the manager can tick the "Letter Approved" tickbox underneath it, which automatically creates a PDF of the letter that can be viewed by clicking on the PDF icon beside the tickbox. The manager can revert to "not approved" by unticking the box again.

It is now ready for an accounts manager to review the billing and invoicing for the job.
If an accounts manager logs into the system and goes to the Jobs screen, they will see a button labelled "Trace jobs pending invoice". If clicked this will find all trace jobs whose letter is approved (but not yet sent) but that don't yet have an invoice.

A trace manager or an accounts manager can add billing to the job by clicking the "Add New" button in the Billing section. When this is done, if there is not yet any billing then the system will automatically pick up the appropriate

fee from the job. The job has a "success fee" and a "failure fee". The system will pick up the appropriate fee based on the "Success" setting.

When a billing item is created, it does not yet have an invoice.

The manager may create any number of billing items on the job if required.

Once the job letter is approved and one or more billing lines have been created, the manager can create an invoice for the billing by clicking the button "Create Invoice" in the Billing section. This creates an invoice for the job and its billing lines. The invoice number of the new invoice will appear within the billing line(s) under the "Invoice" column heading but it is marked as "not approved". An accounts manager can edit the invoice and approve it. Note that if the job is to be invoiced using statement invoicing, then the "Create Invoice" button will not allow an invoice to be created here – it is only for creating single-job invoices.

The invoice can be viewed by an accounts manager by clicking on the invoice number. This will open up the invoice in a new browser tab. On this new screen, the invoice can be reviewed, and if it is all OK, the "Edit" button can be clicked, re-opening the invoice in Edit mode, then the "Invoice Approved" tickbox can be ticked. This will automatically create a PDF of the invoice which can be viewed by clicking on the PDF icon beside the tickbox.

See also section "Finance / View Invoices & Receipts – View/Edit Screen", sub-section "Invoice Approval" (section 15.4).

Back on the job screen, if you go to the top of the screen and click the "Edit" button, then click on the [Jump to] "Billing" button, you will see that the billing line has the word "Approved" to the right of the invoice number.

To send the letter to the client, the letter should first be approved and optionally an invoice should have been created and approved.

The letter will either be emailed or printed and posted.

To email, the user should select an email address from the drop-down list, enter a subject line and a message body (there will be defaults for these). Then the user can click the "Email Letter" button – the letter and invoice will be automatically attached to the outgoing email.

If the required email address is not in the drop-down list then:

Scroll up the page and locate the "Go to client" button, then click it. This opens up the client screen in a new tab. On that new tab, click the client's "Edit" button and locate the "Contacts" section. Each contact has "Email 1" and "Email 2". If the correct contact is there but without the required email address then just enter the email address for that contact. Otherwise, add a new contact to the client and enter in their email address.

Then, back on the jobs screen, scroll up to the top and click the "Edit" button. This will reload all of the job and client details for that job, including the email address you just typed in. When you then go to email the letter, you should see the email address that you typed into the client screen on the drop-down list.

If instead the letter is printed and posted, then the user should click the button "Printed and Posted" which will insert today's date into the database as the date that it was posted.

Once a letter has been sent, it will appear in the list of sent letters on the View Job screen (for managers only), along with details of either when it was posted, or if was emailed, who it was sent to and when, the subject line, message text and attachments.

Whether emailed or posted, the job's "Complete" setting is automatically set to "Yes".

If the manager tries to complete the job without an invoice being approved then they will be warned about this but they will still be able to proceed.

A trace job usually should not be marked as complete unless the letter has been sent to the client. If the user tries to complete the job without the letter being sent then the system will warn the user but they will still be able to proceed.

11.5 Job Assignment to Agent

A manager can assign a job to an agent from the Edit Job screen, or they can assign multiple jobs to an agent from the Jobs Search screen by searching for jobs, and them ticking some or all of the search results, then selecting an agent from a drop-down list, then clicking the "Assign" button.
Both of these methods will automatically tick the job's "Available to Agents" flag if it is not already ticked.

Also, an agent can click the button "Request a new Trace Job" (on the Jobs screen). This will look for a trace job that is currently open and marked as "available" and is not yet assigned to an agent. If one is found then it is assigned to the agent that clicked the button and it then opens up in View mode. If one is not found then a message is displayed conveying this.
An agent will not be granted a new job if:
- they have any open trace jobs that are older than 10 days
- they have any open re-trace jobs that are older than 5 days
- they have 20 or more open jobs

See also section "System / Users", sub-section "Usage" (section 3.3).

11.6 Collection Job Processing

Creating a new collection job

Open up the Client screen in Edit mode.
Click the button "Create New Collection Job".
The Job screen opens in Edit mode, showing the new job.

The VILNo, Sequence number and Received Date are set automatically, but the user is allowed to change these if required.

The user should:
- enter the Client Ref (supplied by the client)
- select an agent from the drop-down list if immediate assignment to an agent is required
- enter the subject name and address (supplied by the client), possibly also phone and email etc
- if there is more than one subject on the job, use the "Add New" button to add another subject
- add a note or notes if appropriate, using the "Add New" button in the Notes section

And in the "Collect Details" section:
- enter the "Commission rate"
- and the "Total amount to be paid"
- and the arrangement (instalments amount, frequency, method and start date)
- and anything else appropriate

Editing a Collection Job

Managers and agents may edit a collection job but agents may not alter the VILNo, Sequence No, Client etc.
Agents may select and edit letters but only a manager can approve a letter.

Payments

A new payment by the subject (or an adjustment) can be added to the system by clicking the "Add New" button in the "Payments & Adjustments" section of the Edit Job screen.
Only a manager can add payments.

<u>Activity</u>

A new activity on the job can be added to the system by clicking the "Add New" button in the "Activity" section of the Edit Job screen.

<u>Letters</u>

A new letter can be added to the job by clicking the "Add Next Letter" button in the "Letters" section of the Edit Job screen.
A tickbox "More Letters" indicates whether or not more letters are due to go out.
If yes, then the "Next Letter" drop-down list allows the user to specify what is the next letter to go out.
When a next letter is selected, the button "Add Next Letter" can be used to add a letter to the job which immediately falls into the category of "pending letter".

The user can make changes to the letter and can save it by clicking the "Save Letter" button underneath it.
They can also run a spell-checker on the letter. Note that if changes are made to the letter by the spell-checker, the user must use the "Save Letter" button to save those changes.
Once happy, the manager can tick the "Letter Approved" tickbox underneath it, which automatically creates a PDF of the letter that can be viewed by clicking on the PDF icon beside the tickbox. The manager can revert to "not approved" by unticking the box again.

To send the letter to the client, the letter should first be approved.

The letter will either be emailed or printed and posted.
To email, the user should select an email address from the drop-down list, enter a subject line and a message body (there will be defaults for these). Then the user can click the "Email Letter" button – the letter will be automatically attached to the outgoing email.
If the letter is printed and posted, then the user should click the button "Printed and Posted" which will insert today's date into the database as the date that it was posted.

Once a letter has been sent, it will appear in the list of sent letters on the View Job screen (for managers only), along with details of either when it was posted, or if was emailed, who it was sent to and when, the subject line, message text and attachments.

12   Reports – Fixed Reports

12.1   Location

On the top bar of tabs, click "Reports".
If the screen shows "Custom Reports" then click on the "Fixed Reports" button to the right.

Only Managers can access the Reports screen.
Only Trace and Accounts managers can access the Trace reports.
Only Collection and Accounts managers can access the Collection reports.

12.2   Usage

These reports are fixed and cannot be changed but they can be qualified with filters.
Some of the reports are for Trace jobs and some are for Collection jobs.
In line with the old system, some reports are categorised as "Fixed Reports" and the others as "View Statistics".

The user should select which report they require from the appropriate drop down list.
See the screen shot below (where client names and amounts have been erased for confidentiality) and descriptions of the drop-down list contents further down.
Filters are available for each report. Any that are not relevant to the selected report will be greyed-out.

Click the "Generate Report" button to create the report on the screen.
If export to Excel is required then there is a button for that too.

Collection Reports / View Statistics: Drop-down list:

Select...
Collection rate per client
Jobs per client in month
Summary of user collection rates
Collections by single user
Job statistics per client
View/Search collection summaries

Collection Reports / Fixed Reports: Drop-down list:

Select...
Single Client Payment Listing
Stair Step Payment Listing
Transaction Report
Write-off Report
Reconciliation Report
Sigma Transaction Report
Sigma Non-Diallers Event Report
Sigma Arrangement Report
Sigma Closures Report
Sigma Weekly Remittance Summary
Non-Collections

Trace Reports / View Statistics: Drop-down list:

Select...
Number of jobs to be processed
Number of days behind
Success rate per client
Breakdown of job types
Jobs per client in month
Summary of user success rates
Successful jobs for single user
View/search job summaries
Statement Invoices

12.3   Collection / View Statistics: Collection Rate per Client

The user specifies:
- one or more clients (optional)
- start and end date for this report – collection payment dates

This gives a summary line: total amount collected, amount with a route of "to us", amount with a route of "forwarded" and amount with a route of "direct".
Then a list of clients with columns client code, client name and total amount for that client.

The report can be exported to Excel.

12.4   Collection / View Statistics: Jobs per Client in Month

The user specifies:
- one or more clients (optional)
- start and end month for this report – job placement dates

Also specifies salesman (or leave blank for all salesmen).
This gives a list of clients, each with name and client code, with a column for each month in the date range, and for each month the number of jobs that were placed by that client in that month; also a "Total" column for all months in the date range.

The report can be exported to Excel.

12.5   Collection / View Statistics: Summary of User Collection Rates

The user specifies:
- one or more clients (optional)
- start and end date for this report – collection payment dates

This gives a summary line: total amount collected, amount with a route of "to us", amount with a route of "forwarded" and amount with a route of "direct". Also "adjustments".
Then a list of agents with columns total collected, total "to us", total "forwarded" and total "direct". Also "adjustments".

The report can be exported to Excel.

12.6   Collection / View Statistics: Collections by Single User

The user specifies:
- one or more clients (optional)
- start and end date for this report – collection payment dates
- agent (mandatory)

This gives a summary line: total amount collected, amount with a route of "to us", amount with a route of "forwarded" and amount with a route of "direct".
Then a list of clients with columns client ID, client name, total collected.
Finally a summary line: total commission.

The report can be exported to Excel.

12.7   Collection / View Statistics: Job Statistics per Client

The user specifies:
- one or more clients (mandatory) e.g. 2698 (Drum Housing Association)
- start and end date for this report – job placement dates

This gives a set of lines:
- Total Number of Collection Jobs;
  also Total Value of those jobs (amount owed at job placement).
- Number of jobs closed and paid in full (no. of jobs and percentage of total from first line);
  also total value of those jobs and percentage of total value from first line.
- Number of jobs closed but not paid in full (no. of jobs and %age of total from first line);
  also total value of those jobs and percentage of total value from first line.
- Number of jobs closed with no payments (no. of jobs and %age of total from first line);
  also total value of those jobs and percentage of total value from first line.
- Open jobs with some collections (no. of jobs and percentage of total from first line);
  also total received on those jobs and percentage of total value from first line.
- Open jobs with no collections (no. of jobs and percentage of total from first line);
  also total value of those jobs and percentage of total value from first line.
- Number of T/C jobs with no trace (just no. of jobs).
- Number of RCR jobs (just no. of jobs);
  also total value of those jobs but no percentage.
  Note RCR is a job status for collection jobs.

The report can be exported to Excel.

12.8   Collection / View Statistics: View/Search Collection Summaries

The "Jobs" screen is a better place to perform this task.
It gives multiple filter options e.g. VIL No, agent name, subject name, client code.
It yields a list of jobs that match the criteria.
The search result columns include: VIL No, subject name, agent, placement/received date, client code.

The search results can be exported to Excel.

12.9   Collection / Fixed reports : Single Client Payment Listing

Inputs:
- one or more client codes (mandatory)
- date range (job received date)
- date range (payment date)
- payment route – tick one or more
  o to Vilcol
  o forwarded
  o direct (to client)

Data gathered:
- Payments made by subject

Grouping:
- Job (but no apparent sort order)

Header section
- Client code and name
- Payment date range
- Date of report

Columns:
- Client Reference (i.e. the job reference)
- Subject full name
- Date of payment
- Payment method
- Payment route
- Amount paid

The report can be exported to Excel.

12.10 Collection / Fixed reports: Stair Step Payment Listing

Inputs:
- one or more client codes (mandatory)
- date range (placement date)
- date range (collection dates)
- payment route
  - o to Vilcol
  - o forwarded
  - o direct (to client)

Data gathered:
- all jobs under the given client codes that have collection payments in the given date range

Grouping:
- jobs are grouped by the month of their placement date (the date the jobs were placed with Vilcol)
- each group has two lines

Columns:
- column 1 is month of placement date
- column 2 is total of placement amount (initial amount owed by subject) for all jobs in the group
- columns 3 onwards are the individual months that make up the given date range
  - o the months are in reverse chronological order i.e. latest month first, earliest month last
  - o for each month:
    - ▪ line 1 is the total payments made in that month for all the jobs in the group
    - ▪ line 2 is the percentage of line 1 relative to column 2 (to 4 d.p.)
- the last column has the same calculations but includes all dates [chronologically] prior to the earliest date in the given date range

After the lines of Placement Dates, there is a Totals line, totalling:
- Placement Amount (column 2)
- Payments made in each month (columns 3 onwards).

After that is a single column of totals:
- Accounts Placed
  - o the number of jobs in all the groups
- Amount Placed
  - o same as earlier total of Placement Amount
- Amount Collected
  - o total of all payments made for columns 3 onwards (including last column)
- Percentage Collected
  - o Amount Collected relative to Amount Placed (to 4 d.p.)

The report can be exported to Excel.

12.11 Collection / Fixed reports: Transaction Report

Inputs:
- one or more client codes (mandatory), which defaults to the codes for Myjar Ltd:
  4239,4240,4241,4242,4347,6603,6604,6605,6606
- date range (dates of payments)

Data gathered:
- all jobs under the given client codes that have collection payments in the given date range

Grouping:
- none

First line is a mixture of headings and data
- first number is sum of all payments in the report
- second number is the number (count) of those payments

Columns:
- Column 1 (A) is transaction ID:
  o This comes from the "TDX ID" field on the Job screen, but can also been seen in the "Notes" field on the Job screen, specifically the first notes, that were imported from the old system.
- Column 2 (B) is Client Reference (i.e. Job reference).
- Column 3 (C) is another client reference:
  o but is not stored in old system and so is "C1234" for all jobs
- Column 4 (D) is Client Name.
- Column 5 (E) is also Client Name.
- Column 6 (F) (first number column) is the balance (amount outstanding)
  o the balance on the date the report is generated
- Column 7 (G) is the date of the last payment in the given date range.
- Column 8 (H) is the amount paid in a single payment in the given date range.
- Column 9 (I) is the date that was paid.
- Column 10 (J) is either "PAY" if paid successfully or "REV" if the payment bounced.
- Column 11 (K) is a payment method code:
  o STO = standing order
  o OTH = DMA
  o DC = debit card
  o CHQ = cheque
  Note: these codes are from the "Standing Data" screen, then "Payment Methods", specifically the "TDX Code" column of the Payment Methods table.
- Column 12 (L) is currency and is always "GBP".
- Column 13 (M) is the commission portion of the payment in £.
- Column 14 (N) is the commission portion of the payment as a fraction (e.g. 40% shown as 0.4)
- Column 15 (O) is always zero

The report can be exported to Excel.

12.12 Collection / Fixed reports: Write-off Report

Inputs:
- one or more client codes (mandatory), which defaults to the codes for Myjar Ltd:
  4239,4240,4241,4242,4347,6603,6604,6605,6606
- date range (dates of job closures)

Data gathered:
- all jobs under the given client codes that were closed during the given date range

Grouping:
- none

First line is a mixture of headings and data
- first date is date that report was run
- first number is sum of monetary amounts in data lines
- second number is the count of data lines

Data Lines:
- column 1 – Transaction ID as for Transaction report
- column 2 – Client Reference
- column 3 – Transaction C-number as for Transaction report
- column 4 – Client name as for Transaction report
- column 5 – Client name as for Transaction report
- column 6 – Amount outstanding (initial amount due minus amount paid so far)
- column 7 – closed date
- column 8 – previous transaction ID
    o but this is not in the new system, so always shows as ABC-123
- column 9 – a code
    o but this is not in the new system, so always shows as PQR

The report can be exported to Excel.

12.13 Collection / Fixed reports: Reconciliation Report

Inputs:
- one or more client codes (mandatory), which defaults to the codes for Myjar Ltd: 4239,4240,4241,4242,4347,6603,6604,6605,6606
- date range (dates of job activity)

Data gathered:
- all jobs under the given client codes that had recorded activity during the given date range
- the term "activity" refers to specific activity items that are added to a job's "Activity" list manually by a user, e.g. "PAR" for "Payment Received"

Grouping:
- none

First line is a mixture of headings and data
- first date is date that report was run
- first number is sum of amount outstanding for all jobs in report
- second number is count of jobs in report

Data Lines:
- column 1 – Client Reference
- column 2 – Client name
- column 3 – always "HDO"
- column 4 – Activity code e.g. "PAR" for "Payment Received"
- column 5 – date and time of activity
- column 6 – current outstanding amount on job

The report can be exported to Excel.

12.14 Collection / Fixed reports: Sigma Transaction Report

Inputs:
- one or more client codes (mandatory), which defaults to the codes for Sigma Financial: 4461,4826
- date range (dates of payments)

The system creates the set of all jobs that are under the given client code(s) and have subject payments in the given date range.

Data gathered:
- all jobs under the given client codes that have collection payments in the given date range

Grouping:
- none

First line is a mixture of headings and data separated by pipe (vertical bar character)
- first number is always 1 indicating "Sigma Transaction Report"
- date is date that report was run
- second number is the number of payments in the report

Columns:
- column 1 is transaction code
  - o This comes from the "TDX ID" field on the Job screen, but can also been seen in the "Notes" field on the Job screen, specifically the first notes, that were imported from the old system.
- column 2 is the date of payment
- column 3 is method of payment
  - o Note: these codes are from the "Standing Data" screen, then "Payment Methods", specifically the "TDX Code" column of the Payment Methods table.
- column 4 is the amount of the payment, all negative (or positive for a refund)

The report can be exported to Excel.

12.15 Collection / Fixed reports: Sigma Non-Diallers Event Report

Inputs:
- one or more client codes (mandatory), which defaults to the codes for Sigma Financial: 4461,4826
- date range (dates of activity)

Data gathered:
- all jobs under the given client codes that have non-dialler event activities in the given date range

Grouping:
- none

First line is a mixture of headings and data separated by pipe (vertical bar character)
- first number is always 2 indicating "Sigma Non-Diallers Event Report"
- date is date that report was run
- second number is the number of non-dialler events in the given period in the report

Columns:
- column 1 is transaction code
  - o This comes from the "TDX ID" field on the Job screen, but can also been seen in the "Notes" field on the Job screen, specifically the first notes, that were imported from the old system.
- column 2 is the date of activity event
- column 3 is type of activity event e.g. "Payment Received"

The report can be exported to Excel.

12.16 Collection / Fixed reports: Sigma Arrangement Report

Scope:
- one or more client codes (mandatory), which defaults to the codes for Sigma Financial: 4461,4826
- date range (start dates of arrangements)

Data gathered:
- all jobs under the given client codes that had arrangement start dates in the given date range

Grouping:
- none

First line is a mixture of headings and data separated by pipe (vertical bar character)
- first number is always 3 indicating "Sigma Arrangement Report"
- date is date that report was run
- second number is the number of arrangements that started in the given period

Columns:
- column 1 is client reference (job reference)
- column 2 is payment method
- column 3 is amount owed at the start of the job
- column 4 is the start date of the arrangement
- column 5 is always blank
- column 6 is always zero
- column 7 is a frequency code (how often payments will be made) e.g. "MONTHLY"
- column 8 is the amount due on each payment
- column 9 is always zero

The report can be exported to Excel.

12.17 Collection / Fixed reports: Sigma Closures Report

Scope:
- one or more client codes (mandatory), which defaults to the codes for Sigma Financial: 4461,4826
- date range (dates of job closures)

Data gathered:
- all jobs under the given client codes that were closed in the given date range

Grouping:
- none

First line is a mixture of headings and data separated by pipe (vertical bar character)
- first number is always 4 indicating "Sigma Closures Report"
- date is date that report was run
- second number is the number of jobs that closed in the given period

Columns:
- column 1 is the client reference (job reference)
- column 2 is the date the job was closed
- column 3 is the job status e.g. RUA

The report can be exported to Excel.

12.18 Collection / Fixed reports: Sigma Weekly Remittance Report

Scope:
- one or more client codes (mandatory), which defaults to the codes for Sigma Financial: 4461,4826
- date range (dates of payments)

Data gathered:
- all jobs under the given client codes that had payments in the given date range

Grouping:
- none

Report has one line per day from the given date range.

Columns:
- column 1 (Date): one day from given date range
- column 2 (Payments Value): sum of payments on that day (always negative)
- column 3 (Number of Payments): count of payments on that day
- column 4 (Reversals Value): sum of refunds on that day (always positive)
- column 5 (Number of Reversals): count of refunds on that day
- column 6 (Total Balance): sum of Payments Value and Reversals Value

Last line is totals (of columns 2 to 6).

The output file should be converted to a password-protected file by the user.

The report can be exported to Excel.

12.19 Collection / Fixed reports: Non-Collections

Inputs:
- date range for invoices to clients

This function will automatically determine which clients it applies to. It will generate a report for each of those clients. Each report will detail all activity over the previous one month.
There actually will be just one report, but the jobs will be grouped by client, so that the user can see what clients there are and what jobs there are for each client.

The function will find all clients have live collection jobs i.e. jobs that are not closed.
The user will specify a date period so the system can check what invoices have been sent to clients during that period. The period will default to the month leading up to today.

Any client that has live collection jobs but has not been invoiced during the period will be included in the Non-Collections Report. Note that even though this report relates to collection jobs, some of those clients may have been sent a Trace invoice during the period, in which case they should not appear on the report.

For each client, the report will output the following columns:
- Client Code
- Client Name
- Vilcol Reference
- Client Reference
- Date Job Received
- Last Name
- First Name

- Title
- Company Name
- Status of job
- Amount Owed
- Amount Collected
- Amount Outstanding
- C/Spent
- Number of Payments
- Total Amt. of Ret. Payments
- Amt. Col. in Period (Total)
- Amt. Col. in Period (Direct)
- Amt. Col. in Period (To Vilcol)
- Amt. Col. in Period (For.)
- Amt. Returned in Period
- Last Payment Date
- Home Address [1]
- Home Address [2]
- Home Address [3]
- Home Address [4]
- Home Address [5]
- Post Code
- Home Phone No
- Letter 1 Sent ?
- Letter 1 Date
- Letter 2 Sent ?
- Letter 2 Date
- Letter 3 Sent ?
- Letter 3 Date
- Contact Letter Sent ?
- Contact Letter Date
- Demand Letter Sent ?
- Demand Letter Date
- Last Client Rep.
- Last Record Update
- Regular Payment Amount
- Regular Payment Interval
- Regular Payment Start Date
- Last Payment Amount
- Next Payment Date (**Overdue)
- Next Letter
- Diary Date
- Email Address
- Vilcol Sequence No
- Vilcol User ID
- Additional Phone No. (1)
- Additional Phone Desc. (1)
- Additional Phone No. (2)
- Additional Phone Desc. (2)
- Additional Phone No. (3)
- Additional Phone Desc. (3)
- Additional Phone No. (4)
- Additional Phone Desc. (4)
- Additional Phone No. (5)
- Additional Phone Desc. (5)
- TDX Account ID
- Notes (including who added each note and when)

The report can be exported to Excel.

12.20 Trace Reports / View Statistics: Number of Jobs to be Processed

Inputs:
- Client (optional)
- Date (placement dates)

Lists agents each with a count of new jobs and a count of retraces; these are jobs that have been assigned to an agent but not yet completed.
Also shows a line of totals at the top.

The report can be exported to Excel.

12.21 Trace Reports / View Statistics: Number of Days Behind

Inputs:
- Client (optional)
- "From" date

This gets the set of trace agents/managers and shows them in a vertical list.
It also gets the set of open trace jobs that were placed on or after the "from" date; the job information as described below is only for jobs from this set.

For each one, it shows:
- The job that has assigned to the agent for longest number of days that has missed its target completion date: showing the VILNo and the number of days the job has been with the agent.
- The oldest job (by placement date) that is assigned to the agent that has missed its target completion date: showing the VILNo and the number of days since the job's placement date.

It also shows the following:
- The oldest job in the queue i.e. the oldest job that has not yet been assigned to an agent: showing the VILNo and the number of days since the job's placement date.
- The oldest job waiting for W.P. i.e. the oldest job whose report has been approved but whose letter has not yet been approved: showing the VILNo and the number of days since the job's placement date.
- The oldest job waiting for Printing i.e. the oldest job whose report and letter have both been approved but whose letter has not yet been emailed or marked as posted: showing the VILNo and the number of days since the job's placement date.

The report can be exported to Excel.

12.22 Trace Reports / View Statistics: Success Rate per Client

Inputs:
- Client (mandatory)
- Date range (placement dates)

Output:
- Number of jobs received in period.
- Number completed.
- Number pending.
- Number of successful completions.
- Percentage success rate.
- A table for "Retraces":
    - Three lines: Retrace 1, Retrace 2 and Retrace 3.
    - Columns: Total, Success, F.O.C., Credit and Pending

The report can be exported to Excel.

12.23 Trace Reports / View Statistics: Breakdown of Job Types

Inputs:
- Client (optional)
- Date range (placement dates)

Output:
- Each client is shown separately, but the sum of all clients is shown first.
- For each client:
    o List Job Types, each with quantity and percentage (q / total q).
    o Last line totals: total q and 100%.

The report can be exported to Excel.

12.24 Trace Reports / View Statistics: Jobs per Client in Month

Inputs:
- Client (optional)
- Date range (placement dates)
- Agent (optional)

The end month defaults to this month; the start month defaults to two months earlier.
This lists clients each with client code, client name, total number of jobs placed in date period, also number of jobs for each individual month in date period.
Doesn't list clients who have had no jobs placed in that period.

The report can be exported to Excel.

12.25 Trace Reports / View Statistics: Summary of User Success Rates

Inputs:
- Client (optional)
- Date range (completion dates)

This list all trace users/managers. For each one:
  Broken into two parts: new jobs and retraces.
  New jobs:
  - Total number of jobs completed during period.
  - Number of total that were successful.
  - Percentage of successful out of total.
  Retraces:
  - Total number of jobs completed during period.
  - Number of total that were successful.
  - Number of total that were free of charge (FOC).
  - Number of total marked as "Credit".

Also a line at the bottom with totals of all the columns (except for the percentage column which is a calculation of the preceding two columns)

The report can be exported to Excel.

12.26 Trace Reports / View Statistics: Successful Jobs for Single User

Inputs:
- Client (optional)
- Date range (completion dates)
- Agent (mandatory)

This lists clients for jobs that user has completed successfully in given date period.
For each: client code, client name, number of new jobs (that were completed successfully), number of retraces, number of FOC jobs and number of Credit jobs.
- new jobs = "Trace" jobs completed successfully and charged for
- retraces = "Retrace(x)" jobs completed successfully and charged for
- FOC = jobs completed successfully but not charged for
- credit = jobs completed unsuccessfully where client is refunded
Totals line at the bottom.

The report can be exported to Excel.

12.27 Trace Reports / View Statistics: View/search Job Summaries

The "Jobs" screen is a better place to perform this task.
It gives multiple filter options e.g. VIL No, agent name, subject name, client code.
It yields a list of jobs that match the criteria.
The search result columns include: VIL No, subject name, agent, placement/received date, client code.

The search results can be exported to Excel.

12.28 Trace Reports / View Statistics: Statement Invoices

Inputs:
- the "from" date

This finds all the clients who have un-invoiced billings on trace jobs that are:
- marked as needing to be entered onto a statement invoice (rather than a one-off invoice);
- closed within the last two years;
- have a "next statement invoice date" that is either blank or between the "from" date and today;

It displays these clients in a vertical list, and for each client it shows:
- number of jobs
- total of billings

There is a button "Create Statements" which will take the user to the Clients screen with the clients from the report pre-selected, so that statement invoices can be created for those clients.

The search results can be exported to Excel.

13   Reports – Custom Reports

13.1   Location

On the top bar of tabs, click "Reports".
If the screen shows "Fixed Reports" then click on the "Custom Reports" button to the right.

Only Managers can access the Reports screen.
Only Trace and Accounts managers can access the Trace reports.
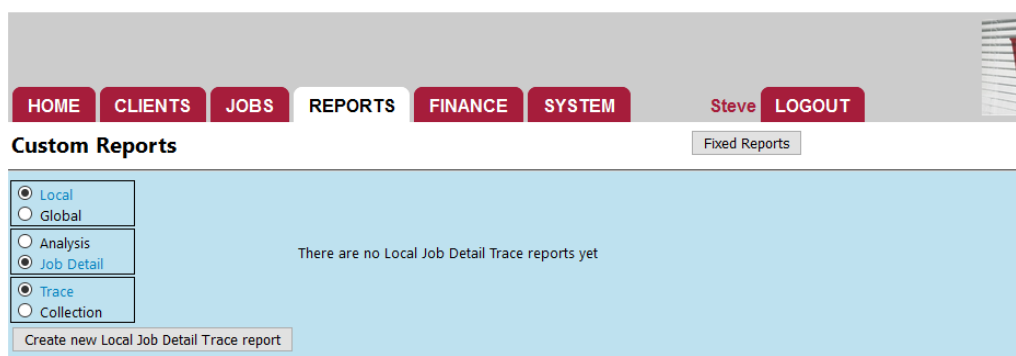Only Collection and Accounts managers can access the Collection reports.

13.2   Usage

The user can create reports and edit existing reports.

Reports are either Local (only visible to the user who created them) or Global (visible to all users).
The user can select which, using the radio buttons.
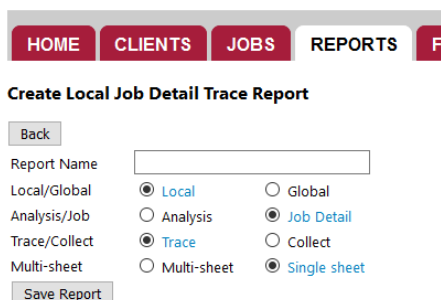
Reports are either Analysis reports or Job Detail reports.
The user can select which, using the radio buttons.

Reports are either Trace reports or Collection reports.
The user can select which, using the radio buttons (subject to their permissions for accessing Trace or Collection jobs).

To create a new report, select the required radio buttons (see the screen shot above),
then click the "Create new … report" button.

On the screen shot shown below, enter a report name and click the "Save Report" button.

…then the rest of the report options are made visible:

There will be various options (e.g. Multi-sheet versus Single Sheet) depending on Analysis/Job and Trace/Collect:

Analysis and Trace:

Report by	⦿ Date received ○ Month received	
Client Division	○ One client per sheet ⦿ All clients on same sheet	
Subtotals by year	☐	

Analysis and Collection:

Report by	⦿ Date received ○ Month received	
Client Division	○ One client per sheet ⦿ All clients on same sheet	
Subtotals by year	☐	

Job Detail and Trace:

Multi-sheet	○ Multi-sheet ⦿ Single sheet	

Job Detail and Collection:

Multi-sheet	○ Multi-sheet ⦿ Single sheet
Job Status	⦿ All ○ Open Jobs ○ Closed Jobs
Job Payments	⦿ All ○ Jobs with Payments (in payment period) ○ Jobs without Payments (in payment period)

You can add the client(s) required (see screen shot above).
This can either be done by scrolling down the list of clients and ticking the ones you want, or by typing the client numbers into the "Client Code(s)" box. Either way, once done, click the "Add >>" button to add the client(s) to the report.

For example using the "Client Code(s)" box:

Then add the required fields to the report.
The list of fields for Trace reports will be different to that for Collection reports, and the fields for Analysis reports will be different to that for Job Detail reports.

First tick the required fields:

Then click the "Add >>" button:

For both Clients and Fields, the order of the entries on the right hand side can be adjusted by ticking the entry you want to move and then either clicking "Move Up" or "Move Down".

To remove an Client or Field entry from the right hand side, tick it (or them) then click the "<< Remove" button.

Once Clients and Fields have been added, the user will see an option to run the report, along with the appropriate date-range filters:

See the next page for an example:

After clicking the "Run Report" button:

Run Report

Job Received Dates: From: 01/01/2014   To: 31/03/2014

Run Report

Report Test Trace Global Detail   Export to Excel

Client	Client Name	Vilcol Reference	Client Reference	Date Job Received	Last Name	Company Name
2666	Bromsgrove District Housing Trust	617365	7018431-002-1015 7018431-002-7011	19/02/2014	Ballard	
2666	Bromsgrove District Housing Trust	617366	7016377-007-1111 7016377-007-7012	19/02/2014	Stokes	
2666	Bromsgrove District Housing Trust	617367	7008233-013-111 7008233-013-7018 7036148-065-2112	19/02/2014	Wright	
2666	Bromsgrove District Housing Trust	617368	7001163-009-1098 7001163-009-7012	19/02/2014	Wilkes	
2666	Bromsgrove District Housing Trust	617369	7028913-005-1113 7028913-005-7014	19/02/2014	Bradford-Adams	
2666	Bromsgrove District Housing Trust	617370	7015012-005-1099 7015012-005-7013	19/02/2014	Bache	
2666	Bromsgrove District Housing Trust	617371	7010346-001-1013 7010346-001-7019 7010346-001-6013	19/02/2014	Edkins	
2666	Bromsgrove District Housing Trust	617372	7034915-003-1175	19/02/2014	Francis	
2666	Bromsgrove District Housing Trust	617373	7007912-005-1112	19/02/2014	Rogers & Warren	
2666	Bromsgrove District Housing Trust	617374	7020895-008-1116 7020895-008-7017	19/02/2014	Banner	
2666	Bromsgrove District Housing Trust	617375	7641658-021-2203	19/02/2014	Duvall	
2666	Bromsgrove District Housing Trust	617376	7008197-007-1111	19/02/2014	Smith	
2666	Bromsgrove District Housing Trust	617377	7010733-011-1113	19/02/2014	Kings & Fenton	
2666	Bromsgrove District Housing Trust	617378	7641614-019-2207	19/02/2014	Adams	
2666	Bromsgrove District Housing Trust	617379	7017949-016-1114	19/02/2014	Lewis	
2666	Bromsgrove District Housing Trust	617380	7002882-007-1116	19/02/2014	Young	
2666	Bromsgrove District Housing Trust	617381	7677089-002-1209 (Mr) 7677089-002-8447 (Ms)	19/02/2014	Warman & Downing	
2666	Bromsgrove District Housing Trust	617377	7010733-011-1113	20/02/2014	Kings & Fenton	
2666	Bromsgrove District Housing Trust	617900	7012637-007-1016 7012637-007-7012	12/03/2014	Woodfield	
2666	Bromsgrove District Housing Trust	617901	7018873-009-1111	12/03/2014	Lee	
2666	Bromsgrove District Housing Trust	617902	7009601-009-1119	12/03/2014	Bowers	
2666	Bromsgrove District Housing Trust	617903	7018704-003-1110	12/03/2014	Carlin	

The report output can be exported to Excel by clicking the "Export to Excel" button.

14   Finance / View Invoices & Receipts – Search Screen

14.1   Overview

This screen allows the user to search for invoices, receipts and credits using various search criteria.
Only managers can access the Finance screens.

14.2   Location

On the top bar of tabs, click "Finance" then click "View Invoices & Receipts".

14.3   Usage

There are number of different search criteria or filters. These can be used one at a time or in combination. For example if you wanted to find all invoices which are outstanding you could select a "Doc Type" of "Invoice" and select an "Outstanding" option of "Non-zero", then click "Search".

Search criteria:
- Doc Number:
    - o   This will find the document that has this document number.
- Client Code:
    - o   This will find all documents linked to this client.
- Doc Type:
    - o   This will find all documents of this type, one of:
        - ▪   Invoice
        - ▪   Credit
        - ▪   FOC
        - ▪   Receipt
        - ▪   Adjustment
- System:
    - o   This will find all documents of the specified system, one of:
        - ▪   General
        - ▪   Trace [jobs]
        - ▪   Collection [jobs]
- Issued from and to:
    - o   This will find all documents issued within this date range.
- Amount:
    - o   If required, you can find documents that have either a zero amount or a non-zero amount.
- Exact Amt:
    - o   If required, you can find documents that have this exact amount.
- Covering from and to:
    - o   This will find all documents that cover this date range, i.e. contain items (e.g. jobs) that occurred within that date range.

- Outstanding:
    o If required, you can find documents (invoices) that have either a zero outstanding amount (i.e. are fully paid) or a non-zero outstanding amount (i.e. are not fully paid)
- Days Late:
    o If required, you can find documents (invoices) that are not yet paid and where the due date is more than this number of days in the past.
- Approved:
    o If set to "Approved" then this will find all approved invoices.
    o If set to "Not approved" then this will find all invoices that are not yet approved.
- Statements:
    o If set to "Statement" then this will find all statement invoices.
    o If set to "Not Statement" then this will find all invoices that are not statement invoices.

On clicking the "Search" button, the search results are the list of documents that match the search criteria.
An invoice that is not yet paid is shown in blue text.
Each document can be viewed in detail by clicking the "View" button, taking the user to the "View/Edit Screen" for that document.

Linking an Invoice to a Credit:
If you want to link a specific invoice to a specific credit then first search for documents e.g. for a specific client code or name. Then tick the invoice and the credit. Then click the "Link ticked Invoice & Credit" button. Note you cannot tick more than one invoice or more than one credit. The linkage can be seen on the search results screen in the "Linked" column – if a document is linked then the "Linked" column contains the document number of what it is linked to. If you view/edit a document you can see the linked document number in the "Linked to…" box.

If you ever need to search for an invoice/receipt/etc using its database ID (which isn't normally used or even shown in the user interface) then type an asterisk followed by the ID into the doc number box e.g. *1234.

15   Finance / View Invoices & Receipts – View/Edit Screen

15.1   Overview

This screen allows the user to view or edit an individual invoice, receipt or credit document.

15.2   Location

On the top bar of tabs, click "Finance" then click "View Invoices & Receipts".
Search for documents. Click the View or Edit button in the search results – this takes you to the View or Edit Invoice/Receipt/Credit Document Screen.

15.3   Usage

All of the invoice/document attributes are shown here, and can be edited when in Edit mode.
These include a specific "Due Date" and freehand "Notes".
For Collection invoices, this also includes the start and end dates of the set of collection jobs that are covered by the invoice – these are referred to as the "covering dates" as opposed to the invoice's "issued date".

Billing information is shown as a list of billing lines (for General and Trace invoices).
For General invoices, these billing lines may be edited.
For Trace Invoices, each billing line will have a button that takes the user to the Trace job, wherein they can edit the billing information.

Allocation information is shown as a list of allocations.
This indicates which receipts have, so far, paid some or all of this invoice.
Each allocation line has a button taking the user to the actual receipt record.

For Collection invoices, the subject payments that are covered by the invoice are shown as a list of payments. Each payment has a button that takes the user to the Collect Job that that payment belongs to.

15.4   Invoice Approval

Each invoice has an "Invoice Approved" tickbox. When this is ticked, the invoice becomes read-only and a PDF of the invoice is automatically created.

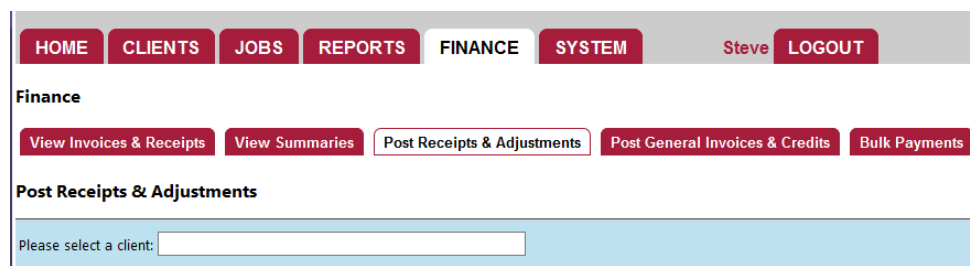## 16   Finance / Post Receipts & Adjustments

16.1   Overview

This screen allows the user to post receipts (payment by clients) and adjustments (to client accounts) onto a client account.

16.2   Location

On the top bar of tabs, click "Finance" then click "Post Receipts & Adjustments".

16.3   Usage

First select a client by typing the client code (e.g. 551) or name (e.g. Orbit) into the "Please select a client" box.
If more than one matching client is displayed then click on the required one.
As you carry on typing, the list will update automatically.
If you press the ENTER key on your keyboard this will automatically select the first client from the displayed list.

Once a client is selected:
- the client account balance is shown
- there is a button to view all invoices and receipts for that client
- there are boxes for entering/posting a new receipt or adjustment
- there is a list of existing receipts and adjustments (for that client), and each one has its own "Edit" button.

If a receipt (or adjustment) is edited (via the Edit button), then the screen changes to show the receipt (or adjustment) number, date and amount, but also the list of current allocations (if any) for that receipt. A second table lists all of the unpaid invoices for that client, seeing as the receipt is usually meant to pay towards those unpaid invoices.

If the receipt is not already fully allocated to invoices, then each unpaid invoice has an "Auto" button beside it which when clicked will automatically allocate an amount from the receipt to that invoice. This amount will be the invoice's outstanding amount unless the receipt's unallocated amount is less than that in which case it will be the receipt's unallocated amount. If the receipt is fully allocated already then the "Auto" buttons will not appear.

If the receipt was added to the system in error, it can be deleted with a button at the bottom of the screen, which also deletes any allocations linked to the receipt.

See below for an example of this screen:

17   Finance / Post General Invoices & Credits

17.1   Overview

This screen allows the user to post General (i.e. not Trace-job or Collection-job) invoices and credits onto a client account.

17.2   Location

On the top bar of tabs, click "Finance" then click "Post General Invoices & Credits".

17.3   Usage

First select a client by typing the client code (e.g. 551) or name (e.g. Orbit) into the "Please select a client" box.
If more than one matching client is displayed then click on the required one.
As you carry on typing, the list will update automatically.
If you press the ENTER key on your keyboard this will automatically select the first client from the displayed list.

Once a client is selected:
- the client account balance is shown
- there is a button to view all invoices and receipts for that client
- there are boxes for entering/posting a new general invoice or credit
- there is a list of existing invoices and credits (for that client), and each one has its own "Edit" button.

If an invoice (or credit) is edited (via the Edit button), then a new screen opens up showing the invoice in the same Edit screen that is found under "Finance / View Invoices & Receipts". Once edited, this new window can be closed if required, and the previous window (Post General Invoices & Credits) will be seen.

18   Finance / View Summaries
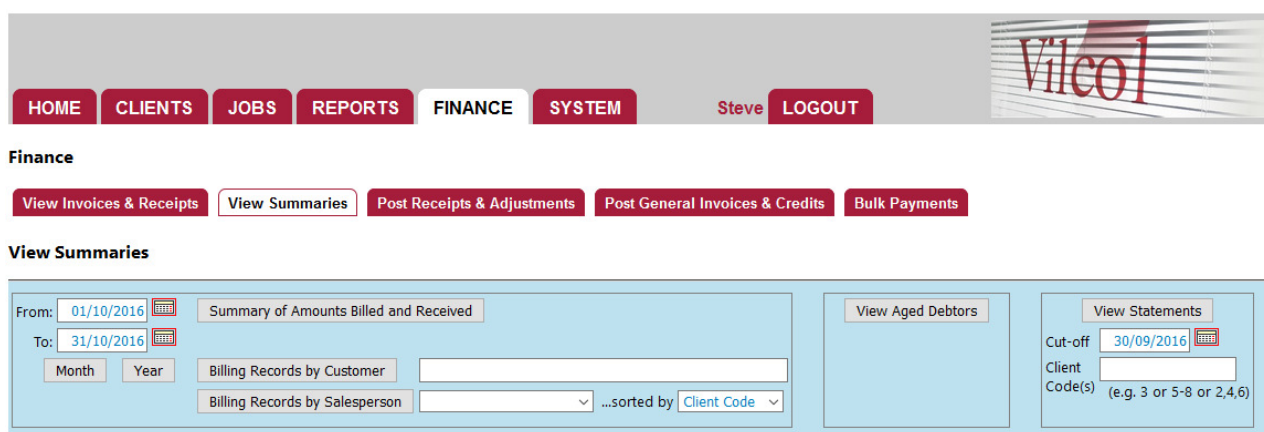
18.1   Overview

This screen contains the following financial reports:
- Summary of Amounts Billed and Received
- Billing Records by Customer
- Billing Records by Salesperson
- View Aged Debtors
- View Statements

18.2   Location

On the top bar of tabs, click "Finance" then click "View Summaries".

18.3   Usage

Summary of Amounts Billed and Received

The user first specifies a date range (either of both dates may be left blank) then clicks the "Summary of Amounts Billed and Received" button.
This shows a table of invoices and credits dated across the given date range.
The table has separate sections for General, Trace and Collection invoices/credits, and is broken down by invoice/credit/total and net/vat/gross.
It also shows a figure of monies received from clients during the date range, broken down by receipts/adjustments/total.

There is a button "Export to Excel" which writes the report to an Excel spreadsheet which the user can then view and/or modify and/or save/print/email.

Billing Records by Customer

The user first specifies a date range (either of both dates may be left blank) and a client (by typing the client code or name into the empty box beside the "Billing Records by Customer" button and then clicking on the required client name that appears automatically in a list underneath the box) and then clicks the "Billing Records by Customer" button.
This shows a list of invoices for that client dated across the given date range.

In the "Our Ref" column is shown the invoice/credit number. If this is clicked on, then the corresponding invoice or credit is displayed in a separate tab.

There is a button "Export to Excel" which writes the report to an Excel spreadsheet which the user can then view and/or modify and/or save/print/email.

There is a button "View Client" which will display the client record in a separate tab.

There is a button "View All Invoices & Receipts" which will display a list of all invoices and receipts for that client in a separate tab.

Billing Records by Salesperson

The user first specifies a date range (either of both dates may be left blank) and a salesperson (from the drop-down list) and then clicks the "Billing Records by Salesperson" button.
This shows three separate tables:
- 12 months (up to 12 months)
- 24 months (13 to 24 months)
- 36 months (25 months and over)

For each table, a list of clients is listed being the clients that have been with the selected salesperson for the respective number of months (every client linked to the salesperson will appear in exactly one of the three tables). These appear as the rows in the table.
The columns of the table are the months in the given date range.
For each cell (client/month intersection), the cell is shown as a grey block if the salesperson was not linked to that client during that month; otherwise the cell contains the amount that that client was billed in that month.
Totals are shown at the bottom.
These tables can be used to calculate the commission due to the salesperson.

There is a button "Export to Excel" which writes the report to an Excel spreadsheet which the user can then view and/or modify and/or save/print/email. Each table is written to a different sheet in that spreadsheet.

View Aged Debtors

There are no user inputs (such as date or client) for this report.
A summary table is displayed first, followed by a detailed list, one client per row, with totals at the bottom.

There is a button "Export to Excel" which writes the report to an Excel spreadsheet which the user can then view and/or modify and/or save/print/email.

View Statements

The user enters a cut-off date for invoices and one or more client codes.
The client codes are entered in one of the following formats:
  n
  n-n
  n,n,n
where each "n" is a client code e.g. 551
and n,n,n can be any number of client codes separated by commas.

For example:

551
signifies the single client with a client code of 551.

4089-4091
signifies all the clients whose client codes are in the range 4089 to 4091 inclusive.

1602,1720
signifies the two clients with client codes of 1602 and 1720.

The report shows one table per client.
In each table is a detailed list of all the unpaid invoices issued before the cut-off date, and a summary list of how much money is owed by the client in the months up to and including the month of the cut-off date.

There is a button "Export to Excel" which writes the report to an Excel spreadsheet which the user can then view and/or modify and/or save/print/email. Each client is written to a different sheet in that spreadsheet.

19   Finance / Bulk Payments

19.1   Overview

This screen is for uploading collection job payments (payments by subjects) from a CSV file.
When a file is uploaded, the user is shown any errors that may have occurred, and is shown a list of all the payments that were successfully added to the database.
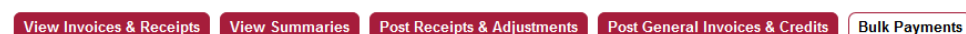
19.2   Location

On the top bar of tabs, click "Finance" then click "Bulk Payments".

19.3   Usage

The screen looks like this:

Finance

| View Invoices & Receipts | View Summaries | Post Receipts & Adjustments | Post General Invoices & Credits | Bulk Payments |

Bulk Payments from Subjects (Collection Jobs)

You can upload a CSV file of payments by subjects.
These will then be automatically added to the respective collection jobs.
The columns of the CSV file should be:
- VIL Number
- Amount Paid
- Date Paid
- Payment Route (TU,FO,DI,R1,AD)
- Payment Method (STO,CASH,CHQ,GPB,OBC,T1,T2,T3,T4,T5,T6,T7,T8,T9,T43,DFT,DD,CC,DC)

Please browse your system to choose a ".csv" document to upload.

Browse... No file selected.   Upload

The file must be comma-delimited, have a ".csv" extension and its size is limited to 614,400 MB.

To upload a CSV file of payments, these are the steps:
1. Click the "Browse" button.
2. Use the browser window that then appears, to locate and select the CSV file that contains the payments.
3. Click the "Upload" button.
4. The system will then read the payments from the CSV file and add them to the database.
5. If any errors were encountered, these are listed in a table (see below).
6. Whether or not errors were encountered, the payments that were successfully added are listed in a table (see below).

For example, if this is the CSV file (as viewed in Excel):

	A	B	C	D	E	F
1	1498453	12.34	23/6/16	ad	cash	
2	1498453	10	Monday	di	chq	
3	1498453	19.23	24/06/2016	Fo	obC	
4						

then this is the result of uploading it:

Finance

| View Invoices & Receipts | View Summaries | Post Receipts & Adjustments | Post General Invoices & Credits | Bulk Payments |

Bulk Payments from Subjects (Collection Jobs)

The following errors were encountered upon import of the file:

CSV Line	Contents of CSV Line	Error
2	Array ([0] => 1498453 [1] => 10 [2] => Monday [3] => di [4] => chq)	The date "Monday" is invalid

The following payments have been added to the database:

CSV Line	VILNo	Amount	Date	Route	Method	Job ID	Job Payment ID
1	1498453	12.34	2016-06-23 00:00:00	AD (ID 4)	CASH (ID 3)	484508	662243
3	1498453	19.23	2016-06-24 00:00:00	FO (ID 2)	OBC (ID 9)	484508	662244

20   System / View Old Data Files

This is only for software developers to use.

21   System / Import Old

This is only for software developers to use.

22   System / Test PM Mail

This is only for software developers to use.

23   System / Mail Research

This is only for software developers to use.

24   Terminology

24.1   Client Code / Client ID

"Client Code" (not "client ID") is the existing numeric code that is intended to uniquely identify a client. It is shown on the user interface in many places. It should not be confused with "Client ID" which is an internal database number that truly uniquely identifies the client and is not normally shown on the user interface. The term "client ID" was used in the old system but in the new system "client ID" means the internal database ID and "client code" is used instead.

24.2   Edit Screen

This is typically a screen where you can modify or process one particular item e.g. the Edit Job screen is where you can modify and process one specific job.

24.3   Search Screen

This is typically a screen where you can search for and view items based on search criteria of your choice. For example the Job Search screen contains lots of filters that can be used in combination to find and list jobs that satisfy all of the filters i.e. search criteria.

24.4   ID

In this document, the term "ID" is database-speak for a truly unique ID that is automatically assigned to an item by the database server. For example, a "Job ID" is automatically given to each job and is truly unique: it is not usually seen in the user interface but it is the one thing that is guaranteed to identify a single job and what items are related to that job (e.g. subjects, letters, collection payments, etc); the "Job ID" is not the VILNo nor the Sequence number.