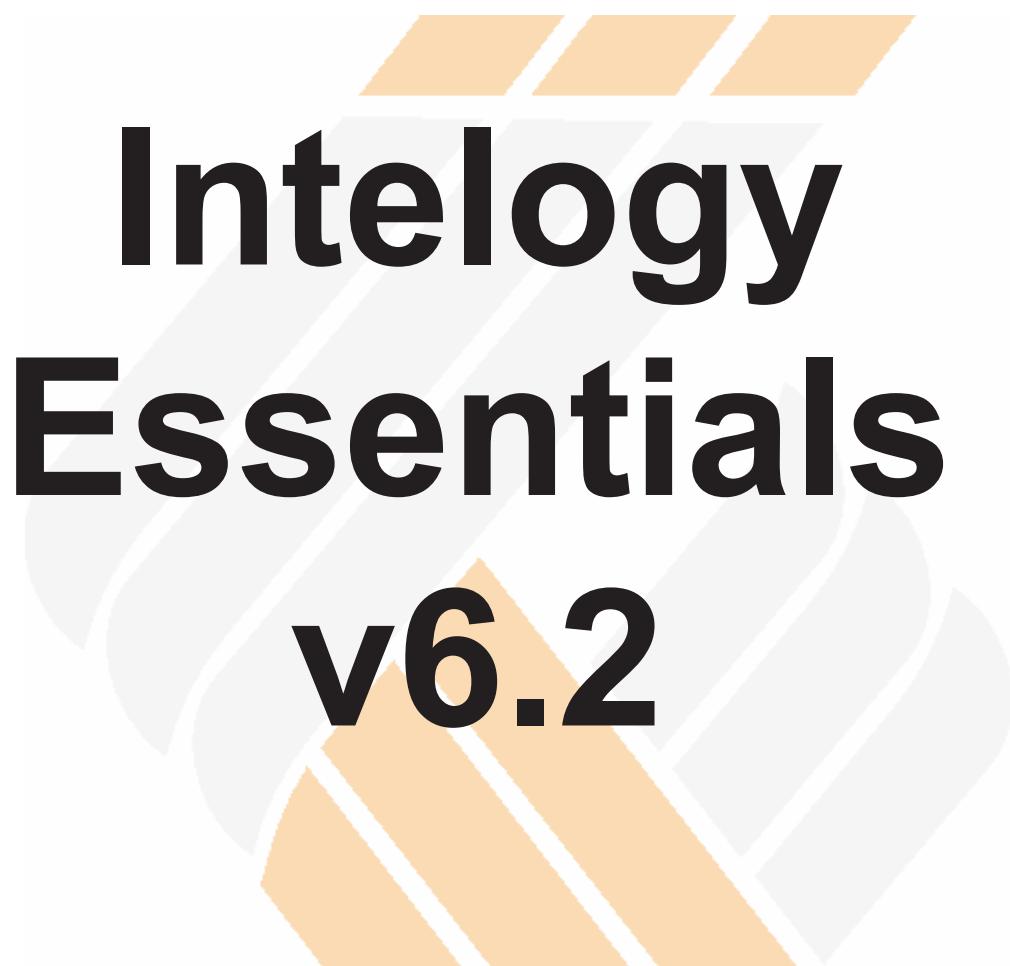


Essentials



Intelogy Essentials

v6.2

This document and examples contained within are intended to be used with Intelogy software Version 7.0. Amendments are made available on the <http://intelogy.com.au> web site, will be as an electronic File in Adobe® PDF Format.

A Free copy of Adobe Acrobat Reader is available from <http://www.adobe.com>.

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Intelogy - Essentials - Version 7.0

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Notes:

Introduction

Welcome to the Intelogy - Essentials Version 7.0 Training Manual.

This manual has been written to assist you with many of the features and operations within the Intelogy program.

Throughout this manual, key points and special ‘tips’ are used to greater explain the Intelogy program. These are as follows:

-  Note - Additional information that may help you better understand certain operations.
-  Tip - a suggestion given to make the most from the program.
-  **Warning** - key points or things to avoid when using the program.
-  Security - The function described is restricted and permission is required to access.
-  **Criteria** - Description of a Particular Report or Printout.

This manual uses sequential ‘steps’ to explain how to perform particular operations in the program. It is suggested that you complete each step before proceeding to the next one, i.e.:

1. **Select** the following.....
2. **Press** the ‘Open’ button.....

Throughout this manual you will notice the use of bold and ***bold-italic*** text.

- Bold Text - indicates key words, points and items & text, e.g.; the ‘Save’ button.....
- ***Bold-Italic*** Text - indicates actual key operations that required user input. E.g.; ***press*** the ‘Save’ button to ...

There are a few data entry principals that apply when using Intelogy. These are as follows:

When entering data in Intelogy, ***pressing*** the ‘TAB’ key will move the cursor from one control to the next. When working with “Lists”, the entire list is the “Control” and to move from one column to another, you will need to ***press*** the ‘Enter’ key.

To enter in date values in Intelogy, we use three different methods. In some places, you can type the Date directly into the field provided. You can use different notations like “dd/mm/yyyy” or “dd - JAN - yyyy”. Some places will allow a “Drop Down Calender” screen and others may present a separate “Calendar” screen. To access this screen, press the corresponding ‘’ button select the month, ***click*** on the ‘arrow’ (right of month name) and select the month from the list. To select the year, click the ‘up or down arrow’ (right of the year value) and ***select*** the desired year.

To maintain data integrity, Intelogy utilises a ‘Locking’ system which only enables ONE person to edit an existing record at a single time. Most screens require the use of the ‘Modify’ button to ‘lock’ the record so that no other terminal can modify this record while editing takes place. The ‘lock’ is released once the ‘Save’ or ‘Cancel Modify’ button is pressed. Other users can ‘View’ a record while it is being edited.

Most fields within Intelogy will accept both “UPPER” and “lower” case text. The case of the text has no bearing on our search routines and only effects the display of information. As Intelogy uses advanced Searching Routines, in most cases, punctuation will not effect the scope of the search and there is no need to “Format” searches, there is no right or wrong way to enter data in most fields. The only field that is exempt from this behavior is the MODEL field. You MUST enter the models in EXACTLY how the Manufacturer expect them to be.

1.0 Installation

1.1 System Requirements

Intelogy requires the following minimum system requirements:

- A suitable Windows Operating System. Windows 7 and Windows 2008/2011 Server.
We do NOT support Windows 95, windows 98 or Windows ME.
 - The most recent Service Packs and Security Updates for the Operating System you are running are advised as this will assist the security of your data.
-  It is also recommended that you install a descent anti Virus Program. One recommendation (Not an Endorsement) is Microsoft Security Essentials.
http://www.microsoft.com/en-au/security_essentials/default.aspx
- 32 gigabytes of spare hard disk space.
 - 2 gigabytes of physical ram.
 - CD ROM drive or USB port. (To read the installation disk or if supplied, USB Stick), if you downloaded the Installation, then this is not needed.
 - Windows compatible Mouse or pointing device and Keyboard.
 - Minimum 1024 x 768 (Larger size is recommended)
-  Intelogy will run under Remote Desktop Server 2008 or 2011.

1.2 Installing and Updating Intelogy

To install or Update Intelogy Via CD:

1. *Insert* the Intelogy CD. After inserting the disk, the CD contents will be automatically displayed in a new window.
2. *Open* the folder that corresponds to the Intelogy product you wish to install.
3. *Double-click* the ‘Setup’ icon to start the installation process.
4. Please read the End-User license agreement carefully. If you agree and wish to continue to install Intelogy - Essentials, click the ‘I Agree’ option and then *click* the ‘OK’ button. This displays the ‘Intelogy Setup’ screen, refer to figure 1.1.

There are two options when installing Intelogy;

- Install to the ‘Server’ computer.
- Install to a ‘Workstation’ ‘computer’.

 **Please ensure that Intelogy is installed on the Server prior to installing Intelogy on any other Workstation. You also require a separate licence for each concurrent connection.**

To update via Download, please log into your members section, download the appropriate software that you are licensed for. Run the appropriate installer and follow the on-screen prompts.

 **Please note that User Access Control can often confuse the installer (If not an Intelogy Employee) and run the program from a different location than you instruct it. Often, the program is installed in a “Virtual Store” directory, found in a hidden directory under the users login name. For more information and instructions to turn it off, consult your Microsoft Help Center.**

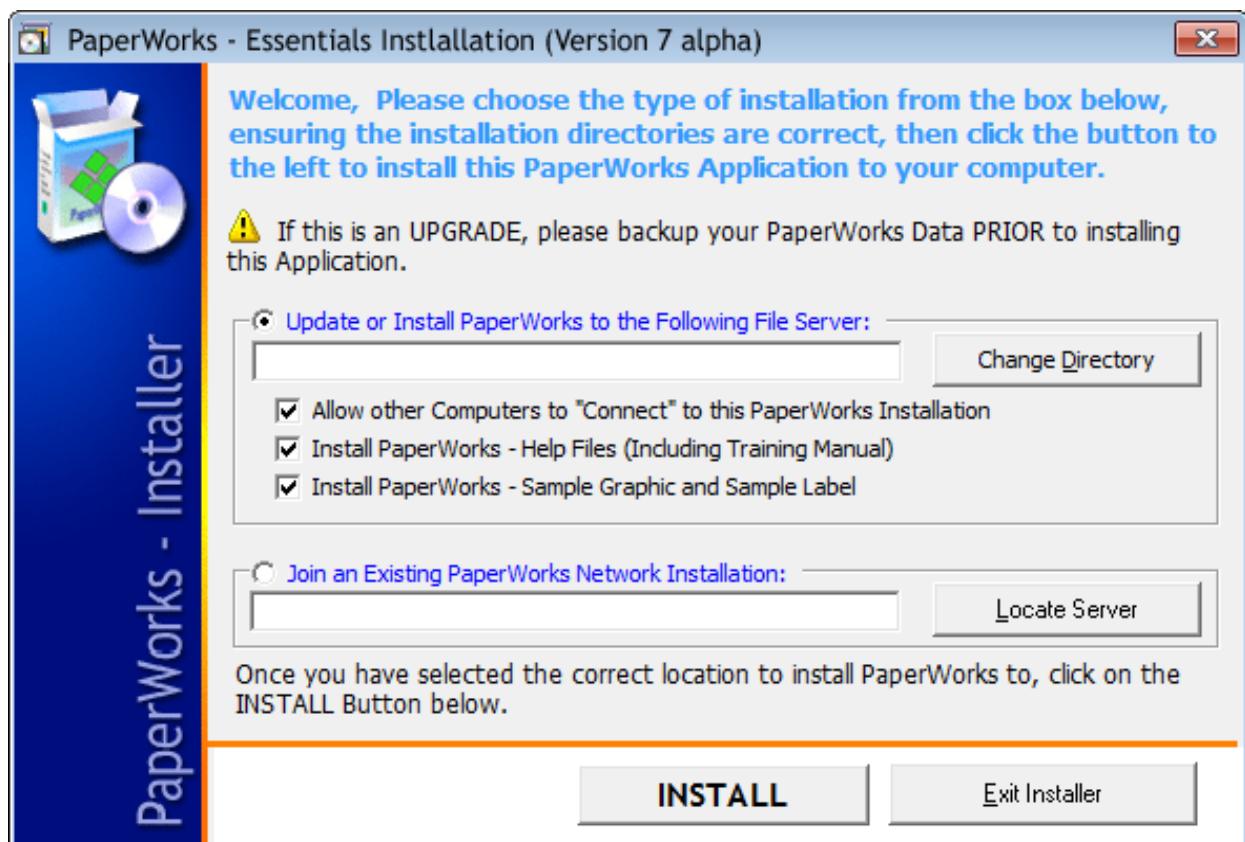


Figure 1.1 - Intelogy Setup

1.2.1 Server Installation

To install Intelogy on the Main Server:

1. **Select** the ‘Update or Install Intelogy on the following file server’ option, this is selected by default.
 2. Set the installation location, if different to the default location specified, by **pressing** the ‘Change Directory’ button.
 Please consult your System Administrator for the correct location to install your Intelogy. Although Intelogy can be installed into many directories, each computer can only access ONE database.
 2. Set the installation location, if different to the default location specified, by **pressing** the ‘Change Directory’ button.
 3. Set the following option (if required), options are all selected by default.
 - To allow other computers to connect to this server installation, **click** the ‘Allow other Computers to “Connect” to this Intelogy Installation’ Option.
 - To install this Training Manual, **click** the ‘Install Intelogy - Help Files’ option.
 - To install the sample graphics and label, **click** the ‘Install Intelogy - Sample Graphic and Sample label’ option.
-  **The Intelogy - Installer will overwrite any “default” files. If you modify a graphic or label file, it is always good practice to rename the file.**
4. **Press** the ‘Install’ button to continue the installation.
 5. Choose the ‘program group’ in which to install Intelogy. **Press** the ‘Continue’ to continue the installation process.

1.2.2 Workstation Installation

To install Intelogy on Customer Workstation.

1. On the Setup screen, **select** the ‘Join an Existing Intelogy Network Installation’ option.
2. **Press** the ‘Locate Server’ button to locate the Intelogy directory on the main server. Please select the ‘root’ directory of the Intelogy program i.e.; PaperWRX.
3. **Press** the ‘Install’ button to continue the installation.
4. Choose the ‘Program Group’ in which to install Intelogy. **Press** the ‘Continue’ to continue the installation process.

 Please ensure that any Workstation has full read and write permissions on the main server and that Intelogy - Essentials has previously been installed on the server computer.

1.3 Removing Intelogy Software

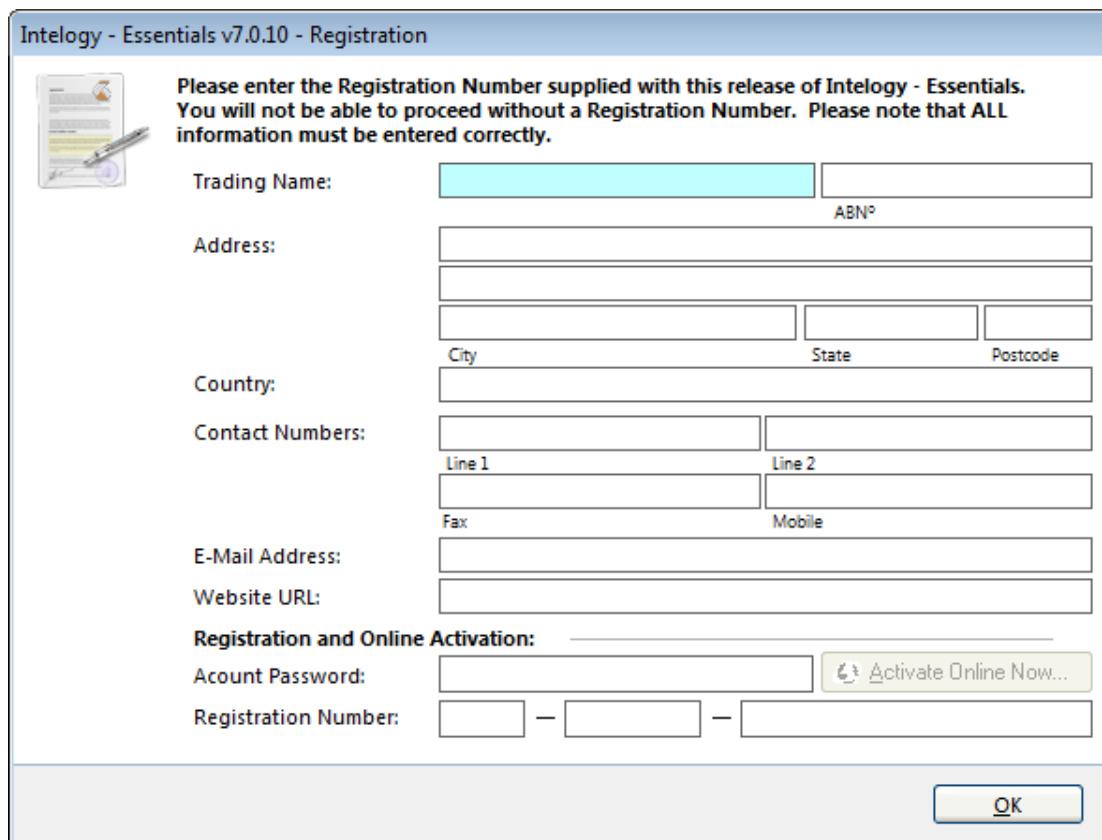
To remove your Intelogy Software, use the Windows ‘Add or Remove Programs’ tool located in the control panel. Refer to ‘Windows help’ if having trouble locating this tool. When Intelogy software is removed, the PaperWRX Directory will remain as we create the database and other files on installation of the product. You may remove this directory and all sub directories.

2.0 Running Intelogy Software

2.1 Registration

When running Intelogy for the first time the ‘Registration’ screen will be displayed.

 When you purchased Intelogy, you would have supplied all of your companies details. This needs to be completed before obtaining your Registration Number



Please enter the Registration Number supplied with this release of Intelogy - Essentials. You will not be able to proceed without a Registration Number. Please note that ALL information must be entered correctly.

Trading Name: ABN#

Address:

Country: City: State: Postcode:

Contact Numbers: Line 1 Line 2
 Fax Mobile

E-Mail Address:

Website URL:

Registration and Online Activation:

Account Password: [Activate Online Now...](#)

Registration Number: - -

OK

Figure 2.1 - Registration

To enter the registration details:

1. **Enter** your business details in the spaces provided. Please ensure that the information entered here corresponds to the information supplied to Intelogy Australia.
2. **Press** the ‘Activate Online Now’ button to retrieve your Registration number.
3. Press ‘Ok’ Once completed to save.

 If your Registration fails, check the Country Region Settings, the Date of your System and the details you have entered. They must be the same as supplied at the time of Registration.

 It is important to enter in the correct registration information. Information entered here is used on many of the printed stationary items in Intelogy, e.g.: letterheads, statements etc.

 **Failure to enter the correct information will result in a failed registration. You have three (3) attempts before Intelogy ends. (NO Data will be lost if this is an Upgrade)**

2.2 Logging Into Intelogy

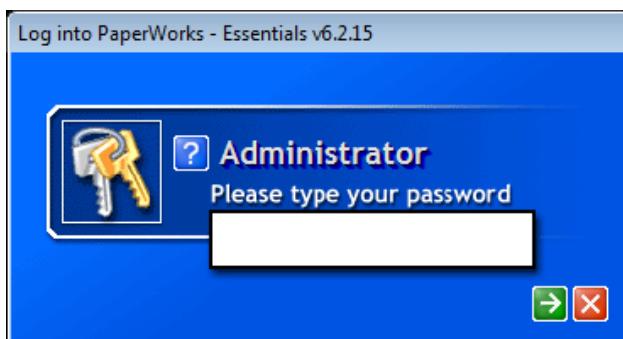


Figure 2.2 - Logging-In - Security

Logging into Intelogy allows Intelogy to track changes to the System, what time they happened and who did it. Please do not share your Password with other users.

To ‘log’ into Intelogy:

1. **Press** the ‘?’ button to first select your user name

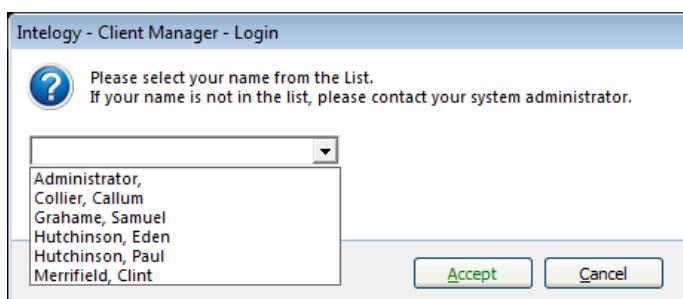


Figure 2.3 - Log in Dialog

2. **Select** your user name from the drop down list provided.
3. **Press** the ‘Accept’ button to log in using the selected name.
4. On the Security screen, **enter** your password in the space provided.
5. **Press** the ‘→’ button to log into Intelogy. **Press** the ‘X’ button to exit Intelogy.

 If you are running a Demonstration system and logging in for the first time, select ‘Administrator’ as your user name. The password field is left EMPTY.

 If you are logging in under normal circumstances, please select your name using the ‘?’ button.

 Intelogy will remember the user name of the last person that logged on from each terminal.

2.3 Main Screen

The Intelogy main screen is used to navigate through the Intelogy program. Important functions like ‘F2 New Sale’, ‘F3 New Job’, ‘F4 Find’, ‘F5 Status Lists’, ‘F6 Reports’ and ‘F7 Payroll’ which all are accessed by **clicking** the buttons on the main screen or by pressing the appropriate ‘Function Key’. All other Essentials functions are located under the main menu.

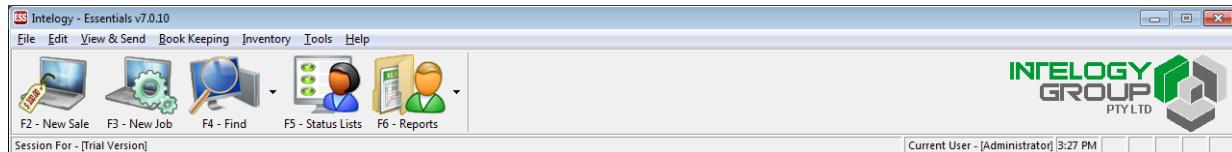


Figure 2.4 - Main Screen

The Intelogy - Menu System includes:

- File** - The File menu contains items such as Printing, Export and Import functions and the ability to Log Out of Intelogy.
- Edit** - The edit menu contains all of the program’s setup and preference functions.
- View & Send** - View certain screens and control the appearance of the Intelogy Main Screen, Reminder Management ,Send SMS and your view workloads (for technicians)
- Book Keeping** - This menu contains core functions and reports for the Accounting Engine.
- Inventory** - This menu contains all of the function related to stock and stock handling, it includes stock ordering and management and model to spare parts association refreshing.
- Tools** - This menu contains miscellaneous tools used in Intelogy including Database Rebuild and Archiving tools.
- Help** - the Help Menu allows for connection to the Intelogy - Web site, includes information about the Program and access to the Registration Information and the End User Licence Agreement. There is also an ability to send Suggestions for improvements along with Bugs that you find in the program.

- 💡 To gain familiarity with Intelogy and its many functions, we recommend you explore each menu and sub menu thoroughly.
- 💡 To Exit the Intelogy Application, you can press the “ALT+F4” keys together.
- 💡 You can customise the tool bar buttons that are displayed by right clicking on the tool bar and removing the tick, from the feature that you do not wish to see.

📝 The changes to the Main Screen, will effect ALL users the next time that they log in.

3.0 Intelogy Configuration

3.1 Main Screen Setup

3.1.1 Display Caption Bar

The Caption bar is the bar across of the top of the Main screen. This option allows you to show or hide the Caption bar. This bar identifies the Application Name and Version information.

3.1.2 Display Status Bar

The Main Screen also contains a notification bar that identifies the registered company, the currently logged on user, system time, arrival of a job from a manufacturer and any new reminders available.



Figure 3.1 Intelogy Notification Bar

When the ‘!’ icon is shown, you have a “Intelogy - reminder” waiting to be displayed. **Double-Click** on the icon to load the Intelogy Messaging System.

Please refer to Section 11.0 for more information on e-mail and reminder setup.

3.2 Printer Allocation

The ‘Printer Allocation’ feature is located under the ‘File’ menu

In order to automate as many processes as possible, Intelogy can “Allocate” a particular printer connected either to your local computer or network to a Intelogy Print function.

3.2.1 Simple Printer Allocation

Intelogy allows different printers to be used for different tasks. To allocate a printer for a particular task:

1. **Select** an option from the ‘When Printing a’ drop down list.
2. **Select** a printer from the ‘Use This Printer’ drop down list.
3. **Repeat** steps 1 and 2 until all printing tasks have been assigned to a printer.
4. **Press** the ‘OK’ button when finished allocating printers.

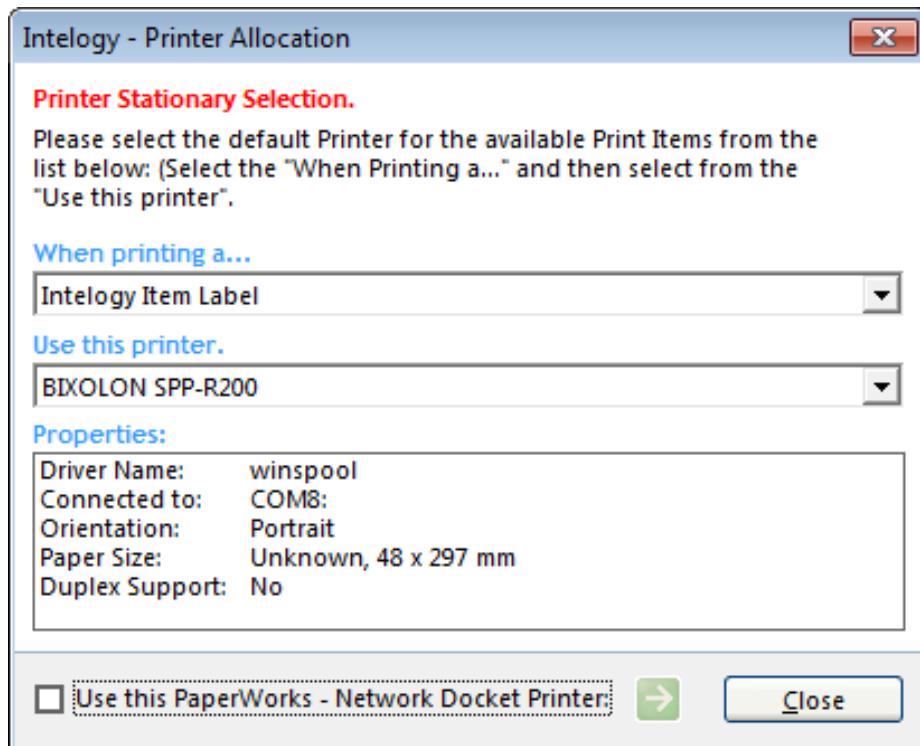


Figure 3.2 - Printer Allocation

3.2.2 Advanced Printer Setup

Intelogy can also print to a 40 Column Impact Docket Printer. (We prefer a Serial Interface).

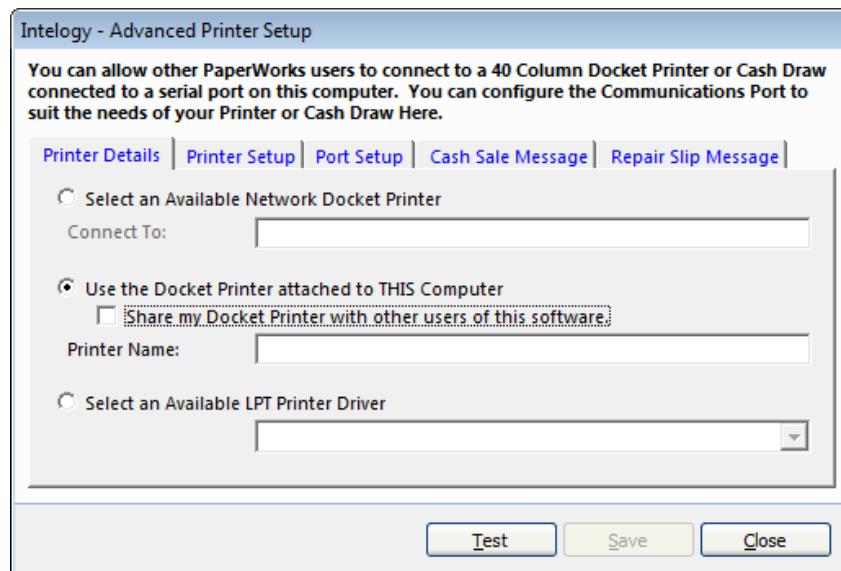


Figure 3.3 - Advanced Printer Setup

To assign a Network Docket printer to task:

1. **Select** an option from the ‘When Printing a’ drop down list.
2. **Select** the ‘Use This Intelogy - Network Docket Printer’ option.
3. **Press** the ‘➔’ button, this opens the ‘Advanced Printer Setup’ screen.

The Advanced Printer Setup feature allows Intelogy to connect to a Docket printer and or a Cash Drawer.

To test your configuration, **SAVE** your settings and **press** the ‘Test’ button.

3.2.2.1 Printer Details

Three options are available:

1. To ‘Select an Available Intelogy Network Docket Printer’ select this option. This will automatically select an existing Docket Printer.
2. To ‘Use The Docket Printer attached to THIS Computer’ select this option. This will select the ‘Docket’ printer connected to this computer.
- To share this printer with other users, **check** the ‘Share my Docket Printer with other Intelogy users’ box. Enter the name for this shared Docket printer in the space provided.
3. To select another printer, **click** the ‘Select an Available LPT Printer Driver’ option.. **Select** a printer driver form the drop down list.

3.2.2.2 Printer Setup

As there are a lot of printers available and a lot of drivers for different models, it is always advisable to consult your local printer manufacturer. In most situations, Intelogy requires your printer to be set up using “A4” size paper in “Portrait” mode. In cases where this is not correct, Intelogy will make the adjustments for you. Please refer to your printers documentation for the correct printer settings.

3.2.2.3 Port Setup

1. **Select** the ‘com’ port (RS-232 port usually located at the rear of the Computer) to which the printer is connected from the list provided. Please refer to your printers documentation for the remaining settings.
2. **Press** the ‘Set Intelogy Defaults’ button to reset these settings.

3.2.2.4 Cash Sale Message

This feature allows you to add three lines of custom text to the button of a Cash Sale Docket. Please **enter** your message in the spaces provided.

3.2.2.5 Repair Slip Message

This feature allows you to add three lines of custom text to the button of a Repair Slip Docket. Please **enter** your message in the spaces provided.

 The Docket Features of Intelogy printouts is limited to 40 characters per line. That is, most docket printers used a ‘Fixed Width’ character format and we can fit 40 characters on the one line. Some printers will allow a higher number of characters, another common width is 42 characters. Intelogy will still only address 40 Characters.

3.3 Printed Stationary Setup

This feature is located under the FILE menu.

 You need ‘Administration’ permissions to access this feature. Refer to Section 3.11.1 User Permissions for more information.

Intelogy can assign different stationary when printing Repair Information depending on the Repairs’ status. Please refer to Section 3.12 for information on Repair statuses.

To assign stationary to a status:

1. **Select** the status from the ‘Available Status Names’ drop down list.
2. **Select** your stationary from the ‘Stationary List’ drop down list. Your settings are saved automatically.
3. **Press** the ‘Print Sample’ button to view a sample of the selected stationary form. Please refer to Section 15.1 for more information on the ‘Printing Dialog’ screen.

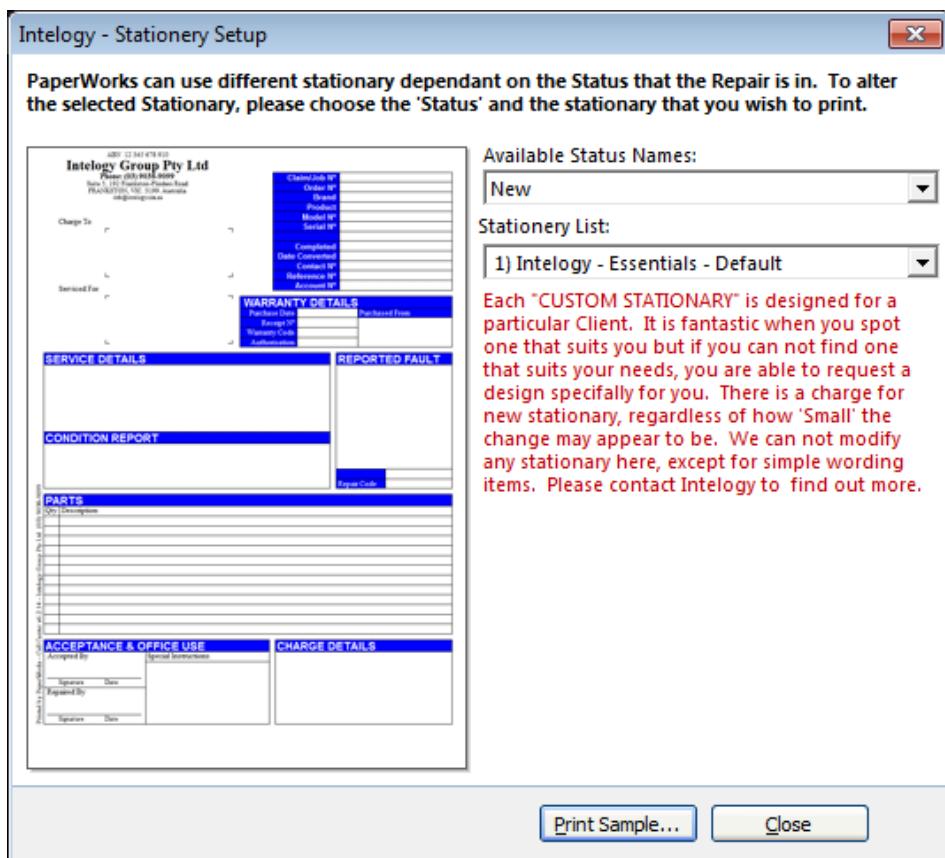


Figure 3.4 - Stationary Setup

3.4 Configure Credit and Warranty Terms

This function is located under the EDIT menu.

 You need ‘Administration’ permissions to access this feature. Refer to Section 3.11.1 User Permissions for more information.

Credit and Warranty terms are used to display in English wording that can correspond to a number that the computer understands.

For example: ‘Seven Days’ is not able to be understood by the computer where the numeral ‘7’ is. This allows Intelogy to work out calculations required by sections of the Program. Intelogy uses this list for both Warranty offered on Repairs (Labour and Parts) and for Credit Terms used when offering Credit for Repairs or Sales.

To ADD a new Credit or Warranty term:

1. **Click** the ‘New’ Button.
2. **Enter** the ‘number’ value of the new term, for example, ‘30’.
3. **Press** the ‘ENTER’ key to move to the next field in the list. **Enter** the ‘words’ value of the term, for example, ‘Thirty Days’.
4. **Press** the ‘Save’ button to save the new entry.

To EDIT a credit or warranty term:

1. **Double-click** on the item itself, this highlights the field and the value.
2. **Enter** in your new value.
3. **Press** the ‘Save’ button to save the edited entry.

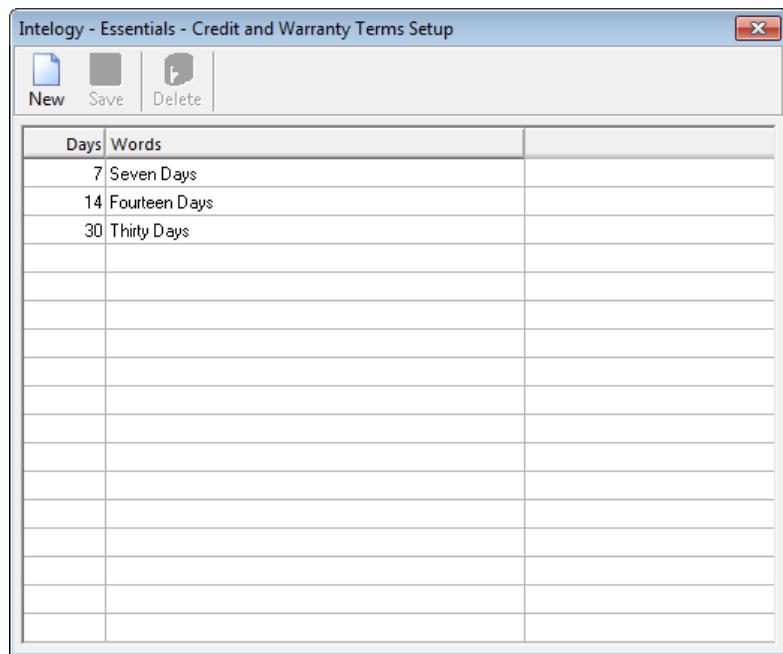


Figure 3.5 - Credit and Warranty Terms

To DELETE a credit or warranty term:

1. **Select** the particular credit or warranty term.
2. **Press** the ‘Delete’ button to delete the selected term. Confirm deletion by **clicking** the ‘Delete’ button again. **Click** the ‘Cancel’ button to cancel deletion.

3.5 Configure Tax Rates

This function is located under the EDIT menu.

 You need ‘Chart of Account’ permissions to access this feature. Refer to Section 3.11.1 User Permissions for more information.

Configure Tax Rates is used to add and edit ‘tax rates’ used in Intelogy, for example, ‘10% - GST’.

To ADD a new tax rate:

1. **Click** the ‘New’ Button.
2. **Enter** the ‘number’ value of the new rate , for example, ‘10’. Decimal points are allowed.
3. **Press** the ‘ENTER’ key to move to the next field in the list and **enter** the ‘description’ of the term, for example, ‘GST’.
4. **Press** the ‘Save’ button to save the new entry.

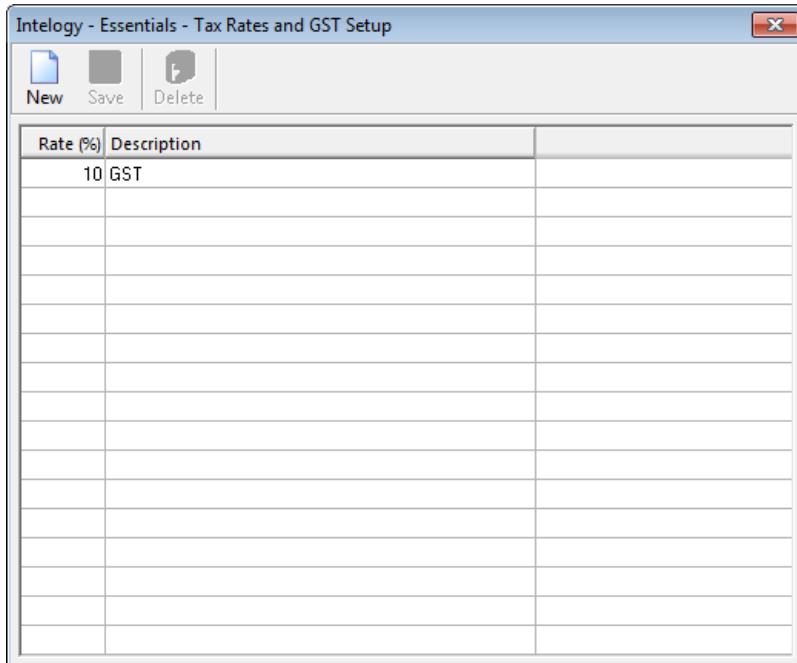
To EDIT a tax rate:

1. **Double-click** on the item, this highlights the field and the value.
2. **Enter** in your new value.
3. **Press** the ‘Save’ button to save the edited tax rate.

To DELETE a tax rate:

1. **Select** the ‘Tax Rate’ to remove.
2. **Press** the ‘Delete’ button to delete the selected term. Confirm deletion by **clicking** the ‘Delete’ button again. **Click** the ‘Cancel’ button to cancel deletion.

! Please note that different tax rates are applicable in different countries. Intelogy will support one level of Goods and Services Tax (GST). Different countries will apply different levels. Australia is currently 10%, New Zealand is currently 12.5%. Once you have established a GST Rate, please do not alter it. This version of Intelogy does not support Local and Federal VAT (United States of America) but can be modified if required.



Rate (%)	Description
10	GST

Figure 3.6 - Tax Rates

3.6 Repair Bay Configuration

This function is location under the EDIT menu.

A bay is a physical shelf location in your service center used to store repair units. Intelogy can automatically assign repair units to a bay based on size and availability.

3.6.1 Add, Edit and Remove Bays Name and Sizes

To add a ‘Bay’ or ‘Size’ name:

1. **Click** the ‘Add Bay’ or ‘Add Size’ button on the bay creation tab.
2. **Enter** in the Bay or Size name.
3. **Press** the ‘Accept’ button to save the new bay or size.

To edit an existing ‘Bay’ or ‘Size’ name:

1. **Select** the bay, **click** the ‘Edit Bay’ or ‘Edit Size’ button.
2. **Enter** in new bay name or size name.
3. **Press** the ‘Accept’ button to save.

To remove an existing ‘Bay’ or ‘Size’:

1. **Select** the bay, **click** the ‘Remove Bay’ or ‘Remove Size’ button.
 2. **Click** the ‘Yes’ button to remove the bay or size.
-  Only bays with no associated ‘Repairs’ can be deleted.

To associate a ‘Bay Size’ to a ‘Bay Name’:

1. **Select** the bay.
2. **Select** the ‘bay size’ from the drop down box.
3. **Click** the ‘Save’ button to save the association.

To remove the ‘Bay, Size’ association:

1. **Select** the bay, **click** the ‘Remove Size’ button.
2. **Click** the ‘Yes’ button to remove the size association.

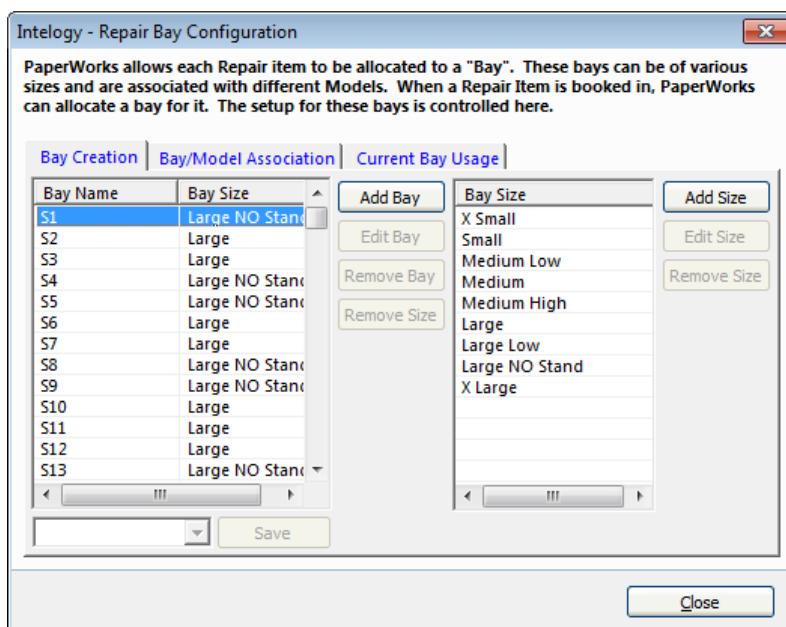


Figure 3.7 - Repair Bay Configuration

3.6.2 Bay and Model Association

When creating repairs, Intelogy can assign the repair to specified ‘repair bay’ location based on the size of the model being repaired and the size of the repair bay. Refer to Section 9.4 for more information on assign repairs to bays.

This particular feature is used to associate a size to a model description. For example, a 68cm Television may be 100cm x 100cm x 65cm, therefore this model will only ‘fit’ in a bay of the same (or larger) size.

To associate a size to a model description:

1. **Select** the ‘Model Description’ from the list.
2. **Select** the ‘Size’ from the drop down list.
3. **Press** the ‘Save’ button to save the association.

To remove an existing ‘Model Description, Size’ association:

1. **Select** the ‘Model Description’ from the list.
2. **Press** the ‘Remove’ button to remove the association.

3.6.3 Current Bay Usage

This tab displays the current bay usage, that is, which repairs are currently assigned to which bay.

To release a bay:

1. **Select** the required ‘Bay’ from the list.
2. **Press** the ‘Release Bay’ button.

To print the current bay usage list:

1. **Press** the ‘Print Bay Usage’ button.

3.7 Configure Models and Description Details

This feature is location under the EDIT menu.

 You need ‘Automatic Manufacturers and Model № Setup’ permission to access this feature. Refer to Section 3.11.1 User Permission for more information.

After a while, information that is entered into the Intelogy Database may be less then accurate. This facility will allow you to enter in acceptable Model information and correct any incorrect entries. For details on being able to add this information when creating repairs, please refer to Section 9.4 for more information.

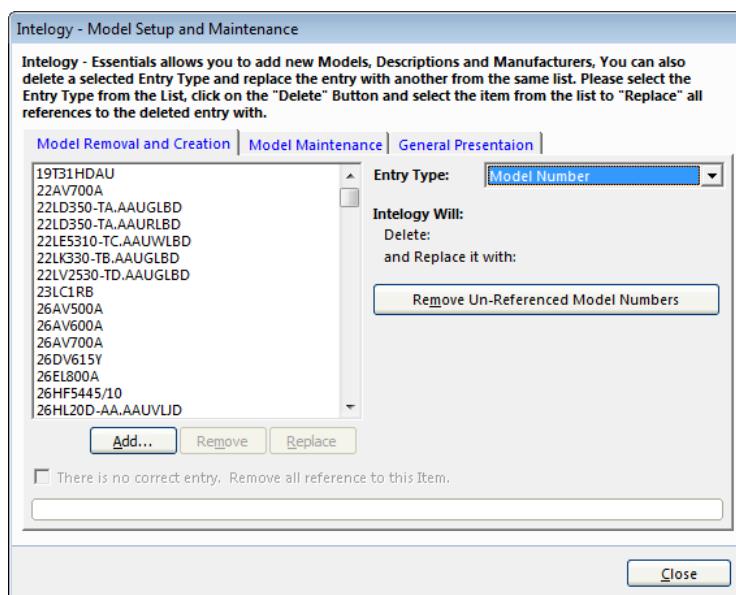


Figure 3.8 - Model Setup & Maintenance

3.7.1 Adding a new Model Number, Description and Manufacturer

To Add a new Model Number, Description or Manufacturer:

1. **Select** the required type (model, description or manufacturer) from the ‘Entry Type’ drop down list.
2. **Press** the ‘Add’ button. This displays the ‘New Reference’ screen as seen in figure 3.9 New Reference.

On the ‘New Reference’ screen:

3. **Enter** the new value in the space provided.
4. When adding a new ‘Model Number’ you have the option of associating it with existing descriptions and manufacturers. **Select** the required description and manufacturer from appropriate drop down list.
-  The descriptions and manufacturers MUST exist before the associations can be made.
5. **Enter** the ‘Add’ button to save the new value.

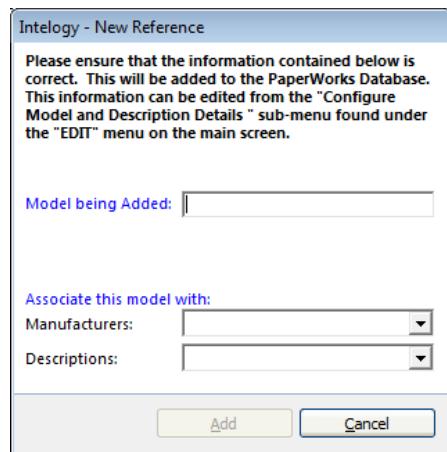


Figure 3.9 - New Reference

To Remove an existing Model Number, Description or Manufacturer:

1. **Select** the required type (model, description or manufacturer) from the ‘Entry Type’ drop down list.
2. **Select** the specific Model, Description or Manufacturer name from the existing names in the list.

There are two option when removing a model, description or manufacturer;

3. Replace the name with another existing name. **Press** the ‘Remove’ button. Then, **select** another name from the list. **Press** the ‘Replace’ button to replace all reference of the old name with the new name.

Or

3. Remove the name altogether. **Click** the ‘There is no correct entry for the selected Model’ option. Then, **press** the ‘Remove’ button to remove the name.

3.7.2 Model Maintenance

These features are located on the ‘Model Maintenance’ tab on the ‘Model Setup and Maintenance’ screen.

 If you are involved with the Intelogy Group Hub program that passes data through the Hub to update the models and descriptions as they become available. For a list of manufacturers that this can be done with, please consult your Intelogy Group Pty Ltd Representative.

To edit the Model Number, Description or Manufacturer:

1. **Press** the ‘Edit’ button associated with the name you wish to edit. This displays the following screen.

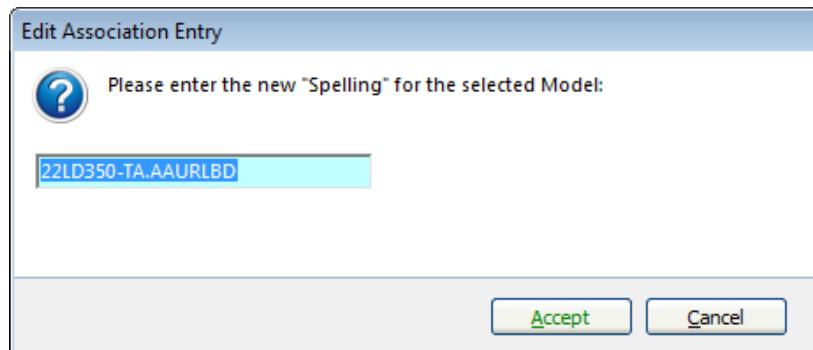


Figure 3.10 - Edit Model, Description or Manufacturer

2. On this screen, **enter** the new value
3. **Press** the ‘Accept’ button to save the new value.

To create a new or edit a ‘Model, Description or Manufacturer’ association:

1. **Select** the ‘Model Number’ from the main list.
2. **Select** a ‘Description’ from the drop down list.
3. **Select** a ‘Manufacturer’ from the drop down list.
4. **Click** the ‘Save Association’ button to save the new or edited association.

To assign a default ‘Warranty Charge’ to a Model Number:

1. **Select** the ‘Model Number’ from the main list.
2. **Click** the ‘Set Warranty Charge’ button.
3. **Enter** the warranty charge and **press** the ‘Accept’ button.

To assign a ‘Default Charge’ to a Model Number:

1. **Select** the ‘Model Number’ from the main list.
2. **Click** the ‘Set Default Charge’ button.
3. **Enter** the default charge and **press** the ‘Accept’ button.

To ‘Print’ the complete contents of the main list, **click** the ‘Print The List’ button.

 You can “Multi” **select** different items from within the list by holding down the “Control” key (shown as ‘^’ in this manual) while **clicking** on the desired item from within the list. You can also order the list by **clicking** on the column header.

3.7.3 General Presentation (Of Manufacturer Names)

This feature is located on the ‘General Presentation’ tab on the ‘Model Setup & Maintenance

To change the case of ‘Descriptions’ and ‘Manufacturer’ names:

1. To change all entries to “UPPER” Case, **click** the ‘Convert all Entries to UPPER CASE’ button. For example, Samsung becomes SAMSUNG.
2. To change all entries to “Mixed” Case, **click** the ‘Convert all Entries to Mixed Case’ button. For example, samSUNG becomes Samsung.
3. Please be aware that certain manufacturers will only accept entries back in the format they will have given them to you in, for details, see your Intelogy Group Pty Ltd Representative.

3.8 Setting Next Repair or Sale Number

This function is location under the EDIT menu.

 You must have ‘Administration’ permissions before you can change the next available Repair or Sale number. Refer to Section 3.11.1 User Permissions for more information.

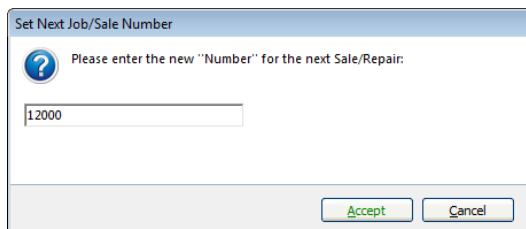


Figure 3.11 - Set Next Job or Sale Number

To set the next Repair or Sale number, enter the new number in the space provided. **Press** the ‘Accept’ button to save.

! As you create a Repair or Sale and press the “Cancel” button with the “Re-Use” number option is selected in the Preferences, all numbers will be discarded when changing the Next Available Sale or Repair Number.

3.9 Setting Next Order Number

This function is location under the EDIT menu.

! You must have ‘Administration’ permission before you can set the order number. Refer to Section 3.11.1 User Permission for more information.

To set the next Order number, enter the new number in the space provided. **Press** the ‘Accept’ button to save.

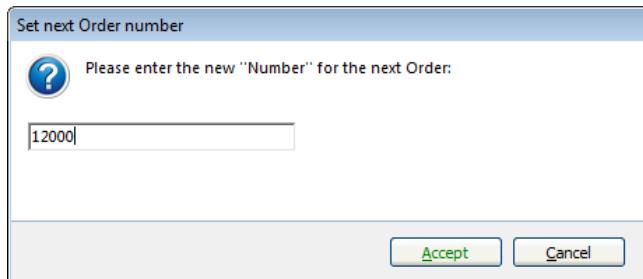


Figure 3.12 - Set Next Order Number

3.10 Invoice And Docket

This function is location under the EDIT menu.

! You need ‘Invoicing and Registration’ permission to access this feature. Refer to Section 3.11.1 User Permission for more information.

Intelogy allows you to customise the appearance of the POS (Sale), statements and standard invoices printouts.

3.10.1 Invoice, Docket Setup

The POS (Sale) invoice or receipt header and letterhead format can be fully customised. The options are as follows:

- **Select** the ‘Letterhead style ONE’ option to right-align your company information.
- **Select** the ‘Letterhead style TWO’ option to right left-align your company information.
- **Select** the ‘Letterhead style THREE’ option to not include your company information.
- To display a red line along the bottom of the header. Click the ‘Show the Red Line in the Letterhead’ option.

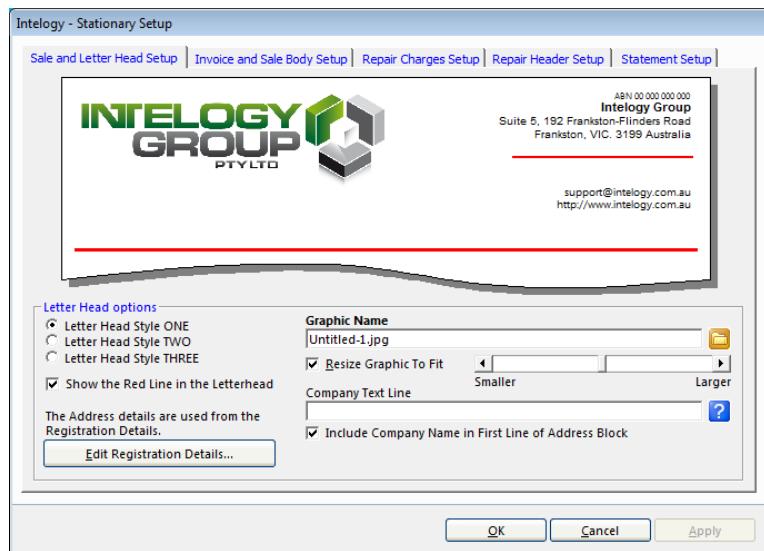


Figure 3.13 - Sale and Letterhead Setup

Company information shown on this screen is taken from your registration details. To edit this information, **press** the 'Edit Registration Details' button.

There is also the ability to insert your own graphics into the letterhead, for example; you may wish to use your company logo. To insert a graphic file:

1. **Click** the '📁' button to display the 'Graphic Resources' screen, for details on this screen please refer to Section 15.5 .
2. **Select** a file and click the 'Use Selected' button. The graphic selected is now inserted into the letterhead.
3. **Click** the 'Resize Graphic to Fit' option. Use the slider to adjust the image size.

To include your own text line into the letterhead:

1. **Enter** the text into the space labeled 'Company Text Line'.
2. The text color can be adjusted by clicking the '❓' button. **Select** the color you wish and **press** the 'OK' button.

Clicking the 'Include Company Name in First Line of Address Block' will toggle between displaying and hiding the company name and ABN from the letterhead address block.

Click the 'Apply' button to save your settings or click the 'OK' button to save and close the screen.

3.10.2 Invoice and Sale Body Setup

Use the following options to configure the layout of the Invoice and Sale body.

To change the back-color of the heading bars, **click** the top '❓' button. **Select** a color from the colors available and **press** the 'OK' button.

To change the text color on the heading bars, **click** the bottom '❓' button. **Select** a color from the colors available and **press** the 'OK' button.

To hide the part numbers when printing all invoices, **click** the 'Hide Part Numbers when Printing ALL Dockets' option. Alternatively, click the 'Hide Part Numbers when Printing Quotes' option to just hide the part numbers when printing quotes.

To hide the drop shadow borders around then ‘Charge and Delivery’ addresses, **click** the ‘Drop Shadow on Address Box’ option.

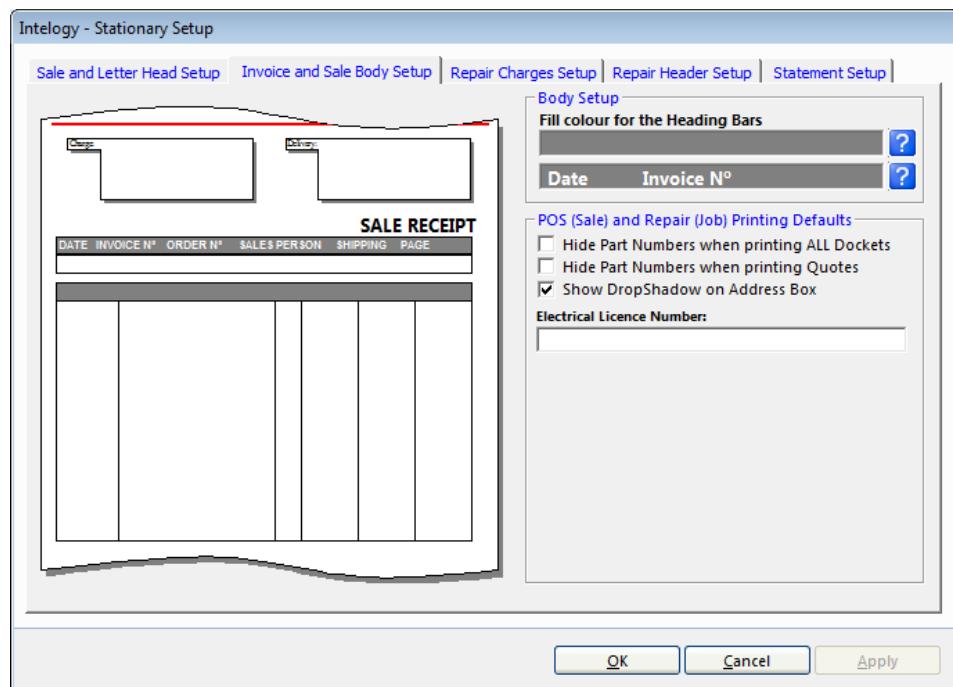


Figure 3.14 - Invoice and Sale Body Setup

3.10.3 Sale Charges Setup

The ‘footer’ of the Sale invoice printout can be customised using the following options.

To include custom Terms of Sale, **enter** your text into the area provided. To place a box around this text, **click** the ‘Place the Terms of Sale in a Box’ option.

To include custom Special Instructions, **enter** your text into the area provided. Special Instructions are only printed on a ‘POS’ receipt and are not printed on a 40 Column Docket. To place a box around this text, **click** the ‘Place the Special Instructions in a Box’ option.

Click the ‘Prompt to use a Docket Printer when a Printing POS (Sale)’ to prompt the user to print a “40 Column Docket” each time when printing a POS invoice. If this option is chosen while printing, the 40 column Docket Printer will be used in place of the A4 Receipts.

Intelogy provides two “Programmable” charge boxes. To rename either of the ‘Other Charge’ fields, **enter** in the name of the charge in the space provided. This name will now be referenced.

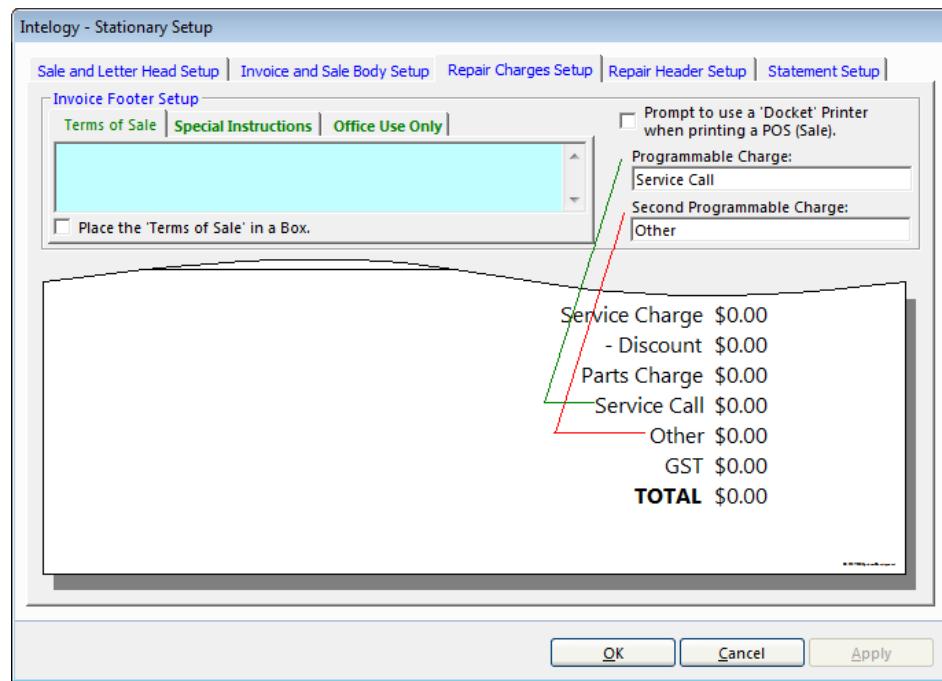


Figure 3.15 - Sale Charges Setup

These charges will appear on both the POS and REPAIR payment screens.

3.10.4 Repair Header Setup

The ‘header’ of the Repair docket printout can be customised using the following options. You can either use the default ‘text’ based letterhead or a graphical Letterhead. When using the text based option, your company information entered on the registration screen is used.

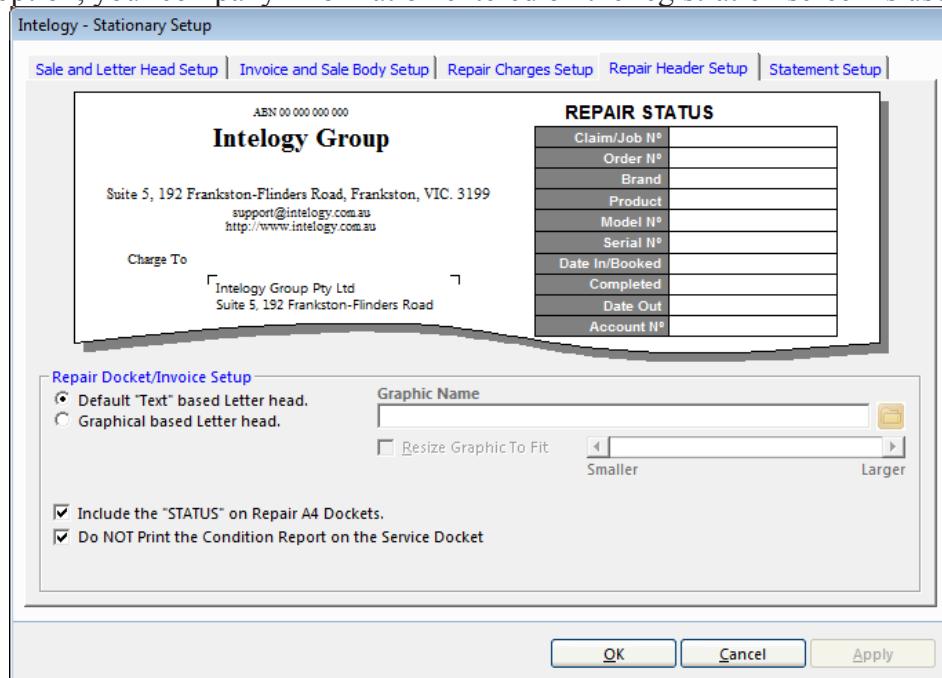


Figure 3.16 - Repair Header Setup

To use a graphic:

1. **Click** the ‘Graphical based letterhead’ option.
2. **Click** the ‘’ button to display the ‘Graphic Resources’ screen, for details on this screen please refer to Section 15.5.

3. **Select** a file and click the ‘Use Selected’ button. The graphic selected is now inserted into the Repair header.
4. To re-size the graphic, **click** the ‘Resize Graphic to Fit’ option. Use the slider to resize the image.

Click the ‘Include “Status” on Repair A4 Dockets’ option to list the repairs’ status at the top left of the repair docket.

3.10.5 Statement Setup

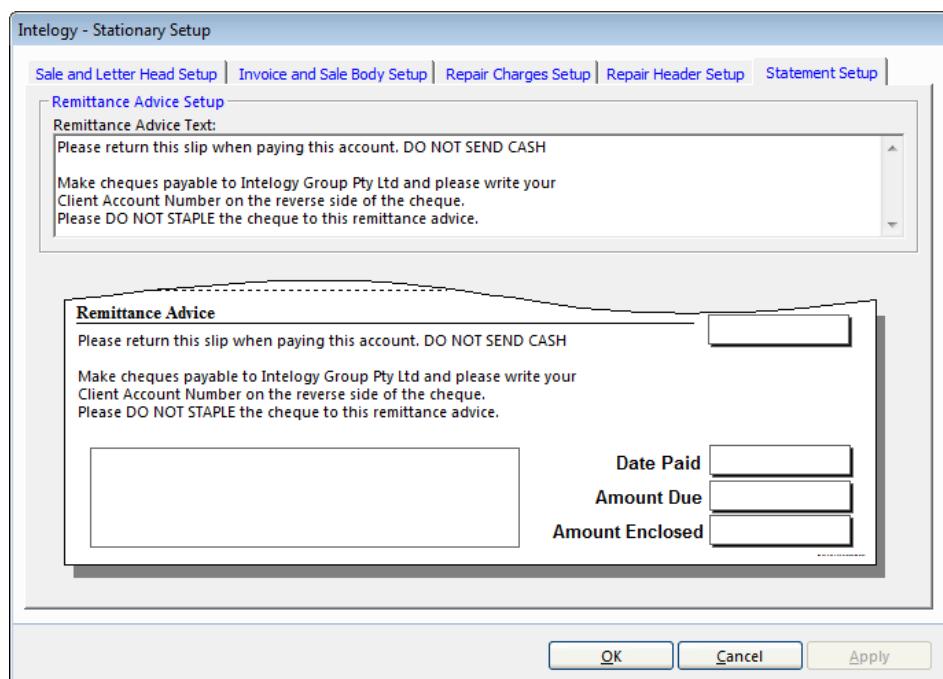


Figure 3.17 - Statement Setup

This function is used to enter a custom remittance message on printed customer statements, printed from the Debtors Browser. Refer to Section 12.12 for more information.

To change the remittance advice:

1. **Enter** the required text in the text box labeled ‘Remittance Advice Text’. When entering text the remittance advice will preview on the screen.
2. **Press** the ‘Apply’ button to save the custom Remittance Advice.

 When no Remittance Advice is entered, Intelogy uses the default text.

3.11 Network Center

This function is located under the EDIT menu.

 You need ‘Administration’ permissions to access this feature. Refer to Section 3.11.1 User Permissions for more information.

The Network Center allows you to control and identify Current Connections to the Intelogy Database. You can change each user’s password, set permissions view and monitor applications running on users computers through the tracking facilities within the Network Center. To select a

user, click on the users' icon in the list to the left of the screen.

 Only Employee's with the "Allow this user to "Log In" to Intelogy" will be listed. Refer to Section 5.0. Employee Management for more information.

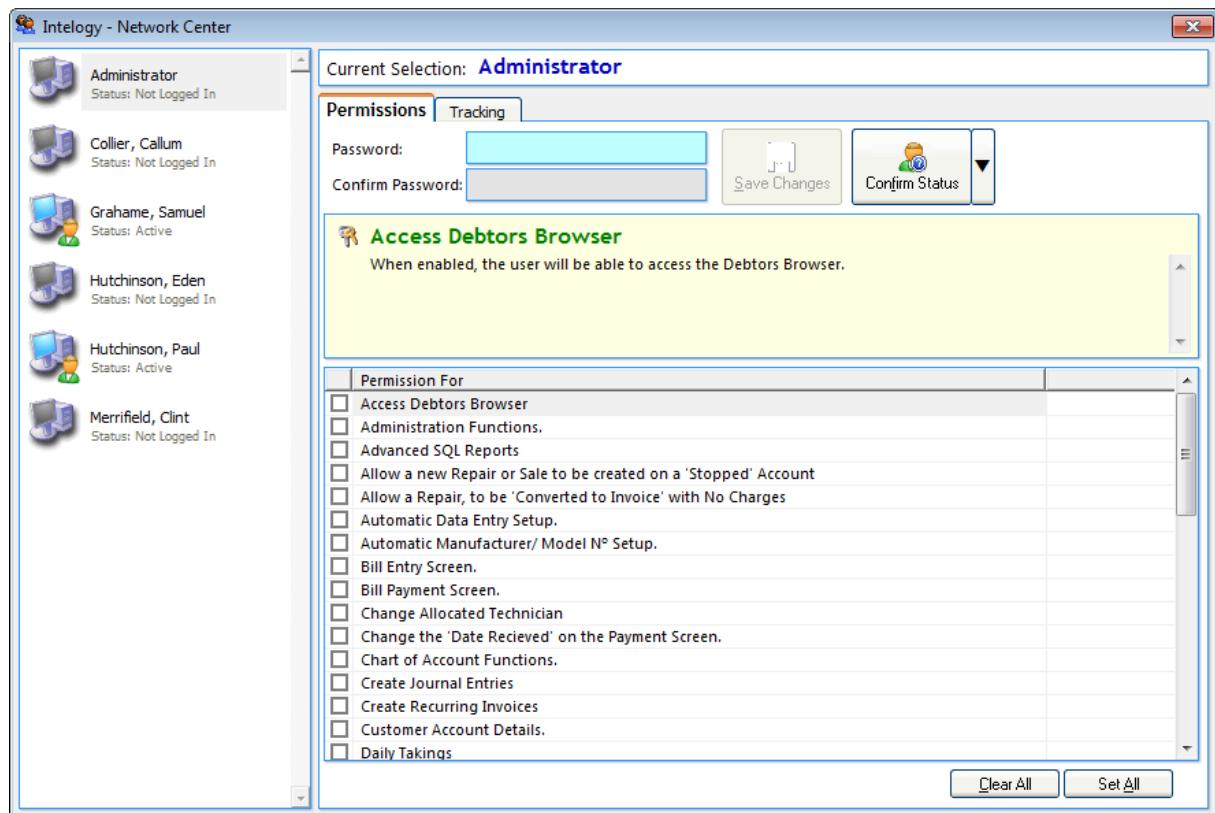


Figure 3.18 - Network Center

To enter or change the users password:

1. **Select** the desired user.
1. **Enter** the password into the space provided.
2. Confirm the password by reentering the password in the space provided.
3. **Click** the 'Save' button to save your changes.

 **Clicking** on each permission in the list brings up a brief explanation of the permission.

To select or deselect a particular permission:

1. **Select** the particular user.
2. To set a permission, **click** the check box for the corresponding permission.
Or
3. To set ALL permissions, **click** the 'Set All' button.
4. To clear ALL permissions, **click** the 'Clear All' Button.
5. **Press** the 'Save' button to save the changes made.

 A **✓** in the permission check box signifies that permission has been granted. As Intelogy creates additional security "Permissions", they will be added to this list and by default, no-one will be granted access.

3.11.1 User Permissions

The following information is a description of each permission used on the 'Network Center'

screen in Intelogy.

- Access Debtors Browser - When enabled, this option allows the user to access the “Debtors Browser”. The Debtors Browser is your Accounts Receivable.
- Administration Functions - This is a Master Option. If the user has this ability, they can enable and disable all other options. Other Specific Abilities that this option gives are:
 - a. Change the Next Available Job Number.
 - b. Change and Edit Credit and Warranty Terms.
 - c. Access the Network Center.
 - d. Edit “Intelogy - Preferences”.
 - e. Set the Next Available Order Number.
 - f. Set Default Accounts. (Intelogy - Preferences)
 - g. Select Intelogy - Stationary.
 - h. Change and Create Status Names.
 - i. Delete and Change Properties on saved “Advanced SQL Reports”.
 - j. Over book Technicians for particular days.
 - k. Delete “Remote Stock - Vans”
 - l. List All technicians Work Loads from the “My Workload” screen.
 - m. Remove Transactions from the General Ledger.
 - n. Delete Certain Records.
 - o. Delete Transactions from “Daily Takings”
- Advanced SQL Reports - Allows the user to view, add and remove SQL Reports from the Advanced SQL Reports. A basic knowledge of SQL would allow the user to access any data contained in the Database. We Support UPDATE and DELETE Queries.
- Allow a New repair or sale to be created on a ‘Stopped’ Account, This allows the user to create a new repair or sale on a stopped account. a stopped accounts is a accounts either stopped by a credit limit or a personal for a reason.
- Allow a repair, to be converted in an invoice without any charges, this allows the user to convert a uncharged job to an invoice, i.e a warranty job.
- Automatic Data Entry Setup - If enabled, this option allows the user to modify the default values that Intelogy uses for advertising methods, faults, service reports, departments and couriers.
- Automatic Manufacturer and Model Nº Setup - If enabled, this option allows the user to enter new manufacturers, model and description information and change the default labour fee for each item.
- Bill Entry Screen - If enabled, this option allows the user to enter bills Into Intelogy.
- Bill Payment Screen - If enabled, this option allow the user to pay the registered bills that have been previously entered into Intelogy.
- Change Allocated Technician - If enabled, the user can change the “Allocated” technician on Repairs once saved. No permission is needed to set the “Allocated” technician prior to the Repair being Saved.
- Chart of Account Functions - If enabled, this option allows the user to create and edit accounts, print the Chart of Account Summary, bank Un Banked Funds and register Assets and Liabilities through the Asset and Liability Register. You do not need permission to access “Chart of Account Functions” in order to be able to select Accounts from other screens.
- Create Journal Entries - If enabled, the user can Create Journal Entries directly to the General Ledger. Permission for this should be restricted to staff who are aware of Journal Entries and the effect that they can have on the Chart of Accounts.
- Customer Account Details - If enabled, this option allows the user to change buying group information on your Customers, place a ‘stop’ on accounts and print customer statements from the customer screen.
- Create Journal Entries- i would simply state that it allows you to enter into the chart of accounts values and make changes.
- Create reoccurring invoices Allows a user to create reoccurring invoices that are accounts

that need to be charged to reoccurring.

- Customer account details- This allows access to the actual customers card.
- Daily Takings - Allows the user to view Daily Takings for Themselves and OTHER Users. Changes to the Daily Takings is only possible with Administrator Rights.
- Employee Database - If enabled, this option allows the user to create and edit employee information on the employee's entered into Intelogy.
- Edit Sales Person - If enabled, the user will be able to alter the "Created By" record on a sale. This allows for your Sales Staff to track their own sales in the Reports.
- Export MYOB Accounting Data - Allows the user to Export to MYOB accounting data based on a selection of Repair Jobs. Once these Repairs have been exported, they will be marked Paid.
- Ignore-Technician levels- (Call Center) Allows the user to ignore the technicians blocks by allowing them to add more jobs where set up does not.
- Intelogy - eMail Administrator - if selected, this user will be able to control access the URL's within the Intelogy - Business Information Manager. The user will also have access to all Private eMail Boxes and able to control what email addresses are allowed.
- Intelogy sms configuration and sending-Allows users to Change the SMS templates and configuration, and allows users to send SMS.
- Invoicing and Registration Setup - If enabled, this option allows the user to modify invoice setup, create and edit labels for placing on repairs and change Intelogy Registration Information.
- Job/Repair Removal - Allows the user to PERMANENTLY Remove Repairs from the Database. To be able to do this, the job must not be converted to an invoice, NO amount can be in the 'Total' field and NO parts can be listed.
- Job/Sale Reversal and Un Commit - If enabled, this option allows the user to un commit a repair and process reversals. This will allow alterations on repair information after it has been marked 'committed'.
- Modify repairs on an 'stopped' account- Allows the user to change and modify repairs and notes on a stopped account. Stopped account being a credit limit has been reached or a personal has stopped it.
- Modify Stock Levels - When enabled, the user will be able to modify Stock Levels on existing Inventory Items. The creator of an Inventory Item will always be able to enter in the 'Opening Stock Level'.
- Order for Remote Locations - When enabled, the user will not automatically place requested items on order for Remote Locations, but will create 'Negative' Stock Levels in Remote Locations. If a part is not currently referenced for that Remote Location, An entry will be created.
- Payroll Officer - If selected, this user will be treated as a Payroll Office, will be able to edit, create times sheets, print and list pay slips and require access to employees records.
- Plug-Ins - If enabled, this option allows the user to run any genuine Intelogy plug-ins and approved third-party plug-ins written for Intelogy.
- Process Payments - If enabled, the user will be able to process "Payments" from Repairs and Sales.
- Remove Parts from Sales and Jobs - When enabled, the user will be able to remove Parts from Sales and Repairs. This will effect all Repairs and Sales regardless of the Status.
- Reporting Functions - If enabled, this option allows the user to view and print all reports from the 'Reports' section of Intelogy.
- Stock Control - If enabled, this option allows the user to create stock items, change stock levels and prices and view previous order and sales history information. If disabled, the user will still be able to add 'Quick Parts' to the system.

- Stock Ordering - If enabled, this option allows the user to send and modify your Parts Orders.
- Supplier Details - If enabled, this option allows the user to create and modify supplier details.

⚠️ Permissions are constantly being added as our customers require them. If you see one that is not included in this list, the purpose of that permission, will be described beside the permission name.

3.11.2 Network Tracking Center.

The network tracking center allows you to view when a user logs in, logs out, duration of session, what applications have been running and the duration of applications running on users computers as well as print outs.

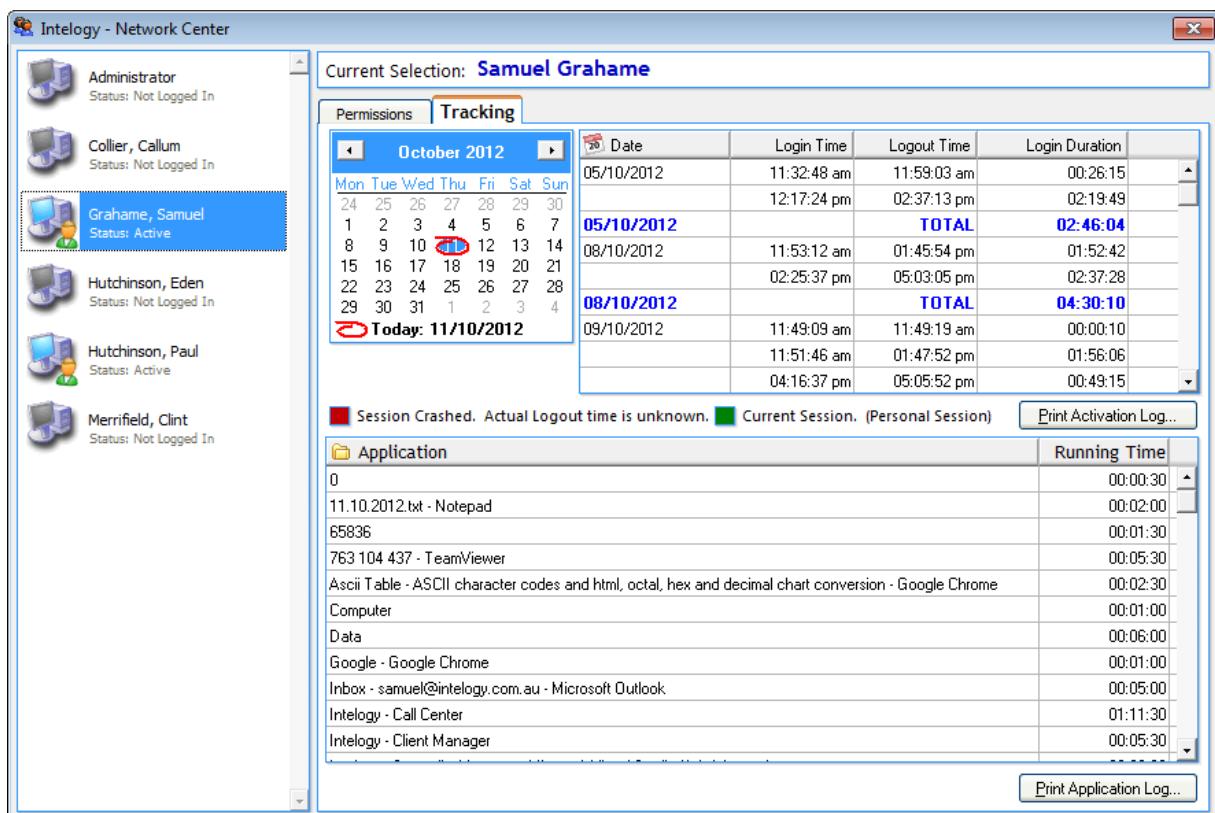


Figure 3.18.1 - Network Center Tracking System

⚠️ You need ‘Administration’ permissions to access this feature. Refer to Section 3.11.1 User Permissions for more information.

By default when you first log in and click the tracking tab, the data selector will bring up the current date.

To view a Users Login by a Date Period:

1. From the Intelogy toolbar **click** ‘Edit’ from the menu.
2. **Click** ‘Network Center’ from the menu list
3. **Select** a ‘user’ from the users list panel on the left.
4. **Click** the ‘Tracking Tab’ to view the tracking information for a selected user.
5. **Select** a ‘Date’ from the data Selector to view login information of a user.
6. A users History will appear on the Top right panel of the Tracking tab.

To view what applications a users has been running:

1. From the Intelogy toolbar **click** ‘Edit’ from the menu.
2. **Click** ‘Network Center’ from the menu list
3. **Select** a ‘user’ from the users list panel on the left.
4. **Click** the ‘Tracking Tab’ to view the tracking information for a selected user.
5. **Select** a ‘Date’ from the data Selector to view a list of applications running in the bottom list box.

3.12 Configure Status Names (Status Name Setup)

This function is located under the EDIT menu.

 You need ‘Administration’ permissions to access this feature. Refer to Section 3.11.1 User Permissions for more information.

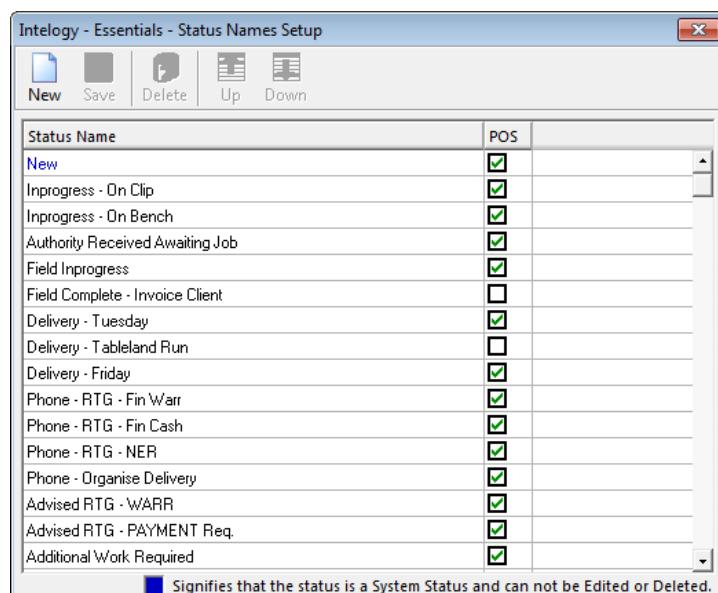
3.12.1 The Definition of a Status

Intelogy has the ability to place your Sales or Repairs into different “Groups”. Each group is a ‘Status’ within Intelogy. Default Status Names include: New, Waiting Quote Acceptance, Quote Rejected, Parts On Order, Parts in Stock and Completed.

Groups allow the Sale or Repair ‘status’ to indicate the stage that the Sale or Repair is currently in. For example: A Repair with the ‘status’ of ‘Parts On Order’, is waiting for parts to arrive. Intelogy allows you to control and report on all Status Names that are used within Repairs through the “Status Lists”. The Status of each or your Sales are trackable through the “Find Screen”

3.12.2 Managing Status Names

As well as the default status Names, Intelogy has the ability to add ‘custom’ user defined status names. Although Intelogy can not perform any user definable action on Custom Status Names, you can have Intelogy send out automated e-mail messages for both Default and User Created Status Names. See Section 3.13.8 for more information.



Status Name	POS
New	<input checked="" type="checkbox"/>
Inprogress - On Clip	<input checked="" type="checkbox"/>
Inprogress - On Bench	<input checked="" type="checkbox"/>
Authority Received Awaiting Job	<input checked="" type="checkbox"/>
Field Inprogress	<input checked="" type="checkbox"/>
Field Complete - Invoice Client	<input type="checkbox"/>
Delivery - Tuesday	<input checked="" type="checkbox"/>
Delivery - Tableland Run	<input type="checkbox"/>
Delivery - Friday	<input checked="" type="checkbox"/>
Phone - RTG - Fin Warr	<input checked="" type="checkbox"/>
Phone - RTG - Fin Cash	<input checked="" type="checkbox"/>
Phone - RTG - NER	<input checked="" type="checkbox"/>
Phone - Organise Delivery	<input checked="" type="checkbox"/>
Advised RTG - WARR	<input checked="" type="checkbox"/>
Advised RTG - PAYMENT Req.	<input checked="" type="checkbox"/>
Additional Work Required	<input checked="" type="checkbox"/>

 Signifies that the status is a System Status and can not be Edited or Deleted.

Figure 3.18 - Status Names Setup

To Add a new status name:

1. **Press** the ‘New’ Button. This highlights a new space in the list.
2. In the highlighted space, **enter** the new status name and description.
3. **Press** the ‘Save’ button to save the new status.

To edit an existing status:

1. **Double-click** on the actual status name.
2. **Enter** the new status name.
3. **Press** the ‘Save’ button to save the changes made.

To delete a status:

- 1 **Select** the particular status.
2. **Press** the ‘Delete’ button.

 **You can not delete the blue “Default Status Names” that Intelogy creates.**

Once a new status name has been entered in, it may be necessary to reorder the status name in the list.

To change the order of status names:

1. **Select** the particular status name.
2. **Press** the ‘Up’ button to move the status name up the list. *Or*
3. **Press** the ‘Down’ button to move the status name down the list.

 A in the POS check box signifies that you wish for this Status Name to be addressed but the Point of Sale (Cash Sales) screens.

3.13 Intelogy Preferences

This function is location under the EDIT menu.

 You need ‘Administration’ permissions to access this feature. Refer to 3.11.1 for more information.

Intelogy makes use of Defaults and Preferences to speed up Data Entry, Payment Options and Accounting Defaults.

3.13.1 Auto Words - Assisted Data Entry

 You need ‘Automatic Data Entry’ permissions to access this feature. Refer to 3.11.1 for more information.

The ‘Autowords’ function is used to ‘store’ common phrases and words used when entering particular information. Intelogy allows you to store automated phrases for:

- Fault Reported - Utilised on the Repair Screen.
- Service Report - Utilised on the Repair Screen
- Advertising Method - Utilised on the Repair Screen

Stock Classification - Utilised on the Inventory Control Screen
Couriers - Utilised on the Repair Screen
Delivery Addresses (Parts Ordering) - Utilised on the Order Screen
Delivery Instructions (Parts Ordering) Utilised on the Order Screen
Purchased From (Warranty Information) - Utilised on the Repair Screen

To enter new ‘Autowords’:

1. **Select** the ‘Group’ or category from the drop down list.
2. **Click** the ‘New’ button and **enter** the new autoword in the space highlighted on the list.
3. **Press** the ‘Save’ to save the changes made.

To remove an ‘Autowords’ entry:

1. **Select** the item you wish to remove.
2. **Click** the ‘Remove’ button to remove the AutoWord.
3. **Press** the ‘Save’ to save the changes made.

 The Autowords used for “Fault Reported” and “Service Report” can contain lengthy phrases and can be combined with other phrases from the list.

For example, “*Dismantle unit to locate fault, found fault in*” may be a phrase within the “Service Report” autowords along with “spin cycle” or “video output”. You can select many phrases to combine them in the Service Report.

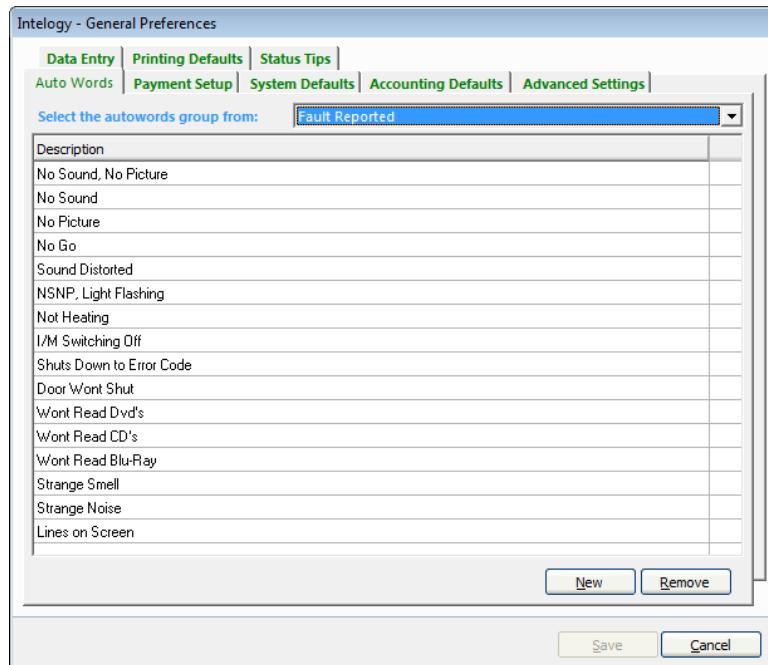


Figure 3.19 - Preferences - Autowords

3.13.2 Payment Setup

The ‘Payment Setup’ preferences is used to enter the credit and EFTPOS card details. Fill out the appropriate information depending on which cards your business accepts. Not filling in the ‘Merchant Number’, disables the payment type from being used on the ‘Payment’ screen.

Refer to 12.20 for more information on the ‘Payment’ screen.

If your business accepts EFTPOS payments, *click* the ‘I Can Accept EFTPOS’ option. When accepting ‘Direct Deposits’, *click* the ‘’ button to choose an asset account. All ‘Direct Deposits’ funds will be credited to this account.

To be able to accept Credit Card Payments on the Payment Screen, you will need to enter in a Merchant Number, Telephone Contact and a Floor Limit. When using Electronic Devices, the floor limit is not required, please enter a Floor Limit of “0”.

Payment Types are also grouped on the “Daily Takings” report.

 When accepting payment from a Credit Card, the funds are credited to the ‘Un Banked Funds’ account unless the option of “Credited directly to my default EFTPOS Account” is selected.

The Default Eftpos Account is chosen through the Accounting Defaults Tab, Refer to Section 3.13.4 for more information.

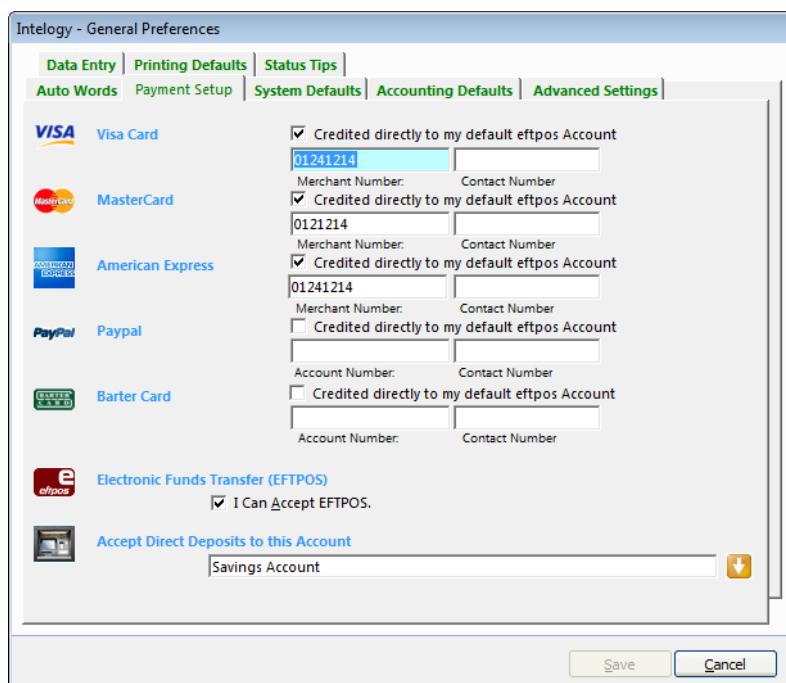


Figure 3.20 - Preferences - Payment Setup

3.13.3 System Defaults

Intelogy automates a lot of common tasks and required information by allowing a set of “User Defined” preferences to be set. These options control the basic operation of the Program and can be edited through the Intelogy Preferences.

 Since Bankcard no longer exists, this option can be used for any purpose that you have. Selecting the “Credited directly to my default eftpos Account” will cause payments accepted this way to not show in ‘Unbanked Funds’, however, they will show in the “Daily Takings”

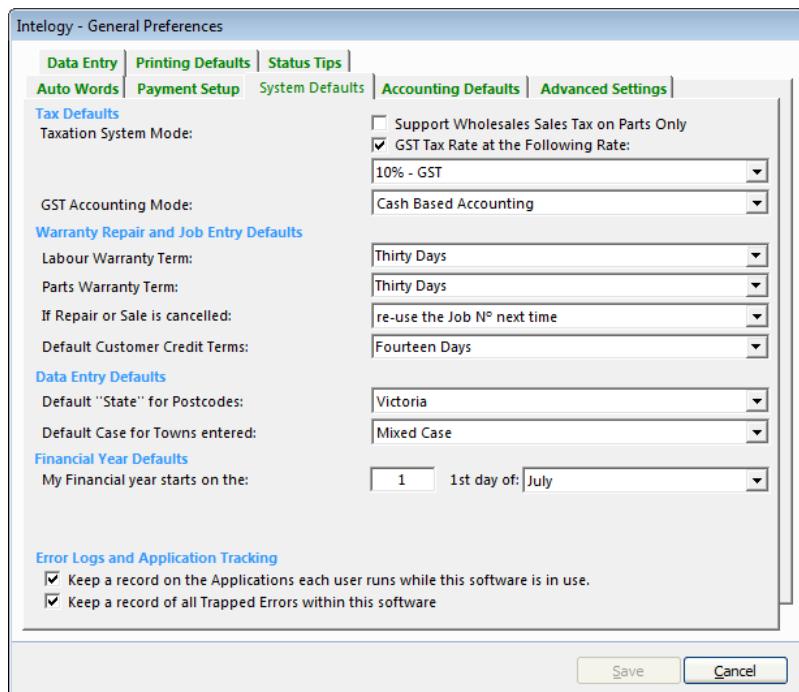


Figure 3.21 - Preferences - System Defaults

3.13.3.1 Tax Defaults

The ‘Tax Defaults’ options set the way that Intelogy processes Taxation.

Select your taxation mode **clicking** the check-box corresponding to the option you wish to use. In Australia, the Taxation System in use should be “GST Tax Rate at the Following Rate” and the default of “10% - GST” should be selected.

 Intelogy supports collection of GST at different rates. For example, New Zealand collects GST at the Rate of “12.5%”. To set your GST Tax Rate, refer to Section 3.5 for more information.

If you are NOT registered for GST, you should choose the “Support Wholesales Sales Tax on Parts Only” option.

! Although Intelogy will allow you to change GST Collection Modes from ‘Cash’ to ‘Accrual’ and from ‘Accrual’ to ‘Cash’ while accounting history is active, **you should not do it.** Please contact Intelogy if you need to change your Accounting Method.

When collecting GST, two different modes are available. Cash Based Accounting and Accrual Based Accounting. Intelogy is not in a position to offer any Taxation Advice and suggests that you consult your Accountant if you do not know which mode you should select.

3.13.3.2 GST - Cash Accounting

Under the Cash Accounting Method of GST, funds are not payable until the money has been received by the person to whom the goods or services have been provided and funds are not claimable until you have paid for the goods or services requested. GST is payable when money is exchanged. (Exception to this is in the area of Security Deposits, no GST is payable on a security deposit until the Goods or Services have been provided)

When a repair is converted to an invoice, Intelogy will place the Liability (Although not payable)

of the GST into a GST Held Account. It will remain there until or the repair is paid. (Part or Full payment, Part removes the GST of the payment until it is paid in full)

3.13.3.3 GST - Accrual Accounting

Under the Accrual Accounting Method of GST, funds are payable when the goods or services have been provided and funds are claimable when you receive goods or services even though no money may have been exchanged. (Exception to this is in the area of Security Deposits, no GST is payable on a security deposit until the Goods or Services have been provided)

When a repair is converted to an invoice, Intelogy will place the entire liability of the GST into the GST payable account.

3.13.3.4 Warranty Repair and Job Entry Defaults

The ‘Warranty Repair and Job Entry Defaults’ options set defaults labour and parts warranty terms as well as the way that Intelogy handles “Numbers” for Sales and Repairs.

Labour Warranty Term - Choose the Warranty Term you wish to use as a Default for all Labour in Repairs by *selecting* a ‘Term’ from the drop down list. See Section 3.4 for warranty terms configuration.

Parts Warranty Term - Choose the Warranty Term you wish to use as a Default for all Parts in Repairs by *selecting* a ‘Term’ from the drop down list. See Section 3.4 for warranty terms configuration.

If a Repair or Sale is Cancelled - When cancelling a repair or sale there are two options:

Reuse the Job or Sale N° - Intelogy will use the Sale or Repair Number on a future Repair or Sale if “Cancel” is selected before saving.

Throw away the Job or Sale N° - Intelogy will discard any Numbers used.

Default Customer Credit Terms - Intelogy will use the selected Credit Terms when creating a new Customer. The Credit Terms for any customer can be edited through the Customer Record screen.

3.13.3.5 Data Entry Defaults

Default State for Post codes - Select the State in which you reside. A lot of different states will have the same suburb names. By selecting your State, Intelogy knows which Post code is more likely to be the one required.

Default Case for Towns entered - Intelogy will automatically load the first suburb that it finds that matches the data you have entered. To enable the program to enter the text in a format that you like, you have three options:

All Upper Case - for example: “FRANKSTON”

All Lower Case - for example: “frankston”

Mixed Case - for example: “Frankston”

3.13.3.6 Financial Year Defaults

This option sets the ‘Default Financial Period’. *Enter* the ‘Day’ in the space provided, and *select* the ‘Month’ from the drop down list.

3.13.4 Accounting Defaults

Intelogy has the ability to store the default accounts that are used track various accounting infor-

mation.

To select a default account:

1. **Press** the ‘’ button to display the ‘Chart Of Accounts’ screen.
2. From the ‘Chart Of Accounts’ screen, **select** an account and **press** the ‘Use Account’ button.

The following list is an explanation on what Intelogy does with each Account:

Track UN-Banked Funds in: When receiving money, Intelogy will track each payment until it is Banked in this Account. Since certain EFTPOS transactions are credited directly to your banking account, they will not be shown here.

Bank UN-Banked Funds in: When banking collected payments, Intelogy uses a “Default” account to “bank” the funds in. By default, we use the Cheque Account.

Bank EFTPOS Funds in: EFTPOS Funds are banked directly to this account.

Track Your Equity in: The Net Balance of any Income or Expense is recorded on the Balance Sheet as “Your Equity”. This is a balancing account.

Track GST Liability in: As you receive income from Repairs or Sales, you are under most circumstances required to add a Goods and Services Tax. A Credit to this account is made with each Sale and a Debit is made with each Purchase. The time that the funds hit this account depends on the Method of Accounting in Use. Intelogy Supports both the Cash Accounting and Accrual Accounting Methods.

Track GST Held (Not Due) in: When accepting Security Deposits, Intelogy will track the amount of GST payable in this account until the Goods or Service has been provided. A Security Deposit is held when a payment is accepted on a repair or sale and the Repair has not been “Converted” to an invoice or the Sale has not been marked “Completed”

Track Income from Cash Sale in: Each Sale is capable of being tracked in a separate Income Account. This default is used to simplify POS Creation.

Track Income from Jobs in: Each Repair is capable of being tracked in a separate Income Account. This default is used to simplify Job Creation.

Track Expense for Job Refunds in: When creating a Tax Adjustment (Refund), the expense is tracked in this account.

Track Expense for Cash Sale Refunds in: When creating a Tax Adjustment (Refund), the expense is tracked in this account.

Track Customer Deposits in: A Security Deposit is held when a payment is accepted on a repair or sale and the Repair has not been “Converted” to an invoice or the Sale has not been marked “Completed”. These funds are stored in this account NET of any GST that would be payable. The GST Payable is stored in the default “Track GST Held (Not Due) in:” Account.

Default Cheque Account: When writing cheques from the Creditors Browser (Accounts Payable), this account will be used by default.

Track Stock on Hand Asset in: Although each Stock Item is capable of being stored in a separate account, we use this account as a default to simplify the Inventory Creation Process.

Track Stock in Jobs and Sales Asset in: As parts are removed from the warehouse and placed into repairs or sales, the value of this asset remains in this account until it is completed or converted.

Track Debtors in: By default, Intelogy will add funds to this account when an repair or sale is completed or converted to an invoice without the amount due being paid.

Track Petty Cash in: The Petty Cash Manager uses this account as a default for storing transactions that involve Petty Cash.

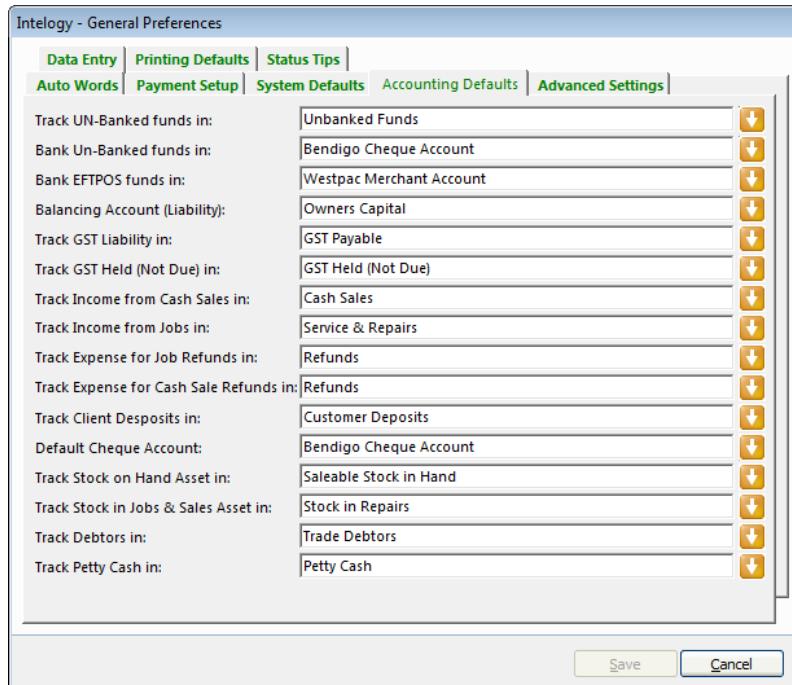


Figure 3.22 - Preferences - Accounting Defaults

3.13.5 Advanced Settings

The next set of options relate to stock usage in repairs and sales.

Stock Entry and Quick parts Data entry defaults:

Default Supplier for Quick parts - When adding a Spare Part into a Repair or Sale that does not already exist in the database, an option to add the Part, Description and Purchase Price, is presented, allowing for quick addition of Inventory Items without having to enter all the information requested on the Inventory Control Screen. This part will still be added to the Database. Intelogy achieves this by using set defaults. The Default Supplier is set using this option. You can change the Default from the "Quick add" Screen.

Always ask to Order Parts in a Repair or Sale - This option will allow you to keep ordering stock on a repair or sale even if there is stock in the warehouse. When this option is ticked you will be prompted "Do you want to order this item or allow default stock rules to take place?". To use stock in warehouse click the Defaults button and to Order more stock while there is already stock available, choose the Order button to order more stock.

When automatically ordering Parts, order to Minimum amount - will place an automatic order to maintain the "Minimum" set in the Stock Control.

Miscellaneous Defaults:

When paying RCTI Claims, DO NOT record a ‘Converted Date’ - This option will stop creating a “Converted” Date on RCTI’s that are paid until they are Converted.

Require users to “Re-Login” when creating new Sales or Repairs - Will place a request for users to select their User name and enter their Password to Create or Modify Sales and Repairs.

When ordering Inventory, allow for alternate Suppliers - Will allow for the use of ‘Alternate Suppliers’, *click* this option. Refer to Section 6.1 for more information on Alternate Suppliers.

Data Export Options:

When exporting General List Data, export Column Headers - This option allows you to include data list boxes column headings when you export data to a text file. Note all text files can be opened with Excel.

Find Screen Options - Only list the first Number of Items when doing a Search on the Find Screen. – Allows you to only display a certain no of occurrence that match search criteria. For example on the find screen you might only want to display the first 10 records matching your search criteria.

Intelogy – Direct eMail Configuration – allows you to send email directly from Intelogy, without the need for a email Client. This feature, is only capable of sending mail, if it is properly configured. You will need to refer to your existing mail clients, for receiving email.

To configure Direct eMail:

1. From the Intelogy tool bar *click* ‘edit’, then *select* ‘Intelogy Preferences’.
2. *Click* the ‘Advanced Settings Tab’.
3. *Click* the ‘Enable Intelogy – Essentials to send email Directly:’ check box so that it is ticked.
5. *Enter* your Internet Service Providers SMTP address (eg ‘203.30.166.192’ or ‘mail.bigpond.com.au’) into ‘Your SMTP Address’ field.
6. *Enter* a default email address, that will be used, if no ‘Work’ related email address is entered into the logged on users, employee Record.
7. *Click* the ‘Save’ Button to update Changes.

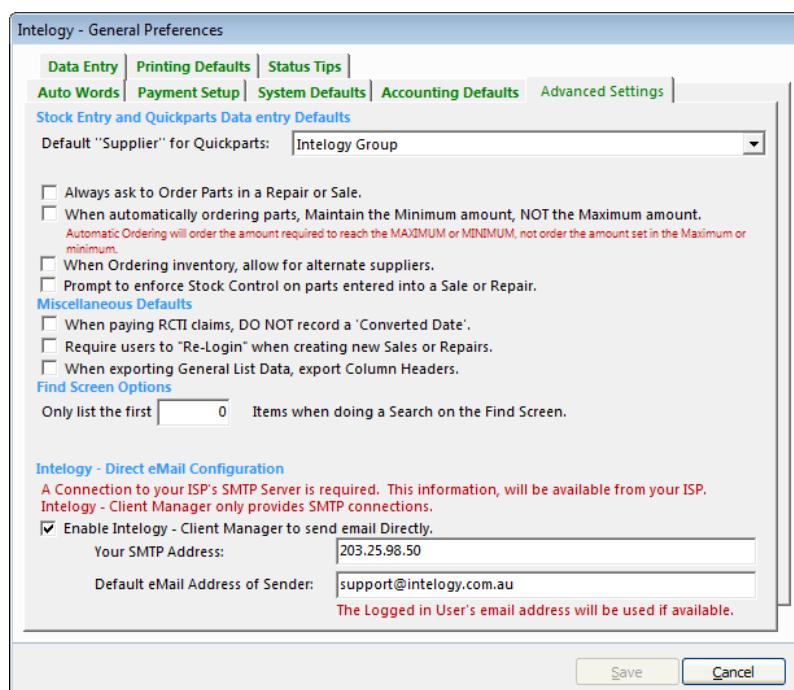


Figure 3.23 - Preferences - Advanced Settings

 You can click the Send Button on most screens and email a PDF. (Available on Repairs, Sales and Orders)

3.13.6 Data Entry

3.13.6.1 Advanced Data Entry Defaults

The following options relate to data entry on the repair and sale screen.

Advanced Data Entry Defaults:

Do not allow Customers to be edited in “Repair and Cash Sale Screen” - Intelogy will allow modifications to Customer Records to be made directly in the Cash Sale and Repair Screen.

⚠ Once a Customer has been selected, over typing information will not cause a new account to be created, it will edit the existing account. To use a new account once a Customer has been selected, you must *click* the “New Customer” button.

Enforce the selection of an Advertising Method when entering a new customer - will force the person entering the Customer to select an Advertising Method from the list presented.

Prompt for any “Accessories” before saving a Repair Item - Will if selected, request the user to enter any accessories that may have been provided with the Repair. You will not be prompted once this field contains data.

Automatic Completion of “Model Numbers” in Repair Item Entry - will complete the field with the a model number if one is found to match what has been entered. You may have a model like “AZ-123.5” and a model like “AZ-123”. Intelogy will display the “AZ-123.5” until you have typed the full requested model.

Enter the “Invoice Number” that a spare part was supplied on in the Reference Column of Parts Used - will automatically load Invoice Numbers when they are entered into the Parts Used Tab on Sales and Repairs. This information is used by most manufacturers to ensure that they pay back the same price for spare parts used in Warranty Claims as they charged you.

When entering stock into a Repair, allow negative stock levels in remote levels when assigned as Service Call and allocated to a tech with a VAN - This function was introduced to allow for the Lag between technicians performing a service and the time the paperwork has been entered into the computer. This function is not required when running the e-Works - Technician Module as the technician is working with Live, Real time Data.

Automatically adjust Charge Hours with Actual Hours when entering in Technician Hours - will update the Charge Hours on a repair with the TOTAL of Actual Technician Hours.

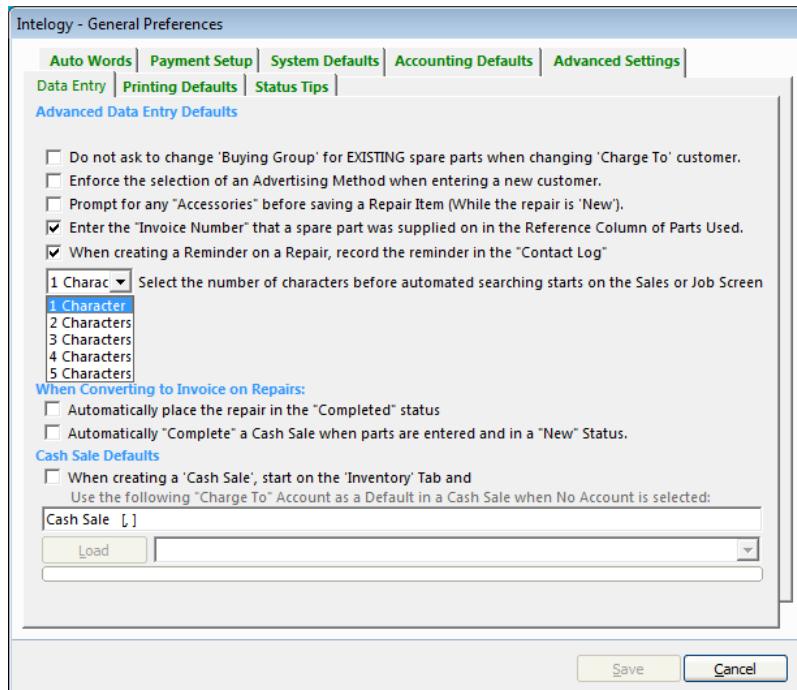


Figure 3.24 - Preferences - Data Entry

3.13.6.2 Converting To Invoice (Repairs)

Automatically place the repair in the “Completed” Status - when a Repair is converted Intelogy will place the Repair into the Completed Status without prompting the user. As Intelogy uses “Completed” in certain reports, it is recommended that you choose this option.

3.13.6.3 Cash Sale Defaults

When creating a ‘Cash Sale’, start on the ‘F4 Parts Tab’ - Enabling this option will allow a ‘Default Charge To’ Customer account to be selected when NO Charge Customer is entered on the Sale. To select a default Customer, **press** the ‘Load’ button to load the drop down list. Once loaded, select a Customer from the list (Cash Sale might be a good default name)

3.13.7 Printing Defaults

The following defaults relate to printing invoices and statements in Intelogy.

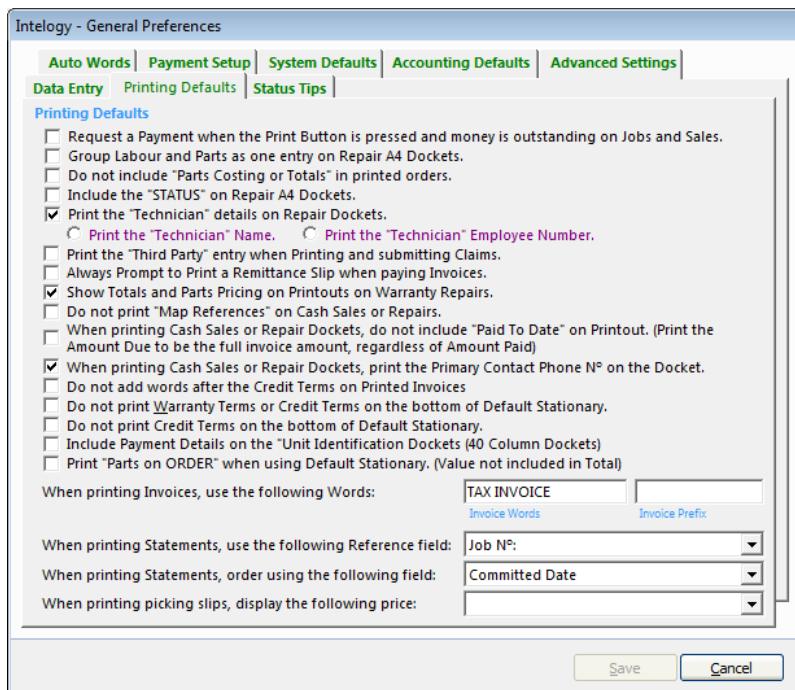


Figure 3.25 - Preferences - Printing Defaults

Group Labour and Parts as one entry on Repair A4 Dockets - will cause the Print Outs of the Default Stationary to not list Parts Totals and Labour Pricing separately.

Do not include “Parts Costing or Totals” in printed orders - avoids printing Parts Cost or Totals on an Order. This option does not apply to some Custom Stationary.

Include the “STATUS” on Repair A4 Dockets - will print the repair status on the top right hand side of an ‘A4 Repair Docket’.

Print the ‘Technician’ details on Repair Dockets - There are two options available when selecting this option, In the “Office Use Only” section of the default printout, you can print either:

The “Technician” Name.

The “Technician” Employee Number.

Always Prompt to Print a Remittance Slip when paying Invoices - When processing your accounts payable (Creditors Browser), you can be prompted to print a “Remittance” sheet to advise the Creditor of the payment. If you choose to print a cheque, the cheque will also include a short remittance advise. You do not need to do both.

Show Totals and Parts Pricing on Printouts on Warranty Repairs - When returning a Repair Item to your Customer, you may supply a “Service Report” of work done. By default, Intelogy chooses not to display Costings on Warranty Printouts. To override this function, **click** this option.

Do not print “Map References” on Cash Sales or Repairs - If you have purchased the Map Reference Plug-in, Intelogy will print Map References as part of the Address Block. **Click** this option to override the default.

When printing Cash Sales or Repair Dockets, do not include “Paid to Date” on Printout - By Default, Intelogy will include the amount paid as part of the totals on Default Stationary.

Click this option to override the default. The amount shown as “Due” will not allow for any Part Payments.

When printing Cash Sales or Repair Dockets, include the Primary Contact Phone Number on the Docket - when selected, the Phone Number will be printed as part of the Address Block.

When printing invoices, use the following Words: - in Intelogy, you can customise the wording that appears on each invoice. Australian Taxation Law requires the Words “Tax Invoice”

to appear on every Invoice in which GST is part of and the words “Tax Adjustment” on all refunds. **Enter** your text in the space provided. The default value is ‘Tax Invoice’. When printing Statements, use the following Reference Field when available - you have a choice of which ‘Reference Number’ is used. To choose a value, **select** an item from the drop down list.

When printing picking slips, display the following price - in Intelogy, you have a choice of which ‘Price’ is used. To choose a value, **select** an item from the drop down list.

3.13.8 Status Tips and Automatic e-mail Notification

Each Repair is capable of being placed into a different Status until it is converted. Intelogy can be configured to send automated Notifications in the form of an e-mail to the Service For Customer if one exists, otherwise the notification will be sent to the Charge To Customer.

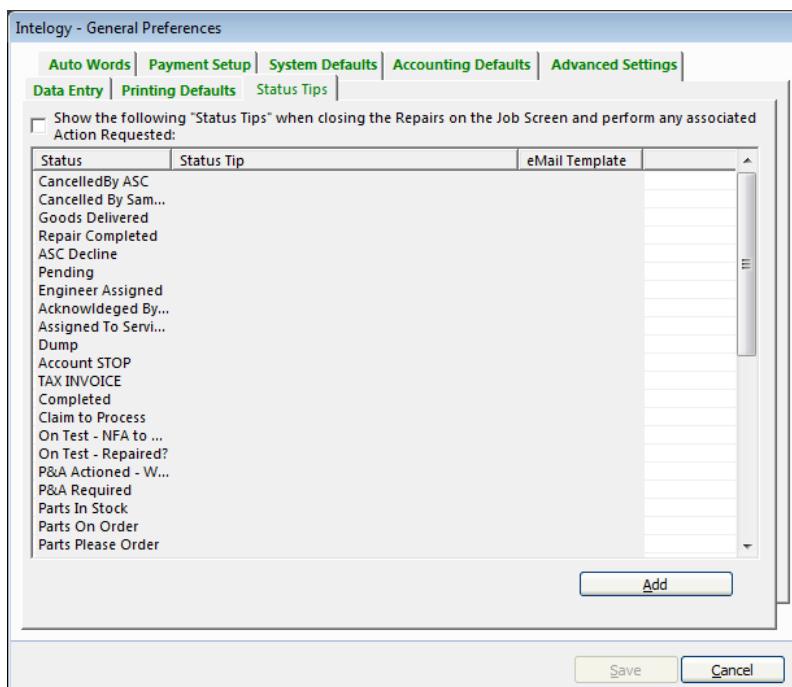


Figure 3.26 - Preferences - Status Tips

1. **Click** on the “Show the following “Status Tips” when closing the Repairs and perform any associated Action Request to enable this function.
2. **Click** on the Status that you wish to work with and **press** the “Add” button.
3. Enter the text for the Status Tip and **click** “Accept”
4. Select the e-mail Template from the list if you wish to use the Automated Notification function.

Intelogy - Messaging Service must be installed and configured for Notifications to operate.

3.14 Personal Preferences For Administrator

This feature is located under the ‘Edit’ menu.

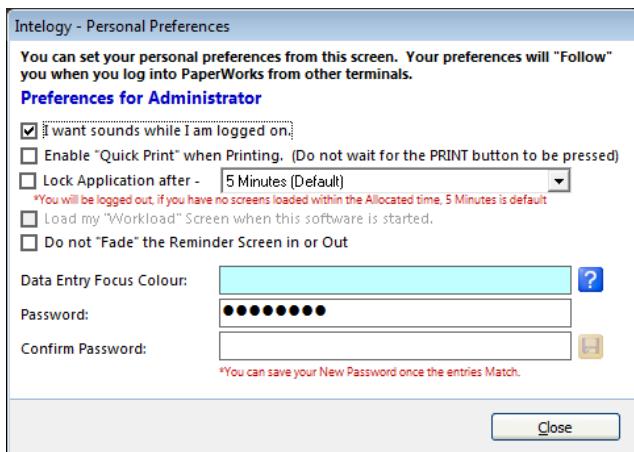


Figure 3.26 - Personal Preferences

There are a number of ‘personal’ options, these include:

I want sounds while I am logged on - Intelogy is capable of producing audible prompts as well as visual prompts.

Enable “Quick Print” when Printing - The ‘Quick print’ feature causes documents to be printed without the need to press the print button.

Lock this terminal when there has been 5 minutes of inactivity - You will be automatically logged out, if you have no active screens open after 5 minutes of inactivity.

Load my “Workload” screen when Intelogy is started - **click** this option to display the ‘my Workload’ screen when first logging in. This option is only available for ‘technician’ and ‘apprentice’ employee types. For more information on the ‘my Workload’ screen, refer to Section 15.13.

Do not ‘Fade’ my reminders screen inside and out- makes them pop up rather than fade.

Data Entry Focus Colour - To change the ‘focus’ colour for data entry text boxes, **press** the ‘?’ Button. Select the desired colour from the color palette, then press the ‘OK’ button.

 Use a high Contrast Colour to reduce Eye Strain, Text by default is Black.

To change your password, **click** inside the text box labelled ‘Password’, this highlights the existing password. **Enter** your new password over the top of the existing password. You MUST confirm the password by retyping the same password in the ‘Confirm Password’ text box. To save your password, **press** the ‘’ button.

 Other settings including Permissions for each user are set through the Network Centre. Refer section 3.11.1 for more information.

3.15 SMS Configuration

This feature is located under the ‘Edit’ menu under **SMS Configuration**.

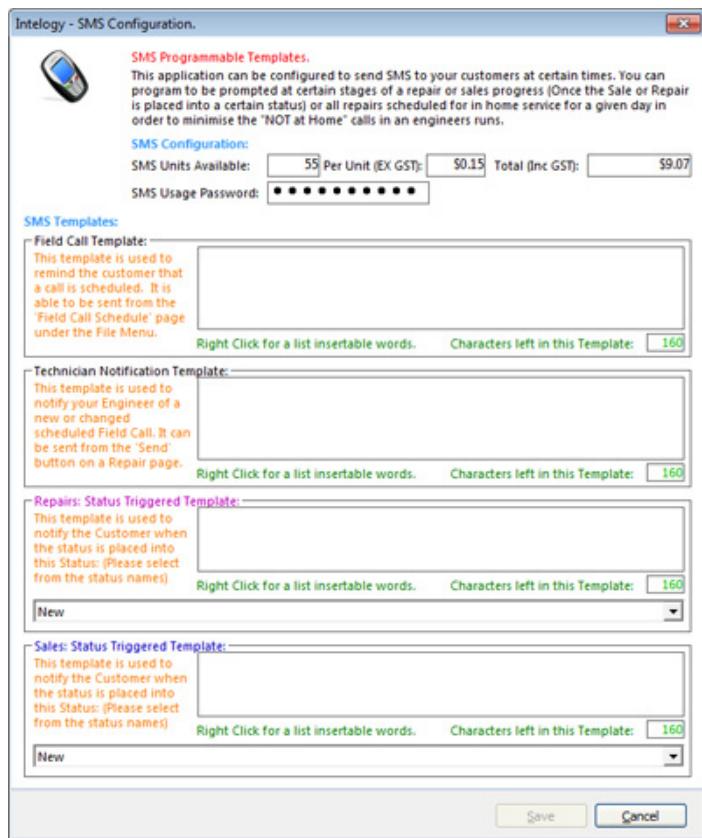


Figure 3.27 - Intelogy SMS Configuration Screen.

The SMS Configuration allows you to create a Template for the messages that can be sent at different stages of a Repair or Sales ‘Life’. The Configuration screen allows you to view how much credit you have and enter your password to access the system.

A different template can be programmed for each status in the system. A template can have a maximum of 160 characters and will be cut off at 160 characters when being sent.

A history of sent SMS messages is available on the Members Only section of the Intelogy website.

To enable SMS sending of messages you will need to have available credit. If you require credit please contact Intelogy on (03) 9038 9099. At the time of printing each credit is sold at \$0.15+GST. Payment must be made before the credits can be applied. Once payment has been made update your available credits located in Figure 3.27 - Intelogy SMS Configuration Screen

4.0 Getting Started

To start using Intelogy, certain items must be configured and operational. This “Getting Started” section has been developed to identify Work Flow and basic requirements. For an in depth explanation on each point, you will be referred to the relevant section.

4.1 Work Flow

4.1.1 Setup required in order to create a Repair

In order to record a Repair, the following areas of Intelogy are required to be configured.

1. You will need to have a “Technician” entry in the Employment Records in order to “Allocate” the Repair. Please ensure that the Employee Type is “Technician” so that Intelogy can allocate work to them. Refer to section 5.0 for more information
2. You will need to have a “Supplier” entry in the Supplier Records in order to create an Inventory Item. Please ensure that the “Supplier Type” is “Stock Supplier” so that an Inventory Item can be allocated to them. Refer to section 6.0 for more information
3. You will need to have an Inventory Item in order to sell “Spare Parts” on a Repair. Please do not place any value “On Hand” and call the part “MU-PART”. Refer to section 9.5 for more information
4. Ensure that you have Full Permission for all parts of the Intelogy Program. Refer to section 3.11.1 for more information.

4.1.2 Creating a Repair

We are going to create a “Repair”, allocate it to a Technician, add one spare part, complete the “Repair” and collect the funds.

1. **Click** on the “F3 - New Job” button. You will be presented with a message box, requesting the first Job Number. Enter “1000”.
2. The “Job” screen will now be open, allowing for the creation of a New Customer. On the “F2 - Charge To” tab, enter the name of the company or person who is paying for the repair. (In Warranty Work, the invoice should be paid by the Warranty Administrator or Manufacturer)
3. If the company or person who is paying the Invoice is not the owner, you will need to enter the owners details in the “F3 - Serviced For” information.
 Intelogy does not require a “Serviced For” Customer. If the ‘Charge To’ and ‘Serviced For’ are the same, only enter the Customer into the “Charge To” tab.
4. Next, we need to identify the unit being repaired and record the fault reported by the Customer. **Clicking** on the “F4 - Unit Details” tab will allow us to enter the information. Enter in the details of the Unit, including Model, Manufacturer and Description. You will be prompted along the way to “Save” these new references. Saving the references allows Intelogy to load them automatically next time the same Model is entered.

4.1.3 Allocating a Repair

Intelogy allows the data entry person to decide on who is most suitable to complete certain repairs. Intelogy will manage and identify the level of work each technician is able to do.

On the “F4 Details” tab, **select** a technician from the list. This repair will now show up in his “my Workload” screen. Refer to section 15.3 for more information.

4.1.4 Recording Warranty Information

If the Repair is being repaired under “Warranty”, you should record the Warranty Information requested on “F7 - Warranty” tab. Your Repair is now “Booked” in. Press the Save button and exit out of the “Job” screen.

4.1.5 Modify and adding Parts to a Repair.

When a technician first logs into Intelogy, he will be presented with a list of Repairs that require action. This list is referred to as “my Workload” within Intelogy. This list identifies repairs and allow the technician to organise himself.

We will now “Progress” our repair by adding a Spare Part, placing an Order for the Spare Part. Most of this is automated by Intelogy Stock Control.

1. Load the Repair through the Find Screen.
2. We will assume that the diagnosis has been completed and a Spare Part is required to complete the repair. **Click** on the “F5 - Parts” tab.
3. **Click** on the “New Part” button. A Line Entry will now appear in the Top List, prompting you for the Quantity Required. “1” is entered by default. **Pressing** the “Enter” key on the Keyboard will move focus from the Quantity Column to the “Part Number” column. **Enter** “M” and the rest of the Part Number should be entered automatically by Intelogy. **Press** the “TAB” key as we have finished entering the Part Required.
4. You will be prompted by a Stock Control Management screen, informing you that we do not have any stock of the “MU-PART” and that we need to place one on order. **Press** the “Continue” button.
5. The part that we have entered will be removed from the Top List, and placed into the bottom list, and once saved, will identify key information including the Order it has been placed on.
 Intelogy will have taken the “Status” of this repair from “NEW” and placed it automatically in “Waiting Parts”. The computer will also have recorded the dates that this change happened.

4.1.6 Sending and Receiving an Order

Now that the Spare Part required is on order, we need to work with this order to progress this Repair. Each Order contains required spare parts from a certain manufacturer. As other parts are required, Intelogy will locate an existing “Open” order (Not Sent) and add the required Spare Part. To process our order:

1. Load our Order, this can be done by noting the Order Number and accessing the order through the Find Screen or you can **double click** the appropriate line in the list.
2. **Click** the “Modify” button to edit this order.
3. **Click** the “This Order has been Sent” option and **press** the “Save” button. You can then “Send” the order by electronic File, Print or Fax.

Now that the order has been “sent”, we will process it by marking the item as “received”.

1. **Press** the “Modify” button.
2. **Double Click** the ‘’ Green Tick Column to signify that the Part has been received.
3. **Double Click** the “Invoice N°” Column and enter in the Invoice Number that the Spare Part was supplied on. (In our case, make one up!)
4. **Double Click** on the “@ Cost” column and enter “10”, representing \$10.00. **Press** the “TAB” key. You will be prompted with a range of questions regarding Updating Spare Parts Pricing.
5. **Click** the “Save” button. You will now be prompted to register the account payable for the Stock that you have received. You should always Generate and Save these invoices.

4.1.7 Entering Charges and Converting our Repair.

The Status of our Repair will now have been updated by the Stock Control to “Parts In Stock”. Please exit out of the Order Screen. Although the stock has been arrived, the Amount on Hand value will not have been increased as the stock is “Reserved” specifically for this Repair. We now need to return to the repair and complete our paper work.

1. Parts that are available to be added to repairs will be identified by a ‘’. We are now go-

ing to move them onto the Repair. This allows certain housekeeping functions to occur in the Stock Control. A complete “history” is recorded on each item and is available from the Stock Control Screen.

2. Our “Repair” should still be loaded. **Press** the “Modify” button to add the part to the repair.
3. **Select** the available part from the “Parts to be Ordered or Transferred” list and **click** on the “Add to Job” button.
4. **Click** the “F6 - Financial Report and Services” Tab. Locate the “Service Report” field and enter a “Service Report” for this Repair.

The Repair is now updated, the Spare Part is listed on the Repair and the Totals have been modified with the Sell Price. We are now going to update the Charges and convert this “Repair” into a “Tax Invoice”.

1. We are now going to enter our Charges for this repair. In the ‘Unit’ area, enter in “1” and in the ‘Rate’ area, enter in “61.11”. This number has been chosen to demonstrate “Rounding”.
2. Now that we have entered in the appropriate charges, we need to “Convert to Invoice”. This function instructs Intelogy that the repair is ready to be handled by the Accounting Engine. Converting to an Invoice places the Profit (Net of GST) on the Profit and Loss account, it places the Repair into a “Credit” account and registers the amount due in the Trade Debtors Account. You will be prompted to place the repair into the “Completed” Status.
 Any Payments processed while the repair is not “Converted” are treated as Security Deposits.

4.1.6 Accepting Payments

 You need ‘Process Payments’ permissions to access this feature. Refer to Section 3.11.1 User Permissions for more information.

Once a Repair has been “Converted to an Invoice”, the repair will be listed in the Debtors Browser (Account Receivable) until it is paid in Full. To accept a Payment:

1. **Click** on the “Save” Button. Once the Repair is “Saved”, please **click** the “Pay” button.
2. **Click** the account which you choose to select. The total will be reduced to a “Rounded” value, allowing for the Amount to be entered into the Amount Tendered Area.
3. **Click** the “Save Payment” button to accept the payment.
 The rounding option is only available when accepting Cash Payments.

The Repair will now show the amount of Rounding and will have been marked Paid.

5.0 Employee Management

 You need ‘Employee Database’ permissions to access this feature. Refer to 3.11.1 for more information.

Figure 5.1 - Employee Information

⚠ This screen differs greatly to the screen in the Call Center application. Instructions will be provided as part of your ongoing training and development program.

The following options are available from the tool bar:

NEW: creates a NEW employee record.

MODIFY: places the employee screen in ‘Modify’ mode. This option is only available when viewing existing employee records.

SAVE: saves the employee record.

DELETE: deletes the employee record. When deleting an employee you have three options: ‘Combine’, ‘Delete’ or ‘Cancel’.

1. **Combine** - **Press** the ‘Combine’ button to combine the employees’ data with another employees data. The employee is then deleted but all data relating to this employee is retained.
2. **Delete** - **Press** the ‘Delete’ button to delete the record. Intelogy can not delete a record that is being referenced.

3. **Cancel** - Press the ‘Cancel’ button exits the ‘Delete’ function without doing anything.

FIND: opens the ‘Find’ screen. Please refer to Section 17.7 for information on the Find screen.

REMIND: press the ‘**Remind**’ button to send a reminder to an employee, this will start the Intelogy Reminders Screen. Refer to Section 11.7 for more information on Reminder Management.

5.1 Add A New Employee Record

You can create a New Employee Record by either:

- **Selecting** the ‘Employee’ option under the ‘File > New’ menu.
- **or Pressing** the ‘Create a New’ on the ‘F8 - Employee’ tab on the ‘Find’ screen.

- or Pressing the ‘New’ button (on the tool bar) on the Employee screen.

The following information is entered on the ‘Employee Details’ tab.

 To Save an Employee, only a Name is required.

1. **Enter** the employees’ name (Last & First names). Required field.

 Intelogy will not let you save records until all required fields have data in them.

2. **Enter** the employees’ address information. When entering the suburb, Intelogy automatically completes the suburb, state and post code.

3. **Enter** the employees’ phone numbers. (Phone & Mobile).

4. **Enter** the employees’ tax file number & employee number.

5. **Enter** the employees’ e-mail addresses.

 The work e-mail address is used by the internal e-mail system. Refer to Section 11.0 for more information on the ‘Internal e-mail System’.

6. **Click** appropriate ‘
 7. **Enter** the employee details. To select an ‘Employee Type’, **click** the corresponding drop down box. A technician can also be assigned to a ‘Van’. Please refer to Section 14.4 for more information on ‘Van Management’.

8. **Enter** an ABN Number (If the Employee trades under their own ABN)

9. **Enter** the labour default rate for this employee (only applies if the employee type is ‘Technician’). The default rate is used when assigning this employee to a Repair.

10. **Enter** the maximum number of calls for this employee. This applies if the employee type is ‘Technician’. Refer to Section 15.2 for more information on ‘Service Call Management’.

11. **Enter** the employees’ ‘Start Date’, ‘Cease Date’ and ‘Birth Date’. The ‘Start Date’ is the date the employee started work for the company. The ‘cease date’ is date employment was terminated. To enter a date, click the ‘
 12. To allow this employee to log into Intelogy, **click** the ‘Allow this User to ‘Log’ into Intelogy’ option. Enabling this option will also list the employee in the ‘Network Center’, refer to Section 3.11, where their permission can be setup.

5.1.1 Holidays and Days Unavailable

You can record “Holidays” and “Days Unavailable” within Intelogy. If the Employee type is “Technician” or “Apprentice”, no calls can be booked for this employee on the days included.

1. **Enter** the ‘Date From’. The ‘Date From’ is the starting date.

2. **Enter** the ‘Date To’. The ‘Date to’ is the finishing date.

3. **Enter** the ‘Reason’ for the employee’s absence.

4. **Select** the ‘Unavailable’ Type from the Type List Box.

5. **Press** the ‘Add’ button to add the new entry to the list. To remove an item from the list, **select** the item by clicking on the item itself. **Click** the ‘Remove’ button to remove the item.

6. To Print the list of ‘Holidays and Days Unavailable’, **click** the ‘Print’ button. Refer to Section 15.1 for information on the ‘Print dialog’ screen.

The last tab on the Employee screen is the ‘Notes’ tab. This section allows the entry of any notes, memos or any additional regarding this employee.

Once all the necessary employee information has been entered, **press** the ‘Save’ button to save the new employee record. Once saved, the employee screen is disabled. Please continue to the next section - Editing a Employee Record.

5.2 Edit An Existing Employee Record

To Edit an existing employee record you must first click the ‘Modify’ (located in the tool bar) button. Refer to Introduction for information on the principals behind the ‘Modify’ button.

Once in Modify mode, the employee record can be edited. To save any changes made, **click** the ‘Save’ button. Clicking the save button automatically disables the screen.

 When closing the screen, if the information hasn’t been saved you will be asked - ‘Do you wish to save your changes?’

- **Press** the ‘Yes’ button to save the record and close the screen.
- **Press** the ‘No’ to close the screen WITHOUT saving the changes made.
- **Press** the ‘Cancel’ button to stop the screen from closing.

6.0 Supplier Management

 You need ‘Supplier Details’ permissions to access this feature. Refer to 3.11.1 for more information.

The following options are available from the tool bar:

NEW: creates a NEW supplier record.

MODIFY: places the supplier screen in ‘Modify’ mode. This option is only available when viewing existing supplier records.

SAVE: saves the supplier record.

DELETE: deletes the Supplier Record. When deleting a supplier you have three options: ‘Combine’, ‘Delete’ or ‘Cancel’.

1. Combine - **Press** the ‘Combine’ button to combine the Suppliers data with another Suppliers data. The supplier is then deleted but all data relating to this supplier is retained.
2. Delete - **Press** the ‘Delete’ button to delete the record. Intelogy can not Delete a record that is being Referenced.
3. Cancel - Press the ‘Cancel’ button exits the ‘Delete’ function without doing anything.

FIND: opens the ‘Find’ screen. Please refer to Section 17.3 for information on the Find screen.

PRINT: there are three (3) print option available;

- ‘Print Invoice History’ - prints the Account History List for the supplier.
- ‘Print Mailing Label’ - prints a mailing label containing the suppliers address details.
- ‘Print A4 Delivery Docket’ - prints a delivery docket for the current supplier.

ADJUSTMENT: opens the ‘Create an Invoice’ screen. Please refer to Section 12.8 for information on the Create an Invoice screen.

HISTORY: opens the ‘Bills Paid History’ screen. Please refer to Section 12.11 for information on the Bills Paid History screen.

The screenshot shows the 'Supplier Details' window with the following interface:

- Tool Bar:** New, Modify, Save, Delete, Find, Print, Adjustment, History.
- Tab Bar:** Supplier Details (selected), Notes, Account Activity, Alternate Suppliers.
- Supplier Details Tab Content:**
 - Company Name: [Input Field]
 - Address: [Input Field]
 - Country: [Input Field]
City: [Input Field] State: [Input Field] Postcode: [Input Field]
 - Phone No.: [Input Field] Fax No.: [Input Field]
- Contact Management Tab Content:**
 - Contact: [Input Field]
Name: [Input Field] Title: [Input Field]
 - Contact Phone: [Input Field]
 - Mobile Phone: [Input Field]
 - Preferred Remittance Type (Media): Printed
 - Use the 'Intelogy - Samsung XML Hub' for all Purchase Orders using this Supplier.
(Contact Intelogy for details on activating this Function within this Software.)
- Financial Record Tab Content:**
 - Company ABN: [Input Field]
 - Supplier Type: [Dropdown]
 - Account No.: [Input Field]
 - Trading Terms: [Dropdown] No Specified Terms
- eMail and Contact Information Tab Content:**
 - This Account is Inactive. Do not list it under Suppliers for Spare Parts.
 - Track Expense in: [Input Field]
 - Track Liability in: [Input Field]
 - eMail Address: [Input Field]
 - Web Address: [Input Field]

Figure 6.1 - Supplier Details

! This screen differs greatly to the screen in the Call Center application. Instructions will be provided as part of your ongoing training and development program.

6.1 Add A New Supplier Record

A new supplier can be created by:

- **Selecting** the ‘Supplier’ option under the ‘File > New’ menu.
- **or Pressing** the ‘Create a New’ on the ‘F4 - Supplier’ tab on the ‘Find’ screen.
- **or Pressing** the ‘New’ button (on the tool bar) on the Supplier screen.

The following information is entered on the ‘Supplier Details’ tab.

1. **Enter** the Company name. Required!
2. **Enter** the suppliers’ address information. When entering the suburb, Intelogy automatically completes the suburb, state and post code.
3. **Enter** the Country.
4. **Enter** the phone numbers. (Business contact phone N° and fax N°)
5. **Enter** the Supplier Contact Name and Title.
6. **Enter** the Phone Number of the Supplier Contact person.
7. **Enter** the Mobile Phone Number of the Supplier Contact person.
8. **Enter** the Suppliers’ e-mail address.
9. **Enter** the Suppliers’ company ABN°.
10. **Select** a supplier type from the drop down list. Required!

Different “Supplier Types” are as follows:

A Consultant - would be a third party responsible for things such as Accountant, Book

Keeper, Business Manager, etc.

A Contractor - would normally be someone who would be contracted by you to work on projects or repairs from external to the Company, not a wage earner.

A Stock Supplier - is a company that you purchase your stock from. Only Stock Suppliers are listed as a Supplier from the Stock Control Screen.

A Utility - is companies that provide electricity, telephone service, postage services, internet etc. E.G: Australia post is an Utility Provider. The Australian Tax Office would come under "Utility".

11. **Enter** the Account N° that the supplier HAS ISSUED to you.

12. You MUST select an account in which to track expenses in. E.g.: any stock purchases from a supplier will be tracked in the 'cost of stock' expense account.

13. You MUST select an account in which to track liabilities in. E.g.: the invoiced amount from the purchase order will be tracked a liability account until paid (normally trade creditors).

 On the 'Notes' tab, enter in any notes, memos or additional information for the current supplier.

The 'Account Activity' tab lists any financial activity for the current supplier. Information in this list is grouped by month and is colour coded to identify the "Status" of each entry.

Blue indicates an Unpaid or Part Paid invoice.

Green indicates a payment processed.

Black indicates that the invoice has been paid in full.

Red identifies Credits that have been credited to your account.

6.1 Add A New Alternate Supplier Record

The 'Alternate Suppliers' tab allows for the management of Alternate suppliers for this supplier. This function is only enabled if the option in the Intelogy Preferences is ticked, refer to Section 3.13.4. for more information.

When ordering inventory if the items supplier has Alternate Suppliers listed Intelogy will prompt to select which particular supplier to order the Item from. This function is only required if you order the one Item from many suppliers.

To add an Alternate Supplier:

1. **Select** the Supplier from drop down list.

2. **Press** the 'Add To List' button to add the item to the Alternate Supplier list.

To remove an Alternate Supplier:

1. **Select** the Supplier from in the list.

2. **Press** the 'Remove' button to remove the item from the Alternate Supplier list.

6.2 Edit An Existing Supplier Record

To Edit an existing supplier record you must first click the 'Modify' (located in the tool bar) button. Refer to Introduction for information on the principals behind the 'Modify' button.

Once in Modify mode, the supplier record can be edited. To save any changes made, **click** the

‘Save’ button. Clicking the save button automatically disables the screen.

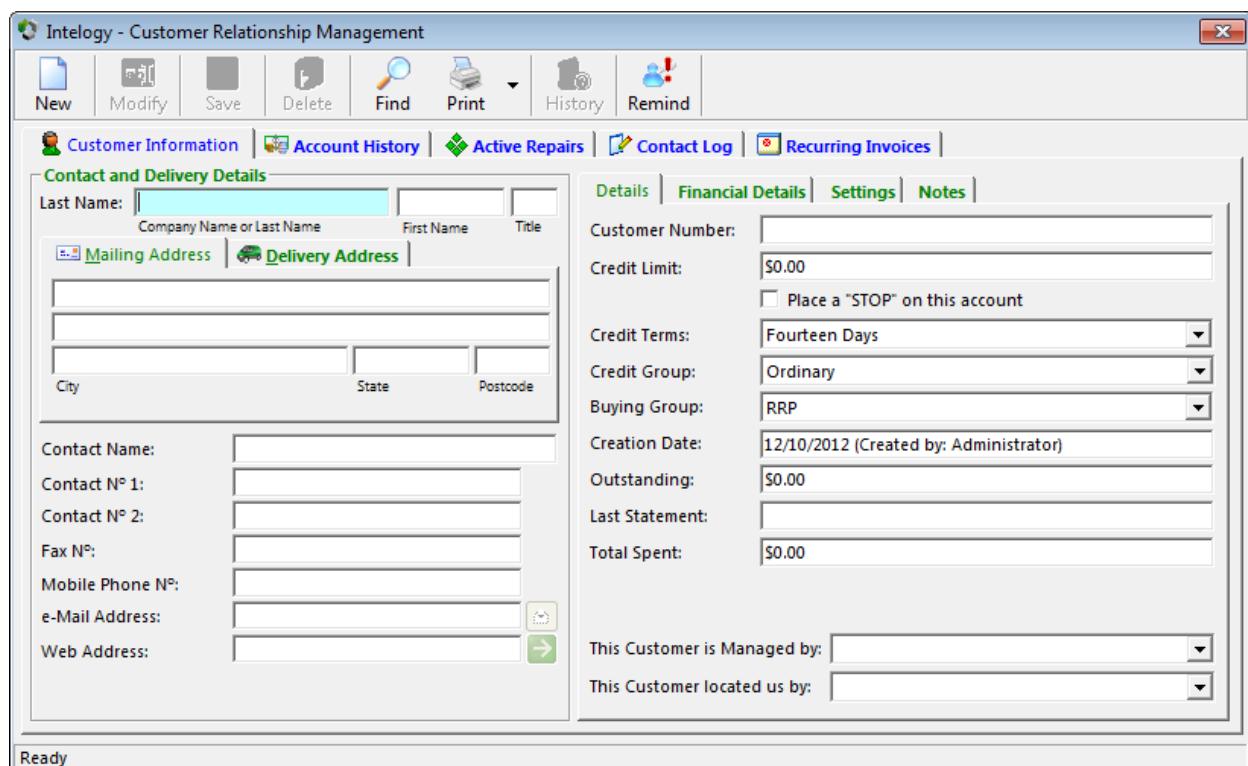
 When closing the screen, if the information has changed and has not been saved you will be asked - ‘Do you wish to save your changes?’.

- **Press** the ‘Yes’ button to save the record and close the screen.
- **Press** the ‘No’ to close the screen WITHOUT saving the changes made.
- **Press** the ‘Cancel’ button to stop the screen from closing.

7.0 Customer Relationship Management

This feature allows for simple customer relationship management. This includes setting defaults to be used when creating invoices for this customer, if this customer requires Recipient Created Tax Invoices, management of Account Details and Contact Information.

 You need ‘Customer Account Details’ permissions to access this feature. Refer to Section 3.11.1 for more information.



The screenshot shows the Intelogy - Customer Relationship Management application window. The title bar reads "Intelogy - Customer Relationship Management". The menu bar includes "File", "Edit", "Customer Information", "Account History", "Active Repairs", "Contact Log", "Recurring Invoices", "Help", and "About". The toolbar contains icons for New, Modify, Save, Delete, Find, Print, History, and Remind. The main interface has tabs: "Customer Information" (selected), "Account History", "Active Repairs", "Contact Log", and "Recurring Invoices". The "Customer Information" tab displays the "Contact and Delivery Details" section. It includes fields for Last Name (with Company Name or Last Name, First Name, Title dropdowns), Mailing Address (with Delivery Address link), and Delivery Address (with Mailing Address link). On the right, there are tabs for "Details", "Financial Details", "Settings", and "Notes". Under "Details", there are fields for Customer Number, Credit Limit (\$0.00), Credit Terms (Fourteen Days), Credit Group (Ordinary), Buying Group (RRP), Creation Date (12/10/2012), Outstanding (\$0.00), Last Statement, Total Spent (\$0.00), and two dropdowns for "This Customer is Managed by" and "This Customer located us by". At the bottom left is a "Ready" status indicator.

Figure 7.1 - Customer Relationship Management

 This screen differs greatly to the screen in the Call Center application. Instructions will be provided as part of your ongoing training and development program.

The following options are available from the tool bar:

NEW: creates a NEW Customer record. While not in Edit Mode, the Drop down Option from beside the New Button will allow for the creation of a New Repair using this Customer as the “Charge To” Customer.

MODIFY: places the Customer screen in ‘Modify’ mode. This option is only available when viewing existing Customer records.

SAVE: saves the Customer record.

DELETE: deletes the Customer Record. When deleting a Customer you have three options:

‘Combine’, ‘Delete’ or ‘Cancel’.

1. Combine - **Press** the ‘Combine’ button to combine the Customer data with another Customer’s data. The Customer is then deleted but all data relating to this Customer is retained.

2. Delete - **Press** the ‘Delete’ button to delete the record. Intelogy can not Delete a record that is being Referenced.

3. Cancel - Press the ‘Cancel’ button exits the ‘Delete’ function without doing anything.

FIND: opens the ‘Find’ screen. Please refer to Section 17.2 for information on the Find screen.

PRINT: there are three print options available;

- ‘Print Statement’ - prints a statement for any outstanding amounts owed.
- ‘Print Address Label’ - prints a address label containing Customer address details.
- ‘Delivery Docket’ - prints a delivery docket for the Customer.
- ‘Account History’ - prints the Account History.

HISTORY: lists the Repair history for the Customer and allows you to create ‘Duplicate’ Repairs.

REMIND: press the ‘**Remind**’ button to send a reminder to an employee, this will start the Intelogy Reminders Screen. Refer to Section 11.7 for more information on Reminder Management.

7.1 Add A New Client Record

A New Customer can be created by:

- **Selecting** the ‘Client’ option under the ‘File > New’ menu.
- **or Pressing** the ‘Create a New’ on the ‘F3 - Client’ tab on the ‘Find’ screen.
- **or Pressing** the ‘New’ button (on the tool bar) on the Customer screen.

To ADD a new Customer record:

1. **Enter** the Company Name or Last Name. Required!
2. **Enter** the First Name and Title (e.g.: MR, MRS).
3. **Enter** the Mailing address details. When entering the suburb, Intelogy automatically completes the suburb, state and post code.
4. If a different delivery address is required, **click** the ‘Delivery Address’ tab and **enter** the Delivery address details. To use this address when the customer is ‘serviced for’, **click** the ‘Use this Address as the delivery address when this customer is the ‘Service for’ customer’ option on the delivery address tab. (Repairs only)
5. **Enter** the Contact phone numbers.
6. **Enter** the Fax and Mobile phone numbers.
7. **Enter** the E-mail address for the Customer.
8. **Enter** the Contact Name, i.e.: the contact name could be the name of the person you deal with at a company.

The following information is located on the ‘Customer Details’ tab.

9. **Enter** the Customer Number. If NO Customer number is entered, Intelogy will automatically create one when saving.
10. **Enter** in a Credit Limit if applicable. No credits will be processed while the Customer is over their credit limit.
11. **Click** the ‘Place a STOP on this Account’ option to flag this Customer as being ‘STOPPED’. **Note:** the Customer can still be used, however a warning message will appear.
12. **Select** the ‘Credit Terms’ for the Customer from the drop down list. To **enter** ‘new’ credit terms, please refer to Section 3.4.

13. **Select** the ‘Credit Group’ for the Customer from the drop down list. The ‘Credit Group’ allows you to ‘group’ the Customers when displaying information in the ‘Debtors Browser’. For more information on the ‘Debtors Browser’, refer to Section 12.12.

14. **Select** the ‘Buying Group’ from the drop down list provided. The Customers ‘Buying Group’ determines the ‘sell price’ of a stock item when purchased by the Customer.

15. **Select** a ‘Advertising Method’ or ‘Where the Customer Found us’ value from the list provided. To enter a new value, **enter** it into the drop down list itself. When ‘clicking’ off of this item, the following screen appears:



Figure 7.2 - Add New Advertising Method

This screen displays a list of matches of the advertising method entered. To use one of the matches, **click** to select it and **press** the ‘OK’ button. To use the method entered in, just click the ‘OK’ button without selecting a match. This item will be saved in the Intelogy database for future reference.

 You need ‘Automatic Data Entry Setup’ permission to be able to enter new Advertising methods. Refer to 3.11.1 for more information.

The following information is automatically updated by Intelogy:

Creation Date - the creation date of the Customer.

Outstanding - lists any outstanding amount for the Customer.

Last Statement - the data of issue for the last statement issued to the Customer.

Total Spent - lists the ‘total amount spent’ by the Customer.

The following information is entered on the ‘Financial Details’ tab.

1. **Enter** the bank ‘Account Title’. (Name of the account)

2. **Enter** the bank ‘Account Number’.

3. **Enter** the ‘BSB’ number of your banking institution.

4. To **Select** a contra account for this Customer **press** the  button, this displays the ‘Chart of Account’ screen. Refer to Section 12.19.

5. To default all Repairs created to ‘Recipient Created Tax Invoices’ when the Customer is the ‘Charge To’ customer, **check** the corresponding option.

A Recipient Created Tax Invoice is usually requested by Manufacturers. This allows the Manufacturer to alter and change invoice amounts without the need of creating a Tax Adjustment. For Details on creating “RCTI” Repair Claims, please refer to Section 9.7.2.

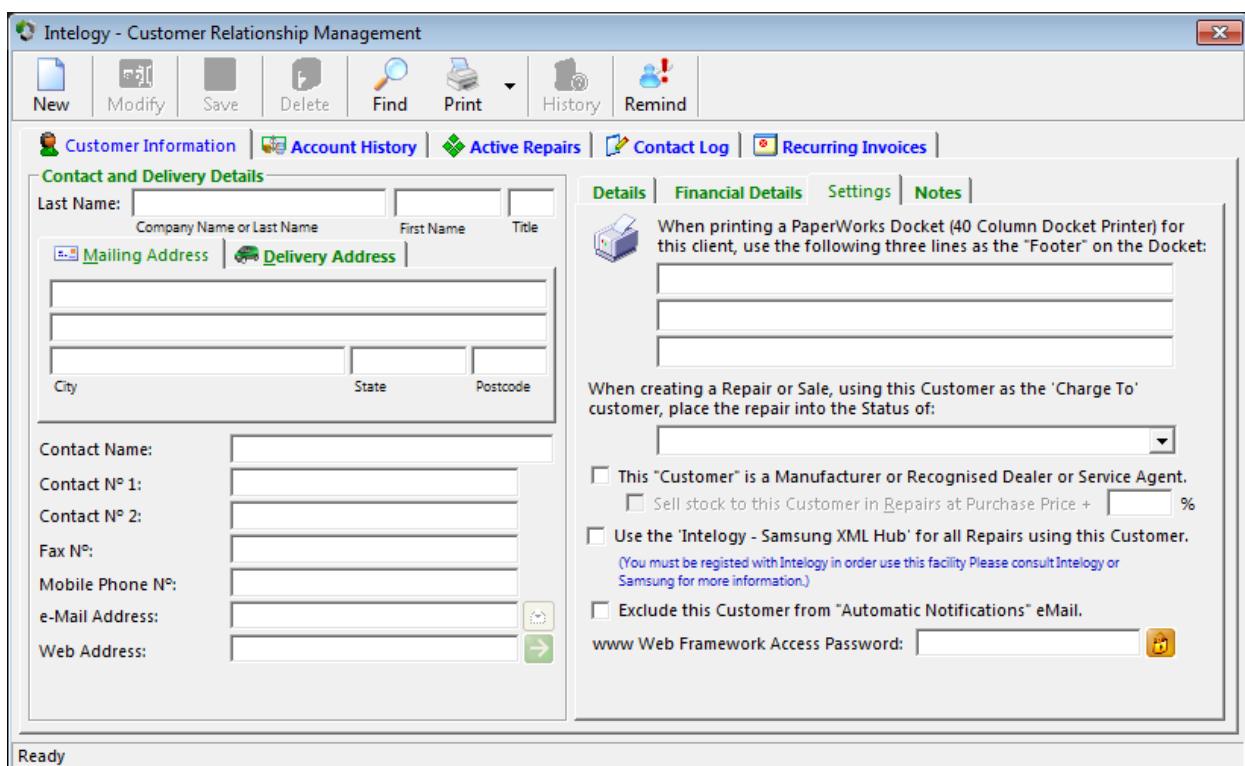


Figure 7.3 - Settings Tab

The following information is entered on the ‘Settings’ tab.

1. When printing a 40 column docket for this Customer, Intelogy can display a customised three line ‘footer’ message on the docket. **Enter** your message in the spaces provided.
2. When creating a New repair for this Customer, Intelogy can place the repair in a selected ‘Status’. **Select** a ‘status name’ from the list provided. For more information on ‘Statuses’, refer to Section 3.12.
3. **Click** the ‘This Customer is a Manufacturer or Recognised Dealer or Service Agent’ option if the Customer is a Manufacturer, Dealer or Service Agent. Clicking this option will allow this customer to be listed in the “Warranty Management” screen and include this customer in certain Reports.
4. When selling stock to this Customer in Repairs, Sell at Cost plus “____ %” allows you to re-sell Stock back to a manufacturer at cost plus a handling fee. If “0” is entered, this option is ignored and Buying Groups will be used.
5. Exclude this Customer from “Automatic Notifications” e-mail when ticked, will stop Automatic Notifications being e-mailed to the Customer. This option is useful when the Customer is a Service Agent or does not want e-mail to be sent.
6. **Enter** the www Access password for this Customer. This password is used when Intelogy is integrated with ‘Customer Web Framework’. For more information on ‘Customer Web Framework’, refer to Section 21.0. To have Intelogy create a random password, **click** the ‘’ button.

The following information is entered on the ‘Notes’ tab.

1. When the Customer account is marked ‘STOPPED’, Intelogy can display a message when creating new Sale or Repair for this Customer. **Enter** your message in the ‘first’ space provided.

 A Stopped Account in Intelogy can still be referenced. Rather than disabling the account, Intelogy relies on the user taking notice of the warnings and messages. A Stopped account can still be placed in Credit.

2. To display a message when creating Sales or Repairs for this Customer, **enter** in your message in the ‘second’ space provided. This message is ALWAYS shown.

The ‘Account History’ tab will show a complete history of all Repairs, Sales and Payments made by this Customer.

The ‘Active Repairs’ tab will show all current repairs that have not been Converted to an Invoice.

The ‘Contact Log’ tab allows you to record contact made with the customer that is not relevant to one single repair.

7.2 Edit An Existing Customer Record

To Edit an existing Customer record you must first click the ‘Modify’ (located in the tool bar) button. Refer to Introduction for information on the principals behind the ‘Modify’ button. Once in Modify mode, the Customer record can be edited.

To save any changes made, **click** the ‘Save’ button. Clicking the save button automatically disables the screen.

 When closing the screen, if the information hasn’t been saved you will be asked - ‘Do you wish to save your changes?’.

- **Press** the ‘Yes’ button to save the record and close the screen.
- **Press** the ‘No’ to close the screen WITHOUT saving the changes made.
- **Press** the ‘Cancel’ button to stop the screen from closing.

8.0 New Sale Management

This feature is used to process New Sale, for both Cash and Account Customers. A “Tax Invoice” is created when the sale is marked “Completed”.

 You will need different levels of permission to be able to use all features of this section. Refer to 3.11.1 for more information.

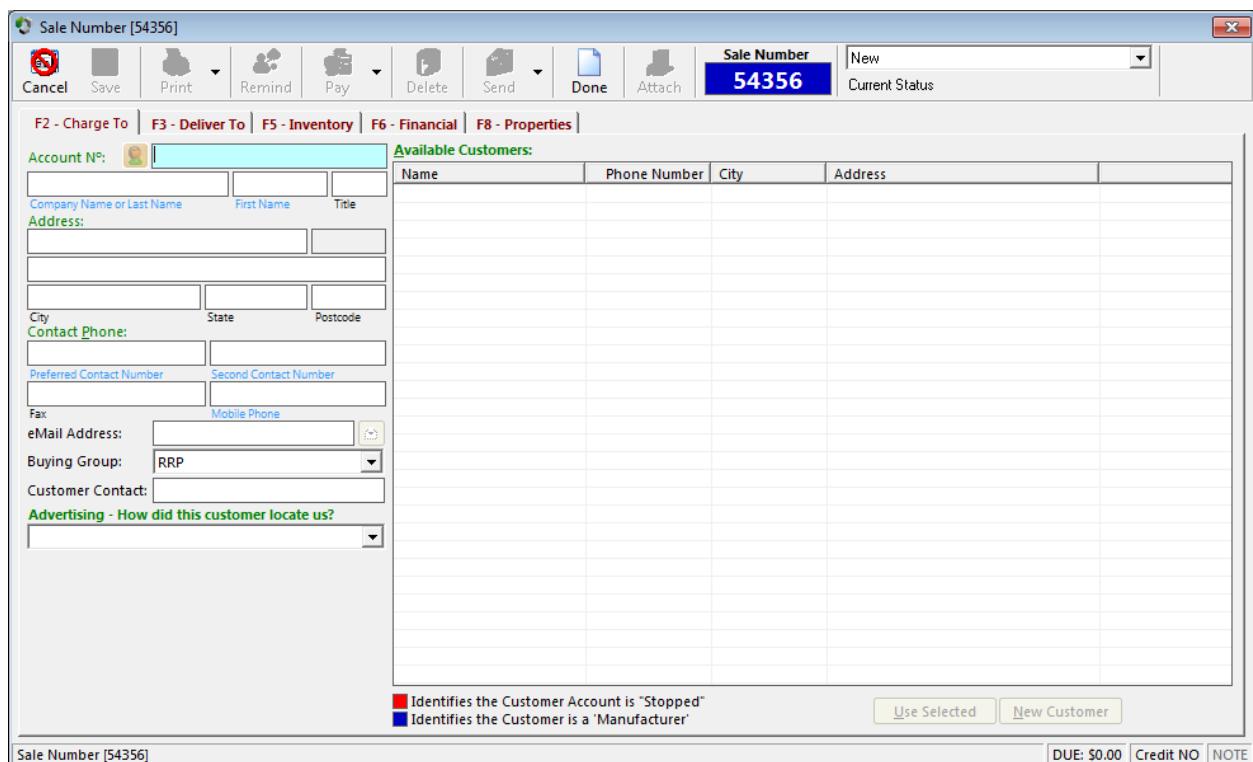


Figure 8.1 - Sales Management

The following options are available from the tool bar:

NEW: creates a NEW sale.

MODIFY: places the Sale screen in ‘Modify’ mode. This option is only available when viewing existing Sales. You must press the ‘Modify’ button to edit an existing record. Once the ‘Modify’ button has been pressed, you will be presented with a ‘Cancel’ button in place of the Modify Button. Cancel will discard any changes made to the Sale.

SAVE: saves the Sale.

CLOSE: closes the current Sale record.

FIND: opens the ‘Find’ screen. Please refer to Section 17.6 for information on the Find screen.

PRINT: Prints an “A4” Docket Tax Invoice for the Sale.

There are eight print options available:

- Print A4 Docket - select this option to print a docket tax invoice of the sale record.
- Print 40 Column Docket - select this option to print the sales docket on the docket printer (if connected). ‘Print Address Label’ prints an address label for the ‘Charge To’ Customer.
- Print Address Label - select this option to print an address label for the ‘charge to’ customer.
- Printer Unit Label - this option is disabled for cash sales.
- Print Inventory Label - this option will print an “Inventory” label for each item listed in the Parts List.
- Print packing slip - select this option to print a packing slip for the sale. This slip contains part, order and transfer information for internal use.
- Custom Label - Disabled for Cash Sales
- e-mail Invoice - When the Intelogy - Messaging System is installed, Intelogy will allow the Sale to be e-mailed to the e-mail address specified in the Charge To Customer Record. The sale will be e-mailed as a HTML document.

REMIND: *press* the ‘**Remind**’ button to send a reminder to an employee, this will start the Intelogy Reminders Screen. Refer to Section 11.7 for more information on Reminder Management.

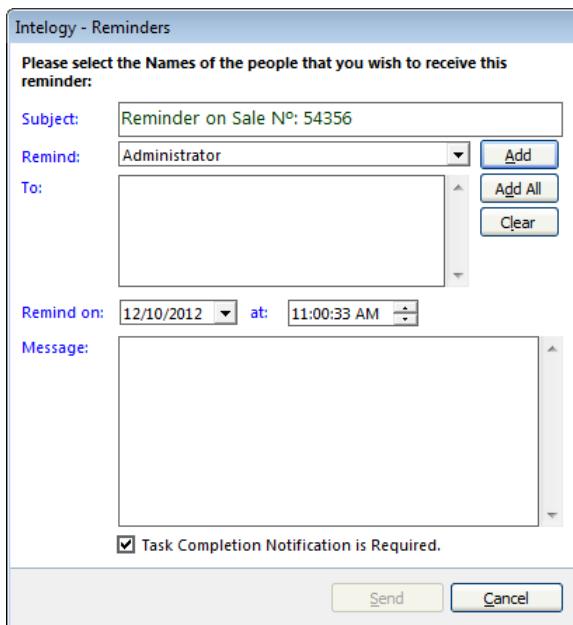


Figure 9.1.1 - Reminders

To Send a Reminder Message:

1. **Select** the ‘Employee’ name from the drop down list provided.
2. **Press** the ‘Add’ button to add the Selected Remind person into the ‘To’ text box.

To send a reminder to more than one person repeat steps 1 through 2.

3. **Select** the ‘Remind On’ date and time using the corresponding date selectors.
4. **Enter** the message in the space provided.

5. **Press** the ‘Send’ button to send the reminder message.

⚠️ Reminders are visible and usable through the Web Framework - Technician (At an additional Cost for Essentials users, included as part of the Call Center Application).

PAY: click this option to display the payment screen. The payment screen is used when accepting a payment for the cash sale. Refer to Section 8.8 for more information on Sale payments.

There are two payment options available:

- Un-Convert from being an Invoice - **click** this option un-convert a POS from being an invoice. Sales with payments made can't be unconverted (make negative payments to ZERO the Sale).
- Dishonour Payment - **click** this option to reverse a payment made and apply a “Dishonour” fee.

DELETE: use this button to delete the cash sale. Sales with parts can NOT be deleted.

8.1 Creating a New Sale

A new Cash Sale can be created by:

- **Pressing** the ‘New Sale’ button or by pressing the ‘F2’ key on the Main screen.
- **Select** the ‘New Sale’ option under the ‘File > New’ menu.
- **Pressing** the ‘Create a New’ on the ‘F7 - Sale’ tab on the ‘Find’ screen.

- **Pressing** the ‘New’ button on the tool bar on the new sale screen

8.2 Add a ‘Charge To’ Customer

Every Cash Sale must have a “Charge To” customer. The Charge To Customer is the person who is paying the bills.

Click the ‘F2 - Charge To’ tab to **enter** the ‘Charge To’ Customer details. There are two options available:

To enter a ‘New’ Customer:

1. **Enter** the account number. This is not a required field, Intelogy will automatically enter the next available number.
2. **Enter** the customer ‘Company Name or Last Name’, ‘First Name’ and ‘Title’ details.
3. **Enter** the address details. When entering the suburb, Intelogy automatically completes the suburb, state and post code.
4. **Enter** the contact Phone numbers.
5. **Enter** the e-mail address.
6. **Select** the buying group from the drop down list.
7. **Enter** or **select** an advertising method.

 You need ‘Automatic Data Entry’ permission to be able to add advertising methods. Refer to Section 3.11.1 for more information

To use an ‘Existing’ Customer:

1. **Enter** the customer ‘Company or Last Name’. Intelogy will then automatically display a list of all the matching customers.
2. To select a Customer from the list, **double click** on the selected Customer or **press** the ‘Use Selected’ button. This automatically displays the Customer details.

8.3 Add a ‘Delivery Address’ Customer

The ‘Delivery Address’ Customer is only required if the ‘Deliver To’ Customer differs from the ‘Charge To’ Customer.

Click the ‘F3 - Delivery Address’ tab to **enter** the ‘delivery Address’ Customer Details. To add the ‘delivery Address’ customer details, refer to the previous section.

To use the same Customer, as the one used on the charge to tab:

1. **Press** the  button.

 To enter in a ‘New’ customer, **click** the ‘New Customer’ button. This applies to ‘Charge To’ and ‘Delivery Address’ customers.

! Do NOT overwrite a Customer once you have selected a Customer from the List unless you wish to edit details of the selected Customer. Over typing will EDIT the existing Customer, not create a NEW Customer.

8.4 Adding Parts to a Sale

Click the ‘F4 - Parts In Sale’ tab to add parts to the sale. To ADD parts to a Sale: **Note:** When editing an existing sale, click the ‘Modify’ button before continuing.

1. **Press** the ‘New Part’ button. This adds a new item to the list with the quantity column highlighted.
2. **Enter** the Quantity . (The quantity must be greater than 1 and less than 999). **Press** the ‘ENTER’ key to move to the each column field.
3. **Enter** the Part Number. Intelogy automatically complete the part numbers.
4. **Enter** the Sell Price. (Only required if price is different to the price displayed).
5. To complete the process, left mouse click anywhere on the parts list.

 You can edit certain values entered into the Parts List. To edit a Value, **double click** in the entry, within the Column that you wish to edit.

6. To force Intelogy to order parts even thought there is stock available.

If you want to force Intelogy to order parts even thought there is stock available, you need to tick Always ask to Order Parts in a Repair or Sale in Intelogy preferences, advanced settings tab. When this option is ticked you will be prompted “Do you want to order this item or allow default stock rules to take place?”.

To use stock in ware house click the Defaults button and to Order more stock while there is already stock available, choose the Order button to order more stock.

6.1 To use stock in ware house ‘**click**’ the Defaults button to use stock in ware house.

Or

6.2 To order more stock ‘**click**’ the Order button to order the parts for the job or sale.

When adding parts to a cash sale, Intelogy checks if the quantity in stock. If there is NOT enough available stock to complete the sale, Intelogy displays the ‘Not Enough Parts In Stock’ screen.

On the ‘Not Enough Parts In Stock’ screen:

7. **Select** the required option.
8. **Press** the ‘Continue’ button. Pressing the ‘Close’ button, will close the ‘Not Enough Parts In Stock’ screen.

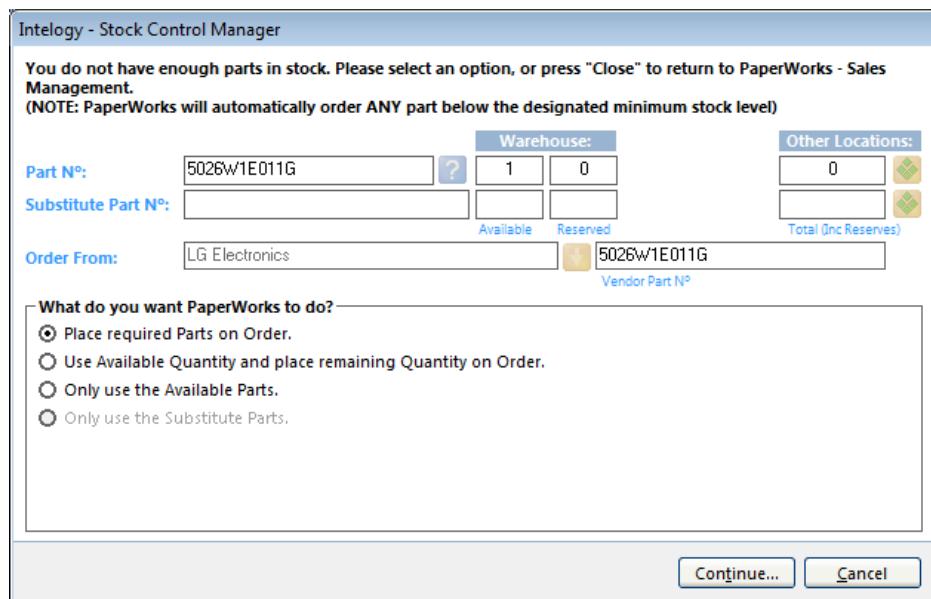


Figure 8.3 - Not Enough Parts In Stock

 When entering the Part Number, press the ‘F1’ key to display a list of all part numbers starting with the text entered.

On the ‘Not Enough Parts In Stock’ screen you have the options to:

- Use the parts available, and put the rest on order - uses the parts available in stock and places the remaining parts on order for the sale.
- Use the parts available, and use substitutes where possible - uses the parts available in stock and uses the substitute parts as well when possible (substitute parts are assigned when adding or editing parts).
- Only use the available parts - only use the amount available in stock disregarding the difference.
- Only use the substitute parts - only use the substitute parts instead of the actual part number specified.

The last option not listed here is NOT applicable when completing cash sales.

 When closing this screen (without selecting an option), Intelogy will adjust the parts quantity depending on the amount in stock. If no parts are in stock, the entry will be removed completely. Items put on order can be viewed in the ‘Parts to be ordered’ list (located under the main parts list).

8.4.1 Adding Ordered Parts

To add parts on order: (ordered parts can only be added to the repair once they are received. Received order items are denoted by a green tick.)

1. **Select** the ordered part from the Orders and Transfers list.
2. **Press** the ‘Add To Job’ button to add the part to the repair.

8.5 Removing Parts from a Sale

 You need ‘Remove Parts from Sales and Jobs’ permissions to be able to remove parts from a Sale. Refer to Section 3.11.1 for more information.

To remove a part from a sale:

1. **Select** the part to remove.
2. **Press** the ‘Remove Part’ button.

 When parts are removed from the sale, Intelogy reissues the quantity used on the sale back into ‘warehouse’ stock.

To remove a part ‘On Order’ for the Sale:

1. **Select** the part (in the bottom list) to remove.
2. **Press** the ‘Remove’ button. **Press** the ‘Yes’ button to confirm the removal of the part on order.

 When editing an existing sale, click the ‘Modify’ button before continuing. When removing a part on order from a cash sale, the part is also removed from the order itself if the order has NOT been sent. If the order has been sent, Intelogy will remove the ‘Sale allocation’ from the order item.

8.6 Sale Properties

The ‘Sale Properties’ tab contains:

- Created By, Modified By and Payment By details. These are automatically filled in by Intelogy.
- The income account which will be used to record any sale payments. The default value for this set using the ‘Default Accounts’ feature, refer to Section 12.1. To select a new account (non default):
 - **Press** the  to display the ‘Chart of Accounts’ screen. Use this screen to select the account. (Refer to Section 12.19).
- Charge details including; Total Parts, GST and Total Due are automatically filled in by Intelogy. The ‘Other Charge’ and ‘Rounding’ details can be entered manually.
- To manually insert a ‘note’ at the bottom of the cash sale receipt, enter the notes in the space provided.

The following details on the sale properties tab are provided for internal use.

- The “WWW Password” is for use when using Intelogy in conjunction with e-Works (refer Section 21.0 for more information on e-Works). To generate a new password, press the  button.
- Private details. Used to note any particular details regarding the cash sale.
- The purchase order, courier name, consignment number, dispatch date fields can be used if required.
- The ‘Payment History’ list displays all of the payment details for payments recorded for the cash sale.

8.7 Editing An Existing Sale

To Edit an existing cash sale:

1. Locate and load the cash sale record. Refer to Section 17.6 for more information on ‘finding’ existing sales.
2. **Click** the ‘Modify’ (located in the tool bar) button. Refer to Introduction for information on the principals behind the ‘Modify’ button.
3. Make the required changes.
4. **Press** the save button to save the changes made.

 When closing the screen, if the information hasn’t been saved you will be asked - ‘Do you wish to save your changes?’.

- **Press** the ‘Yes’ button will save the record and close the screen.
- **Press** the ‘No’ to close the screen WITHOUT saving the changes made.
- **Press** the ‘Cancel’ button to stop the screen from closing.

8.6 Processing Sale Payments

To enter a payment for a selected cash sale:

1. Locate and load the cash sale record. Refer to Section 17.6 for more information on ‘finding’ existing cash sales.
2. **Press** the ‘Pay’ button on the tool bar. This displays the Payment screen. For more information on the payment screen refer to Section 12.20.

 You will need to Save the Sale record before processing any payments.

 You need ‘Process Payments’ permissions to be able to remove parts from a POS Sale.

Refer to 3.11.1 for more information.

8.7 Refunding a Sale, Creating a Tax Adjustment.

To CREATE a refund for a Cash Sale, known as a Tax Adjustment:

1. **Create** a NEW POS sale. Refer to Section 8.1 for more information.
2. **Add** the ‘Charge To’ customer, please ensure that this is the same customer as on the original POS sale.
3. **Add** the ‘Parts’ into the new POS sale. When entering quantities, please use a Negative Value for the amount. Please ensure that the same parts are entered as the original POS Sale.
 At this stage, the POS sale will be flagged as a ‘TAX Adjustment (CREDIT)’ and when the Save button is pressed, your Stock Values will be adjusted automatically by Intelogy to reflect the Refund.
4. **Add** any additional ‘charges’ that were included on the original POS Sale should be entered in as a “Negative”
5. **Place** the Cash Sale in the status of ‘Completed’. **Select** the status name from the drop down list provided.
6. **Press** the ‘Save’ button to save the Cash Sale.

To make a refund payment:

Press the ‘Pay’ button located on the tool bar. This display the payment screen, refer to Section 12.20 for more information.

 Making a Refund Payment is the same as receiving a normal Cash Sale Payment. However, making a cheque refund payment by cheque is different.

When making a refund payment via cheque:

1. **Select** the ‘Cheque’ option on the payment screen.
2. **Enter** the ‘Refund Amount’ in the space provided.
 Entering a positive or negative amount makes no difference. Intelogy will adjust the amount to reflect what it believes to be correct.
3. **Enter** the ‘Cheque N°’ in the space provided. Alternatively, **press** the ‘?’ button to automatically select the next cheque number.
 Please verify the Cheque Number prior to pressing the “Save Payment” button.
4. **Press** the ‘’ button to **select** the ‘Draw From’ account. This displays the ‘Chart of Accounts’ pop up screen, refer to Section 12.19 for more information.
5. **Check** the ‘Draw a Refund Cheque’ option if applicable.
6. **Select** the ‘Payment Date’ using the date selector provided.
7. **Press** the ‘Save Payment’ button to save the refund payment.

9.0 Repair (Job) Management

 **This screen differs greatly to the screen in the Call Center application. Instructions will be provided as part of your ongoing training and development program on how to use the Project Management and Scheduling dependant on the Service Level Agreement between Intelogy and you, the Customer.**

This feature is used to process Repair Worksheets and Tax Invoices and Receipts. A History of all Repairs and Sales is available from the Customer Record. See Section 7.0 for more information.

The Workflow for a repair is explained in Section 4.0, a summary is presented here:

1. Booking the Repair. Each repair requires a separate Repair Record. This allows for completed items to be returned and invoiced at separate times.
2. Once the details required to generate the Repair Record are entered, you can print an Identification Label from the Print Menu, Printing two, allows for one to be returned to the Customer and the other to be placed on the item for identification purposes. Bar Codes are supported.
3. Work done, spare parts used are entered onto the repair record. Important information including a full contact log for each repair is able to be kept.
4. Once the item is completed and ready to be returned or invoiced, the repair must be converted to an invoice in order for the Repair Record to become a “Tax Invoice”.
5. Payment up and until the Conversion Process is regarded as a Security Deposit and will be tracked in the Chart Of Accounts separately.

The screenshot shows a software interface for managing a repair job. At the top, there's a toolbar with icons for Cancel, Save, Print, Remind, Pay, Delete, Send, and Attach. A green button labeled 'Job Number' contains the value '54357'. To the right of the button are 'New' and 'Current Status' buttons. Below the toolbar is a menu bar with tabs: F2 - Charge To, F3 - Deliver To, F4 - Details, F5 - Inventory, F6 - Financial & Service Report, F7 - Warranty, F8 - Properties. The main area is divided into sections: 'Account N°:' with fields for Company Name or Last Name, First Name, Title, Billing Address, City, State, Postcode, Contact Phone, Preferred Contact Number, Second Contact Number, Fax, Mobile Phone, eMail Address, Buying Group (set to RRP), and Customer Contact. There's also a dropdown for Advertising - How did this customer locate us? On the right side, there's a table titled 'Available Customers' with columns for Name, Phone Number, City, and Address. At the bottom, there are two checkboxes: one red for identifying the customer as 'Stopped' and one blue for identifying them as a 'Manufacturer or Warranty Company'. Buttons for 'Use Selected' and 'New Customer' are also present. The status bar at the bottom shows 'Job Number [54357]', 'DUE: \$0.00', 'Warranty: NO', 'Credit NO', and buttons for ACC, SI, and NOTE.

Figure 9.1 - Repair Management

The following options are available from the tool bar:

NEW: creates a NEW Repair.

MODIFY: places the Repair screen in ‘Modify’ mode. This option is only available when viewing existing Repairs. You must press the ‘Modify’ button to edit an existing record.

SAVE: saves the Repair.

CLOSE: closes the current Repair record.

FIND: opens the ‘Find’ screen. Please refer to Section 17.1 for information on the Find screen.

PRINT: Prints an “A4” Repair Docket and Tax Invoice for the Repair Sale.

There are eight print options available:

- Print A4 Docket - select this option to print a Repair Docket and Tax Invoice of the POS sale record.
- Print 40 Column Docket - select this option to print the repair docket on the docket printer (if connected).

- Print Address Label - this option will print an address label for the ‘charge to’ customer.
- Printer Unit Label - select this option to print the repair unit details. To create a custom label for this print out, refer to Section 15.4.
- Print Inventory Label - this option will print an “Inventory” label for each item listed in the Parts List.
- Print packing slip - select this option to print a packing slip for the Repair. This slip contains part, order and transfer information for internal use.
- Custom Label - select this option to display a list of the custom labels available. Refer to Section 15.4 for more information on custom labels.
- e-mail Invoice - When the Intelogy - Messaging System is installed, Intelogy will allow the Sale to be e-mailed to the e-mail address specified in the Charge To Customer Record. The sale will be e-mailed as a HTML document.

REMIND: press the '**Remind**' button to send a reminder to an employee, this will start the Intelogy Reminders Screen. Refer to Section 11.7 for more information on Reminder Management.

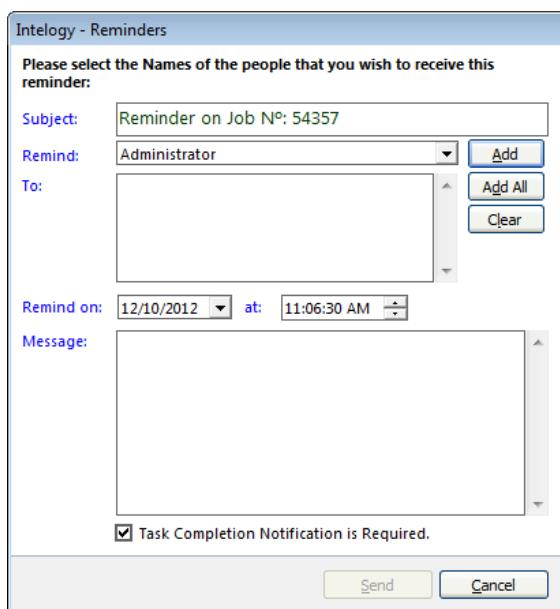


Figure 9.1.1 - Reminders

To Send a Reminder Message:

1. **Select** the ‘Employee’ name from the drop down list provided.
2. **Press** the ‘Add’ button to add the Selected Remind person into the ‘To’ text box.

To send a reminder to more than one person repeat steps 1 through 2.

3. **Select** the ‘Remind On’ date and time using the corresponding date selectors.
4. **Enter** the message in the space provided.
5. **Press** the ‘Send’ button to send the reminder message.

PAY: click this option to display the payment screen. The payment screen is used when accepting a payment for the cash sale. Refer to Section 8.8 for more information on Sale payments.

There are two payment options available:

- Un-Convert from being an Invoice - **click** this option un-convert a POS from being an

invoice. Sales with payments made can't be unconverted (make negative payments to ZERO the Sale).

- Dishonour Payment - *click* this option to reverse a payment made and apply a "Dishonour" fee.

DELETE: uses this button to delete the Repair. Repairs with Parts or Charges can NOT be deleted.

SMS: use this button to send an SMS message to the clients mobile telephone number with the ability to type your own message and click the Send button to send a message to the client.

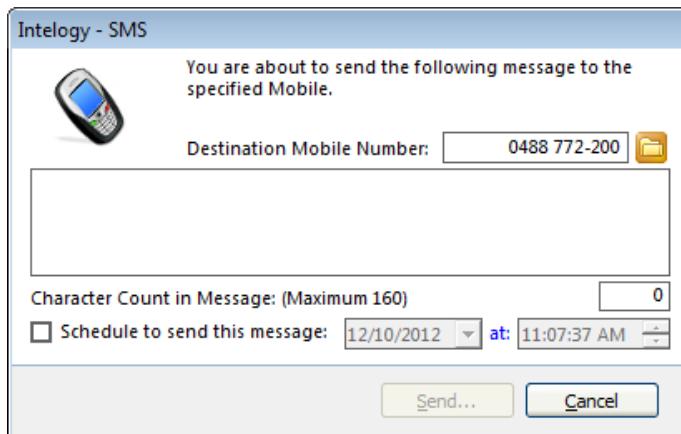


Figure 9.1.2 - Send SMS message from Job Screen.

9.1 Creating a New Repair

A new Repair can be created by:

- *Select* the 'Job (Repair)' option under the 'File > New' menu.
- *Pressing* the 'Create a New' on the 'F2 - Job' tab on the 'Find' screen.
- *Pressing* the 'New' button (on the tool bar) on the Repair screen.
- *Pressing* the 'New Sale' button or by pressing the 'F3' key on the Main screen.

9.2 Add a 'Charge To' Customer

Click the 'F2 - Charge To' tab to *enter* the 'Charge To' Customer details. There are two options available:

To enter a 'New' Customer:

1. *Enter* the account number. This is not a required field, Intelogy will automatically enter the next available number if you do not enter one.
2. *Enter* the customer 'Company Name or Last Name', 'First Name' and 'Title' details.
3. *Enter* the address details. When entering the suburb, Intelogy automatically completes the suburb, state and post code.
4. *Enter* the contact Phone numbers.
5. *Enter* the e-mail address.
6. *Select* the buying group from the drop down list. The Buying Group is linked to the Sell Pricing on Spare Parts. Buying Group "A" is Default.
7. *Enter* an advertising method.

 You need 'Automatic Data Entry' permission to be able to add advertising methods. Refer to section 3.11.1 for more information

To use an ‘Existing’ Customer:

1. **Enter** the customer ‘Company or Last Name’. Intelogy will then automatically display a list of all the matching customers.
2. To select a Customer from the list, **double click** on the selected Customer or **press** the ‘Use Selected’ button. This automatically displays the Customer details.

 To enter in a ‘New’ customer, **click** the ‘New Customer’ button. This applies to ‘Charge To’ and ‘Delivery Address’ customers.

How to Change the Charge to Customer.

1. From the Job Screen with the Job saved **click** the ‘modify’ Button.
2. **Click** the Service For Tab.
3. **Click** the Charge to Tab.
4. In the bottom right hand corner of the job screen **click** the new ‘Customer’ Button.
5. **Enter** the new ‘Company Name’ in company name text box, if the company exist it will appear in the right hand panel titled Available Customers.
6. **Select** the Customer from the Available Customers List.
7. **Click** the ‘Use Selected’ Button.

 **Do NOT** overwrite a Customer once you have selected a Customer from the List unless you wish to edit details of the selected Customer. Over typing will **EDIT** the existing Customer, not create a NEW Customer.

9.3 Add a ‘Service For’ Customer

Click the ‘F3 - Service For’ tab to **enter** the ‘service for’ Customer details. To add the ‘service for’ Customer details, refer to the previous section. To use the same Customer, as the one used on the charge to tab **Press** the  button. Intelogy does NOT require a “Service For” Customer.

9.4 Unit Details

Use this tab to enter in the particular unit details of the unit being booked in for repair. These may include:

- Make: the manufacturer of the unit.
 1. Fom the list select the make or **enter** a new manufacturer in the actual drop down box. When adding a new Manufacturer, the ‘New Reference’ screen (similar to figure 9.3) is shown. Please ensure that the new manufacturer is not already entered in Intelogy before adding the new manufacturer.
 - Model Number: the actual model number of the unit. E.g: L1811S. If the Manufacturer and Description exist, select them from the Drop Down lists provided prior to pressing the “Add” Button.
 1. Partially type the Model Number, then **press** the F1 Key on the keyboard to bring up a list of matching Model number for Selected Manufacturer.

Job Number [54357]

Unit Information

Make: Samsung
Model N°: DVD-R155
Description: Model N° Description
Fault Reported: Fault Code:

DVD-R155	DVDR
DVD-V5500	DVD/VCR
DVD-V6500	DVD/VCR
DVD-VR320	DVD
DVD-VR375	DVD-R / VCR

Reference Numbers

Reference N°:
Order N°:
Suffix / Version:
Location:
Warranty Authority #:
Accessories:
Other:

(Only Numbers are supported in this field)

Identify this repair as "High Priority"
(Included in the "Concerned Lists" within e-Works)

Technician Allocation and History | **Accessories** | **Special Instructions**

Primary Allocation:

Call Status: This job is a SERVICE CALL

Date and Time:

Notes for this Repair

Job Number [54357] DUE: \$0.00 Warranty: NO Credit NO ACC ST NOTE

Figure 9.3.1 - Model List Box

If a Model does not exist for the selected Manufacturer in the Intelogy database you can add the model as you input the data as you go. To add a non-existent model, simply type the model number in the model number text box and press the tab button on the keyboard to bring up the New Reference – Model Dialog box.

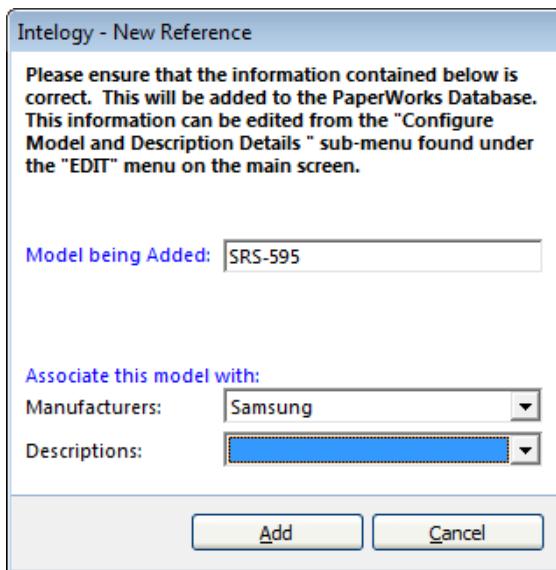


Figure 9.3 - New Reference - Model

- Description: the description of the unit. E.g.; 18" TFT Monitor. Select an existing description from the drop down list or enter a new description in. When adding a new description, the ‘New Reference’ screen (similar to figure 9.3) is displayed.

Once the new information is entered, a “Add Association” screen will be presented, allowing Intelogy to “learn” what to enter next time the same model is entered.

 You need ‘Automatic Manufacturers Model Nº Setup’ permissions to be able to add a new ‘make’ and ‘description’. Refer to 3.11.1 for more information.

- Bay (shelf location): the bay name of where the repair will be placed. To use an existing bay based on the description entered, press the ‘?’ button.
 You can only reference a bay that have been previously set up. Refer to Section 3.6 for more information on bays.
- Serial Nº: the units serial number. To view any history on this serial number, press the ‘History...’ button. This displays the ‘History’ screen, which displays all previous repairs done on the serial number entered. Refer to Figure 9.4.

The history button will be shown in three different styles:

Default: - No history exists for the number entered.

Blue - This unit is back within the previous Warranty Period.

Red - This unit is back out of the previous Warranty Period.

On the ‘History’ screen:

- Print - **press** the ‘Print’ tool bar button to print the entire list.
- Edit - **press** the ‘Edit’ tool bar button to view the actual repair record.
- History - **press** the ‘History’ tool bar button to view a complete history for the charge to Customer.

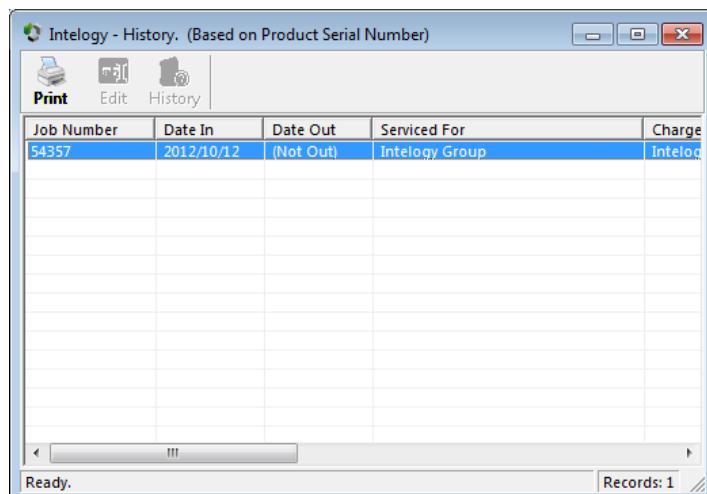


Figure 9.4 - History - Based on serial Number

- Fault Reported: a brief description of the actual fault. **Press** the ‘' button to display a list of ‘autowords’. Autowords can be used to store commonly used words or sentences. Refer to Section 3.13.1 for more information on ‘autowords’. To use an autoword, **select** the ‘autoword’ from the list provided.
- Priority: to mark the repair as a ‘high priority’, **check** this option. This flag is also used to identify Repairs in the “Concerned” list within e-Works. Refer to section 21.0 for more information on e-Works.
- Estimated Completion Date of this Repair: to set the estimated completion date, enter a date or press the ‘' button to select a date from the date selector.
- Fault Code: the fault code for the reported fault. (Required for some manufacturers).
- Quote If Over: supply a quote if the repair exceeds the amount entered in.

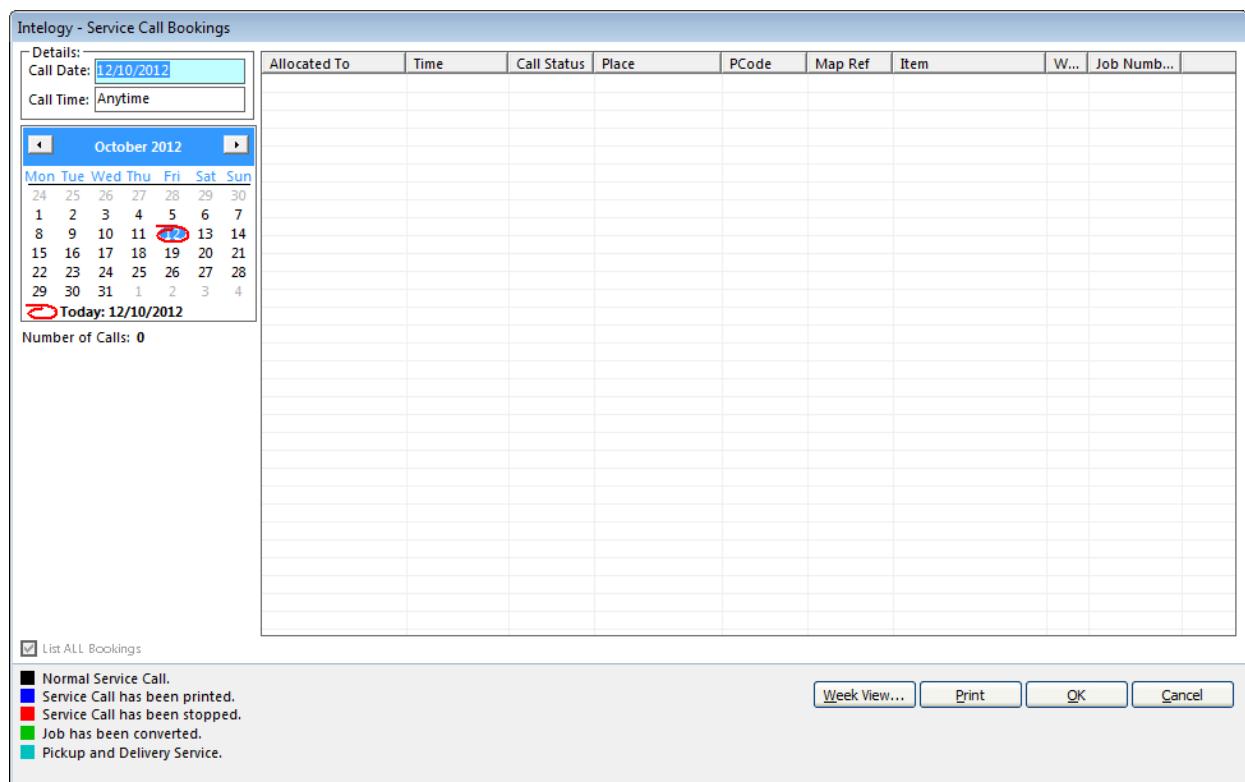
- Allocated To: to allocate the repair to a technician, **select** the technicians name from the drop down list provided.
- Call Status: enter in the call status. Intelogy does not automate or act on any information entered into this field. It is for Reference Only.
- Service Call: to mark the repair as a service call, **check** this option.
- Date Time: to specify the date and time of the service call, **press** the ‘’ button. This displays the ‘Service Call Bookings’ screen, refer to figure 9.5.

9.4.1 Field Call Scheduling

On this screen:

- Select** the service call date from the ‘Date Selector’ or enter the date into the space provided.
- Enter** the service call time in the space provided. You can enter in text like “Between 2pm and 4pm”.
- Press** the ‘OK’ button to continue.

 When selecting a day from the Calender, Intelogy will verify that the technician selected is available and that his workload has not been exceeded. A Warning Indicator will become visible informing you of the reason that the Technician will not be available.



The screenshot shows the 'Intelogy - Service Call Bookings' application window. At the top left, there's a 'Details:' section with 'Call Date: 12/10/2012' and 'Call Time: Anytime'. Below it is a calendar for October 2012, with the 11th circled in red. The status bar at the bottom says 'Today: 12/10/2012'. A legend at the bottom left defines five colors: black for 'Normal Service Call.', blue for 'Service Call has been printed.', red for 'Service Call has been stopped.', green for 'Job has been converted.', and teal for 'Pickup and Delivery Service.' At the bottom right are buttons for 'Week View...', 'Print', 'OK', and 'Cancel'.

Figure 9.5 - Service Call Bookings

To print the complete list of the service calls, **press** the ‘Print’ button.

Once you have selected the Date and Time for the Call, pressing the “OK” button will place this information on the Repair Booking Screen.

- Reference Numbers: all reference number fields can be used to store any internal information required.

 The Field Names of the Reference Numbers can be altered to be more meaningful. To change a Field Name, **double click** on the Field Name. Enter in the new field name in the space provided. Intelogy will alter all other references within the program to the Reference Name you enter.

- Accessories: enter in any accessories supplied with the repair unit. E.g.: remote control, power cable.
- Special Instructions: enter in any special instructions.
- Notes: enter in any notes.

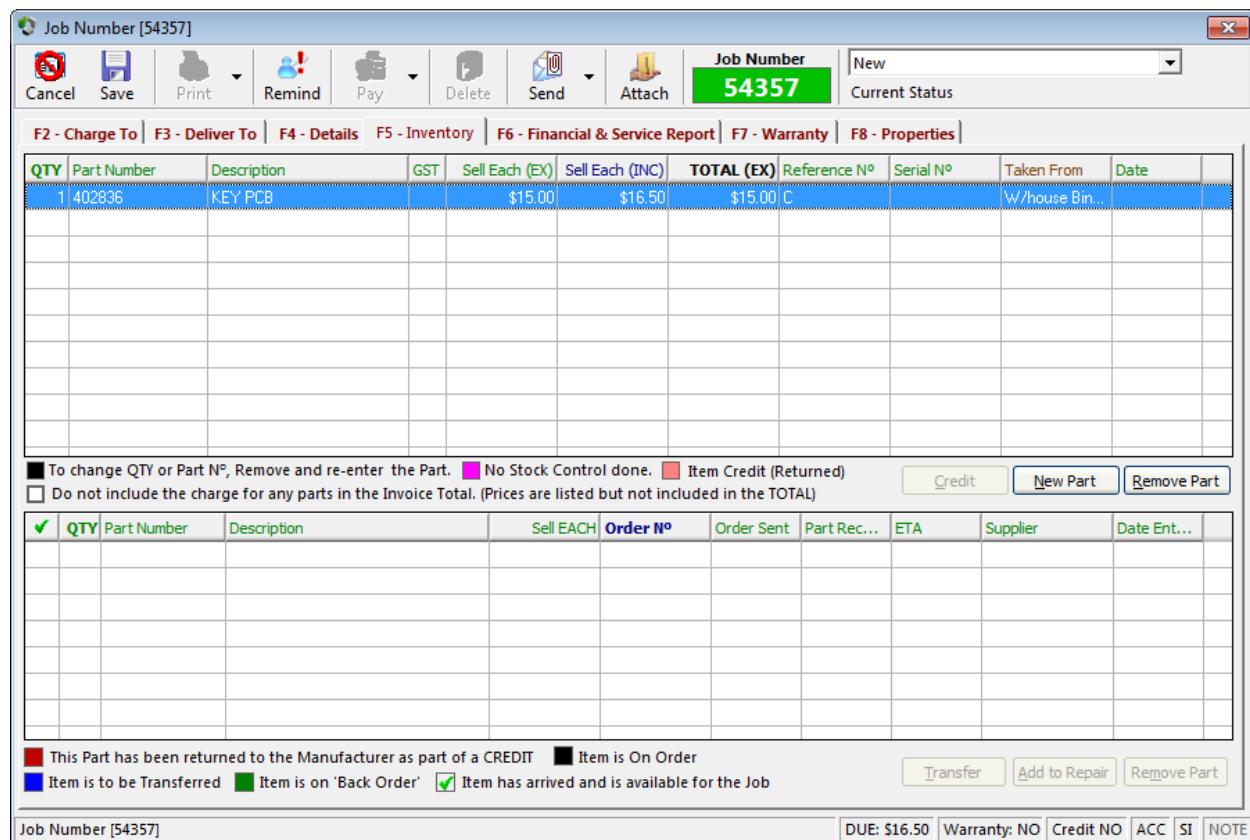
9.5 Adding Parts to a Repair

Click the ‘F5 - Inventory’ tab to add parts to the sale. To ADD parts to a Sale: **Note:** When editing an existing sale, click the ‘Modify’ button before continuing.

1. **Press** the ‘New Part’ button. This adds a new item to the list with the quantity column highlighted.
2. **Enter** the Quantity . (The quantity must be greater than 1 and less than 999).

 **Press** the ‘ENTER’ key to move to the each column field and press the TAB key when you have completed your entry.

3. **Enter** a Partial Part Number. Intelogy will automatically complete the part numbers.



QTY	Part Number	Description	GST	Sell Each (EX)	Sell Each (INC)	TOTAL (EX)	Reference No	Serial No	Taken From	Date
1	402836	KEY PCB		\$15.00	\$16.50	\$15.00 C			W/house Bin...	
<input checked="" type="checkbox"/> To change QTY or Part No, Remove and re-enter the Part. <input checked="" type="checkbox"/> No Stock Control done. <input checked="" type="checkbox"/> Item Credit (Returned) <input type="checkbox"/> Do not include the charge for any parts in the Invoice Total. (Prices are listed but not included in the TOTAL)										
<input checked="" type="checkbox"/> This Part has been returned to the Manufacturer as part of a CREDIT <input checked="" type="checkbox"/> Item is On Order <input checked="" type="checkbox"/> Item is to be Transferred <input checked="" type="checkbox"/> Item is on 'Back Order' <input checked="" type="checkbox"/> Item has arrived and is available for the Job										
Job Number [54357] DUE: \$16.50 Warranty: NO Credit NO ACC SI NOTE										

Figure 9.5.1 Parts entering screen

4. **Press** the ‘F1 Key’ on the keyboard, to bring up a list of parts that match the Partial part number.

Job Number [54357]													
Cancel		Save		Print		Remind		Pay		Delete			
F2 - Charge To			F3 - Deliver To			F4 - Details		F5 - Inventory		F6 - Financial & Service Report		F7 - Warranty	F8 - Properties
QTY	Part Number	Description	GST	Sell Each (EX)	Sell Each (INC)	TOTAL (EX)	Reference No	Serial No	Taken From	Date			
Part Number	Description			Sell A (EX)	Sell A (INC)	Stock	BIN	Van	BIN				
402830	MAIN PCB (BIG TYPE)			\$0.00	\$0.00	0							
402836	KEY PCB			\$15.00	\$16.50	1	AWA						
402860	LCD Panel V315B3-L04			\$0.00	\$0.00	0							
419232	LCD PANEL (CLAA216WA01)			\$0.00	\$0.00	0							
419262	KEY PCB			\$0.00	\$0.00	1	40						
419267	REMOTE CONTROL			\$56.00	\$61.60	0							
421883	Main PCB (Small)			\$0.00	\$0.00	0							
421894	Power Supply			\$0.00	\$0.00	1							
421896	Remote -AWA			\$54.19	\$59.60	0							
4265EA1006C	CLUTCH ASSY			\$123.70	\$136.07	0							
429831	MAIN PCB (Panel V315B1-L08)			\$0.00	\$0.00	1	40						
4370W1A004C	Turn Table Coupling			\$5.08	\$5.58	0							
4370W1A006A	TURNTABLE COUPLING			\$5.23	\$5.75	0							
4370W1A006D	TURNTABLE SHAFT COUPLING			\$5.23	\$5.75	0							
4370W3TO10A	TURNTABLE COUPLING			\$3.41	\$3.75	0							
4400R-0010A	BELT			\$1.14	\$1.25	9							
4400R-1012A	BELT			\$1.14	\$1.25	0							
450004	Main PCB (Big)			\$0.00	\$0.00	0							
458339	Mains Power Switch			\$18.78	\$20.65	0							
463090	DLP IC			\$324.00	\$356.40	0							
4680R-C011A	SPINDLE MOTOR			\$33.23	\$36.55	1							
4681EN1008A	AC MOTOR			\$33.38	\$36.71	0							
470TKR16	470uf 16V Electrolytic Capacitor			\$3.00	\$3.30	12	TKR						
470TKR25	470uf 25V Electrolytic Capacitor			\$3.00	\$3.30	21	TKR						
470TKR35	470uf 35V Electrolytic Capacitor			\$3.00	\$3.30	14	TKR						
47TKR100	47uf 100V Electrolytic Capacitor			\$3.00	\$3.30	19	TKR						
47TKR63	47uf 63V Electrolytic Capacitor			\$3.00	\$3.30	30	TKR						

Figure 9.5.2 Parts entering screen using the F1 Key.

The “Attach” button identified in the screen above is only included with an active Assurance Plan (Any Level).

5. **Scroll** down the list and **select** your ‘part’, by double clicking on the selected item.

6. **Enter** the Sell Price. (Only required if price is different to the price displayed).

7. To complete the process, left mouse click anywhere on the parts list.

8. To force Intelogy to order parts even thought there is stock available.

If you want to force Intelogy to order parts even thought there is stock available, you need to tick Always ask to Order Parts in a Repair or Sale in Intelogy preferences, advanced settings tab. When this option is ticked you will be prompted “Do you want to order this item or allow default stock rules to take place?”

To use stock in ware house click the Defaults button and to Order more stock while there is already stock available, choose the Order button to order more stock.

8.1 To use stock in ware house ‘click’ the Defaults button to use stock in ware house.

Or

8.2 To order more stock ‘click’ the Order button to order the parts for the job or sale.

When adding parts to a Repair, Intelogy checks for the amount in stock. If there is NOT enough available stock to complete the sale, Intelogy displays the ‘Not Enough Parts In Stock’ screen.

On the ‘Not Enough Parts In Stock’ screen:

9. **Select** the required option.

10. **Press** the ‘Continue’ button. Pressing the ‘Close’ button, will close the ‘Not Enough Parts In Stock’ screen.

When entering the Part Number, press the ‘F1’ key to display a list of all part numbers starting with the text entered.

You can add Non-Inventory Items quickly through this screen without having to enter in all the details required by the Full Inventory Screen.

MUPART23	Description	Buy Price	Sell Price
<input type="checkbox"/> the Buy Price and Sell Price here INCLUDE GST			
<input checked="" type="checkbox"/> Apply the default markups to this item.			
Please choose your Supplier:			
<input type="checkbox"/> Disable 'Stock Accounting' when Stock Count is Zero.			

Add Part Cancel

Figure 9.6 - Not Enough Parts In Stock

On the ‘Not Enough Parts In Stock’ screen you have the options to:

- Use the parts available, and put the rest on order - uses the parts available in stock and places the remaining parts on order for the sale.
- Use the parts available, and use substitutes where possible - uses the parts available in stock and uses the substitute parts as well when possible (substitute parts are assigned when adding or editing parts).
- Only use the available parts - only use the amount available in stock disregarding the difference.
- Only use the substitute parts - only use the substitute parts instead of the actual part number specified.

The following option are only available when the repair is allocated to a technician who in turn is allocated to a Van. The option may change depending on the stock availability in both the warehouse and the Van itself. The options are -

- Use the Parts available in the van where possible, and transfer parts from the warehouse- This option will be enabled when there is not enough stock in the Van. **Click** this option to transfer the remaining amount from the warehouse.

Or

- Use the Parts available in the van where possible, and transfer available Parts and put the rest on order- This option will be enabled when there is not enough stock in the Van and there is not enough in the warehouse to transfer. **Click** this option to transfer the available amount from the warehouse and order the remaining quantity.

⚠ When closing this screen (without selecting an option), Intelogy will adjust the parts quantity depending on the amount in stock. If no parts are in stock, the entry will be removed completely. Items put on order can be viewed in the ‘Parts to be ordered’ list (located under the main parts list).

Items put on order will be shown in the ‘Parts to be ordered’ list (located under the main parts list).

📝 The order number is not filled in until the sale is saved. Stock transfers will appear ‘red’ in the orders and transfers list.

📝 When adding a part to a repair which is allocated to a Van. If the part doesn’t already exist in the Van, Intelogy will display options to transfer to order the parts required.

9.5.1 Adding Ordered Parts

To add parts on order: (ordered parts can only be added to the repair once they are received. Received order items are denoted by a green tick.)

1. **Select** the ordered part from the Orders and Transfers list.
2. **Press** the ‘Add To Job’ button to add the part to the repair.

 You can **double click** on a Spare Part with an Order Number to go directly to the Order.

9.5.2 Adding Transferred Parts

Transferred parts can only be added to the repair once they have actually been transferred to the van.

 Transfers are only applicable for repairs that are allocated to technician who in turn is allocated to a Van.

To transfer a part:

1. **Select** the transfer part from the Orders and Transfers list. **Transfer items are listed in red.**
2. **Press** the ‘Transfer’ button to transfer the part to the actual Van. At this point, the Van stock level has increased by the transfer quantity, however, these parts are reserved for this repair and can NOT be used for other purposes. Transferred parts are denoted by a green tick.
3. **Press** the ‘Add To Job’ button to add the part to the repair. (At this point the Van stock is decreased).

9.6 Removing Parts from a Repair

 You need ‘Remove Parts from Sales and Jobs’ permissions to be able to remove parts from a Repair. Refer to Section 3.11.1 for more information.

To remove a part from a repair:

1. **Select** the part to remove.
2. **Press** the ‘Remove Part’ button.

 When parts are removed from the repair, Intelogy reissues the quantity used on the repair back into ‘warehouse’ stock.

To remove a part ‘On Order’ for the repair:

1. **Select** the part (in the bottom list) to remove.
2. **Press** the ‘Remove’ button. **Press** the ‘Yes’ button to confirm the removal of the part on order.

 When editing an existing repair, click the ‘Modify’ button before continuing. When removing a part on order from a repair, the part is also removed from the order itself if the order has NOT been sent. If the order has been sent, Intelogy will remove the ‘Sale Allocation’ from the order item.

 When removing a part ‘transfer’ from a repair, the transfer is deleted if the transfer is not yet complete. If the part has been transferred, the reserve is removed meaning the part can be used for other purposes.

9.7 Charge Details

Click the ‘F6 - Financial and Service report’ tab view all charge details for the repair.

The screenshot shows the 'Job Number [54358]' window. The 'F6 - Financial & Service Report' tab is selected. The main area contains fields for Unit (5), Rate (\$55.00), Labour (\$275.00), Parts (\$0.00), Service Call (\$0.00), Other (\$0.00), Discount (0.00%), Adjustment (\$0.00), GST (\$27.50), and Rounding (\$0.00). Below these are 'JOB TOTAL' (\$302.50) and 'TOTAL DUE' (\$302.50). To the left of the main area, there is a note: 'When entering a Value, the amount Includes GST (Amounts shown after the Edit, are EX GST. Rounding is EX GST)'. There are also checkboxes for 'This Repair is GST Exempt', 'Process as a "Recipient Created Tax Invoice"', and 'Convert to Invoice. (Post to Credit Account)'. On the right side, there is a 'System Dates' panel with fields for In (Friday 12/10/2012), Completed, Notified, Converted, Submitted, Exported, Quoted, and Collected. At the bottom, there is a 'Fault:' field and a download icon.

Figure 9.7 - Sale or Repair Management - Charges

- Unit - **enter** the ‘Units’ (Usually recorded in amounts of “time”) charged and the **Unit** ‘Rate’. Intelogy calculates the total labour amount based on the these values.

If the “When entering a new Rate, it includes GST” is ticked, the amount will be altered to reflect an ex-gst amount. The ‘Parts’, ‘GST at 10%’, ‘Repair Total’, ‘Paid to Date’ and the ‘Total Due’ fields can not be edited.

There are two “Other” fields. The Other Field Names can be altered to be more meaningful. To change either Field Name, **double click** on the Field Name. Enter in the new field name in the space provided. Intelogy will alter the Other Field name for this repair only. The field name will be referenced when Printing a Docket or Tax Invoice.

- Other (First)- **enter** any miscellaneous charges in the ‘Other’ field. Repair totals will be automatically updated.
- Other (Second) - **enter** any miscellaneous charges in the ‘Other’ field. Repair totals will be automatically updated.
- Discount - **enter** the discount rate or the actual discount amount in the spaces provided. Repair totals will be automatically updated.
- The discount is calculated on all Charges of the Repair except for the GST, Adjustment and Rounding Charges.
- Adjustment - **enter** any adjustments in the spaces provided. Adjustments are used by Intelogy when working with RCTI Warranty Claims. Intelogy will use this field to adjust the “Total” to match any amounts paid by the Manufacturer. Repair totals will be automatically

updated.

- Rounding - **enter** any rounding required in the spaces provided. Intelogy will automatically use this field to adjust the total if “Cash Payment” is selected on the Payment Screen once the repair is “Converted to an Invoice”. Repair totals will be automatically updated.

9.7.1 Converting and Un-Converting a Repair to and from an Invoice

- Convert To Invoice - to create an invoice for the repair, **check** this option. Invoices should be only created when the repair is complete. Creating an invoice will post the amount due to the appropriate credit account for processing by the Intelogy accounting engine.

 Intelogy uses the “Convert to Invoice” option to make the transition from a “Job Card” to a legal Tax Invoice. Repairs will not show in the Profit and Loss or the Balance Sheet until the repair has been Converted to an Invoice. Once the repair is converted, it will show up in the Debtors Browser (Account Receivable) until it is marked “Paid”.

Once a Repair has been converted, you can not alter the “Charge To” Customer or any Charge Details.

 To allow for modification to the Repair after a “Convert to Invoice”, you will need to “Un-Convert” the repair, **click** the ‘Un-Convert from being an Invoice’ option from the ‘Pay’ drop down button.

9.7.2 Recipient Created Tax Invoice Repairs

Intelogy can process a Repair as a “Recipient Created Tax Invoice (RCTI)”. This facility is usually requested by the Manufacturers that you are complete Service and Repairs for. RCTI effectively allows you to create a “Claim Summary” that can be sent to the company that you have done the repair for, allowing for the Company to alter, adjust and issue themselves a Tax Invoice on your behalf without the need of a “Tax Adjustment”. A Recipient Created Tax Invoice should not to have the words TAX INVOICE nor show any GST on the repair.

To mark a Repair “RCTI”:

- Process as a ‘Recipient Created Tax Invoice’ - check this option to process the repair as a ‘Recipient Created Tax Invoice’. This option is used when processing manufacturer warranty repairs and is only enabled when the appropriate option is selected on the Customer Record.
-  To allow a Customer (Manufacturer) to have RCTI claims available, you must select the “RCTI” option from the “XYZ” Tab. Refer to Section 7.0 for more information.
-  You can NOT convert a Repair to an Invoice while this option is ticked.

 RCTI Invoices are treated very differently to normal “Tax Invoices”. They do not appear in the Debtors Browser and can processed through the Warranty Management Screen to simplify the Payment and Adjustment procedures. See Section 15.3 for more information.

The payment history is displayed in the list below the charge information. This list is updated each time a payment is made.

 You can **double click** on the Payment to see additional information.

The ‘Date Log’ displays the date, status and the name of the user that placed the Repair into that Status.

The ‘Customer Contact Log’, located on the ‘Contact Log’ tab, can be used to record an Customer contact information. To add a new Customer contact:

1. **Press** the ‘New’ button. This displays the ‘Contact Management’ screen.
2. On this screen, **enter** the name (defaults to the logged in user name) and the message.
3. **Press** the ‘Save’ button to save the new contact.

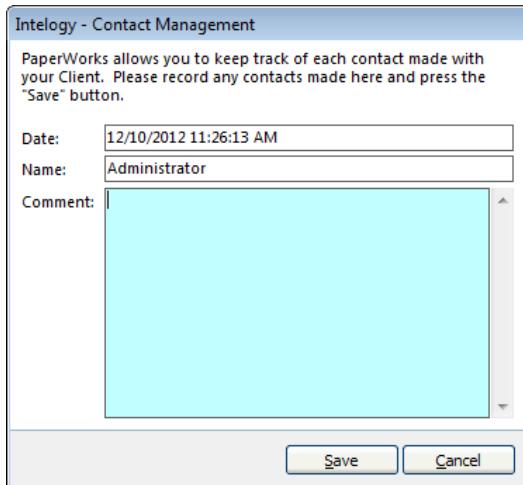


Figure 9.8 - Contact Management

To edit an existing ‘Contact log’ message:

1. **Select** on the message.
2. **Press** the ‘Edit’ button. This displays the message in the ‘Contact Management’ screen.
3. **Edit** the existing message and **press** the ‘Edit’ button to save the changes made.

To print an ‘Contact log’ list:

1. **Press** the ‘Print’ button.

The ‘System Dates’ are automatically entered by Intelogy and are used in Reports, when creating EDI files for Warranty Claims and as a filter when exporting Accounting Information to other packages.

 You can **double click** on a date and enter a New Date.

 **Intelogy uses these dates in Reporting and other critical functions. Be Careful when editing Intelogy - System Dates.**

- This Customer has been Notified of Completion - click the ‘Customer has been Notified of Completion’ option to signify that the Customer has been contacted when the repair was completed. The Date will be entered into the “System Dates” automatically.
- This Customer has been Notified of the Quotation - **Click** the ‘The Customer has been Notified of the Quotation’ option to flag the Customer as being notified, this option can be useful when Repair is in the status of Waiting Quote Acceptance. When the Repair has this option checked it can be filtered in or out of the Status Lists, refer to Section 18.0 for more information on the Status List
- The Repair has been collected by the Owner - **Click** the ‘The Repair has been collected by the Owner’ option when the Repair is collected or returned. The Date will be entered into the “System Dates” automatically.
- Service Report - a description of the work actually carried out. To use any ‘autowords’ pre-

viously setup for the service report, click the . Select the autoword from the list. Refer to Section 3.13.1 for more information on ‘Autowords’.

- Technician Hours - the technician hours list is used to record the technician, date and the actual hours worked for the particular repair. This information is used when compiling certain reports. To add a new record:

1. **Press** the ‘New’ button. (Located on the ‘Technician Hours’ tab).
2. **Enter** the Technicians name. **Press** the ‘ENTER’ key to move to the next field.
3. **Enter** the number of hours and the date.
4. To delete an existing entry, **select** the entry and **press** the ‘Remove’ button

Intelogy will calculate the “Total” from all Technician Hours and enter that number as the “Unit” number unless the “Do NOT update Labour Unit with Technician Hours” option is ticked.

- IRIS Repair Code - enter the IRIS repair code in the space provided. Alternatively, press the to load the IRIS code wizard.

9.8 Warranty Details

Click the ‘F7 - Warranty’ tab view all warranty details for the repair.

- Warranty Class - **select** the applicable warranty class option.
The options are; ‘Not Applicable’, ‘Manufacturers Warranty’, ‘House Warranty’, ‘Extended Warranty’.
- Purchased From - **enter** the place of purchase.
- Receipt Number - **enter** the purchase receipt number.
- Purchase date - **enter** the purchase date or press the button to select the date from the date selector.
- Country of Purchase - **enter** the country of purchase.
- Authorisation Code - **enter** the authorisation code for the warranty.
- Warranty Type - **enter** the warranty type.

If the owner is different to the ‘Service For’ Customer:

- Name - **enter** the owners name.
- Address - **enter** the owners address.
- Phone - **enter** the owners phone number.

Unit Repair Warranty details:

- Labour Warranty Term - **press** the button and **select** a term from the list provided.
- Parts Warranty Term - **press** the button and **select** a term from the list provided

Please refer to Section 3.4 for more information on warranty term setup.

- Condition Report - **enter** a description of the unit condition. This report is printed on the service form print out.

Consignment details:

- Courier Name - **enter** a new courier name or **select** an existing courier from the drop down list. When entering a new courier name the following screen is displayed.

Dispatched Repair Details	
Courier Name:	Green Taxi
Consignment Number:	<input type="text"/>
Dispatch Date:	27/04/2011
Dispatched To:	<input type="text"/>
(The Dispatch list is based on Suppliers, type 'Sub Contractors')	

Figure 9.8 - Add a New Courier

To eliminate data input errors and maintain data integrity, select any existing courier name that matches the new name. **Press** the ‘OK’ button to save the courier name.

- Consignment Number - **enter** the consignment number.
- Dispatch Date - **enter** the dispatch date or press the ‘’ button to select a date from the date selector.
- Dispatch To - **select** the dispatch to company name from the drop down list provided.

9.9 Repair Properties

The ‘F8 - Properties’ tab contains:

- Details on who Created, Modified and accepted Payment details. These are automatically filled in by Intelogy.
- The income account which will be used to record any repair payments. The default value for this set using the ‘Default Accounts’ feature, refer to Section 12.1. To select a new account (non default):

Press the ‘’ to display the ‘Chart of Accounts’ screen. Use this screen to select the account. (Refer to Section 12.19).

- The www Password is for use when using Intelogy in conjunction with e-Works (refer Section 21.0 for more information on e-Works). To generate a new password, press the ‘’ button.
- Private details. Used to note any particular details regarding the repair.

9.10 Editing An Existing Repair

To Edit an existing cash sale:

1. Locate and load the repair record. Refer to Section 17.1 for more information on ‘finding’ existing repairs.
2. **Click** the ‘Modify’ (located in the tool bar) button. Refer to Introduction for information on the principals behind the ‘Modify’ button.
3. Make the required changes.
4. **Press** the save button to save the changes made.

When closing the screen, if the information hasn’t been saved you will be asked - ‘Do you wish to save your changes?’.

- **Press** the ‘Yes’ button will save the record and close the screen.
- **Press** the ‘No’ to close the screen WITHOUT saving the changes made.
- **Press** the ‘Cancel’ button to stop the screen from closing.

9.11 Processing Repair Payments

To enter a payment for a selected repair:

1. Locate and load the repair record. Refer to Section 17.1 for more information on ‘finding’ existing repair.
2. **Press** the ‘Pay’ button on the tool bar. This displays the Payment screen. For more information on the payment screen refer to Section 12.20.

 **You must Save this Repair before you can record any Payments.**

9.12 Refunding a Repair

To CREATE a refund for a existing Repair:

1. **Create** a NEW Repair. Refer to Section 9.1 for more information.
2. **Add** the ‘Charge To’ customer, please ensure that this is the same customer as on the original POS sale. Note: the ‘Service For’ customer is NOT required when refunding a Repair.
3. **Add** the ‘Parts’ into the new Repair. Please ensure that the same parts are entered as the original Repair. ALL quantities need to be negative amounts.
4. **Add** any additional ‘charges’ that were included on the original repair.
5. **Place** the repair in the status of ‘Completed’. **Select** the status name from the drop down list provided.
6. **Press** the ‘Save’ button to save the Repair.

 At this stage, the repair will be flagged as a ‘TAX Adjustment (CREDIT)’ payment.

To make a refund payment:

1. **Press** the ‘Pay’ button located on the tool bar. This display the payment screen, refer to Section 12.20 for more information.

 Making a refund payment is the same as making a normal Repair payment. However, making a cheque refund payment by cheque is different.

When making a refund payment via cheque:

1. **Select** the ‘Cheque’ option on the payment screen.
2. **Enter** the ‘Refund Amount’ in the space provided.
Entering a positive or negative amount makes no difference.
3. **Enter** the ‘Cheque No’ in the space provided. Alternatively, **press** the ‘?’ button to automatically select the next cheque number (according to Intelogy).
4. **Press** the ‘' button to **select** the ‘Draw From’ account. This displays the ‘Chart of Accounts’ pop up screen, refer to Section 12.19 for more information.
5. **Check** the ‘Draw a Refund Cheque’ option if applicable.
6. **Select** the ‘Payment Date’ using the date selector provided.
7. **Press** the ‘Save Payment’ button to save the refund.

10.0 Importing and Exporting Data

Intelogy has the ability of importing data such as;

- Parts Lists
- Model Lists
- Customer Lists

10.1 Advanced Import

The advanced import tool is used to import various data from a ‘flat text’ file into Intelogy using a proprietary filter file. Intelogy - Australia will write different filter files upon request at a small charge.

10.2 Import Models List

This feature is used to import a model number list from a flat text file. This is only supported by a small number of Manufacturers. If you would like to see your manufacturers added to the list, please contact them directly with the request and supply us with Contact Details so that we can work with the Manufacturer.

1. **Select** the ‘Manufacturer’ from the drop down list provided.
2. **Select** the model ‘Description’ from the drop down list provided.
3. **Press** the ‘

Figure 10.3 - Import Model Numbers

10.3 Export Data

Intelogy has a number of features that allow you to export data into other Accounting Packages. Although Intelogy - Essentials only supports two Generic file types (TRIUMPH and MYOB), the files are generic and suite many other Accounting Applications.

The following features are located under the ‘Export Data’ sub menu found under the ‘File’ menu.

10.3.1 Export Chart of Accounts

Use this feature to export the Chart of Account information from Intelogy into a ‘Tab’, ‘Comma’ or ‘Pipe’ text file, suitable for importing into MYOB.

To export the Chart of Account information:

1. **Select** the ‘Delimiter’ from the drop down list. Options include - ‘Tab’, ‘Comma’ and ‘Pipe’.
2. Select the export period using the date selectors provided. **Press** the  button to select a pre-formatted date period. Options include - ‘This Week’, ‘This Month’, ‘This Financial Year’ and ‘Last Financial Year’.
3. **Press** the  button to select a export location and file name.
2. **Press** the ‘Export’ button to export the data.

10.3.2 Export Transaction Journal

Use this feature to export the transaction journal information from Intelogy into a ‘Tab’, ‘Comma’ or ‘Pipe’ text file, suitable for importing into MYOB.

1. **Select** the ‘Delimiter’ from the drop down list. Options include - ‘Tab’, ‘Comma’ and ‘Pipe’.
2. Select the export period using the date selectors provided. **Press** the  button to select a pre-formatted date period. Options include - ‘This Week’, ‘This Month’, ‘This Financial Year’ and ‘Last Financial Year’.
3. **Press** the  button to select a export location and file name.
2. **Press** the ‘Export’ button to export the data.

11.0 e-Mail and Reminders

Intelogy has been improved to handle the sending of email, directly. This section, will describe the basic functionality of the ‘New Message’ facility.

11.1 Creating and Sending new Messages.

To create a new e-mail message:

1. Click the ‘Send Button’ on a Sale or Repair.
2. **Enter** the e-mail address of the recipients in the space provided.
When sending a message to multiple recipients, the e-mail addresses MUST be separated by a ‘,’ (comma) or a ‘;’ (semi-colon).
3. **Enter** the e-mail subject in the space provided.
4. The Intelogy e-mail system has the ability to send e-mail attachments. An attachment is a file (word document, picture, etc) that is sent along with the actual e-mail message. To add a file attachment, **press** the ‘Attachment’ button located on the tool bar. You can locate the particular file using the file explorer dialog box, **press** the ‘Open’ button to attachment the file to your e-mail message. A PDF attachment of the Invoice or Receipt will be attached to the job/sale as a default.
5. **Enter** in the additional customised message into the space provided.



Figure 11.6 - New Message

6. Press the ‘Send’ button to send the e-mail

11.7 Reminder Management

One feature of Intelogy is the Ability to send Reminders to Intelogy users. Each reminder can be programmed to be processed at a certain time, on a certain day. Reminders can be placed from certain screens within Intelogy. Current support includes Repairs, Sales, Employee and Orders.

Each employee that has been configured correctly, can see a history of reminders allocated to them, Reminders for future dates are also shown here as seen in Figure 11.9.

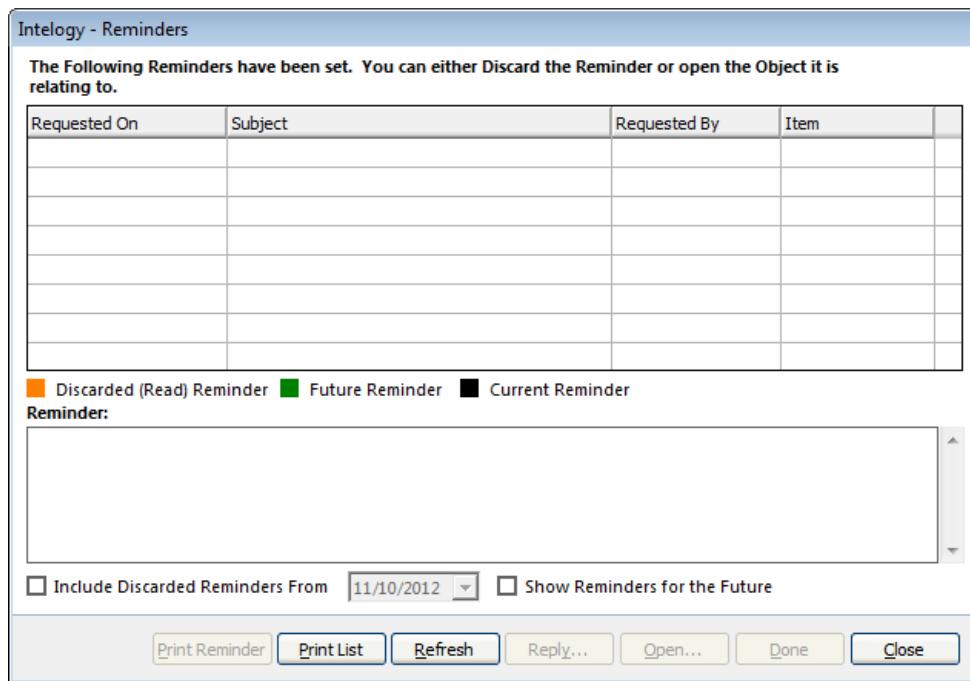


Figure 11.9 - Reminders Management Screen

The Reminders screen can be opened:

1. From the Intelogy Software's tool bar in the Menu **click** 'View'.
2. **Select** 'My Reminders' from the View Menu item.
3. **Click** 'View Reminders...' to display the Reminder management Screen as Seen in Figure 11.9

11.7.1 Book a Reminder from a Repair.

To Book a Reminder from a Repair:

1. **Press** the '**Remind**' button found on the Button Bar on the Repair Record.
 2. **Select** the 'Employee' name from the drop down list provided.
 3. **Press** the 'Add' button to add the Selected Remind person into the 'To' text box.
- To send a reminder to more than one person repeat steps 1 through 2.
4. **Select** the 'Remind On' date and time using the corresponding date selectors.
 5. **Enter** the message in the space provided.
 6. **Press** the 'Send' button to send the reminder message.

11.7.2 View a Reminder

To View a Reminder:

1. From the paperwork's tool bar in the Menu **click** 'View'.
2. **Select** 'My Reminder' from the View Menu item.
3. **Click** 'View Reminders...' to display the Reminder management Screen.
4. To view the Details of the reminder **click** on a reminder from the reminder list box.

11.7.3 View a Reminder with an Attached item

To View a Reminder with an Attached item:

1. From the paperwork's tool bar in the Menu **click** 'View'.
2. **Select** 'My Reminder' from the View Menu item.
3. **Click** 'View Reminders...' to display the Reminder management Screen.
4. To view the Details of the reminder **click** on a reminder from the reminder list box.
If a reminder has an item attached to it then the open button is enabled on the Reminder management Screen.
5. **Click** the 'Open' button on the Reminder Management Screen to Open the Reminder Item.

11.7.3 View a reminder that has not reminded you of anything (Future Reminder).

To show a reminder that has not reminded you of anything (Future Reminder):

1. From the paperwork's tool bar in the Menu **click** 'View'.
2. **Select** 'My Reminder' from the View Menu item.
3. **Click** 'View Reminders...' to display the Reminder management Screen.
4. **Click** the 'Show Reminders for the Future' check box to view reminders send to you that have not popped up for reminder notification.
6. **Click** the 'Refresh' button to update the reminder list box.

11.7.4 View a reminder that has been a Discarded Reminder (or Read Reminder)

To show a reminder that has been a Discarded Reminder (or Read Reminder):

1. From the paperwork's tool bar in the Menu **click** 'View'.
2. **Select** 'My Reminder' from the View Menu item.
3. **Click** 'View Reminders...' to display the Reminder management Screen.
4. **Click** the 'Include the Discarded Reminders From' check box to enable the Date Check Box.
5. Select a from date to view read reminders from selected date.
6. Click the Refresh Button to update the reminder list box.

11.7.5 Send a Reminder Message

To Send a Reminder Message:

1. From the PaperWork's tool bar in the Menu **click** 'View'.
2. **Select** 'My Reminder' from the View Menu item.
3. **Click** 'Place a Personal Reminder...' to display the Reminder Screen.
4. **Select** the 'Employee' name from the drop down list provided.
5. **Press** the 'Add' button to add the Selected Remind person into the 'To' text box.
To send a reminder to more than one person repeat steps 1 through 2.
6. **Select** the 'Remind On' date and time using the corresponding date selectors.
7. **Enter** the message in the space provided.
8. **Press** the 'Send' button to send the reminder message.

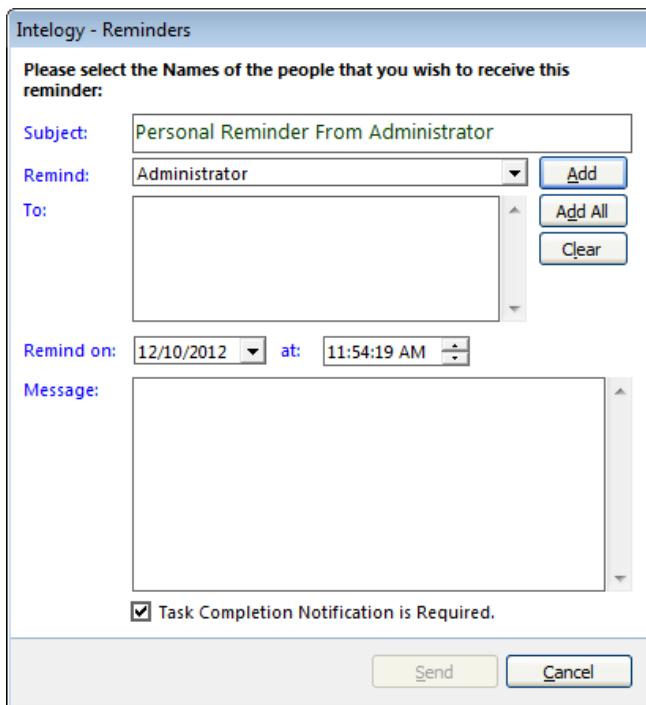


Figure 11.9.1 - Reminders

11.7.6 Mark Reminder as Done.

When you mark a reminder as done, it is not deleted it is simply notifies the sender that reminder has been looked at.

As you look at your reminders and wish to close the reminder off click the Done Button.

11.7.7 Reminder Message via a Pop Up

The following screen is displayed when a reminder is received in the bottom right hand corner, see figure 11.10 - A Reminder.

11.7.7.1 Open a reminder message via the pop up box.

To open a reminder message via the pop up box:

- Once a reminder appears as seen in Figure 11.10 A Reminder. you can *click* on the 'Open' button to view the Reminder details. It can be either about a Order, Job, Employee or even a Sale.

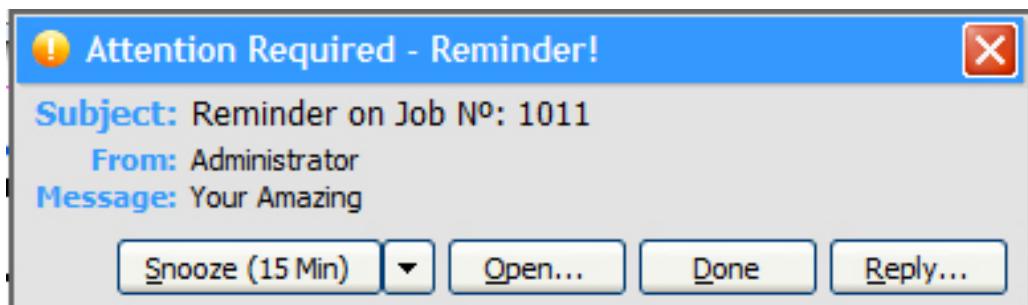


Figure 11.10 - A Reminder

11.7.7.2 Discard a Reminder via the pop up box

To Discard a Reminder via the pop up box:

By discarding a Reminder it simply tells paperwork's that you have read the reminder, it does not delete the reminder.

1. Once a reminder appears as seen in Figure 11.10 - A Reminder. **Click** on the 'Discard' button to mark the Reminder as read.

11.7.7.3 Close a Reminder via the pop up box for later reference.

By closing the reminder it allows you to view the reminder from the reminder management screen.

To close a Reminder via the pop up box for later reference.

1. **Click** the 'X' button in the top right hand corner of the pop up reminder to close the reminder. Or Click the Snooze Button.

11.7.7.4 To open Information attached to the Reminder.

Reminders can be placed on the orders, job, sales, customer, employee, and the job screen.

The open button will only be enabled when there is an item attached to the reminder.

12.0 Book Keeping (Accounting)

12.0.1 Introduction to Intelogy - Accounting

Intelogy - Accounting is always being corrected and improved. Feedback, corrections, suggestions and requests for additional information would be welcomed. We suggest maintaining and checking the Accounting Information presented by Intelogy on a regular basis so that problems can be identified early. Computer systems can crash, loose data and Intelogy is no exception so always maintain verified backups.

Please e-mail support@intelogy.com.au with your corrections, suggestions and comments.

12.0.2 Chart of Accounts

The "Chart of Accounts" is the structured framework that we use to monitor the financial transactions of a company. We have grouped the Accounts into four areas: Income, Expense, Asset and Liability. Account naming can be ambiguous but we suggest a naming convention that will allow you to easily read and understand the financial performance and position of your Company. As there are no prescribed standard "Chart of Accounts", Intelogy has created a default set of Accounts, that can be added to and altered to suit your needs. We suggest discussing this with your accountant. Intelogy does not offer accounting advice as we are not accountants. We will assist where possible, in getting Intelogy to produce what your accountant requires.

⚠️ Intelogy uses certain default accounts to minimise data entry requirements from general users. Please ensure that these default accounts are in order prior to using Intelogy.

Account Types:

Income - Income is the financial value of a service or product that has been provided to a customer and payment is due or received. Income is treated as a Credit account.

A Sample of an Income Account could be “Income from Sales”.

Expense - Expense is the financial value paid out or payable for a Service or Product received by your company. An Expense is treated as a Debit account.

A Sample of an Expense Account could be “Cost of Stock”.

Asset - An Asset is an item that has a value and is held by the company. It may be a tangible asset in the form of Land, Buildings, Plant, Stock etc or may be in the form of Cash or even your Debtors. An Asset is treated as a Debit account. In essence, Assets are Long Term expenses.

Liability - A Liability is an item that represents financial obligations to other parties. They can take the form of money owed to creditors and debts to Financial Institutions (e.g.. Bank Loans)

Owners Equity or Capital - Owners Equity or Capital is the financial value that the owners or share holders invest into the company and is owed back to the investors. Owners Equity is a Liability to the Company and Intelogy tracks the Equity in the Liability Accounts. Capital is a Credit Account.

There are certain accounting principles that we have adopted within Intelogy, these principles deal mainly with Stock Handling and Invoicing.

12.0.3 Accounting Method for Accounts Receivable

Intelogy uses an “Open Invoice” style accounting to deal with outstanding Repairs and Sales as apposed to “Balance Brought Forward” where the oldest invoice is paid first. What this means to you is that each invoice requires payment allocated to it to be cleared of the “Debtors” list.

12.0.4 Accounting Method for Stock Control

Intelogy uses a system similar to the First In, First Out rather than an Average System for Stock Accounting. This is done to support Manufacturers who request the Invoice Number a part was supplied against when processing a Warranty Claim. Intelogy will track the amount paid and the invoice number it was billed against for each part purchased and sold.

12.1 Setup Default Accounts

The feature is located under the ‘Book Keeping’ menu.

 You must have ‘Administration’ permissions to be able to access this feature. Refer to 3.11.1 for more information.

This feature is covered in Section 3.13.4, please refer to this section for all the details.

12.2 Un-Banked Funds

The feature is located under the ‘Book Keeping’ menu.

 You must have ‘Chart Of Account’ permissions to be able to access this feature. Refer to 3.11.1 for more information.

What are Un-Banked funds?

When accepting a payment, the ‘Asset’ value of the payment need to be tracked until the payment physically is presented to the Bank. This is done using the Un-banked funds feature. Certain payment types can be configured to go directly to the “Banking” account and will not appear in the Un-Banked funds account.

The default account in which the un-banked funds will be posted is setup in the ‘Accounting Defaults’ section in the Intelogy preferences. Refer to Section 3.13.4 for more information.

When doing the banking, reconcile the payments against the un-banked funds in the list. To bank the un-banked payments:

1. **Select** the particular payment.
2. **Press** the ‘Add’ button to add the payment to the bottom list.

Or

2. **Press** the ‘Add All’ button to bank all payments.

To remove a payment, select the payment and press the ‘Remove’ or ‘Clear’ buttons. These payments will NOT be banked.

To ‘Bank’ the selected funds to an account:

3. **Press** the  button to select the Transaction Date, this is only necessary if the Transaction date is different to the current date.
4. Intelogy will allow you to retain some of the cash instead of banking it, **enter** the amount in the field provided.

 **The amount retained can NOT exceed the actual cash amount in the list.**

When retaining cash, the value of the cash is transferred to the Default Petty Cash account. This account is set in the Accounting Defaults, refer to Section 12.1 for more information on this.

5. **Press** the ‘Bank and Print’ button to bank the selected transactions.

Intelogy - Unbanked Funds Management

Please select the payments that you are banking this session from the following available UN-Banked Funds Payment Entries:

Payment Type	Date	Data	Data	Data	Amount	Invoice Numbr
Cheque	03/01/20...				\$252.83	Off multiple R...
Cheque	03/01/20...				\$203.57	Repair N°: 50...
eftpos	09/01/20...				\$165.00	Repair N°: 50...
eftpos	13/01/20...				\$88.00	Repair N°: 51...
eftpos	13/01/20...				\$88.00	Repair N°: 51...
eftpos	23/01/20...				\$33.00	Sale N°: 5118...
eftpos	23/01/20...				\$44.00	Repair N°: 51...
eftpos	23/01/20...				\$44.00	Renair N°: 51...

Add **Add List**

Payment Type	Date	Data	Data	Data	Amount	Invoice Number

Remove **Clear**

Transaction Date:	12/10/2012	Print	Export	Bank & Print	Cancel
Retained Cash:	\$0.00	(All Retained cash will be held in Petty Cash)			
Banking:	\$0.00				
Total:	\$0.00				

Figure 12.1 - Un-banked Funds

The Bank Reconciliation Printout uses the Account Information from the chosen Banking Account account.

12.3 Reprint Bank Reconciliation Slips

The feature is located under the ‘Book Keeping’ menu.

You must have ‘Chart of Account’ permissions to be able to access this feature. Refer to Section 3.11.1 for more information.

The Re Print bank reconciliation feature is used to generate print outs of bank reconciliation slips based on a date period.

To compile the Bank Reconciliation list:

1. **Select** the ‘From’ and ‘To’ dates from the corresponding date selectors. Only banking done between and inclusive of these dates will be listed.
2. **Press** the ‘Refresh’ button to generate the list of payments.

There are two option when printing the reconciliation slips:

- Print List - **press** this button to print the entire list of payments.
- Print Reconciliation - **press** this button to print the bank reconciliation slip for a selected

batch of payments.

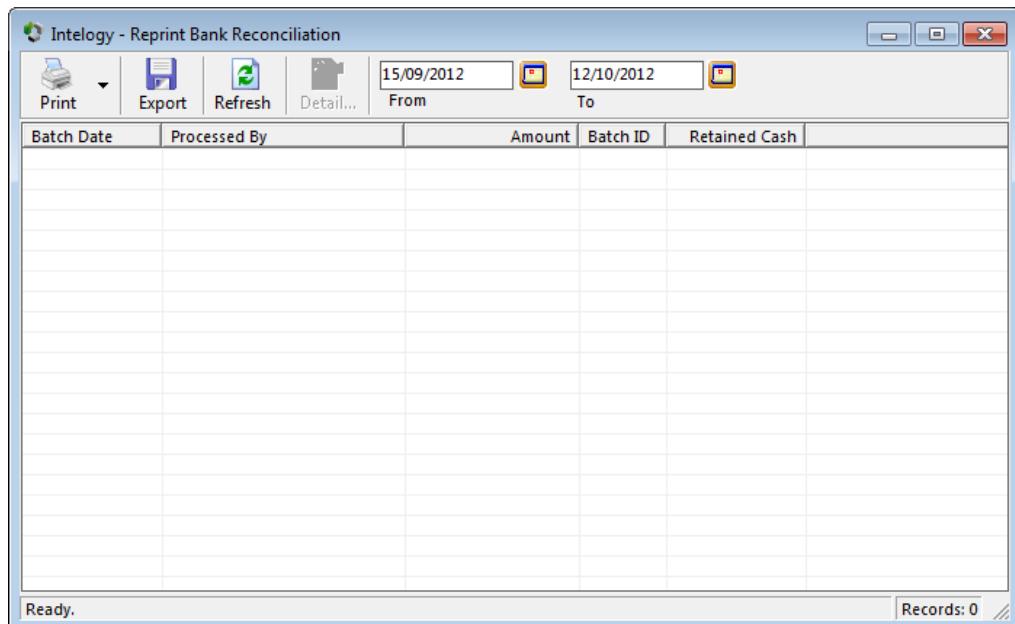


Figure 12.2 - Reprint Bank Reconciliation

12.4 Daily Takings

The feature is located under the ‘Book Keeping’ menu.

 You must have ‘Daily Takings’ permissions to be able to access this feature. Refer to Section 3.11.1 for more information.

The daily takings feature is used to manage and record Payments accepted, regardless of type by each employee. This information is broken down into Payment Types and can be used to verify Cash Draw Holdings.

 We suggest that each user is able to log in under their own identity. This makes tracking missing payments and monies a lot easier.

To compile a daily takings report:

1. **Select** the ‘From’ and ‘To’ dates from the corresponding date selectors.
2. To only list payments for a particular user, **select** the user name from the drop down list provided. **Select** the option ‘Everyone’ to list payments from all users.
3. To refresh the Daily Takings’ list:
 - **Press** the ‘Refresh’ button to compile the list.
 - **Right Mouse click** on the list, select the ‘Refresh’ option.

To view the actual cash sale or repair:

1. **Select** the particular cash sale or repair in the list.
2. **Press** the ‘View Item’ button to load the cash Sale and Repair record.

To print out the daily taking list:

- **Press** the ‘Print’ button.
- **Right Mouse click** on the list, select the ‘Print List’ option.

To export the daily takings, **press** the ‘Export’ button. Data can be exported as a comma or tab delimited text file.

To ‘Delete’ an entry from the daily takings list:

1. **Right Mouse click** on the particular item in the list.
2. **Select** the ‘Delete Selected Entry’ option.

 You must have ‘Administration’ permissions to be able to delete daily takings records. Refer to 3.11.1 for more information.

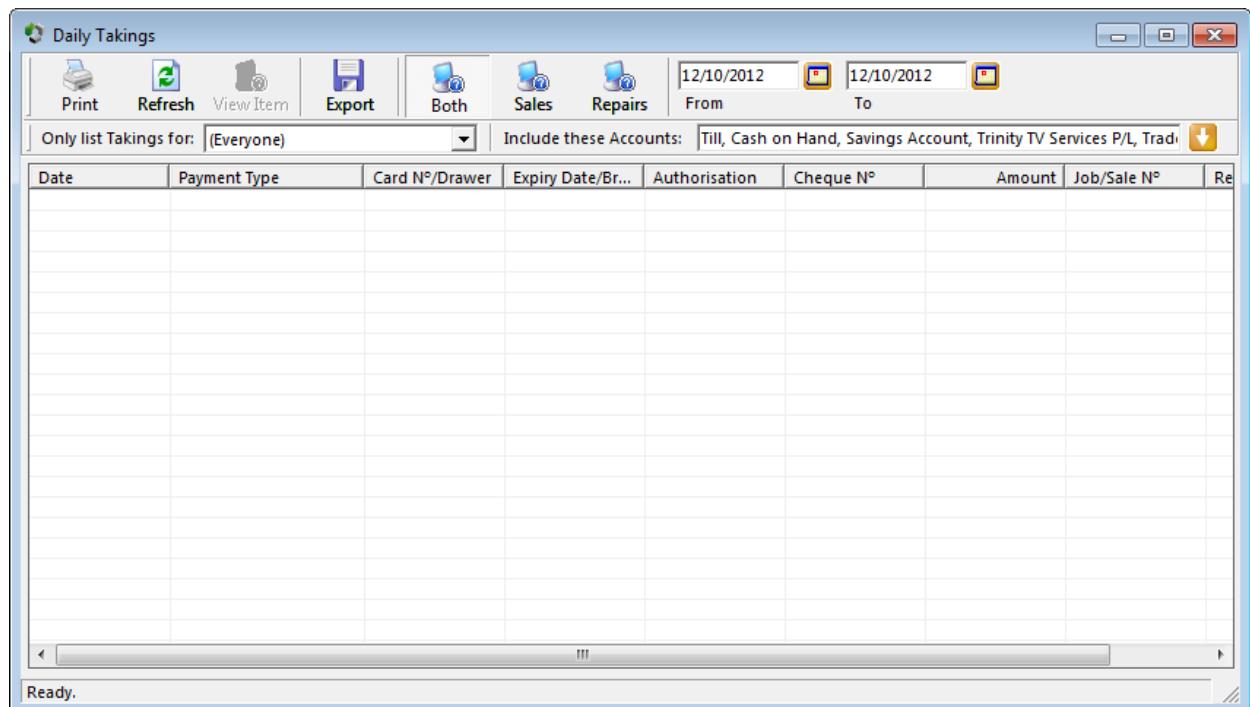


Figure 12.3 - Daily Takings

12.5 Intelogy Chart of Accounts

The feature is located under the ‘Book Keeping’ menu.

 You must have ‘Chart of Account’ permissions to be able to access this feature. Refer to 3.11.1 for more information.

This feature is used to add, edit and remove accounts. The “Chart of Accounts” is a structured framework that we use to monitor the financial transactions of your company.

Intelogy - Chart of Accounts			
Income Expense Asset Liability			
Name	Description	Amount	
Income			
Sales			
Cash Sales		\$2,366.57	
Contract Labour Income		\$0.00	
Labour Income		\$0.00	
Parts Sales		\$0.00	
Phone Card Sales		\$0.00	
Rentals		\$0.00	
Rounding		\$0.00	
Service & Repairs		\$0.00	
Warranty Sales		\$0.00	
Less Bad Debts		\$0.00	
Other Income			
Interest Earned		\$0.00	
Dividends		\$0.00	
Recovery - Insurance		\$0.00	

Figure 12.4 - Chart Of Accounts

The ‘Chart of Accounts’ is divided up into the following account types; Income, Expense, Asset and Liability

Income - Income is the financial value of a service or product that has been provided to a customer and payment is due or received. Income is treated as a Credit account.

A Sample of an Income Account could be “Income from Sales”.

Expense - Expense is the financial value paid out or payable for a Service or Product received by your company. An Expense is treated as a Debit account.

A Sample of an Expense Account could be “Cost of Stock”.

Asset - An Asset is an item that has a value and is held by the company. It may be a tangible asset in the form of Land, Buildings, Plant, Stock etc or may be in the form of Cash or even your Debtors. An Asset is treated as a Debit account. In essence, Assets are Long Term expenses.

Liability - A Liability is an item that represents financial obligations to other parties. They can take the form of money owed to creditors and debts to Financial Institutions (e.g.. Bank Loans). A liabilities is treated as a Credit Account.

Owners Equity or Capital - Owners Equity or Capital is the financial value that the owners or share holders invest into the company and is owed back to the investors. Owners Equity is a Liability to the Company and Intelogy tracks the Equity in the Liability Account. Capital is a Credit Account.

12.5.1 Add A New Account

To add a new account into the chart of accounts:

1. Press the ‘New Account’ button. This displays the following screen.
2. Enter the ‘Account’ name.

 Although Intelogy will allow any ambiguous name to be entered, we suggest meaningful names that are easily understood.

3. **Enter** the ‘Account’ ID number.

 This Account ID number is optional. Most Accountants will require accounts to be grouped into numbers to assist them in identifying account types. As a general indicator, the following numbering has been subscribed to by other accounting packages:

1000 - 1999	Expenses
2000 - 2999	Income
4000 - 4999	Assets
5000 - 5999	Liabilities
and	
6000 - 7000	Capital.

4. A Heading Account is a heading for a group of Accounts. For example: “Income” could be broken down into several types of income. We may require an Income Heading and three Sub Accounts, “Income from Sales”, “Income from Rentals” and “Income from Maintenance Contracts”.

If the account is a ‘Heading’, **check** the ‘This is a HEADING....’ option.

 A heading can NOT have values posted to it.

5. **Enter** the ‘Account’ description.
6. **Enter** the any notes that may be required.
7. **Enter** the ‘Account’ balance . (If not zero)
8. **Enter** the banking account name. (If applicable)
9. **Enter** the banking account number. (If applicable)
10. If the new account can have cheques written against it, **check** the ‘I can WRITE cheques from this account’ option.

 Even though a Credit Card can not write cheques, Intelogy requires that this option is ticked to enable payments to be made using your Credit Card.

11. **Enter** the last cheque number. (If applicable)

To adjust the position of the new account:

- Use the ‘UP’ arrow to move the account up the list.
- Use the ‘DOWN’ arrow to move the account down the list.
- Use the ‘LEFT’ arrow to move the account to the left.
- Use the ‘RIGHT’ arrow to move the account to the right.

 When moving an account’s position in Intelogy, the new account will appear at the bottom of the list. Pressing the UP arrow, will move the account up to the last position in each Group. Once in a group, pressing the ‘RIGHT’ arrow, will allow the account to be moved within each sub heading.

Press the ‘OK’ button to save the new account.

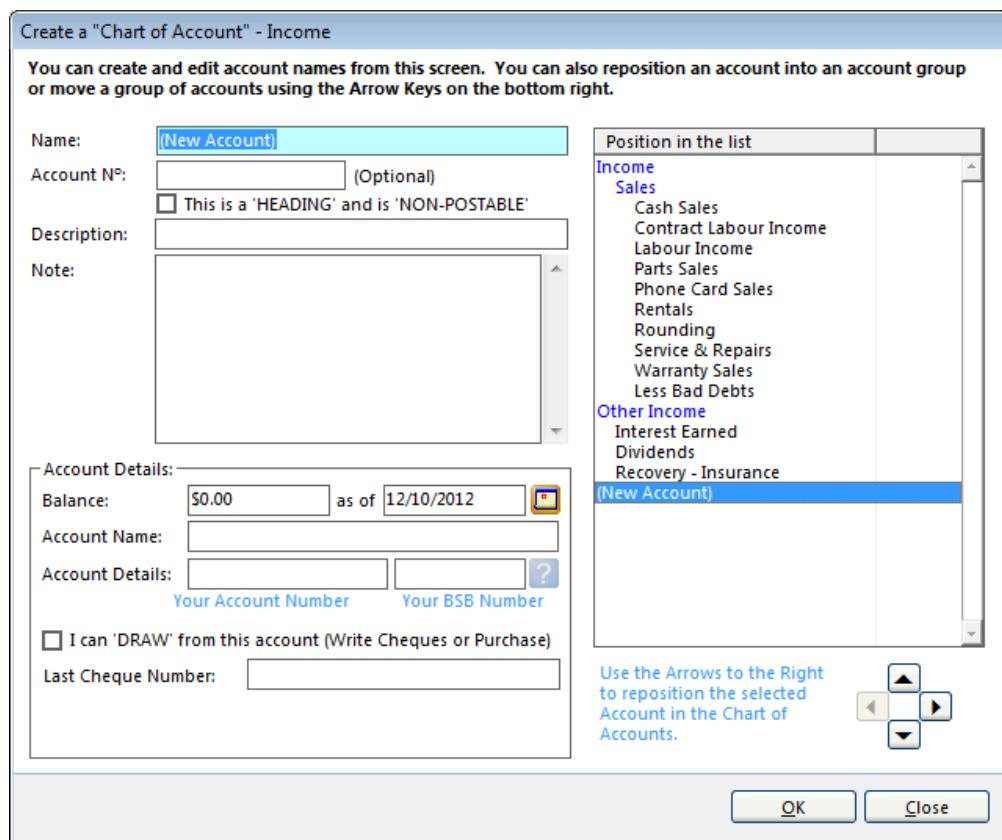


Figure 12.5 - Create a new Account (C of A)

12.5.2 Remove An Existing Account

To remove an existing account:

1. **Select** the particular account from the Chart of Accounts.
2. **Press** the ‘Delete Account’ button to remove the account.

⚠ Please take caution when deleting accounts. Intelogy uses certain accounts as “Defaults” and they must exist in order for the system to operate. You may be warned if the account you are trying to delete has transactions, if the balance is NON-ZERO or is being referenced as a Default.

12.5.3 Edit An Existing Account

To edit an existing account::

1. **Select** the particular account from the Chart of Accounts.
2. **Press** the ‘Edit Account’ button.
3. **Press** the ‘OK’ save the changes made.

12.5.4 The General Ledger

To view the general ledger for a selected account in the ‘Chart of Accounts’:

1. **Select** the particular account.
2. **Press** the ‘General Ledger’ button to display the ‘General Ledger’ screen.
3. To view the ledger for the selected account, **press** the ‘Refresh’ button.

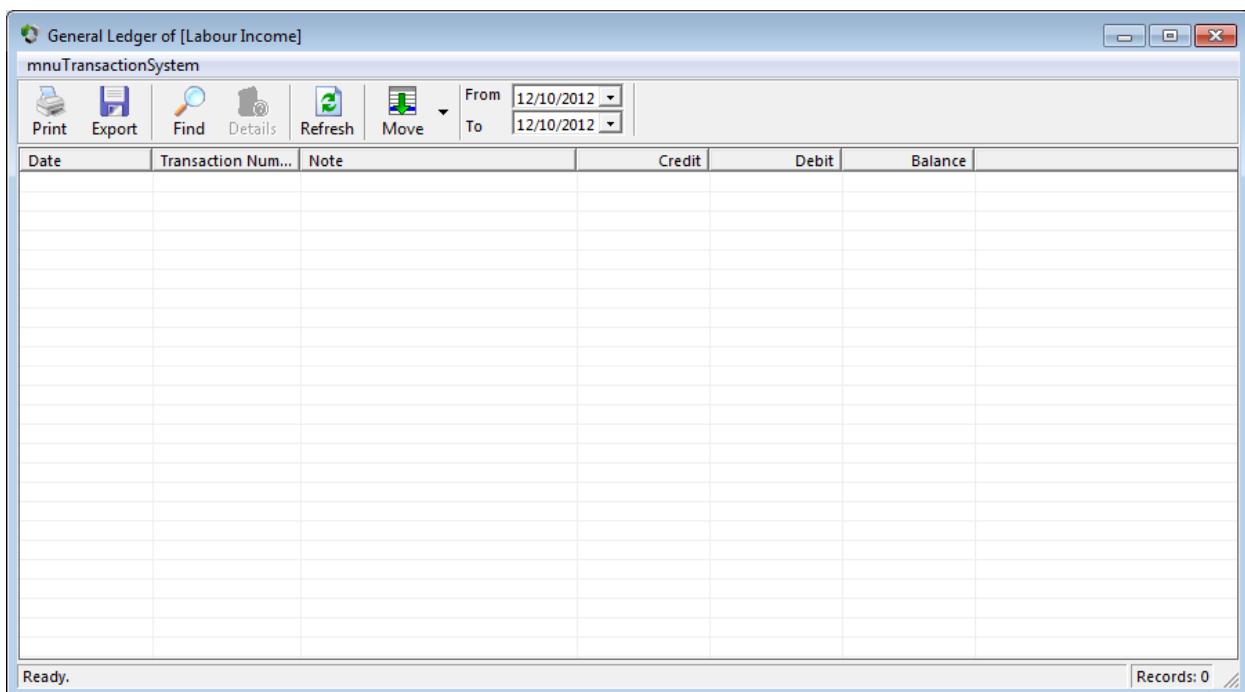


Figure 12.6 - General Ledger

The following options are available in the tool bar:

- Print - **press** this button print the list.
- Export - **press** this button to export the data as a comma or tab delimited text file.
- Find - **press** this button locate a particular invoice number.
- Details - **press** this button to display the ‘Details of Items Paid’ screen.
- Refresh - **press** this button to populate the list or refresh the contents.
- Move - Intelogy will allow you to move entries from the selected General Ledger to another account within the same Account Type.

 To select multiple entries, **click** on the “Move” button. Once all entries that you wish to move have been selected, **click** on the Drop Down Button beside the “Move” button and **select** “Move Selected Transactions”. You will be prompted for the Destination Account.

The ‘Details of Item Paid’ screen is used to view the particular Sales and Repairs which were paid on the selected transaction as seen in Figure 12.7 - Details of Items Paid screen. To print the list, **press** the ‘Print’ button.

To only display transactions between a specified date period, **select** the ‘From’ and ‘To’ dates using the corresponding date selectors.

To reconcile a transaction in the list:

Double click in the ‘Reconcile’ column of the particular transaction. If prompted to confirm, **press** the ‘Yes’ button to continue.

 To display a warning prompt before marking the transaction as ‘reconciled’, **check** the ‘Prompt before altering Status’ option. To only display un reconciled accounts, **check** the ‘Only show entries that are NOT reconciled’ option.

The following options are available when **right-clicking** on the general ledger list:

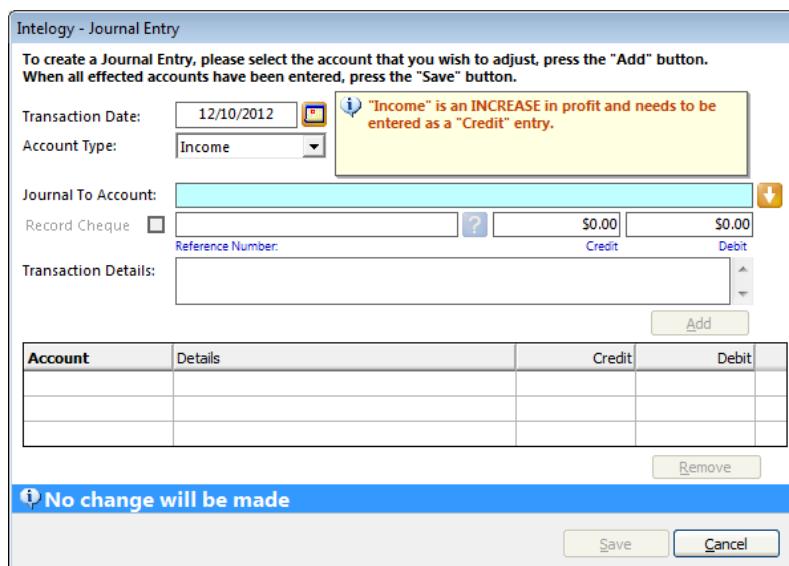
 You must have ‘Administration’ permissions to be able to right click on the General Ledger. Refer to 3.11.1 for more information.

- Delete Selected Entry - use this option to ‘delete’ a selected ledger entry.
-  **Deleting a Transaction will allow your accounts to go out of Balance. You will need to locate both sides of the transaction in order for the accounts to balance.**
- Edit Selected Entry - use this option to ‘edit’ a selected ledger entry. This displays the ‘Edit Transaction’ screen.
-  **Editing a Transaction may allow your accounts to go out of Balance. You will need to modify both sides of the transaction in order for the accounts to balance.**
- Print the List - use this option to print the current list to the default printer.
- Refresh - use this option to reload and show the data.

The ‘Edit Transaction’ feature is used to edit the selected ledger entry. To edit an entry:

1. **Enter or adjust** the required information.
2. **Press** the ‘Save’ button to save the changes made.

 When changing the debit or credit amounts, the accounts may not agree with the Account Total. A database rebuild may correct small calculation problems. Refer to Section 15.9.1 for more information on database rebuilds.



The screenshot shows the 'Intelogy - Journal Entry' dialog box. It includes fields for Transaction Date (12/10/2012), Account Type (Income), and Journal To Account. A note states: "Income" is an INCREASE in profit and needs to be entered as a "Credit" entry. Below is a table for Transaction Details with columns Account, Details, Credit, and Debit. A message at the bottom says "No change will be made".

Figure 12.8 -Journal entry

12.6 Statement of Financial Performance

 You must have ‘Chart of Account’ permissions to be able to access this feature. Refer to 3.11.1 for more information.

 The Shortcut to this feature is ^G (Pressing the Control key and the ‘G’ key together)

Statement of Financial Performance				
		01/07/2012	12/10/2012	
		From	Until	
Account Name		Opening	Closing	Activity
Income Accounts				
Income				
Sales				
Cash Sales	\$0.00	\$2,366.57	\$2,366.57	
Contract Labour Income	\$0.00	\$0.00	\$0.00	
Labour Income	\$0.00	\$0.00	\$0.00	
Parts Sales	\$0.00	\$0.00	\$0.00	
Phone Card Sales	\$0.00	\$0.00	\$0.00	
Rentals	\$0.00	\$0.00	\$0.00	
Rounding	\$0.00	\$0.00	\$0.00	
Service & Repairs	\$0.00	\$0.00	\$0.00	
Warranty Sales	\$0.00	\$0.00	\$0.00	
Less Bad Debts	\$0.00	\$0.00	\$0.00	
Other Income				
Interest Earned	\$0.00	\$0.00	\$0.00	
Dividends	\$0.00	\$0.00	\$0.00	
Recovery - Insurance	\$0.00	\$0.00	\$0.00	
Total Income	\$0.00	\$2,366.57	\$2,366.57	
Expense Accounts				
Expenses				
Bank Fees & Charges				
Bank Charges	\$0.00	\$0.00	\$0.00	

Figure 12.9 - Statement of Financial Performance

The statement of financial performance (also known as the ‘Profit & Loss’ statement) provides an overview of the performance of your business. The Profit and Loss only refers to the Income and Expense accounts.

In Intelogy Software we use: PROFIT = INCOME - EXPENSES for a given period.

The general rules that we follow are:

- All posting to the Profit and Loss sheet are NET of GST (No gst is included in the totals)
- Income is posted when the Repair is “Converted” to an invoice.
- Expenses are recorded on the “Effective” date of the invoice.
- Opening Balance will always start from the first day of the START dates financial year start.

To create a Statement of Financial Performance:

1. From the ‘Book Keeping’ menu, select the “Statement of Financial Performance (Profit and Loss) sub menu.
2. **Select** the ‘From’ and the ‘To’ dates from the corresponding date selectors.
3. **Press** the ‘Refresh’ button to generate the report.

The following option are available from the tool bar:

- Print - **press** this button to print the entire list.
- Export - **press** this button to export the data as a comma or tab delimited text file.
- Refresh - **press** this button to refresh the list after making changes to the ‘From’ and ‘To’ date filters.
- Ledger- **press** this button to view the general ledger on a selected account.

 You must select an account first and the ledger will load using the dates for the same period as the Profit and Loss.

 Once an accounting period is over, the Profit and Loss should not change. The exception to this rule is when a user “backdates” income or expenses.

12.7 Statement of Financial Position

 You must have ‘Chart of Account’ permissions to be able to access this feature. Refer to 3.11.1 for more information.

 The Shortcut to this feature is **^M** (Pressing the Control key and the ‘M’ key together)

The statement of financial position (also known as the ‘Balance’ sheet) provides an overview of the position of your business. In Intelogy, the Balance Sheet uses the Asset and Liability Accounts as the profit from the “Profit and Loss” is shown by default in the Owners Equity account.

In Intelogy, ASSET - LIABILITIES = 0 and should always be zero at any given period. If the balance is not “0”, there is an error. This is often referred to as the “Books are out of balance”. There are tools to assist you in locating and fixing errors. Refer Section 12.25 for more information.

This feature is used to generate balance sheet report based on a period of time. To generate this report:

1. Select the ‘From’ and the ‘To’ dates from the corresponding date selectors.
2. **Press** the ‘Refresh’ button to generate the report.

The following option are available from the tool bar:

- Print - press this button to print the entire list.
- Export - press this button to export the data as a comma or tab delimited text file.
- Refresh - press this button to refresh the list after making changes to the ‘From’ and ‘To’ date filters.
- Ledger- press this button to view the general ledger on a selected account. **Note:** please select the account first.

 You should check the balance of your accounts often so that when an error occurs, you can quickly locate it and correct it. If you find that the error is due to a programming error or deficiency, please contact support@intelogy.com.au.

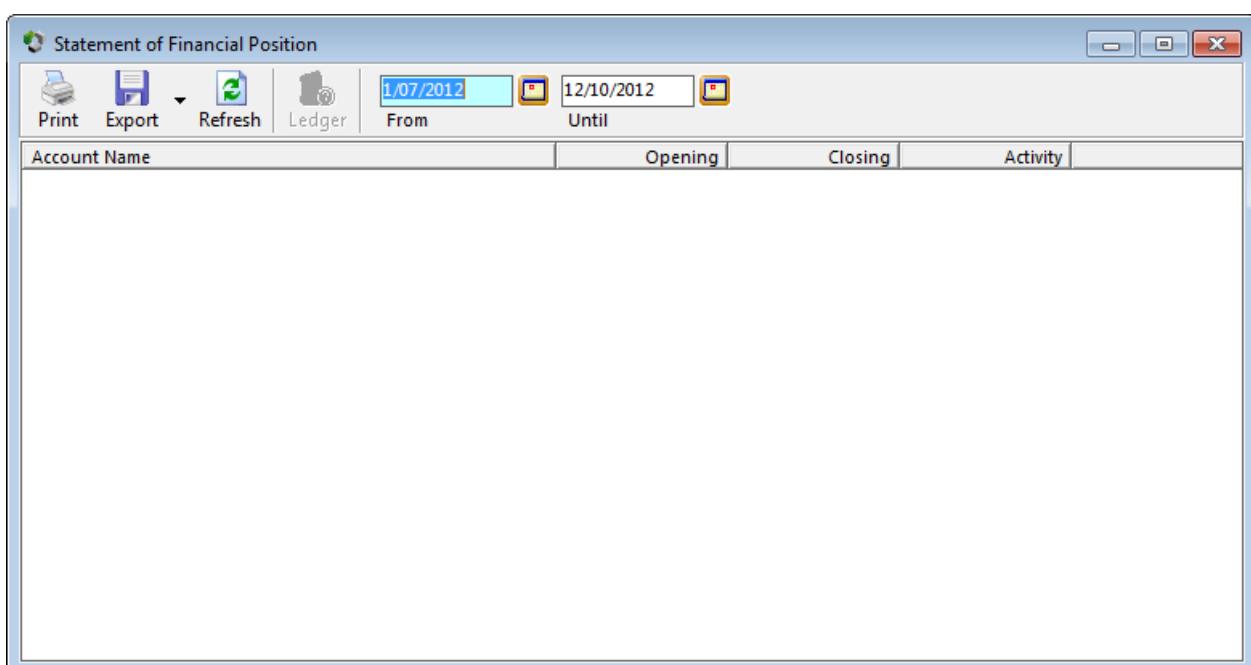


Figure 12.10 - Statement of Financial Performance

12.8 GST and the Business Activity Statement

 You must have ‘Chart of Account’ permissions to be able to access this feature. Refer to 3.11.1 for more information.

Most businesses that are registered for GST have an option to report monthly, quarterly or annually. Intelogy can assist in the creation of a BAS for any period of time, allowing for all current options to be met.

The GST Report Assistant compiles all GST Payable and GST Collected for a given period. As Intelogy supports both the Cash and Accrual method of GST Accounting, GST will be accounted for at different times and in different ways.

Under the Cash System:

GST Payable will be calculated on every Payment received on a “Converted Invoice” when it is received. This includes Part Payments where the Goods or Service has been provided and a Tax Invoice has been issued.

GST Claimable will be calculated on every refund made to a Customer through a Tax Adjustment.

 **Payments processed while the Repair is not “Converted” will be treated as a “Security Deposit” (Allowed for under the Goods and Services Tax Determination GSTD 2000/1, Division 99).** This is the same for both the Cash and Accrual System.

GST Claimable will be calculated on every Payment made on a Bill that has a GST component.

GST Payable will be calculated on every Credit where Goods or Services are returned when the Refund is actually received by your company.

Under the Accrual System:

GST Payable will be calculated at the time the Repair is “Converted” or the Sale is “Completed” regardless if the Tax Invoice is Paid at the time the Goods or Services are provided.

GST Claimable will be calculated at the time a Tax Adjustment is generated regardless if a refund is drawn at the time the Tax Adjustment is generated.

 **Payments processed while the Repair is not “Converted” will be treated as a “Security Deposit” (Allowed for under the Goods and Services Tax Determination GSTD 2000/1, Division 99).** This is the same for both the Cash and Accrual System.

GST Claimable will be calculated at the time a Bill (Account Payable) is generated, regardless if it is paid at that time or not.

GST Payable will be calculated at the time a Credit is generated for the return of Goods or Services supplied to your company, at the time the Credit is generated regardless if a refund is received or not.

Intelogy - GST Report Assistant

Refresh Export Print Detail Pay Find From: 1/07/2012 To: 30/09/2012

Business Activity Statement - Summary

Please verify that all details are correct before submitting your BAS Statement.

Period: From: 01/07/2012 To: 30/09/2012

Goods and Services Tax

Total Sales:	\$0.00
Export Sales:	G2 \$0.00
Other GST Free Sales:	G3 \$0.00
Sales Adjustments:	G7 \$0.00 G1 \$0.00
Capital Purchases:	G10 \$0.00
Non-Capital Purchases:	G11 \$0.00
Purchase Adjustments:	G13 \$0.00 G19 \$0.00

PAYG Tax withheld

Total Salary, Wages:	W1 \$0.00
PAYG Amount withheld:	W2 \$0.00

Payment or Refund Summary

GST on Sales:	1A \$0.00	4 \$0.00
GST on Purchases:	1B \$0.00	(W2 - PAYG)
Total Amount of GST & PAYG:	9 \$0.00	<input type="checkbox"/> Refund Due (9 = 1A + 4 - 1B)

Figure 12.11 - GST Summary Statement

The following option are available from the tool bar:

- Refresh - **press** the ‘Refresh’ button to refresh the figures shown.
- Export - **press** the ‘Export’ button to export the data as a comma or tab delimited text file.
- Print - there are two (2) print options available;
 - Print GST summary worksheet - **press** this button to print a GST summary calculation worksheet.
 - Print Detailed Summary - **press** this button to print a detailed summary of the GST credits and debits (as listed on the detail screen).
- Detail - **press** the ‘Detail’ button to view a detailed list of GST credits and debits for the selected time period. This button toggles between the detailed and summary views. The detailed view is broken up into 4 tabs:
 - Sales - A Summary of Sales and Repairs made and the GST Payable.
 - Sales Adjustments - A Summary of Tax Adjustments and the amount of GST Claimable.
 - Purchases - A Summary of the Purchases along with the amount of GST Claimable.
 - Purchase adjustments - A Summary of Credits, along with the amount of GST Payable.
- Pay - **press** the ‘Pay’ to pay the GST amount without having to use the ‘bills registry’.

To compile a GST summary statement:

1. **Select** the ‘From’ and ‘To’ dates using the corresponding date selectors.
2. **Press** the ‘Refresh’ button to refresh the data for the date period selected.

 Press the  button to automatically load the dates of the previous quarterly GST period.

 Goods and Services Tax Determination GSTD 2000/1, Division 99 of the GST Act provides a special rule about security deposits. A security deposit is an amount paid by your customer

(the recipient of a supply) pursuant to an agreement whereby the deposit may be forfeited by the recipient to you if the customer defaults. (Does not continue with the purchase). Section 99-5 of the GST Act provides that a deposit held as security for the performance of an obligation is not treated as consideration for a supply unless the deposit is forfeited on default or is applied as all or part of the payment for goods and services. As a result you do not account for GST when a deposit is received under these circumstances.

12.9 Bill Registry (Creating an Account Payable)

 You must have ‘Bill Entry’ permissions to be able to access this feature. Refer to 3.11.1 for more information.

The bill registry feature is used to enter new ‘bill’ payments into Intelogy. Bills may include; the monthly telephone bill, electricity. A recurring bill can also be setup from the bill registry, for example; the monthly rent. This feature is located under the ‘Book Keeping’ menu

12.9.1 Add a New Bill Payment (Non Recurring)

For an Bill (Account Payable) to appear in the Creditors Browser, it must be entered into Intelogy through either the Bills Registry or when processing Orders Received through Purchase Order Management. Refer to section 14.7.6 for more information.

To enter a new bill:

1. **Press** the ‘New’ button to create a new bill. This is not required when first opening the screen.
2. **Select** the ‘Received From’ name from the drop down list provided. The ‘received from name’ is the name of the company or individual who has requested the bill payment. They will need to be setup as a ‘Supplier’ or ‘Employee’. **Click** the ‘ You must have ‘Supplier Details’ permissions to be able to add a new Supplier. You must have ‘Employee Database’ permissions to be able to add a new Supplier. Refer to 3.11.1 for more information.
3. **Enter** a brief description from the bill payment.
4. **Enter** the invoice number. If the invoice number already exists, the ‘

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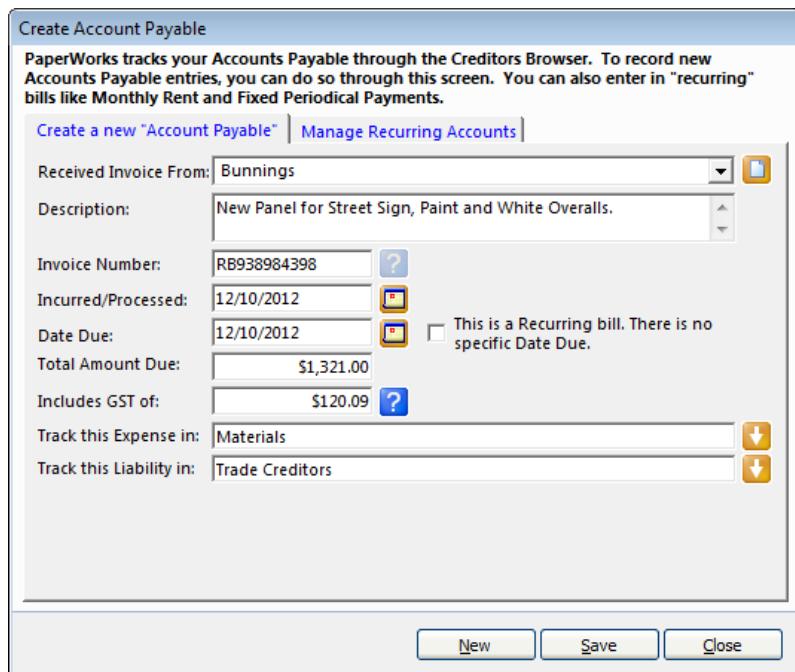


Figure 12.12 - Bill Registry (Accounts Payable)

8. **Enter** the GST Component (if applicable). Press the ‘?’ button to automatically enter the GST amount. The ‘!’ icon will be displayed if the GST amount doesn’t correspond with the total amount entered.

! Not all bills will contain a full GST component. Please enter in the amount shown on the Receipt. As the BAS Calculation Worksheet requires you to take the TOTAL AMOUNT SPENT and divide it by 11 to calculate the GST, the amount actually paid and reported by Intelogy may differ from this calculation.

9. **Press** the ‘’ button to select the ‘Track this Expense in’ account. This displays the ‘Chart of Accounts’ screen, for more information refer to Section 12.19.

10. **Press** the ‘’ button to select the ‘Track this Liability in’ account. This displays the ‘Chart of Accounts’ screen, for more information refer to Section 12.19.

11. **Press** the ‘Save’ button to save the new bill.

This “Bill” will now appear in the Creditors Browser, ready for Payment. Refer to section 12.11 for more information.

12.9.2 Add a New Recurring Bill Payment

For an Bill (Account Payable) to appear in the Creditors Browser, it must be entered into Intelogy through either the Bills Registry or when processing Orders Received through Purchase Order Management. Refer to Section 14.7.6 for more information.

For Intelogy to automatically generate an Account Payable entry in the Creditors Browser, you can generate a New Recurring Bill using this feature. Examples of recurring Bills are Rent Payable. Lease repayments and can even contain payments like Wages.

To enter a new recurring bill payment:

1. **Press** the ‘New’ button to create a new bill. This is not required when first opening the

screen.

2. **Select** the ‘Received From’ name from the drop down list provided. The ‘received from name’ is the name of the company or individual who has requested the bill payment. They will need to be setup as a ‘Supplier’ or ‘Employee’. **Click** the ‘’ button to enter a new supplier or employee, refer to Section 6.0 or Section 5.0, respectively, for more information.

 You must have ‘Supplier Details’ permissions to be able to add a new Supplier. You must have ‘Employee Database’ permissions to be able to add a new Supplier. Refer to 3.11.1 for more information.

3. **Enter** a brief description from the bill payment.

4. **Enter** a reference number for this recurring bill.

5. **Click** the ‘This is a Recurring Bill’ option. Clicking this option displays additional information on the bill registry screen.

6. **Select** the ‘Date Posted’ date from the corresponding date selector.

 The ‘Date Due’ date is not required when completing a recurring payment.

7. **Enter** the ‘Total Amount Due’. If there is a GST component in this particular bill, the ‘Total Amount Due’ should include the GST amount.

8. **Enter** the GST Component (if applicable). Press the ‘’ button to automatically enter the GST amount. The ‘’ icon will be displayed if the GST amount doesn’t correspond with the total amount entered.

 Not all bills will contain a full GST component. Please enter in the amount shown on the Receipt. As the BAS Calculation Worksheet requires you to take the TOTAL AMOUNT SPENT and divide it by 11 to calculate the GST, the amount actually paid and reported by Intelogy may differ from this calculation.

9. **Select** the ‘Payment Period’ from the drop down list provided.

 Intelogy will generate the Bill Payable approximately two weeks before it is due. If for some reason, your system is not activated or used during a period that the bill should have been generated, they will be generated at the time the Creditors Browser is loaded.

10. **Press** the ‘’ button to select the ‘Track this Expense in’ account. This displays the ‘Chart of Accounts’ screen, for more information refer to Section 12.19.

11. **Press** the ‘’ button to select the ‘Track this Liability in’ account. This displays the ‘Chart of Accounts’ screen, for more information refer to Section 12.19.

12. **Press** the ‘Save’ button to save the new recurring bill.

 Recurring Bills are automatically placed in the Creditors Browser (Accounts Payable) when they full due.

12.9.3 Managing Recurring Bills

This feature is located on the ‘Manage Recurring Accounts’ menu under the “View” master menu and is used to manage the existing recurring bills.

The screenshot shows a Microsoft Windows application window titled "Intelogy - Administration Tasks". A message at the top reads: "The following Invoices have been setup as "Recurring" invoices. Please select the Recurring invoice and press the Generate button to convert this into a new Sale. This sale will be placed in a "Waiting Quote Acceptance" status." Below this is a data grid with the following columns: Date Cycle, Last Date, Customer Name, Description, Payment Type, and Total (INC). There are approximately 20 rows in the grid. At the bottom of the window are buttons for Export..., Print..., Refresh, Generate Sale, and Cancel.

Date Cycle	Last Date	Customer Name	Description	Payment Type	Total (INC)

12.13 - Bill Registry (Recurring Bills)

- Print - **press** the ‘Print’ button to print the contents of the list.
- Edit - **press** the ‘Edit’ button to edit a selected recurring bill.
- Delete - **press** the ‘Delete’ button to delete a selected recurring bill.

! Deleting a “Recurring Bill” will not remove bills already posted to the Creditors Browser.

12.10 Show Orders Received With No Invoice Generated

This feature is located under the ‘Inventory’ menu.

! You must have ‘Bill Entry’ permissions and ‘Stock Ordering’ permissions to be able to access this feature. Refer to Section 3.11.1 for more information.

This feature is used to display a list of all ordered parts that have been received but have NOT had an Invoice Generated. When parts are received into Stock, the Invoice Number that they are supplied to you on and the purchase price are recorded. Once you save the changes, you are given an opportunity to generate an invoice so that the stock can be paid for. This also allows Intelogy to update the Stock on Hand Account in the Chart of Accounts.

! Items will only be displayed if an invoice number has been entered on the actual order screen.

To populate the list, press the Refresh Button.

To show the actual order record of a selected item, **select** the item and **press** the ‘Show Order’ button. This displays the order that the individual parts have been received against. You can now enter in the Invoice Numbers.

Updated items will not be removed from the list until the Refresh button is pressed.

Intelogy - Purchase Orders and Credits without Corresponding Invoices					
Inventory Accounting - Purchases and Returns (Credits) not processed:					
When a part arrives or is returned, PaperWorks can generate an Invoice or a Credit Request. You can elect to "Generate" an Invoice or Credit at while processing the Arrival or Return of the Spare Parts or locate the Items that have not been generated through this screen. Please "Show" the Orders and Credits identified here and from the Order or Credit Screen, select the "Generate An Invoice" button to create missing invoices.					
Order Number	Credit Number	S...	Sent	Received	
1001		N...	18/10/2011		
1025		S...	15/11/2011	15/11/2011	
1029		P...	15/11/2011	15/11/2011	
1045		T...	18/11/2011	18/11/2011	
1091		P...	06/12/2011	06/12/2011	
1103		A...	09/12/2011	04/01/2012	
1107		T...	09/12/2011	13/12/2011	
1132		P...	20/12/2011	22/12/2011	
1157		P...	06/01/2012	27/01/2012	
1159		A...	06/01/2012	25/01/2012	
1219		J...	31/01/2012	06/02/2012	
1246		A...	13/02/2012	13/02/2012	
1249		B...	17/02/2012	17/02/2012	
1249		B...	17/02/2012	17/02/2012	
1250		W...	17/02/2012	17/02/2012	
1251		N...	08/03/2012	08/03/2012	
1263		S...	23/02/2012	28/03/2012	

Figure 12.14 - Purchase Orders without Corresponding Invoices

12.11 Accounts Payable (Creditors Browser)

This feature is located under the ‘Book Keeping’ menu.

 You must have ‘Bill Payment’ permissions to be able to access this feature. Refer to Section 3.11.1 for more information.

The Creditors Browser (Commonly referred to as “Accounts Payable”) is used to view ALL the outstanding invoices (bills) that are to be paid.

The Debtors Browser is divided into the following sections:

- Creditor Summary - the list on the left hand side of the Creditor Browser displays a list of the all creditors that have outstanding invoices due, along with the total amount due.
-  Your Aged Creditors report is accessed through this list. Accounts are shown in calendar months and includes a column for Accounts “Not Due”.
- Invoice Summary - the list on the bottom right hand side of the Creditor Browser displays a list of the all the outstanding invoices due for the selected creditor.
-  Credits, (Item returned for Credit) are shown in RED

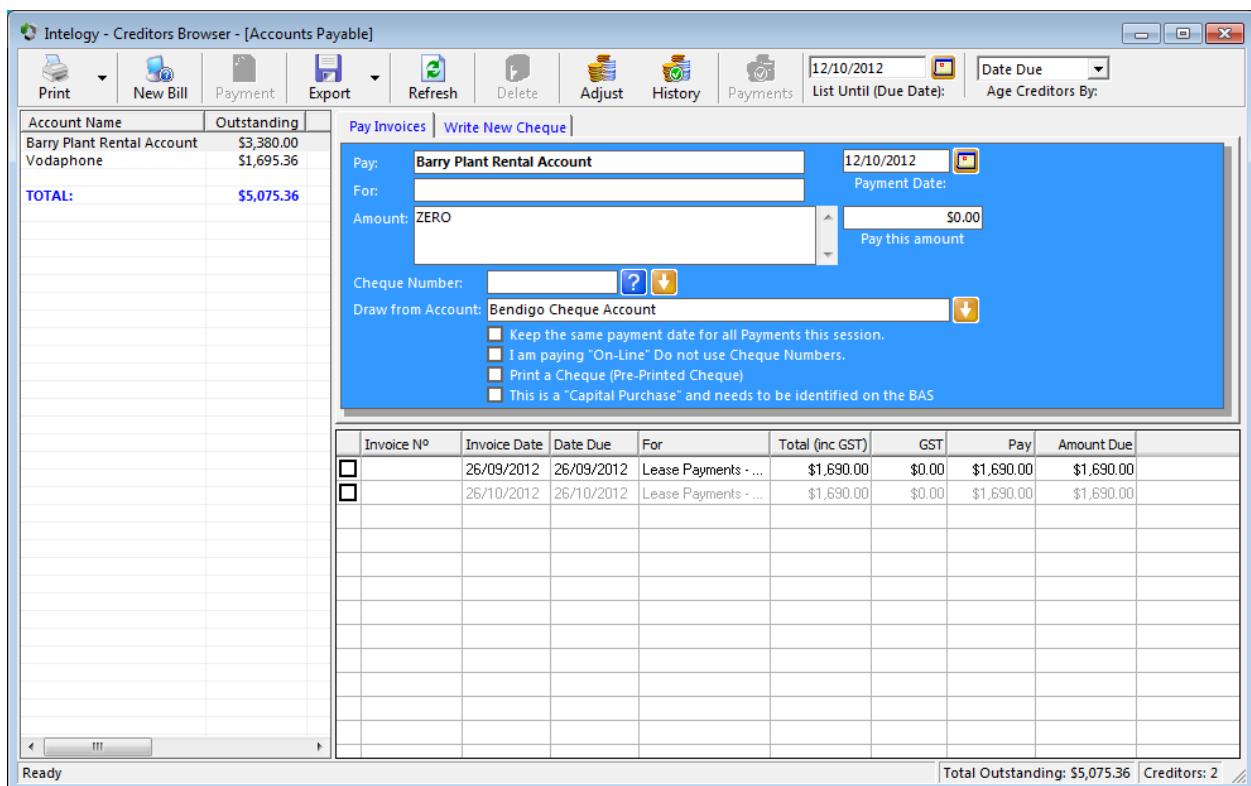


Figure 12.15 - Creditors Browser (Accounts Payable)

The following options are available from the tool bar:

- Print - there are four (4) options available -

Print the Creditors List - **press** this option to print the entire list of creditors along with the outstanding amounts and aging reports.

Print Summary of bills payable for the selected Creditor- **press** this option to print a summary of all of the invoices (bills) present for the selected creditor.

Print Summary of Ticked bills payable for the selected Creditor- **press** this option to print a summary only the ticked invoices (bills) present for the selected creditor.

Print Credit Note for the selected Adjustment - **press** this option to print a Credit Note for the selected Credit Request.

This option is only enabled when a Credit is selected.

- Payment - **press** the ‘Payment’ button to process a bill payment.

If you have selected the “Print a Cheque (Pre-Printed Cheque)” option, a Print Dialog box will be presented allowing you to “Print” the cheque. Printing of Cheques is NOT available from the PRINT menu.

- Export - there are two (2) options available -

Export the Creditors List - **press** this option to export the entire creditors list as a comma or tab delimited text file.

Export the Invoice List for the selected Creditor- **press** this option to export the entire list of present invoices for the selected creditor as a comma or tab delimited text file.

- Refresh- **press** the ‘Refresh’ button to refresh the list of Creditors.

- Delete- **press** the ‘Delete’ button to delete the selected Invoice. Please note that only invoices created through the Bills Registry function can be deleted.

- Adjustment - **press** the ‘Adjustment’ button to display the ‘Generate Invoice’ screen. This function can be used to create Account Adjustments. Refer to Section 12.18 for more details.

- History - **press** the ‘History’ button to display the following screen.

- Payments - **press** the ‘Payments’ button for a history on all Part Payments of an Invoice.

 This option is only enabled when Part Payments have been received on a particular Invoice.

- List Until - **Enter** the ‘List Until’ date to only show Accounts Payable that are due till this date. *Pressing* the ‘Refresh’ button will update the list and identify all Accounts Payable that are not due in a lighter color. Intelogy will list Accounts Payable that are not “Due” in a lighter colour and they can not be selected.

 To pay an Account Payable that is not yet due, simply alter the List Until date to a date in the future and press the ‘Refresh’ button.

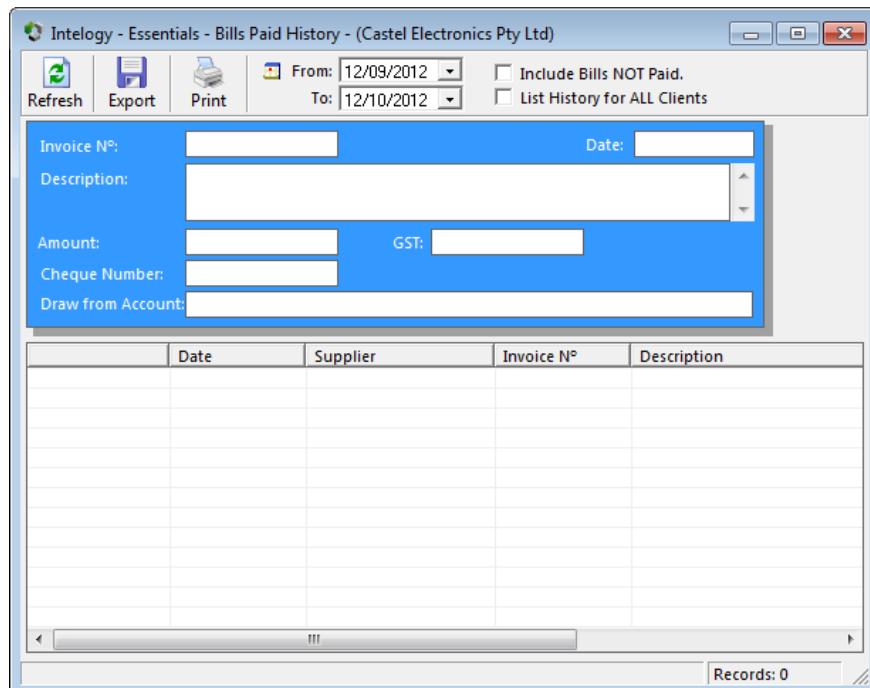


Figure 12.16 - Bills Paid History

This feature is used to display all of the bills that have been paid for the selected creditor. To display the bills paid history:

1. **Select** the particular creditor from the list (on the main creditors browser).
2. **Press** the ‘History’ button to display the bills paid history screen.
3. **Select** the ‘List Bills From’ and ‘To’ dates using the corresponding date selectors.
4. **Press** the ‘Refresh’ button to list all of the bills paid for the selected period of time.
5. To view the details of a paid bill, select the particular bill, this displays the bill information.

12.11.1 Paying an Invoice

To pay the invoices due for a particular creditor:

1. **Select** the particular creditor from the ‘Creditor Summary’ list. This will display ALL of the outstanding invoices due for payment.
2. To mark an invoice for payment, **check** the corresponding check box to the left of the actual invoice number. **Note:** multiple invoices can be marked for payment. The total payment amount will automatically be adjusted each time an invoice is marked for payment.

To ‘Part Pay’ a selected invoice:

1. **Double click** in the ‘Pay’ column of the selected invoice
2. **Enter** the payment amount.

Once all invoices have been marked for payment:

3. **Press** the  button to select the ‘Payment Date’. This value defaults to current date as set

on the computer.

The ‘Pay’, ‘For’ and ‘Amount’ fields are automatically updated by Intelogy and can NOT be edited.

4. **Enter** the ‘Cheque Number’ or **press** the ‘?’ button to automatically select the next available cheque number.

 This field changes to Transaction Number when making payments ‘on-line’.

To view a list of all cheque drawn, press the ‘?’ button. This displays the ‘Cheques Drawn’ screen, for more information on this feature, refer to Section 12.14.

5. To select an account in which the payments will be drawn from, **press** the corresponding ‘?’ button. This displays the ‘Chart Of Accounts’ screen, refer to Section 12.19 for more information. The default account set is the ‘Default Cheque’ account.

6. To keep the same payment date for all payment made during this session, **click** the option labelled ‘Keep the same payment...’.

7. To pay the selected invoices ‘On-Line’, **click** the option labelled ‘I am paying On-Line....’.

8. If you wish to print a “Cheque” using pre-printed Cheque Stationary, place a tick in the “Print a Cheque (Pre-Printed Cheque)” option.

 When paying ‘On-Line’, Intelogy will not require a ‘Cheque Number’ but will allow an on-line transaction number to be entered. Please enter in a Reference Number that will allow for easier finding if required at a latter date.

 After paying an Account Payable, you have the option to print a remittance slip that can be sent to the Creditor, informing them of the payment and what it covers.

12.11.2 Printing Cheques. (Pre-Printed Cheque Stationary)

If you have selected the “Print a Cheque (Pre-Printed Cheque)” option, a Print Dialog box will be presented allowing you to “Print” the cheque. Printing of Cheques is NOT available from the PRINT menu.

12.11.3 Record a Cheque without Entering a Bill.

From time to time, you may wish to write a “Cheque” without the hassle of entering an “Account Payable” (Bill). From the “Creditors Browser” screen, you can write cheques directly. Intelogy will record the Bill automatically to match up with the Payment.

1. **Click** on the ‘Write New Cheque’ tab.

2. **Select** the ‘Creditor’ from the ‘Pay’ drop down box provided. To create a new creditor (employee or supplier) **press** the ‘?’ button.

 You must have ‘Supplier Details’ permissions to be able to add a new Supplier. You must have ‘Employee Database’ permissions to be able to add a new Supplier. Refer to 3.11.1 for more information.

3. **Select** the ‘Payment Date’ using the corresponding date selector.

4. **Enter** the ‘Amount’. If there is a GST component, the ‘Total Amount Due’ should include the GST amount.

5. **Enter** the GST Component (if applicable). Press the ‘?’ button to automatically enter the GST amount. The ‘!’ icon will be displayed if the GST amount doesn’t correspond with the total amount entered.

 Not all bills will contain a full GST component. Please enter in the amount shown on the Receipt. As the BAS Calculation Worksheet requires you to take the TOTAL AMOUNT SPENT and divide it by 11 to calculate the GST, the amount actually paid and reported by

Intelogy may differ from this calculation.

6. **Enter** the ‘Invoice Number’ (Receipt Number) of the bill being paid.
7. **Enter** the ‘Cheque Number’ for the transaction. When making the payment online, check this option and enter the transaction number instead of the cheque number. Press the ‘?’ to automatically insert the next available cheque number.
8. **Select** the account in which the amount will be drawn.
 When making a cheque payment, this account must be able to have cheques written against it.
9. **Select** the account to track the expense in. When selecting a supplier this value is automatically entered.
10. **Select** the account to track the liability in. When selecting a supplier this value is automatically entered.
11. **Press** the ‘Payment’ button located on the tool bar to process the bill and make the specified payment.

12.11.4 Recording of a Capital Purchase.

Capital Purchase is when you purchase an item and you do not have to pay for the gst amount in your Bass statement.

To enter a New Capital Purchase into the Creditors Browser - [Accounts Payable].

1. From the Intelogy Tool Bar **Click** the word ‘Book Keeping’ from the Menu.
2. **Click** on Accounts Payable (Creditors Browser) Book Keeping from the menu drop down list.
3. **Click** the Refresh Button to updates the account entries.
4. **Select** an ‘Account name’ from the account Name list box.
If a Account name is not listed, Create a New Supplier Account. For more information of how to create a new Supplier see Section 6.1 Add a New Supplier Record.
5. **Tick** the ‘This is a Capital Purchase and needs to be identified on the BAS’ check box to indicate that this adjustment is a Capital Purchase Entry.
6. **Click** the ‘Adjust’ Button.
7. **Enter** a meaning full name for the ‘Type of Invoice’ in the invoice in favour of text box.
8. **Enter** a ‘short description’ for the invoice in the description text box.
9. **Enter** the ‘Invoice Number’ in the invoice number text box.
10. **Select** a ‘Date incurred / Processed’ date from the data selector.
11. **Select** a ‘Date due’ from the data selector.
12. **Enter** a ‘Total Amount’ due in the Total Amount Due text box.
Normal Work Invoicing.
If the Total Due includes gst in the price then click the Question mark button to calculate the gst component.
If there is no GST include in the price then add the gst to it and then press the, question mark to calculate the gst.
If the Total Amount due in paperwork’s is different from the invoice supplied by a supplier select an Asset Offset Account.
If an Asset Offset account can not be selected then add an Asset Offset Account. Form more information on how to create an Account see section 12.5.1 Add A New Account.
Adding a Purchase without the gst component.
13. **Select** an Expense Account from the orange button to bring up an Expense Account selection screen.
14. **Select** an Liability account from the orange button to bring up an Liability account selec-

tion screen.

15. Click ‘Save the Invoice’ button to save the journal entry of a purchase.

12.12 Accounts Receivable (Debtors Browser)

This feature is located under the ‘Book Keeping’ menu..

 You must have ‘Chart of Accounts’ permissions to be able to access this feature. Refer to 3.11.1 for more information

The Debtors Browser (Accounts Receivable) is used to view all the invoices that have been “Converted to an Invoice” and have an amount outstanding on them. Both Tax Invoices and Tax Adjustments are listed. A Tax Adjustment (Refund) is listed in Red.

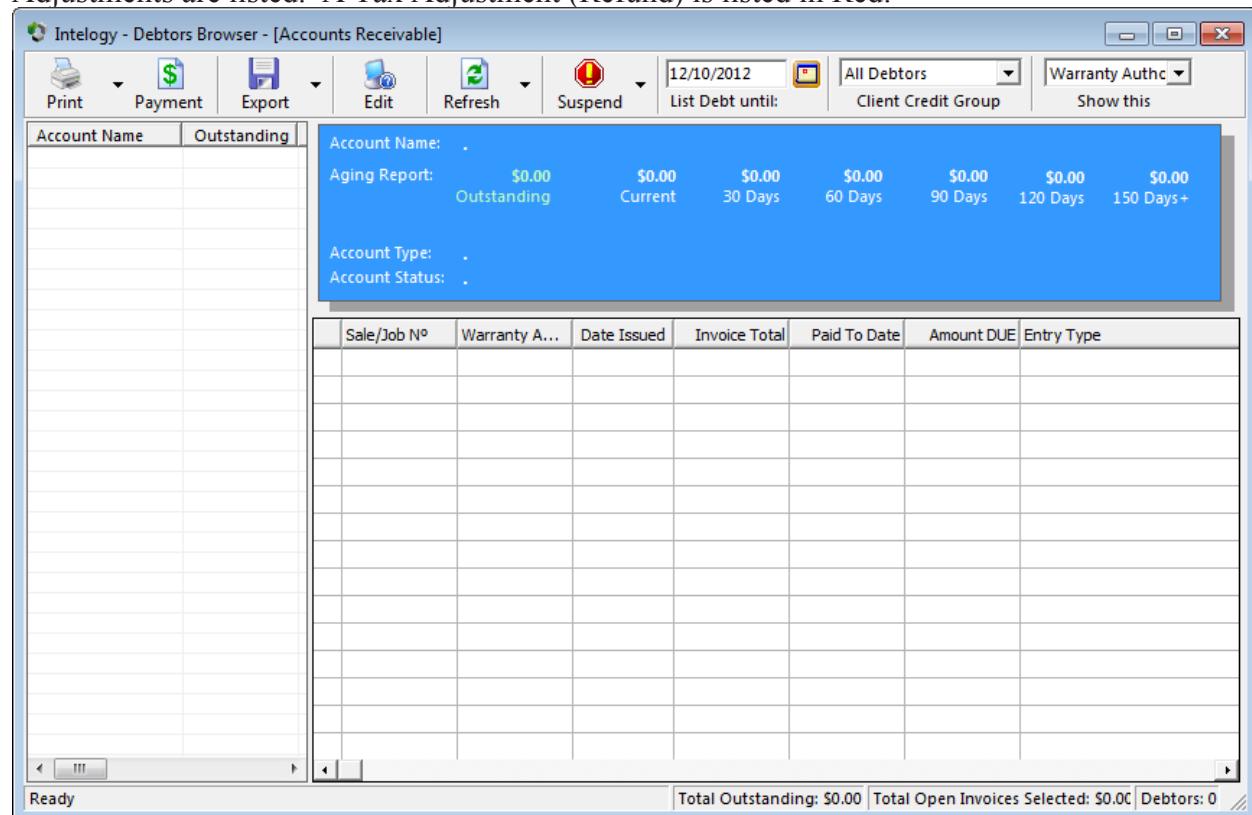


Figure 12.17 - Debtors Browser (Accounts Receivable)

The Debtors Browser (Accounts Receivable) is divided into the following sections:

- Debtors Summary - the list on the left hand side of the debtors browser displays a list of the all customers that owe money on converted invoices, along with an Aged Debtors Report.

 Accounts that have been placed in a “Stop Credit” state, are shown in Red.

- Sale and Repair Summary - the list on the bottom right hand side of the debtors browser displays a detailed list of the Sale or Repair, on which the selected debtor owes money.

 Sales will only show when they are in a Status of “Completed” and there is money owed. Repairs will only show while they are “Converted to Invoice” and money is owed.
RCTI Claims do not show in the Debtors Browser.

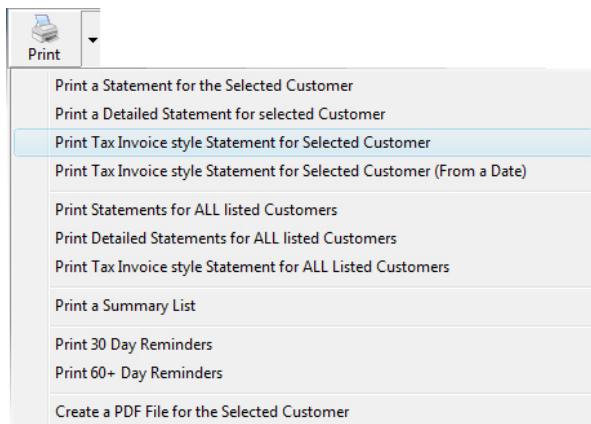
Once a Tax Invoice has been generated and you wish to alter the value of the invoice, a Tax Adjustment must be issued to comply with current GST Taxation Law. You can not simply edit the original invoice as the receiver may have used that amount to claim a GST input credit against and pay out on a reduced amount.

YOU MUST NOT EDIT converted Invoices. If financial changes are required, create a Tax Adjustment.

The following options are located from the tool bar:

Print - there are nine (11) options when printing;

- Print a Statement for the Selected Customer - **press** this option to print a statement for ALL the money owed for a selected Customer.
- Print a Detailed Statement for the Selected Customer - **press** this option to print a detailed statement for ALL the money owed for a selected Customer. The detailed statement includes a list of all Sales and Repairs along with a ‘break down’ of all parts listed on the sale or repair.



- Print a Tax Invoice style Statement for the Selected Customer - **press** this option to print a detailed statement for ALL the money owed for a selected Customer. The Tax Invoice words are printed in place of the words “Statement of Account”
- Print a Statement for the ALL Customers - **press** this option to print a statement for ALL the money owed for a ALL Customers in the debtors summary list.
- Print a Detailed Statement for ALL Customers - **press** this option to print a detailed statement for ALL the money owed for a ALL Customer listed in the debtors summary list. The detailed statement includes a list of all Sales Repairs along with a ‘break down’ of all parts listed on the sale or repair.
- Print a Tax Invoice style Statement for ALL Customers - **press** this option to print a detailed statement for all Customer. The Tax Invoice words are printed in place of the words “Statement of Account”
- Print a Summary List - **press** this option to print a complete summary report of all Customers listed in the debtors summary list. Current amount along with the aging details will also be printed on this report.
- Print a 30 Day Reminders - **press** this option to print a reminder letter for the selected customer explaining that the account is 30 days overdue.
- Print a 60 Day Reminders - **press** this option to print a reminder letter for the selected customer explaining that the account is 30 days overdue.
- Print to PDF- **press** this option to convert to a pdf which can be saved on your computer.

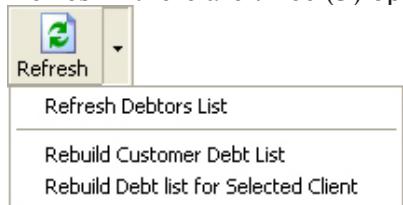
 30 and 60 day reminders need to be setup using the PaperWorks letter editor. Refer to Section 15.6.2 for more information. When printing the reminders, the appropriate text file must first be selected.

Payment - **press** this the ‘Payment’ button to process a payment for the selected invoices. To select the Sale or Repair that you wish to accept Payment for, **click** in the check box located to the left of the particular item.

Edit - **press** the ‘Edit’ button to edit the selected Customer. Clicking this option will open the customer screen with the selected customers details loaded.

 You must have ‘Customer Account Details’ permissions to be able to edit a customers details. Refer to 3.11.1 for more information

Refresh - there are three (3) options when refreshing the debtors browser;



- **Refresh Debtors List** - **press** this option to only refresh the debtors summary list. This will reload existing information from the Database.
- **Rebuild Customer Debt List** - **press** this option to rebuild the list of debtors and the amount owed from Sale and Repairs for all customers. This will recalculate the data stored in the database and correct any errors it finds.
- **Refresh Customers Debt List** - **press** this option to rebuild the selected customer only. This will recalculate the data stored in the database and correct any errors it finds.

 It is good practise to rebuild the customer debt list prior to sending out statements. From time to time, Intelogy may not be able to update the amount due value that is stored against each individual customer. Although this does not present any problem for the Accounting engine in Intelogy, wrong figures can be printed on the statements.

Suspend - **press** the ‘Suspend’ button to suspend (place a stop on) all Customers with overdue accounts, depending on the Customer credit group.

 To ‘un-suspend’ any stopped Customer accounts (for the selected Customer credit group), **click** the ‘Un-Suspend All Accounts....’ option located on the ‘Suspend’ button drop down option.

Options on the Debtors Browser allow for Tax Invoices to be listed as current until a certain date. This does not show a balance for that debtors as of that period as it does not show paid invoices. To see your Debtors as of a certain date, you should refer to the appropriate account in the Chart of Accounts.

The ‘Client Credit Group’ allows for grouping of the Debtors. Each customer record can allocated to a particular Credit Group. Supported Credit Groups are: Ordinary (Default), Trade and Commercial.

The ‘Show this Column’ allows you to choose which column will be shown in the Debtors Detail List. Intelogy will remember this setting.

12.13 Reconcile Accounts

This feature is located under the ‘Book Keeping’ menu.

 You must have ‘Chart of Accounts’ permissions to be able to access this feature. Refer to 3.11.1 for more information.

The ‘Reconcile Accounts’ feature in Intelogy, allows the user to verify Computer Records against Source Documents. Reconciling allows the program to identify entries that it may have that have no supporting documentation. This is very useful when dealing with Bank Statements. It will quickly and easily identify cheques that have not been presented, entries against the Bank Account that are not in the Computer System.

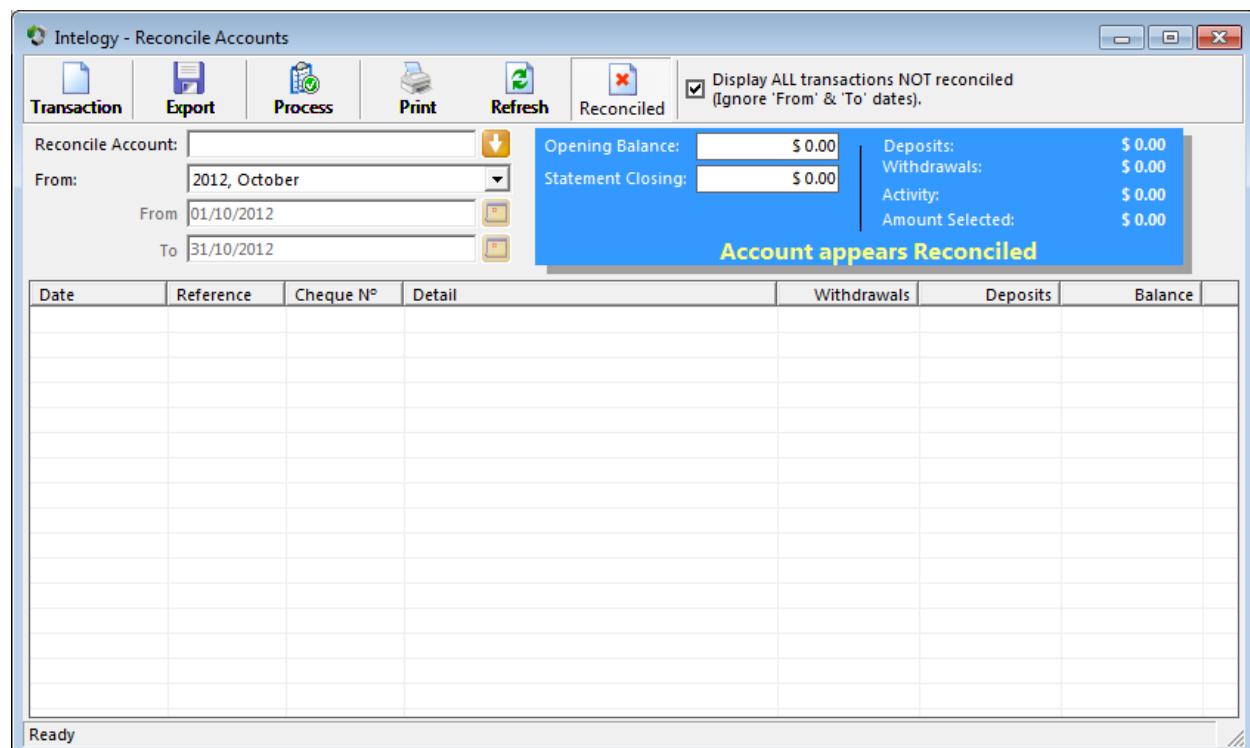


Figure 12.18 - Reconcile Accounts

The following options are available from the tool bar:

Transaction - **press** the ‘Transaction’ button to display the ‘Journal Entry’ screen. Journal entries may be used to enter items that appear on your statement but have not yet been entered into Intelogy or correct entries that are wrong.

Export - **press** the ‘Export’ button to export the data listed as a comma or tab delimited text file.

Process - **press** the ‘Process’ button to commit to the Database the status of the transactions selected.

Print - **press** the ‘Print’ button to print the list to the default printer.

Refresh - **press** the ‘Refresh’ button to reload the list.

Reconciled- **press** the ‘Reconciled’ button to either list ALL transactions NOT Reconciled or list ALL transactions regardless of what the reconciled status is.

Tick the ‘Display All...’ option to display ALL the transaction NOT reconciled. Clicking this option ignores the date range selected and lists ALL transaction prior to the month selected.

To reconcile an account:

1. **Select** the account to be reconciled by **pressing** the '' button. This displays a list of the appropriate accounts from the 'Chart of Accounts' screen, refer to Section 12.19 for more information.

2. **Select** the 'period' from the dates in the drop down list provided. Only transactions between the specified period will be shown.

Or

2. To specify a custom period, select the 'From' and 'To' dates using the corresponding date selectors.

3. **Enter** the opening balance of the selected account in the space provided.

4. **Enter** the closing balance of the selected account in the space provided.

 The account will remain in "Un Reconciled" until the closing balance matches the Statement Closing Balance.

5. Place a **tick** in the check box of each of the transaction you wish to mark reconciled. When marking an item the 'Account Out By' amount changes.

6. **Press** the 'Process' button to mark each of the selected transactions as reconciled.

When the account is 'NOT reconciled', that is it doesn't balance when opening and closing amounts are entered, it may be necessary to make an additional transaction. To do this, **press** the 'Transaction' button to display the 'Journal Entry' screen. Refer to Section 12.17 for more information on journal entries.

12.14 Build A List Of Cheques Drawn

This feature is located under the 'Book Keeping' menu.

 You must have 'Chart of Accounts' permissions to be able to access this feature. Refer to 3.11.1 for more information.

This feature is used to display a list (report) of ALL cheques drawn.

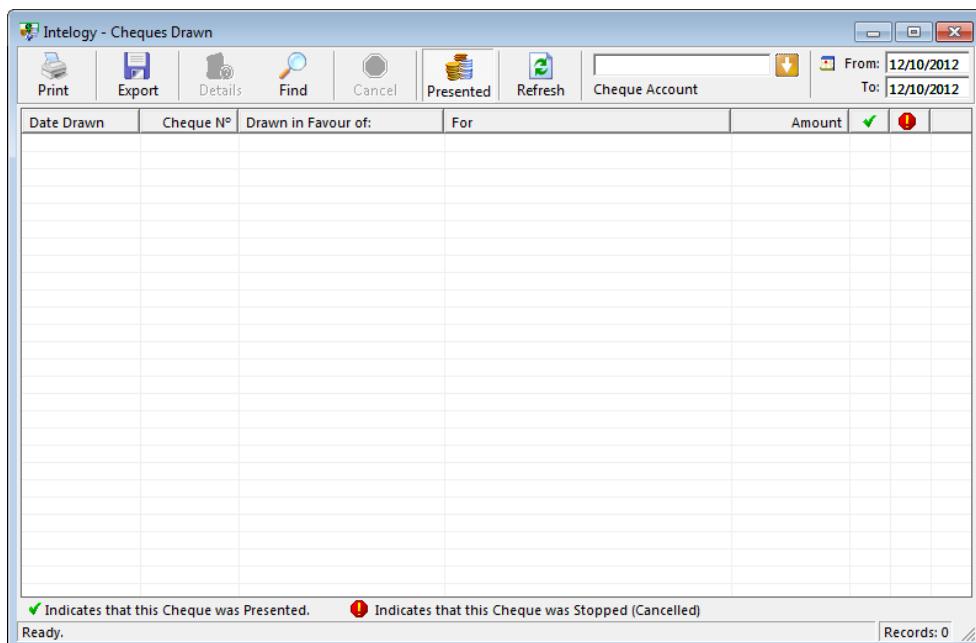


Figure 12.19 - Cheques Drawn

The following option are available in the tool bar:

- Print - **press** the ‘Print’ button to print the entire contents of the list.
- Export - **press** the ‘Export’ button to export the data listed as a comma or tab delimited text file.
- Details - **press** the ‘Details’ button to display the details of a selected cheque. This displays a list of all the invoices paid using the selected cheque number.
- Find - **press** the ‘Find’ button to find and load a particular cheque number.
 When finding a cheque number, the proceeding zero's in the cheque number are not required. E.g. 000232 only can **enter** 232.
- Cancel - **press** the ‘Cancel’ button to cancel a selected cheque.

⚠ When cancelling a Cheque, Intelogy will re-create any invoices that are payable by the Cancelled Cheque. If you wish to Cancel a payment and not pay the invoices, you will need to delete them from the Creditors Browser. When you cancel a refund cheque that was used to pay the refund on a repair or sale, Intelogy will re-create the Tax Adjustment and mark it “Due” to be paid. To remove this invoice, you will need to do it through the Debtors Browser.

- Presented - **press** the ‘Presented’ button to only display cheques which have NOT yet been presented.
- Refresh - **press** the ‘Refresh’ button to refresh the list. E.g.; **Press** this button after making changes to the ‘from’ and ‘to’ dates.

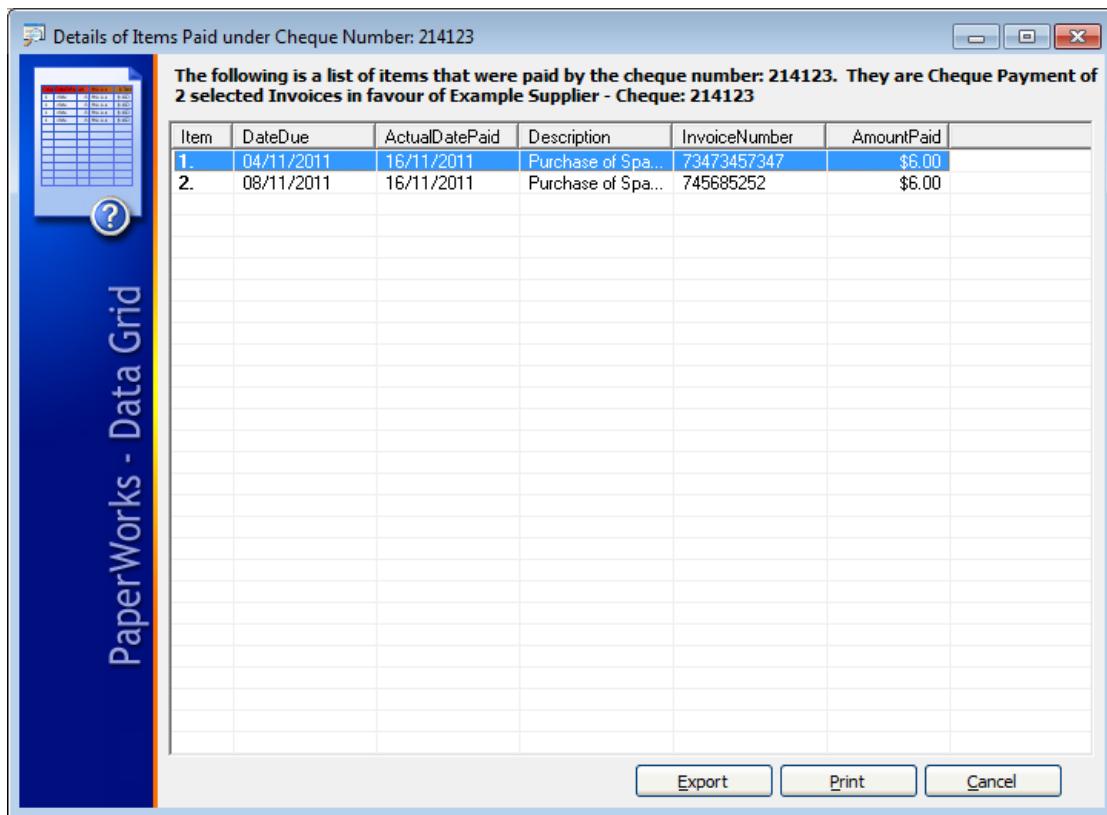


Figure 12.20 - Cheque Number Details

To display a list of all cheques for a selected account:

1. **Press** the  button to select an account. This displays the ‘Chart of Accounts’ screen,

Only accounts that can write cheques can be used. For more information, refer to Section 12.5.

2. **Select** the ‘From’ and ‘To’ dates from the appropriate date selectors. Only cheques written between these dates will be displayed in the list.

3. **Press** the ‘Refresh’ button to refresh the list.

 You can change the “Presented” status of each cheque from this screen by **double-clicking** the “Presented” Column on the appropriate Cheque.

 - indicates that the check has been presented.

 - indicates that the cheque has been stopped (Cancelled).

12.15 Transfer Funds

This feature is located under the ‘Book Keeping’ menu.

 You must have ‘Chart of Accounts’ permissions to be able to access this feature. Refer to 3.11.1 for more information.

The transfer funds feature is used to transfer funds between different Asset and Liability Accounts. Payment of Credit Card Accounts and topping up Petty Cash Accounts are typical uses of this function.

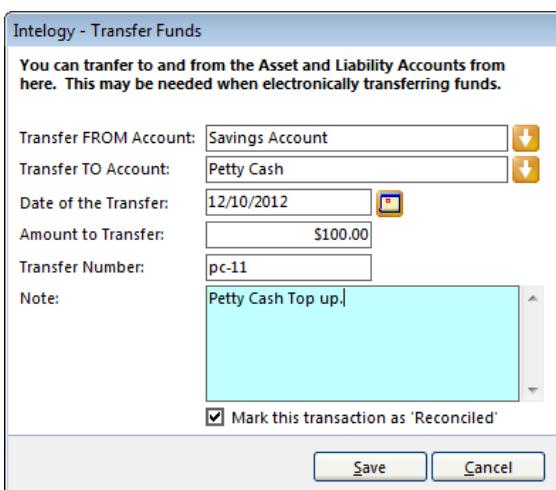


Figure 12.21 - Transfer Funds

To transfer funds between two accounts:

1. **Press** the  button to **select** the ‘Transfer FROM Account’. This displays the ‘Chart of Accounts’ screen, refer to Section 12.19 for more information on this screen.
2. **Press** the  button to **select** the ‘Transfer TO Account’. This displays the ‘Chart of Accounts’ screen, refer to Section 12.19 for more information on this screen.
3. **Select** the ‘Date of Transfer’ using the date selector provided.
4. **Enter** the ‘Amount to Transfer’ in the space provided. Regardless of the Account Type, please enter a positive amount here. Intelogy will know how to process the transfer by the account types.
5. **Enter** the ‘Transfer Number’ in the space provided. Any reference that will allow you to understand the entry is appropriate. If you have transferred funds using Internet Banking, Paid your Visa Cards using Bpay, you can enter the Transaction Number.
6. **Enter** any notes required in the space provided.

7. Press the ‘Save’ button to commit the transfer.

The “Mark this transaction as ‘Reconciled’” option will save the entries into the General Ledger as reconciled.

12.16 Petty Cash Management

This feature is located under the ‘Book Keeping’ menu.

This feature is used to process and view ‘Petty Cash’ payments. Petty Cash is generally used to purchase small day to day sundries including Milk, Tea Coffee etc.

 You must have ‘Chart of Accounts’ permissions to be able to access this feature. Refer to 3.11.1 for more information.

The following options are available from the tool bar:

- Print - **press** the ‘Print’ button to print the entire contents of the transaction list.
- Save - **press** the ‘Save’ button to save a new petty cash transaction. **Note:** this button will only be enabled after all the required information is entered.
- Refresh - **press** the ‘Refresh’ button to refresh the transaction list.
- Transfer - **press** the ‘Transfer’ button to display the ‘Funds Transfer’ screen, refer to Section 12.15 for more information on transferring funds between accounts.

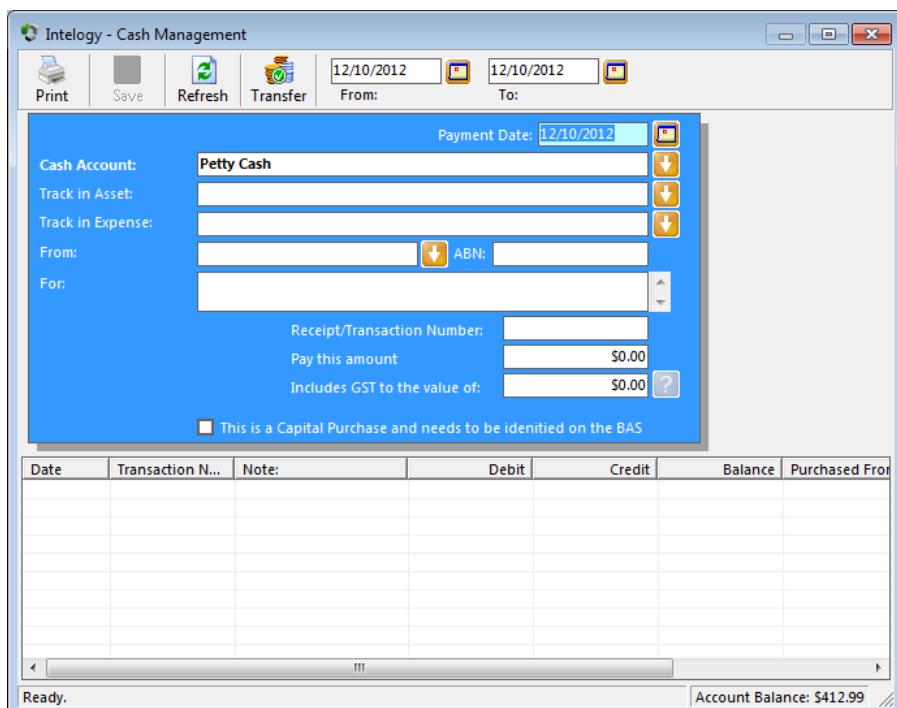


Figure 12.22 - Petty Cash Book Management

To list petty cash transactions between a specified date period:

1. **Select** the ‘From’ date using the corresponding date selector.
2. **Select** the ‘To’ date using the corresponding date selector.
3. **Press** the ‘Refresh’ button to refresh the list with all petty cash transactions between the dates specified.

To make a new Petty cash payment:

1. **Press** the  button and **select** the ‘Payment Date’.

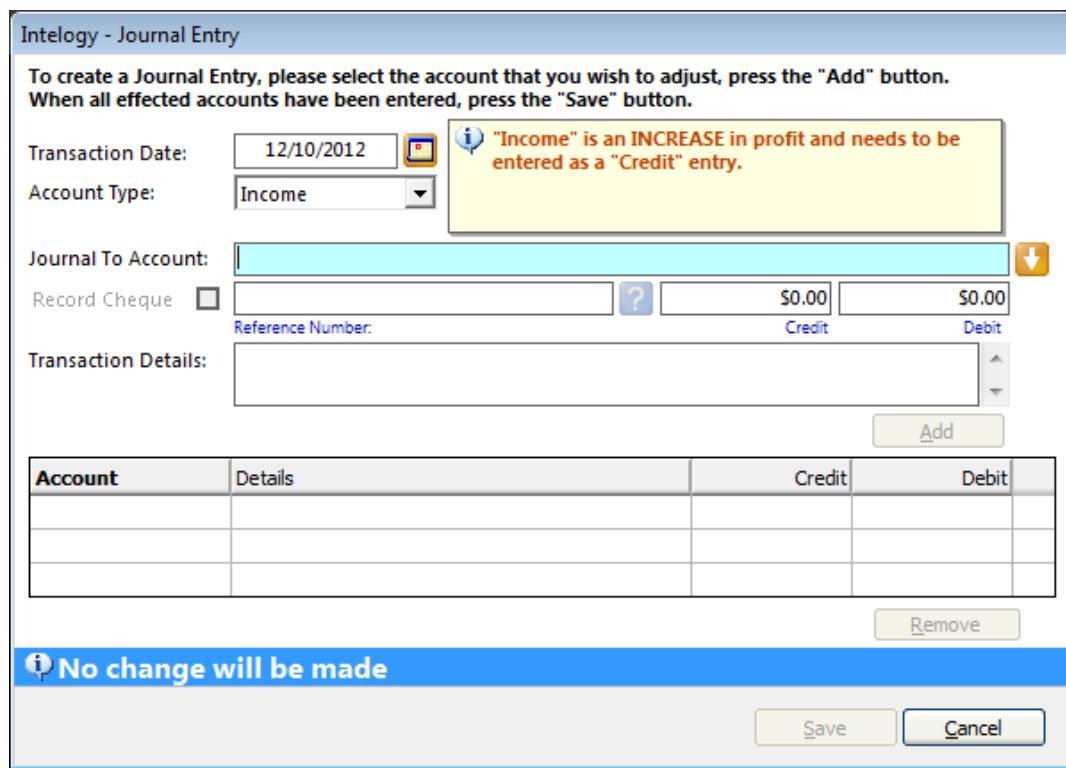
2. Press the corresponding ‘’ button to select the ‘Petty Cash’ account. This displays the ‘Chart of Accounts’ screen, refer to Section 12.19 for more information.
-  The default ‘Petty Cash’ account can be setup in the ‘Accounting Preferences’, refer to Section 3.13.4 for more information.
3. Press the corresponding ‘’ button to select the ‘Track in Asset’ account. This displays the ‘Chart of Accounts’ screen, refer to Section 12.19 for more information.
4. Press the corresponding ‘’ button to select the ‘Track in Expense’ account. This displays the ‘Chart of Accounts’ screen, refer to Section 12.19 for more information.
5. Enter the payment recipient (‘From’) in the space provided. Alternatively, press the ‘’ button and select an existing Customer name from a pop up list.
6. Enter the ABN number for the payment recipient.
7. Enter the a brief description for the transaction in the space provided.
8. Enter the Receipt or Transaction number in the space provided.
9. Enter the transaction amount. (Inclusive of GST)
10. Enter the GST value for the amount entered. Press the ‘’ button to let Intelogy automatically work out and enter the GST amount.
11. Press the ‘Save’ button to process the petty cash payment.

12.17 Transaction (Journal Entry)

This feature is located under the ‘Book Keeping’ menu

 You must have ‘Create Journal Entries’ permissions to be able to access this feature. Refer to 3.11.1 for more information.

This feature is used to add journal entries into the an Income, Expense, Asset or Liability account. A Journal Entry is used to make corrections to the General Ledger of the Chart of Accounts and to add missing entries.



The screenshot shows the 'Intelogy - Journal Entry' dialog box. At the top, it says: 'To create a Journal Entry, please select the account that you wish to adjust, press the "Add" button. When all effected accounts have been entered, press the "Save" button.' The 'Account Type' dropdown is set to 'Income'. A tooltip message 'Income' is an INCREASE in profit and needs to be entered as a "Credit" entry.' is displayed. The 'Journal To Account' field is selected. Below are fields for 'Record Cheque' (unchecked) and 'Reference Number'. The 'Transaction Details' section contains a large text input field. At the bottom, there is a table with columns 'Account', 'Details', 'Credit', and 'Debit'. An 'Add' button is located to the right of the table. A note at the bottom states 'No change will be made'. At the very bottom are 'Save' and 'Cancel' buttons.

Figure 12.23 - Journal Entry

To make a journal entry:

1. **Enter** the ‘Transaction Date’ using the date selector.
2. **Select** the ‘Account Type’ using the drop down box.
3. **Press** the ‘’ button to select the account to adjust. This will display the ‘Chart of Accounts’ screen, refer to Section 12.19 for more information.
4. **Enter** the transaction ‘Reference Number’. (If required)
5. **Enter** the Credit or Debit amounts.
6. **Enter** the transaction details. An informative description will allow for clearer understanding when referring to this transaction later on.
 The transaction details are required before saving the new journal entry.
7. **Press** the ‘Add’ button to add this entry to the list of pending journal entries.
8. **Press** the ‘Save’ button to process the journal entry.

 When creating a Journal Entry, Intelogy uses the following Account Types to decide which side of the Ledger to post the value to.

Income - Income is the financial value of a service or product that has been provided to a customer and payment is due or received. Income is treated as a Credit Account.

Expense - Expense is the financial value paid out or payable for a Service or Product received by your company. An Expense is treated as a Debit Account.

Asset - An Asset is an item that has a value and is held by the company. It may be a tangible asset in the form of Land, Buildings, Plant, Stock etc or may be in the form of Cash or even your Debtors. An Asset is treated as a Debit Account.

Liability - A Liability is an item that represents financial obligations to other parties. They can take the form of money owed to creditors and debts to Financial Institutions (e.g.. Bank Loans). A liabilities is treated as a Credit Account.

To remove an journal entry from the pending list:

1. **Select** the particular entry you wish to remove.
2. **Press** the ‘Remove’ button to remove the entry from the list.

⚠️ Intelogy will allow you to create Journal Entries that will cause the Accounts to go “Out of Balance”. This has been done to allow for corrections to the General Ledger that are caused through Database Corruptions or “One Sided” entries made in earlier versions.

12.18 Generating an Account Payable

This feature is used by Intelogy to generate an ‘Invoice to be Paid’ and create ‘Adjustments’ to be credited.

- Receiving and Invoicing Purchase Orders - refer to Section 14.7.5
- Making Adjustments through the Creditors Browser - refer to Section 12.11

When generating an Account Payable or an Adjustment:

1. The ‘Invoice in Favour of’ field can NOT be edited. Intelogy automatically enters the suppliers name when generating the invoice.
2. **Enter** a brief ‘Description’.
When generating an invoice for a received order, the description will automatically filled in by Intelogy but can be edited.
3. **Enter** a the ‘Invoice Number’ or ‘Adjustment Number’.
4. **Select** the ‘Date Incurred’ by using the date selector. The Profit and Loss account, Equity Account in the Balance Sheet will be effected on this date.
5. **Select** the ‘Date Due’ by using the date selector.
6. **Enter** the ‘Amount Due’.
7. **Enter** the GST value for the amount entered. Press the ‘?’ button to let Intelogy automatically work out and enter the GST amount.
The ‘Account to track this Expense in’ and the ‘Account to track this liability in’ account names are automatically entered by Intelogy based on the accounts used when setting up the ‘Supplier’ record.
8. **Press** the ‘Save this Invoice’ button to process the invoice. This invoice to be paid will now appear in the ‘Creditors Browser’. Refer to Section 12.11 for more information on the ‘Creditors Browser’.

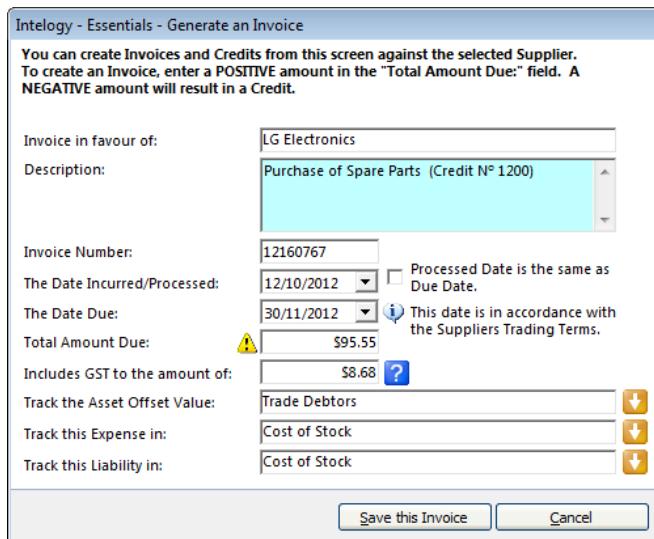


Figure 12.24 - Generate An Invoice

12.19 Chart of Accounts (Pop up window)

The ‘Chart of Accounts’ pop up window is displayed whenever selecting an account to use. After pressing the ‘?’ button will display the Intelogy - Chart of Accounts Extract Screen.

Different Account Groups will be made available depending on what type of Accounts Intelogy requires. Certain functions will allow for either an Asset or Liability Account or Income and Expense Accounts to be selected. When this is enabled, please select the appropriate account.

To select and use a particular account:

1. **Select** the actual account. Account headings (the ones in blue) can NOT be selected.
2. **Press** the ‘Use Account’ button to continue.



Figure 12.25 - Chart of Accounts (Pop Up)

12.20 Accepting Payments

When accepting customer payments for ‘Cash Sales’ or ‘Repairs’ from either the Sales Management screen, Debtors Browser or the Customer Relationship Management Screen, the following screen will be displayed.

Figure 12.26 - Process Payment

To process a Payment:

1. **Select** the appropriate Payment Type. E.g. Visa Card.
💡 To enable different payment types, you will need to configure each payment type. This is done through the Intelogy - Preferences. Please refer to section 3.13.2 for more information
2. **Enter** the amount tendered.
3. **Enter** the any other information required. This information will depend on the selected payment type.
💡 When entering details for “Credit Cards”, Intelogy does not make provision for storing the CVC or CCV (depending on Bank terminology) number that may be required. This is

for the security of the Card Holder.

When entering Cheque Details, Intelogy will use the information to print a remittance advice. Some banks require the BSB number to be entered where the Branch Number is requested in order to accept the Reconciliation Printout from Intelogy. Consult your bank to see if this option is available to you.

4. **Select** the ‘Payment Date’ using the date selector provided. The payment date defaults to today’s date.

5. **Press** the ‘Save Payment’ button to process the customer payment.

 To open the ‘Cash draw’, **press** the ‘Open Cash Draw’ button. This button is only enabled if a cash draw is installed and setup.

12.20.1 Rounding when accepting a Cash Payment

As Cash Payments will not allow for amounts to between 1 to 4 cents and 6 to 9 cents to be paid, Intelogy will “Round” payments when accepting “Cash Payments”. This rounding will only happen on “Converted” Repairs or “Completed” Sales.

 Rounding does not apply to any other type of Payment as they are all capable of being “exact”.

12.20.2 Accepting Security Deposits

Intelogy will accept a payment at any time for a Repair while it is not “Converted” or a Sale while it is not “Completed”. This is regarded by Intelogy as a “Security Deposit”.

 **Payments processed while the Repair is not “Converted” will be treated as a “Security Deposit” (Allowed for under the Goods and Services Tax Determination GSTD 2000/1, Division 99).** This is the same for both the Cash and Accrual System. GST will not be processed or payable on a Security Deposit.

12.20.3 Processing a Negative Payment

Intelogy will allow in some circumstances you to make a “Negative” payment against a Repair or Sale. This is achieved by entering in a “-” sign in front of the amount being paid.

12.21 Asset Register

This feature is located under the ‘Book Keeping’ menu

The Intelogy asset register is used to keep track of any asset owned by the business. It allows you to calculate and record the depreciation for each asset for a specified time periods and depreciation rates.

The following options are available form the tool bar:

- New - **press** the ‘New’ button to create a new asset. Refer to Section 12.21.1 for more information.
- Edit - **press** the ‘Edit’ button to edit an existing asset.
- Refresh - **press** the ‘Refresh’ button to re-build the asset register list. Refreshing the list is

necessary after changing the depreciation time period.

- Print - **press** the ‘Print’ button to print the entire asset register list.

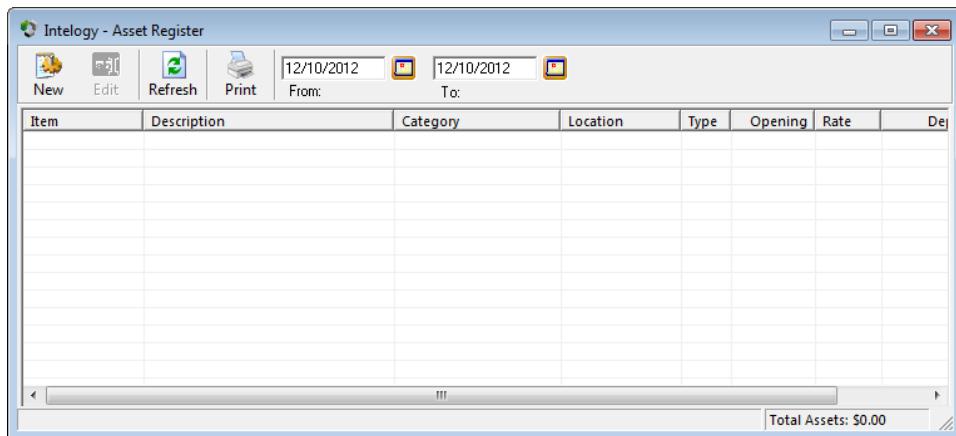


Figure 12.27 - Asset Register

12.21.1 Adding a New Asset

To create a new asset:

1. **Press** the ‘New’ button located on the tool bar. The “Add Asset” screen will be shown.

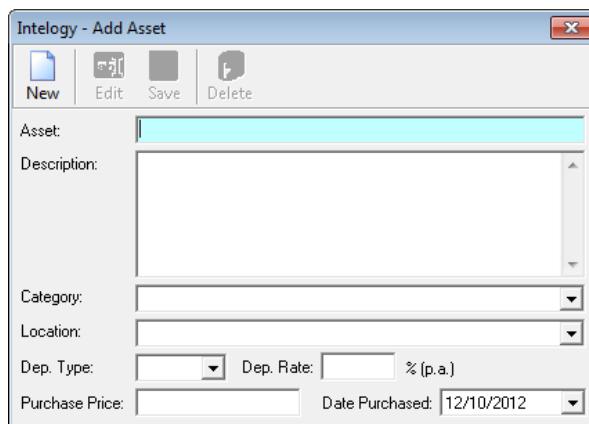


Figure 12.28 - Add Asset

2. **Enter** the ‘name’ of the new asset.
3. **Enter** the ‘description’ of the new asset.
4. **Select** the ‘category’ from the drop down list provided.
5. **Select** the physical ‘location’ of the asset from the drop down list provided.
6. **Select** the depreciation type from the drop down list provided.

CP - cost price, depreciation is calculated from the cost price of the asset.

DV - depreciated value, the depreciation is calculated from the depreciated value.

7. **Enter** the ‘depreciation rate percentage’.

8. **Enter** the ‘purchase price’ and the ‘date purchased’ of the new asset.

9. **Press** the ‘Save’ button to save the new asset.

The Asset Register will now contain the new information.

12.21.2 Editing an Existing Asset

To edit an existing asset:

1. *Select* the particular asset from the list (on the main asset register screen).
2. *Press* the ‘Edit’ button to open the asset record.
3. *Press* the ‘Edit’ button on the add asset screen to edit the actual asset record.
4. Make the required changes.
5. *Press* the ‘Save’ button to save the changes made.

12.21.3 Removing an Existing Asset

To remove an existing asset:

1. *Select* the particular asset from the list (on the main asset register screen).
2. *Press* the ‘Edit’ button to open the asset record.
3. *Press* the ‘Delete’ button on the add asset screen to remove the selected asset record.

12.21.4 Calculating the Depreciation

To calculate the depreciation for each item in the asset register:

1. *Select* the ‘From’ date using the corresponding date selector.
2. *Select* the ‘To’ date using the corresponding date selector.
3. *Press* the ‘Refresh’ button refresh the list. The depreciation figures now appear in the list for each asset item.

12.22 General Ledger Trial Balance

This feature is located under the ‘Book Keeping’ menu

 You must have ‘Chart of Account’ permissions to be able to access this feature. Refer to 3.11.1 for more information.

In Intelogy, the purpose of the General Ledger Trial Balance is to show the current balance of each Account in the Asset and Liability Groups.

For every Credit, there must be a Debit. The Trial balance will not “Balance” if this is not the case and errors and problems can be identified.

 Please be aware that just because the accounts “Balance”, that there may still be errors within the accounts. Posting to the wrong account but within the right group is an example of an error that will not be detected by the Trial Balance.

Intelogy - General Ledger Trial Balance			
Print	Refresh	Export	12/10/2012 As of
Account ...	Account Name	Debit	Credit
Ready.			Records: 0

Figure 12.29 - General Ledger Trial Balance

12.23 General Ledger Asset and Liability Transaction Report

This feature is located under the ‘Book Keeping’ menu

 You must have ‘Chart of Account’ permissions to be able to access this feature. Refer to 3.11.1 for more information.

The General Ledger Asset and Liability Transaction Report offers the details behind the Trial Balance. When the accounts do not balance, the Transaction Report will allow each entry that makes up the Balance of the Account. From here, you are able to verify individual transactions.

Intelogy - Essentials - Asset and Liability Transaction Detail by Account					
Print	Refresh	Export	1 / 10 / 2012	12 / 10 / 2012	From To
Account ...	Account Name	Date	Transaction N°	Debit	Credit
Trade Debtors	Value Posted for Job N°: 54357 (Intelogy Group)	12/10/2012			Opening \$302.50
Trade Debtors					Closing
Sundry Debtors					Opening
Sundry Debtors					Closing
Saleable Stock in Hand					Opening
	Parts Used In: (1 of Part N°: 402836) in Job N°: 54357	12/10/2012		\$4.00	
	Parts Credit: (1 of Part N°: 402836) in Job N°: 54357	12/10/2012			\$4.00
Saleable Stock in Hand					Closing
Stock in Repairs					Opening
	Parts Currently In: (1 of Part N°: 402836) in Job N°: 54357	12/10/2012		\$4.00	
	Parts credited back to Stock: (1 of Part N°: 402836) in Job...	12/10/2012			\$4.00
Stock in Repairs					Closing
!!!					
Ready			Records: 170		

Figure 12.30 - General Ledger Transaction Report

12.24 General Ledger Income and Expense Transaction Report

This feature is located under the ‘Book Keeping’ menu

 You must have ‘Chart of Account’ permissions to be able to access this feature. Refer to 3.11.1 for more information.

The General Ledger Profit and Loss Transaction Report offers the details behind the Profit and Loss. This screen functions in the same way as the General Ledger Asset and Liability

Transaction Report screen.

12.25 Locating Errors in the Balance Sheet

This feature is located under the ‘Book Keeping’ menu

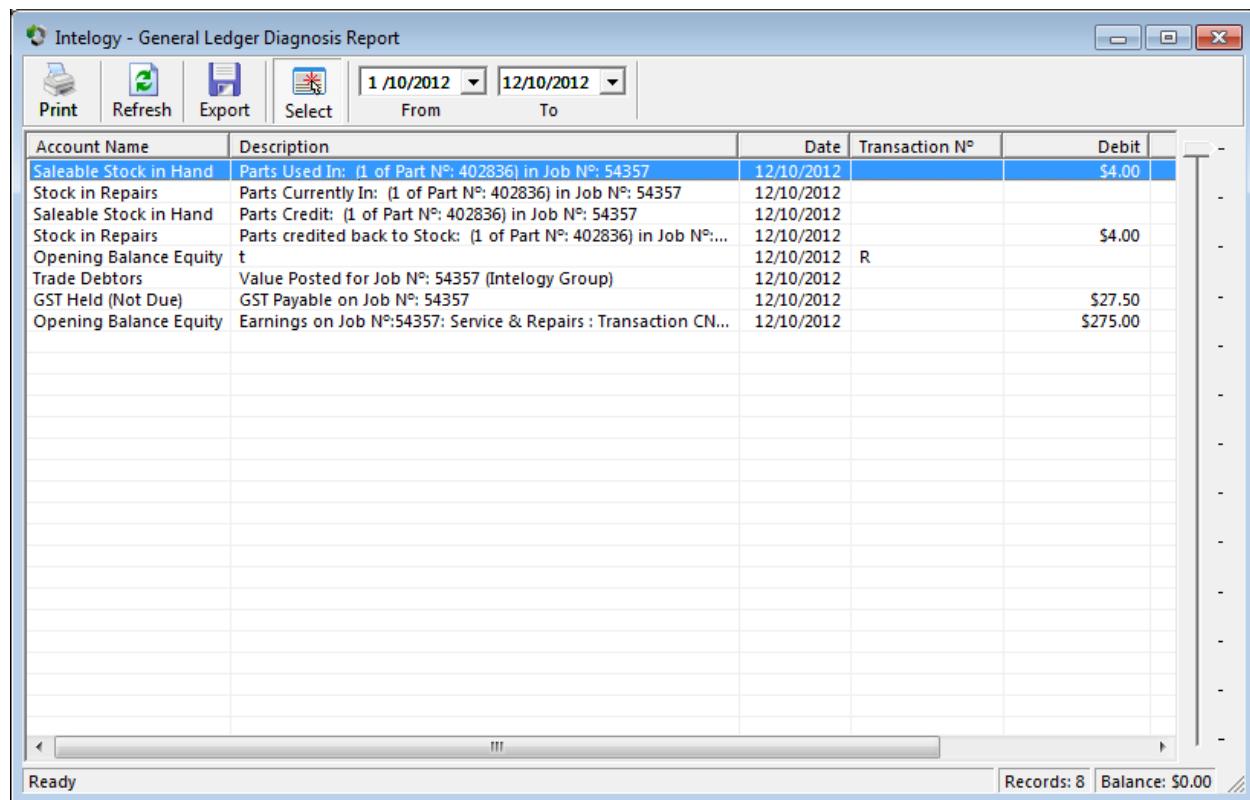
 You must have ‘Chart of Account’ permissions to be able to access this feature. Refer to 3.11.1 for more information.

When your books go out of Balance, it is often difficult to know what the cause was as there may be thousands of transactions for a given period of time. Through the “Intelogy - General Ledger Diagnosis Report”, Intelogy allows all transactions for a given period to be grouped.

To simplify Error Checking, Intelogy will select ALL transactions for a given date by default. To turn this feature off, *click* the “Select” button. This will allow you to “walk” (Select individual entries within the list) the transactions without selecting every transaction for that day.

 You may notice negative entries, this is normal. The Balance of the selected account should be “0.00” at the end of each day. If it does not, a problem may exist on that day.

The slide to the right of the screen shows the number of days that this report covers. As there will be days that do not have Transactions, not each marker in the slide will have an effect.



Intelogy - General Ledger Diagnosis Report					
Print	Refresh	Export	Select	From	To
Account Name	Description	Date	Transaction N°	Debit	
Saleable Stock in Hand	Parts Used In: (1 of Part N°: 402836) in Job N°: 54357	12/10/2012		\$4.00	-
Stock in Repairs	Parts Currently In: (1 of Part N°: 402836) in Job N°: 54357	12/10/2012			-
Saleable Stock in Hand	Parts Credit: (1 of Part N°: 402836) in Job N°: 54357	12/10/2012			-
Stock in Repairs	Parts credited back to Stock: (1 of Part N°: 402836) in Job N°: ...	12/10/2012		\$4.00	-
Opening Balance Equity	t	12/10/2012	R		-
Trade Debtors	Value Posted for Job N°: 54357 (Intelogy Group)	12/10/2012			-
GST Held (Not Due)	GST Payable on Job N°: 54357	12/10/2012		\$27.50	-
Opening Balance Equity	Earnings on Job N°: 54357: Service & Repairs : Transaction CN...	12/10/2012		\$275.00	-

Figure 12.31 - General Ledger Diagnosis Report

 As Intelogy allows “Backdating” on certain transactions, your accounts may only balance over a larger period than one day. Please be aware that just because the accounts “Balance”, that there may still be errors within the accounts. Posting to the wrong account but within the right group is an example of an error that will not be detected by the Diagnosis Report.

12.3 Writing off Bad Debt

You may need to write off bad debt when an account remains unpaid and the likelihood of collecting the funds is very low. To do this, create a Tax Adjustment (Credit) against the same Customer.

 When selecting an Expense Account, please choose an account for monitoring bad debt.

13.0 Reporting

 You must have ‘Reporting Functions’ permissions to be able to access this feature. Refer to 3.11.1 for more information.

Intelogy has some powerful reporting features. All reports are contained in the ‘Report Manager’.

The ‘Remote Manager’ accessed by **clicking** on the “Report” button found on the Main Screen and is also accessed by **clicking** on the drop down menu of the ‘Reports’ button and **selecting** the sub menu of “General Reports”.

 The Report Engine is a separate program to the core Intelogy program and will need to be updated from time to time. A Full Installation is required to do this.

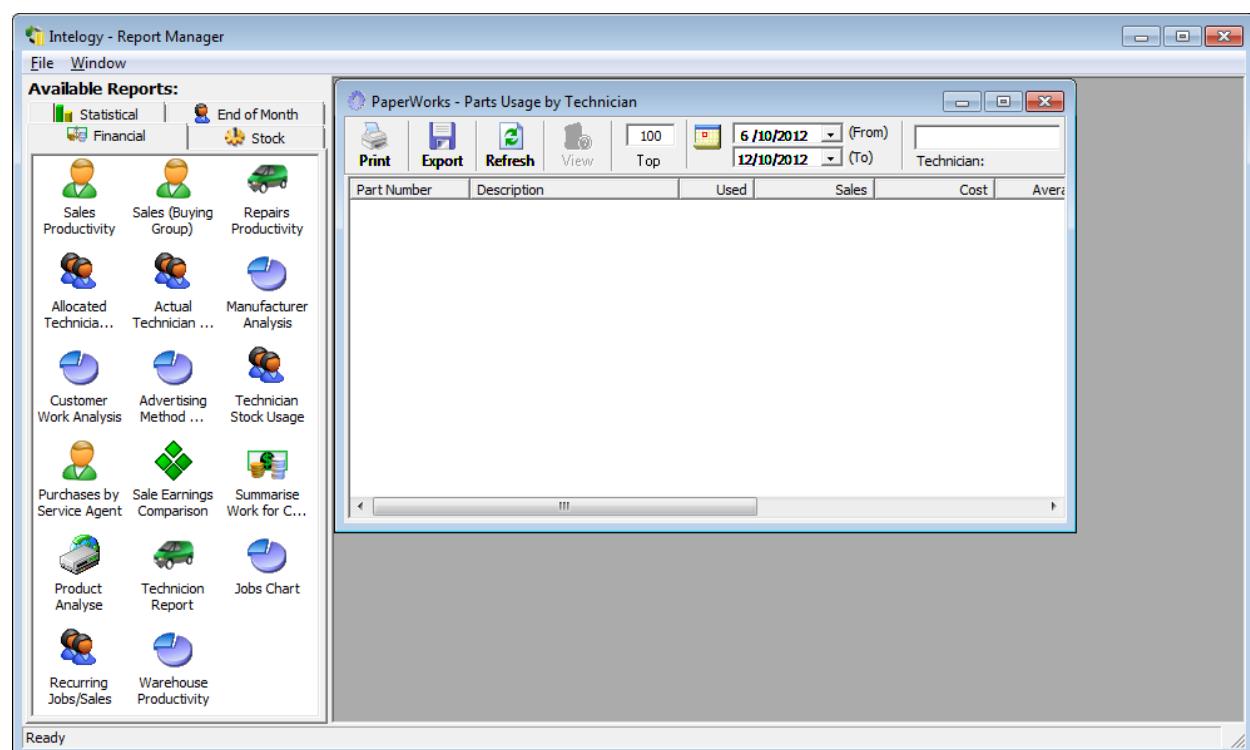


Figure 13.1 - Report Manager

The reports contained within the ‘report manager’ are split into the following categories:

- Financial - contains finance reports.
- Statistical - contains statistical reports.
- Stock - contains reports based on stock control.

- End of Month - contains end of month reports.

Click on the corresponding tab to view the reports under the selected category.

The following options are available from the ‘Window’ menu:

- Tile Horizontally - aligns all of the open reports horizontally.
- Tile Vertically - aligns all of the open reports vertically.
- Cascade - cascades all of the open reports.
- Close all Reports - closes all open reports.
- Show Report - this option displays a list of all the current report opened. **Select** a particular report to bring the report to the front.

To open a report:

1. **Select** the particular report type tab (Sales, Statistics or Financial).
2. **Double-click** on the particular report. This opens the report in the view port window.

13.1 General Reports

13.1.1 Sales Productivity Report

The sales productivity report is used to display the POS details for each employee for a specified period of time. It shows the; invoice numbers, Customer name, invoice total, cost of goods, taxes and gross profit for each individual POS sale.

 This report will list all “POS” Sales, paid or not, that have a completed date for every member of the Employee Records that has generated a sale within the period specified.

 The Percentage Column shows the Value of the Sales for the given period with all others listed. The Summary Button, allows for totals to be shown without the Sales Details.

13.1.2 Allocated Technician Productivity

The allocated technician productivity report is used to display repair data for the allocated technician. It’s primary comparison would be to the “Sales Productivity” report. It shows the, invoice number, Customer name, invoice total, cost of goods, GST, profit and the percentage of the total repair work for a specified time period.

The “Use System Date” field allows you to control the basis of the report. Options are:

- In Date - this allows the data to be build around the “Date In”. As not all Repairs will be completed or converted, no dates may be available. The Date In will always return every Repair but may not give the best indication on when the workload is getting done.
- Completed Date - the Completed Date will produce a report that will identify Workload Achievement. This report will identify work actually finished by a Technician for a given period.
- Converted Date - the converted date report, allows you to monitor the Financial Return of the Work Done. Only repairs that have a “Converted Date” will appear.

 This report is very “Date Dependant”. While using the In Date option, ALL repairs except “Waiting Quote Acceptance” and “Quote Rejected” that are allocated to the Technician with an In date that falls within the Date Range will be shown. When another Date Option is selected, only repairs with that date set will be listed.

 The Percentage Column shows the Value of the Repairs for the given period with all others listed. The Summary Button, allows for totals to be shown without the Repair Details.

 A Repair may have a System Date for “Completed” or “Converted” on not be completed or Converted.

13.1.3 Actual Technician Hourly Charge Summary

The actual technician hourly charge summary report is used to display work hours for work done on each repair allocated to a specific technician. It shows the, invoice number, Customer name, charged hours, actual hours, combined actual hours, labour charges and the calculated rate for a specified time period.

 This Report will list every repair that the Technician has “Hours” logged against. Intelogy ignores ALL dates and Statuses for this report and it is simply a record of time.

13.1.4 Manufacturer Analysis

The manufacturer analysis report is used to display repair and warranty details based on the manufacturer for a specified period of time. This report displays; number of repairs, labour and parts costs, work load and income percentages for each manufacturer.

 This report is very “Date Dependant”. While using the In Date option, ALL repairs that have a “Make” selected on the repair with an In date that falls within the Date Range will be shown. When another Date Option is selected, only repairs with that date set will be listed.

 There is a lot of information presented with this report. We break up each Manufacturer into “Warranty” and “COD” work types. We identify the Charges associated with both groups and “Total” them.

A Repair Average for both Warranty and COD are shown along with a Profit Average. The Workload Percentage represents the amount of Workload that Warranty or COD work is done for that Manufacturer. The Income Percentage shows the return for that workload. Ideally, these figures should be similar. The BOLD totals identify how this Manufacturer compares to others. It is always interesting to see what percentage of your workload is represented by certain manufacturers and them compare the Income Generated. Bad Ratios are higher Workload then Income percentages.

 A Repair may have a System Date for “Completed” or “Converted” on not be completed or Converted. Not all Repairs have a “Make” selected.

13.1.5 Customer Work Analysis

The customer work analysis report is used to display customer repair and warranty details for a specified period of time. This report displays; number of repairs, labour and parts costs, work

load and income percentages.

 This report is very “Date Dependant” and is controlled by the number of “Repairs” Setting. When the “Repairs” Setting is used, only Customers who have this amount or more repairs for the given period will be shown. While using the In Date option, ALL repairs that “Charge To” the client with an In date that falls within the Date Range will be shown. When another Date Option is selected, only repairs with that date set will be listed.

 There is a lot of information presented with this report. We break up each Customer into “Warranty” and “COD” work types. We identify the Charges associated with both groups and “Total” them.

A Repair Average for both Warranty and COD are shown along with a Profit Average. The Workload Percentage represents the amount of Workload that Warranty or COD work is done for that Customer. The Income Percentage shows the return for that workload. Ideally, these figures should be similar. The BOLD totals identify how this Customer compares to others. It is always interesting to see what percentage of your workload is represented by certain manufacturers and them compare the Income Generated. Bad Ratios are higher Workload then Income percentages.

 A Repair may have a System Date for “Completed” or “Converted” on not be completed or Converted. Not all Repairs have a “Make” selected.

13.1.6 Advertising Method Analysis

The advertising method analysis report is used to display customer repair and POS details based on the advertising method for a specified period of time. This report displays various cost information for each advertising method.

 All Repairs and Sales that have an “In date” will be grouped by Advertising Method. Two rows are generated, one for Repairs, the other for Sales.

13.1.6 Technician Stock Usage

The technician stock usage report is used to display the number of parts used by a specific technician. This report displays the part number, the amount used, as well as various cost and charge details.

 The most common parts used in Repairs Only (determined by the Minimum number that must be sold within a period, the “Top” field) will be displayed. You also have the ability to select individual Technicians. If this option is selected, only items that are sold into Repairs that are “Allocated” to the technician will be shown.

 The “Computer” date at the time the Part was entered or added to a Repair will be used. This may not be the same as any of the System Dates.

13.1.7 Stock Usage Analysis

The stock usage analysis report is used to display parts used on sales and repairs for a specified period of time. This report displays; number of parts used, number of sales, cost and profit information.

 The most common parts used in Repairs and Sales (determined by the Minimum number that must be sold within a period, the “Top” field) will be displayed.

 The “Computer” date at the time the Part was entered or added to a Repair will be used. This may not be the same as any of the System Dates.

13.1.8 Serialised Stock Usage

The serialised stock usage report is used to display serialised stock usage on sales and repairs for a specified period of time. This report displays; part numbers, serial number, as well as the repair or POS number where it was used on.

13.1.9 Stock Take

The stock take report provides a method of printing Stock Lists which can be used when doing a manual stock take.

 You are able to select Location, Supplier and Department as “Filters”. Only matching entries will be listed.

13.1.10 Stock Credits

The stock credits report is used to display all of the stock credits and returns processed in Intelogy for a specific time period based on supplier. It displays part information as well as the order number, cost information.

 You are able to filter your list by “Supplier” and set a Date Range.

 The “Computer” date at the time the Part was entered or added to a Credit will be used. This may not be the same as the Dates shown on the Credit.

13.1.11 Stock Usage By Month

The stock usage by month report is used to display the number of parts used each month for a year based on the current month and the supplier.

 You are able to filter your list by “Supplier” and set a Date Range.

13.1.12 Stock Movement

The stock movement report is used to display the quantity received on order versus the amount used on Repairs and POS.

 The purpose behind the Stock Movement report is to identify Purchases of Stock against Sales within the same period. This report should reflect changes in “Stock on Hand” levels. It is not designed to identify individual stock.

13.1.13 Model Number Repair Report

The model number repair report is used to display each model number and the repair number and the fault based on manufacturer.

-  You are able to filter your list by “Model” and “Manufacturer”.
-  All Repairs will be listed, along with Model, Make and Service Report.
-  As your database grows, this report will take a LONG time to compile. It would be advisable to use the “Manufacturer” filter in order to shorten the Compile Times.

13.1.14 Sales Not Complete

The sales not complete report is used to display a list of all Sales (POS) not completed based on a specified time period.

-  You are able to filter your list by Date Range.
-  All Sales that are not in a Status of “Completed”, regardless of financial information and were created between the date range selected will be listed. The Date referenced is the “Created Date”

13.1.15 Jobs not Converted (Not RCTI)

The Repairs not converted (not RCTI) report is used to display a list of all repairs that are not completed based on a specified time period. This allows you to identify all Repairs that require action, that are not “Recipient Created Tax Invoice” type repairs.

-  You are able to filter this report by Date Range and exclude a particular Status.
-  All Repairs that are not “Converted to Invoice”, regardless of financial information and were created between the date range selected will be listed. The Date referenced is the system “Date In”.

13.1.16 Outstanding Jobs (By Manufacturer)

The outstanding jobs (by manufacturer) report is used to display a list of all repairs that are not completed based on a specified time period and manufacturer. Information displayed include Parts Used in the repair.

-  You are able to filter this report by selecting a Manufacturer.
-  All Repairs are not in a Status of “Completed”, regardless of financial information or if they are “Converted to an Invoice” will be listed. The Date referenced is the system “Date In”.

13.1.17 Post code Analysis (Repairs)

The Post code Analysis Report has been divided into two reports, Repairs and Sales. Through this report, you will be able to see the number of Repairs that have been generated for a particular Suburb.

-  You are able to filter this report by selecting a “Top” number of repairs required to be included in the Report. For example, if you were to enter “100” in the “Top” field, only Post Codes that have a minimum number of “100” repairs will be included. You are also able to select the “Charge To Customer” or the “Serviced For Customer” field. As Warranty may constitute a large proportion of the Data Returned, “Charge To Customer” may provide misleading information as the Post code of the Charge Customer will be used.
-  All sales are included, regardless of Status or Financial Details.

13.1.18 Post code Analysis (Sales)

The Post code Analysis Report has been divided into two reports, Repairs and Sales. Through this report, you will be able to see the number of Sales that have been generated for a particular Suburb.

 You are able to filter this report by selecting a “Top” number of sales required to be included in the Report. For example, if you were to enter “100” in the “Top” field, only Post Codes that have a minimum number of “100” sales will be included. You are also able to select the “Charge To Customer” or the “Delivery Address” field.

 All sales are included, regardless of Status or Financial Details.

13.1.19 Supplier Order Turn Around Time Analysis

This report will allow you to identify the time taken to supply spare parts ordered. The report is broken down to identify Warranty, COD Repairs, Sales and Stock Orders.

 You are able to filter this report by selecting a Supplier.

 This report uses the Date the Order was sent for the filtering. All items on orders sent are calculated. The minimum and maximum number of days is the number of days it took to fill any part of the order.

13.1.20 Product Turn Around Time Analysis

This report will allow you to identify the time taken to process a Repair by Description, allowing a TAT to be known for each “Description” entered into the System. The report identifies the product repaired under Warranty and as COD.

 You are able to filter this report by selecting a Date Range.

 This report uses the system “In Date” for the filtering. The report results are based on the Completed Date and the In Date.

13.1.21 Manufacturer Turn Around Time Analysis

This report will allow you to identify the time taken to process a Repair by Manufacturer (Make), allowing a TAT to be known for each Manufacturer entered into the System. The report identifies the product repaired under Warranty and as COD.

 You are able to filter this report by selecting a Date Range.

 This report uses the system “In Date” for the filtering. The report results are based on the Completed Date and the In Date.

Intelogy has certain reports that can assist in your End of Month Processes. As Intelogy is Date Based and has no Month Rollover function, these Reports are used to identify possible Billing and Warranty issues.

13.1.22 Work in Progress

The Work in Progress Report is designed to give an indication on the amount of funds that have been earnt or available within a date range based on Status.

 You are able to filter this report by selecting a Date Range and selecting the System Date that the report is based on.

 This report uses the system date for the filtering. All Repairs are listed except those in the “Completed” Status, the “Waiting Quote Acceptance” Status or the “Quote Rejected” status.

 Repairs in and out of Warranty, RCTI and CONVERTED Repairs will be shown in this list.

13.1.23 All Repairs that have funds Paid, not Converted. (Not RCTI)

This Report is designed to identify Repairs that have funds paid against them within the System that have not been converted to an Invoice. The purpose of the report is to allow the user to “Convert” the Repairs that should be converted, so that the Income can be accounted for in the Profit and Loss in the correct month.

 This Report will list every Repair except those flagged as “RCTI”. No Converted Repairs will appear in this list.

13.1.24 All Repairs that have funds Paid, not Converted. (RCTI)

This Report is designed to identify Repairs that have funds paid against them within the System that have not been converted to an Invoice and are marked “RCTI”. The Recipient Created Tax Invoice allows your system to assign financial details against a Repair, but you do not pay any GST on the Repair until the Recipient Generates the Invoice, usually at the time that they pay you. The purpose of the report is to allow the user to “Convert” the Repairs that should be converted, so that the Income can be accounted for in the Profit and Loss in the correct month.

 This Report will list every “RCTI” Repair with a financial value in the “Total” field.

13.1.25 All Sales that have funds Paid, not “Completed”

When a Sale is placed into the Status of “Completed”, the same process as “Converting to Invoice” on a Repair is done. This Report is designed to identify Sales that have funds paid against them within the System that have not been “Completed”. The purpose of the report is to allow the user to “Complete” the Sales that should be “Completed”, so that the Income can be accounted for in the Profit and Loss in the correct month.

13.1.26 Business Performance Snapshot.

This report allows you to gauge how much income, expenses and money received calculated from the profit and loss data.

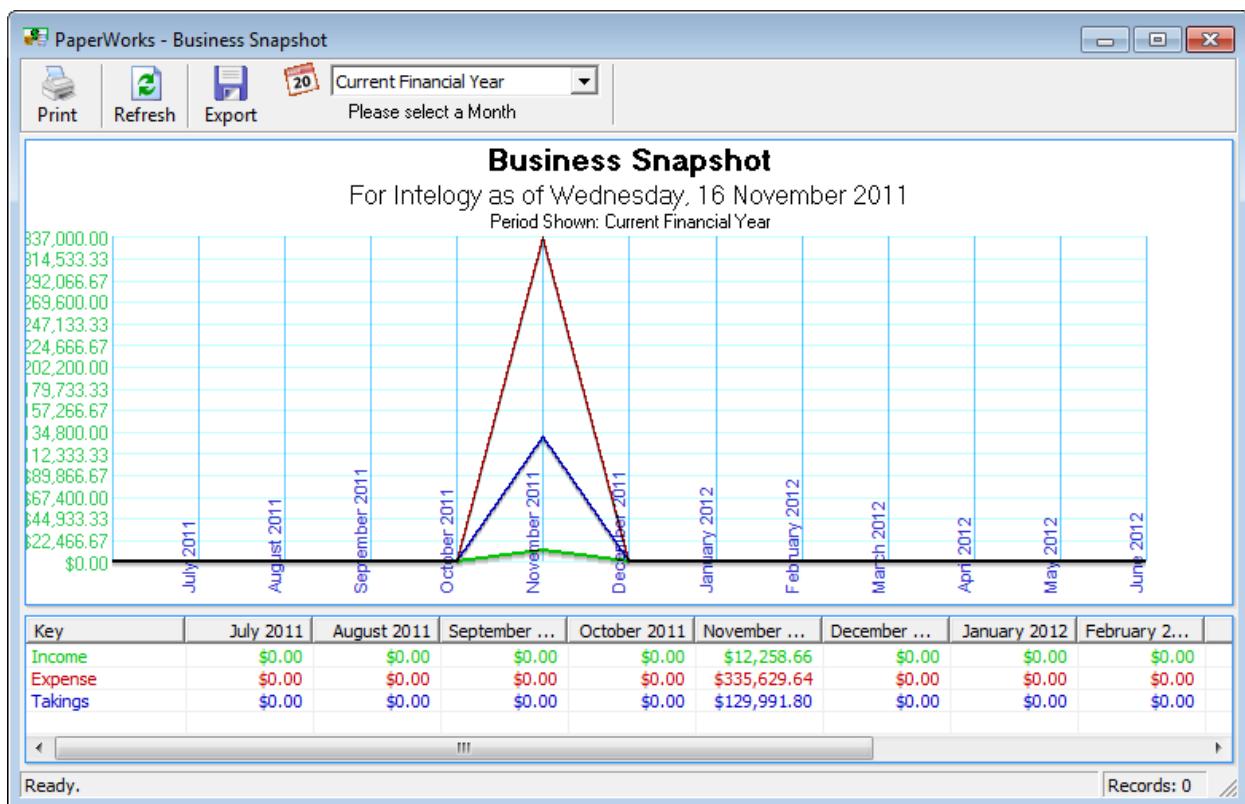


Figure 13.6 - Business Performance Snapshot

- The business performance snapshot allows you to view a business snapshot for the previous 12 Months, Last 12 Months, Current Financial Year, Last Financial Year, Previous Financial Year.
- Once you have selected what month you wish to view *click* the ‘refresh’ button to generate data and graph.
- To print the graph and data *press* the ‘print’ button to print the Business snap shot.

14.0 Inventory Management

Intelogy features some extensive inventory management tools that help any business maintain total control and tracking on EVERY stock lines.

This section covers everything to do with inventory and stock management including; creating and editing stock records, stock ordering, van or remote location management and stock pricing adjustments.

14.1 Stock Management

This screen is used to add new and to edit existing stock items.

 You need ‘Stock Control’ permission to access this feature. Refer to 3.11.1 for more information.

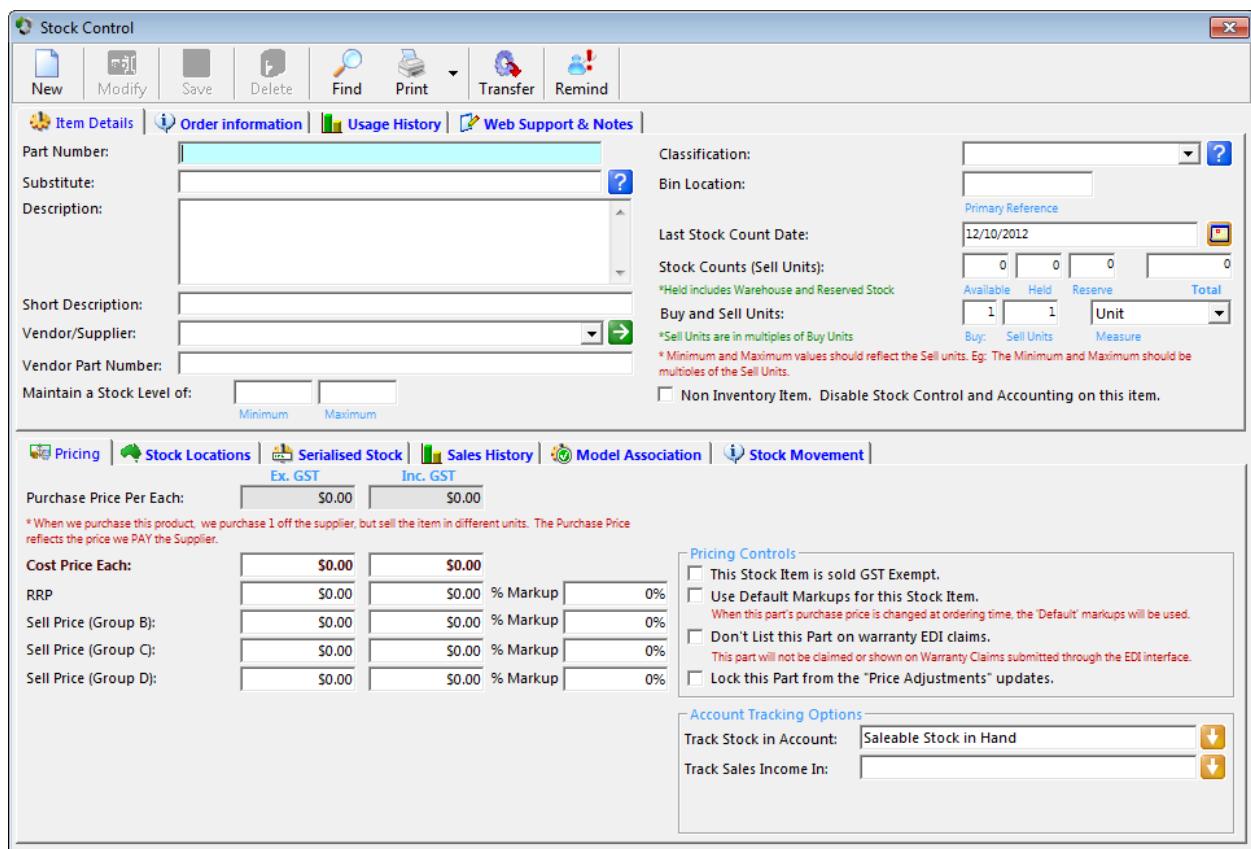


Figure 14.1 - Stock Control

The following options are available from the ‘tool bar’:

NEW: creates a NEW stock item record.

MODIFY: places the ‘stock item’ in ‘Modify’ mode. This option is only available when viewing existing Stock Item records. It allows you to edit an existing stock item record. For more information on the ‘Modify’ mode feature, refer to Section 4.0.

SAVE: saves a new or modified ‘Stock Item’ record.

DELETE: deletes the ‘Stock Item’ record. When deleting an Stock Item, there are three options; ‘Combine’, ‘Delete’ or ‘Cancel’.

- Press the ‘Combine’ button to combine this Stock Items’ data with another Stock Item.

The Stock Item is then deleted but all data relating to this Item is retained.

- Press the ‘Delete’ button to delete the record and all references to the item.

- Press the ‘Cancel’ button cancels the deletion process.

FIND: opens the ‘Find’ screen. Please refer to Section 17.4 for more information on the find screen and searching for stock items.

PRINT: there five print option available;

- Basic Labels - this option prints a basic label containing the Part N°, description and bin location.
- Advanced Labels - this option prints a label containing; Part N°, description, location, company address and part pricing details.
- Data Sheet - this option prints the complete stock item record (including usage graphs & pricing details).
- Order History - this option prints the complete order history for the stock item.
- Usage History - this option prints the complete usage (Sale or Repair) history for the stock item.

There are a number of ways to add a new stock item:

- Under the ‘File > New’ menu. Select the ‘Stock Item’ option.
- From ‘F5 - Stock’ tab on the ‘Find’ screen. **Press** the ‘Create a New’ to create a new Stock Item.
- **Pressing** the ‘New’ button (on the tool bar) on the stock control screen

To ADD a new Stock Item record:

 Not all information is required when entering a new stock item. However certain information is required to save a new record, these are marked with a ‘**’ on the following explanation.

1. **Enter** the Part Number. If the number entered already exists a warning symbol ‘! You need ‘Supplier Details’ permissions to be able to view and add new suppliers. Refer to 3.11.1 for more information.
6. **Enter** the Vendor or Supplier Part Number.
7. **Enter** the required stock level Minimums and Maximums. These levels are used during automatic ordering of parts. Intelogy can be configured to automatically reorder up to the ‘MIN’ or ‘MAX’ amounts.

The following information is located on the ‘Stock Control’ tab:

8. **Select** the classification from the drop down list. To enter a new classification, **click** the ‘?

 Classifications are methods of being able to “group” inventory together that are related. For example, you may wish to list all Compressors together, all Integrated Circuit’s together or all Belt Kits together.

Classification Name	
Stock Item	
Exchange Part	
Test Part - Not for Sale	
PvR	
Lamp	
LG Microwave	
Remote	
Battery	
Workshop Consumable	
Lead	
Mobile Phone	
Freight	
Panel	
Electrolytic Capacitors	
Panasonic Microwave	
Connectors	
Pioneer Plasma	

Figure 14.2 - Inventory Classifications

On this screen, to ADD a new classification:

- a. **Press** the ‘New’ button
 - b. **Enter** the new name in the space provided.
 - c. **Press** the ‘Save’ button to save the new name.
9. **Enter** in the Bin location. The bin location is the physical shelf location in the warehouse.
 10. **Enter** the ‘Date of Last Stock Take’ value by manually entering a date, or by **selecting** a date by pressing the  button.
 11. **Enter** the Amount in Stock. The ‘amount in stock’ is the actual amount in stock.

 You need ‘Modify Stock Levels’ permissions to be able to alter the amount in stock value. Refer to 3.11.1 for more information.

 When editing a Stock Level, you will need to enter additional information to update the Accounting Engine within Intelogy. Please refer to Section 14.1.2 for more information.

The ‘Amount Remote’ drop down list shows the stock levels in the each ‘Remote Location’ or ‘Van’. For more information a Remote Location, refer to Section 14.4. This field can NOT be edited

The ‘Total Amount Held’ value is displayed in the space labelled Total Amount Held. The total amount held contains amounts Remote and amounts Reserved for Sales and Repairs. This field can NOT be edited

12. To disable any stock control when the amount held amount is zero (0), **click** the option labelled ‘Disable Stock Accounting....’. NO automatic ordering for this part will be done when this option is ticked.
13. To not include this part in Stock Lists and Catalogues, **click** the option labelled ‘Do Not Include In Stock in Lists or Catalogues’
14. To not exclude this part when performing price updates, **click** the option labelled ‘Lock

this Part from Price Adjustments updates'

The following information is located on the 'Pricing Information' tab:

15. **Enter** the Purchase price, (ex GST). Intelogy automatically fills in the GST inclusive price. Alternatively, the inc. GST price can be entered, automatically filling the ex GST price.
16. If the Stock Item is exempt from GST, **select** the 'This part is GST Exempt' option. NO GST calculations will be done when this option is ticked.
17. To use the default markup percentages for the sell prices, **click** the option labelled 'Use Default Markups'. Refer to Section 14.2.5, to configure the 'Default Mark-Up' Percentages.
18. **Enter** the 'Sell Prices' for each of the 'Sell Groups'.

To change the actual sell group title, double click on the label itself i.e; 'Sell Price (Group A)'. This displays the following screen.

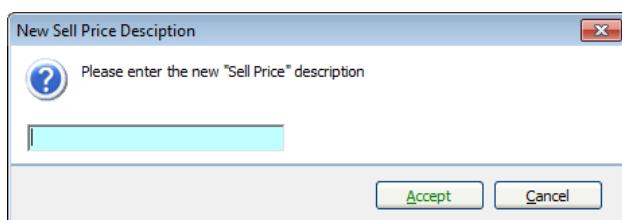


Figure 14.3 - New Sell Price Description

On this screen, **enter** in the description for the Sell price e.g.: 'Cost Price'. **Press** the 'Accept' button to save the new entry.

A Maximum of 20 Characters is allowed for a Price Group.

19. To select an 'Account to Track Stock Value' in, **click** the '▼' button to display the 'Chart of Accounts' screen. From this screen, **select** an account and **press** the 'Use Account' button. Refer to Section 12.19, for more information on the 'Chart of Accounts' screen. The selected account will be used to track total value of the stock on-hand (Saleable stock on-hand).
20. To select an 'Account to Track Sales Repairs' in, **click** the '▼' button to display the 'Chart of Accounts' screen. From this screen, **select** an account and **press** the 'Use Account' button. Refer to Section 12.19, for more information on the 'Chart of Accounts' screen. The selected account will be used to track total value of the stock used on cash sales and repairs.

The following information is located on the 'Order Information' tab.

The 'Order Information' tab lists various order information details for the stock item. To display the actual 'Stock Order' itself, select an item and double click.

The following information is located on the 'Usage History' tab.

The 'Usage History' tab lists the Sale or Repair usage for the Stock Item. To display the actual 'Sale or Repair' itself, select an item and double click.

The following information is located on the 'Stock List' tab.

This tab displays all the stock and reserve levels for each location. Reserves are used to 'reserve' a part when completing cash sales, repairs and during stock transfers. When a part is 'on reserve' for a specific purpose, it can not be used for other things. In this case, the actual

amount in stock minus the reserve amount will be the total usable amount on-hand.

Intelogy includes the facility to utilise a ‘second’ warehouse. This warehouse is used to store stock that CAN’T be used on repairs and cash sales. The second warehouse can also be given a custom ‘name’. When this feature is enabled, when receiving ordered stock items Intelogy will prompt to receive the goods into the standard warehouse or the ‘second warehouse’.

 To turn on this feature, refer the Section 3.13.4. for more information.

The following information is located on the ‘Serialised Stock’ tab.

To create a serialised item:

1. **Click** the ‘Serialised Stock’ tab on the ‘Stock Control’ screen.
2. **Click** the ‘This is a serialised option’ option to flag this item as a serialised item. Serial numbers can now be entered for the particular item.

To add a serial number:

1. **Click** the ‘Serialised Stock’ tab on the ‘Stock Control’ screen.
2. **Press** the ‘Add or Remove’ button to open the ‘Serialised Stock’ screen. Refer to figure 14.5.

The ‘Serialised Stock’ screen is used to list all the serial numbers recorded at each location for the particular stock item.

On the ‘Serialised Stock’ screen:

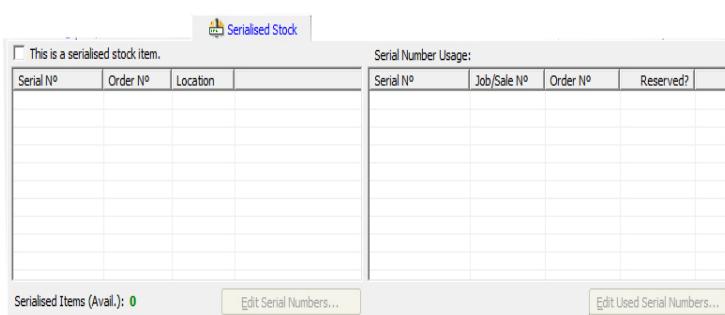
3. **Press** the ‘Add New’ button.
4. **Enter** the serial number (press enter to move to the next column) and specify the location.
5. Serial numbers are automatically saved after they are entered.

To remove an existing serial number:

1. **Click** the ‘Serialised Stock’ tab on the ‘Stock Control’ screen..
2. **Press** the ‘Add or Remove’ button to open the ‘Serialised Stock’ screen.

On the ‘Serialised Stock’ screen:

3. **Select** the serial number you wish to remove.
-  Items that have been used can not be deleted.
4. **Press** the ‘Remove’ button to remove the serial number



The screenshot shows the 'Serialised Stock' screen with two main sections. On the left, there is a table titled 'Serial Number Usage' with columns for Serial N°, Job/Sale N°, Order N°, and Reserved?. On the right, there is a table titled 'Serialised Items (Avail.)' with columns for Serial N°, Order N°, Location, and a checkbox labeled 'This is a serialised stock item'. At the bottom, there are buttons for 'Edit Serial Numbers...' and 'Edit Used Serial Numbers...'. The status bar at the bottom indicates 'Serialised Items (Avail.): 0'.

Figure 14.4 - Serialised Stock

The following information is located on the ‘Web Support and Notes’ tab.

To load a Picture, press the ‘Load Picture’ button.

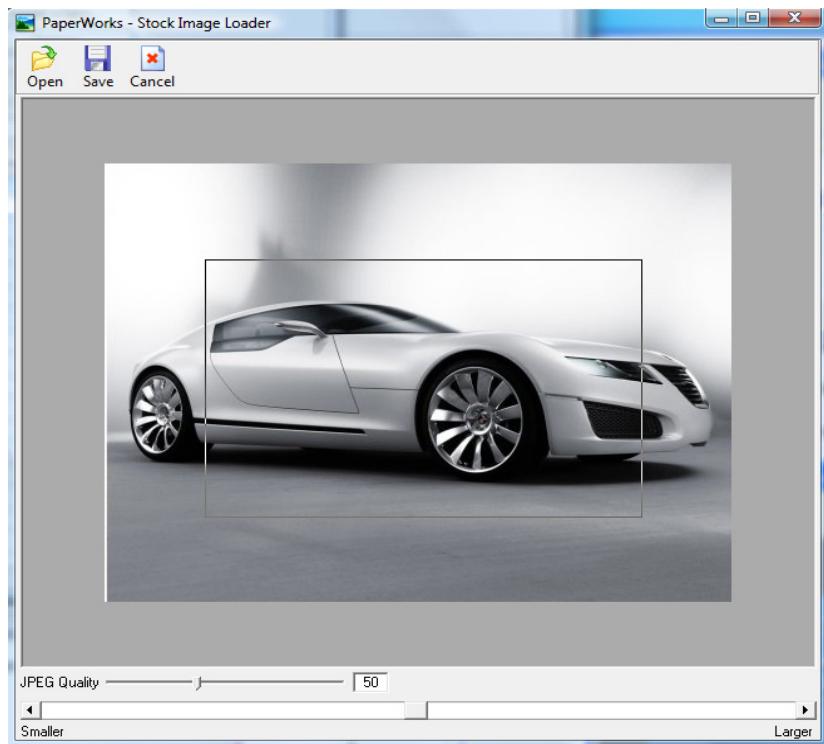


Figure 14.5 - Stock Image Loader

1. You will be presented with a “Load Picture” dialog. Once you have selected a graphic, it will load into the “Intelogy - Stock Image Loader”.

💡 Supported Graph Types are GIF, JPG, BMP and RLE.

2. Use the ‘slider’, bottom of screen, to re size the image so that the section of the image that you wish to “Save” into Intelogy is the correct size. Alternatively, **click** the ‘arrows’ at each end of the slider.

2. With the mouse, **left click** anywhere on the image itself. This display a rectangle outline. This region specifies the actual image that will be saved. **Move** the mouse to reposition the rectangle region.

3. The picture will be saved into the Intelogy - Database in a jpeg format at a default quality of 50%. To adjust the quality, use the ‘JPEG Quality’ slider to set the desired percentage amount. The larger the value, the larger the database will become and the better the picture quality.

💡 A Typical “Picture” will take around 3k at 50%. This is quite small and a lot of pictures can be stored and will have little effect on the speed of the Database.

4. To save the selected picture, **press** the ‘Save’ button. The picture is now set for the current stock item.

To clear a picture, **press** the ‘Clear Picture’ button.

The next two options are used in conjunction with the e-Works program, (refer to Section 21.0 for more information on e-Works).

- e-Works includes an option to allow for Web Users to view stock that you may hold. If you want this stock item to be included in the e-Works ‘On-Line Searches’, **click** this option.
- e-Works also has an option to present a ‘On-Line Specials’. If you would like to include this item in the ‘Specials’ page, **click** this option.

The following information is located on the ‘Sales History’ tab.

The ‘Sales History’ graph, located in the bottom right hand side of the screen, is a graphical representation of the total ‘amount usage’ for each month. To change the style of the graph:

- **Right mouse click** on the graph itself. **Select** a ‘style’ from the option available, for example; 2D Bar graph, 3D Bar graph, 2D Pie Chart, etc.

The following information is located on the ‘Model Association’ tab.

You can associate this Part with a particular Model. This is useful for a “Bill of Materials” for Repairs.

14.1.2 Edit An Existing Stock Item Record

To Edit an existing Stock Item:

1. Locate the stock item using the ‘Find’ screen. Refer to Section 17.4 for more information using the ‘Find’ screen to locate stock items.
2. **Press** the ‘Modify’ button (located on the tool bar). The stock item can NOT be edited until the ‘Modify’ button is pressed.
3. Make the alterations to the fields that require updating. Certain fields require additional permissions. Refer to 3.11.1 for more information.

! When changing the “Amount on Hand” field, you will be prompted with a “Intelogy - Stock Adjustment” screen. This screen is required to update and maintain the Accounting features of Intelogy. When reducing the Stock Level, you will need to select an Account to record the “Expense” related with the Stock Reduction. Please select a valid Expense Account.

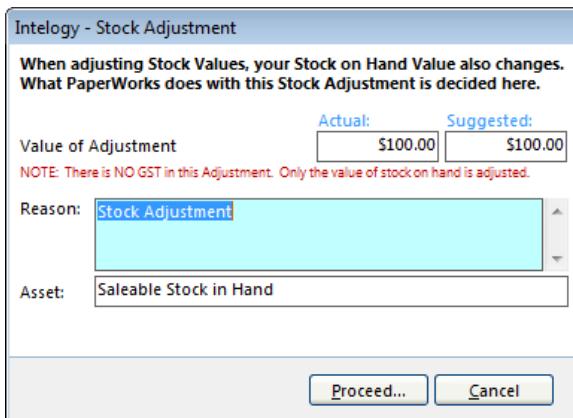


Figure 14.6 - Stock Adjustment

3. To save any changes made, **click** the ‘Save’ button.

14.2 Price Adjustments

The following features are located under the ‘INVENTORY’ menu from the Main Screen.

! You need ‘Stock Control’ permissions to access this feature. Refer to 3.11.1 for more information.

14.2.1 Markup Prices

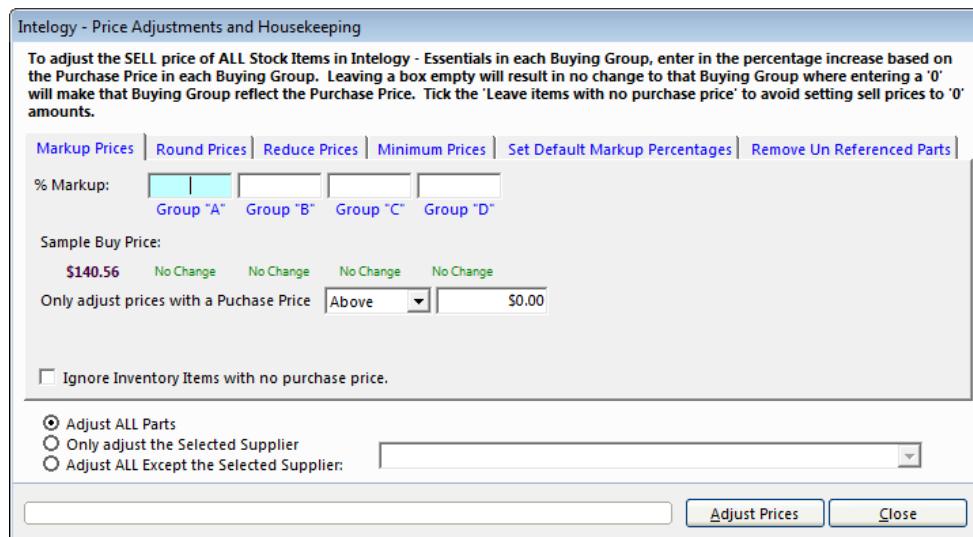


Figure 14.7 - Stock Adjustment (Markup Prices)

This feature allows you to adjust the ‘Sell Price’ for each stock item in a particular buying group.

To adjust the Sell Prices:

1. **Enter** the ‘adjustment percentage’ in the space provided corresponding to the specific ‘Buying Group’. For example; entering ‘10’ will increase each sell price by 10%, and entering ‘-10’ will decrease each sell price by 10%.

There are a number of options when adjusting the sell prices. They are as follows;

- To only adjust stock items with a purchase price above, equal to or below a specified amount, **select** an option from the drop down list and enter the amount in the space provided.
- To ignore stock items with no purchase price, **select** the option ‘Ignore Inventory items with no purchase price’.
- There is the option to adjust all items, adjust item only from a selected supplier or adjust all items except those from a selected supplier. If required, **select** the supplier from the drop down list.

2. **Click** the ‘Adjust Prices’ button to adjust the sell prices according to the options selected.

14.2.2 Round Prices

This feature allows you to ‘round’ the ‘Sell Prices’ up or down to the nearest 10 cents. Rounding is calculated on the sell prices inclusive of GST. For example; an item with a sell price of \$1.90 Ex GST and \$2.09 including GST. Rounding this price will result in the ‘Inc. GST’ price becoming \$2.10. The items sell price is then adjusted to compensate for the change, resulting in the sell price (ex GST) now becoming \$1.91.

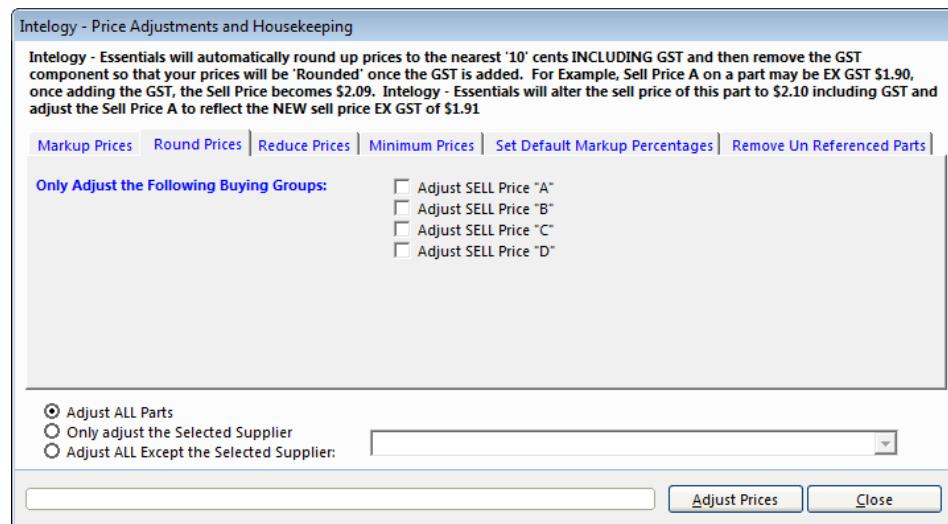


Figure 14.8 - Stock Adjustments - Round Prices

To round the Sell Prices in Intelogy:

1. **Select** the ‘Buying Groups’ to round.
2. **Select** the required options, Adjust All items, Only adjust the selected supplier, adjust all except the selected supplier. If necessary, select the supplier from the drop down list provided.
3. **Click** the ‘Adjust Prices’ button to round the sell prices based on the selected options.

! This process is not Reversible!

14.2.3 Reduce Prices

This feature allows you to ‘adjust’ the sell prices of ‘B, C & D Buying Groups’ based on the ‘Buying Group A’ price.

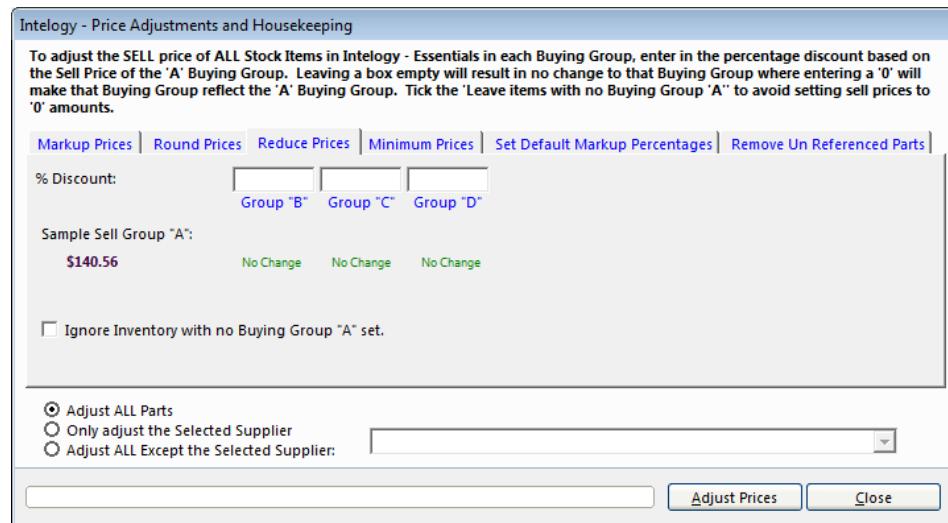


Figure 14.9 - Stock Adjustments - Reduce Prices

To adjust the sell prices based on ‘Buying Group A’ prices:

1. **Enter** the ‘adjustment percentage’ in space provided corresponding to the specific ‘Buying Group’. For example; entering ‘10’ will decrease each sell price by 10%, and entering ‘-10’ will increase each sell price by 10%.
2. To ignore stock items with no ‘Buying Group A’ price, **select** the option ‘Ignore Inventory items with no Buying Group A’.

3. **Select** the required options, Adjust All items, Only adjust the selected supplier, adjust all except the selected supplier. If necessary, select the supplier from the drop down list provided.
4. **Click** the ‘Adjust Prices’ button to adjust the sell prices based on the selected options.

! This process is not Reversible!

14.2.4 Minimum Prices.

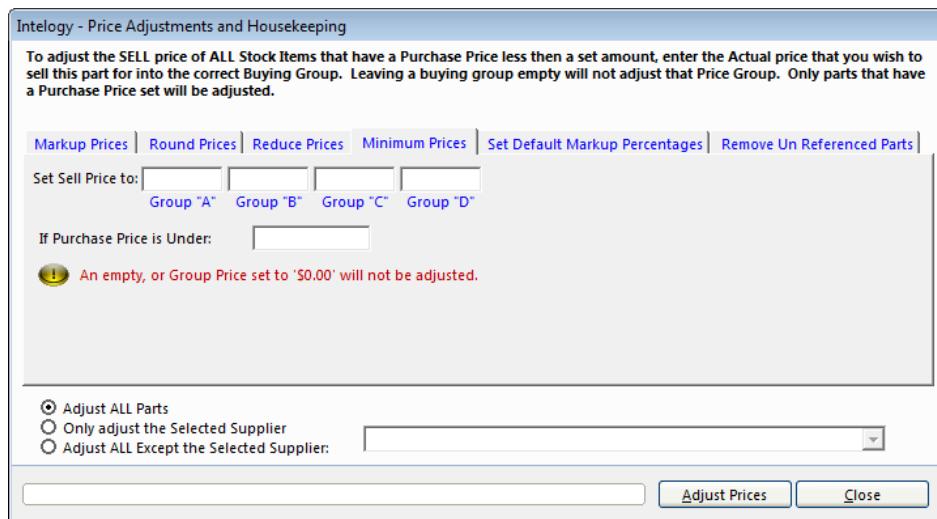


Figure 14.10 - Stock Adjustments - Minimum Prices

This feature allows you to ‘set’ the sell prices of all the buying groups based on a purchase price. ALL items with a purchase price below the specified purchase price will be set to the actual amounts entered for each buying group.

To set the sell prices based on purchase price amount:

1. **Enter** each of the new sell price amounts (actual \$ amounts e.g.; 20.00). Leaving the buying group empty will not adjust the sell price.
2. **Enter** the minimum purchase price. All items with a purchase price below this amount will be effected.
3. **Select** the required options, Adjust All items, Only adjust the selected supplier, adjust all except the selected supplier. If necessary, select the supplier from the drop down list provided.
4. **Click** the ‘Adjust Prices’ button to adjust the sell prices based on the selected options.

! This process is not Reversible!

14.2.5 Defaults

This feature allows you to ‘set’ the default markup percentages for ALL buying groups.

1. **Enter** the default percentages for each buying group.
2. **Press** the ‘Save Defaults’ button.

Default mark up percentages are used when setting the buying group prices on the ‘Stock Control’ screen. Refer to Section 14.1 for more information.

! This process is not Reversible!

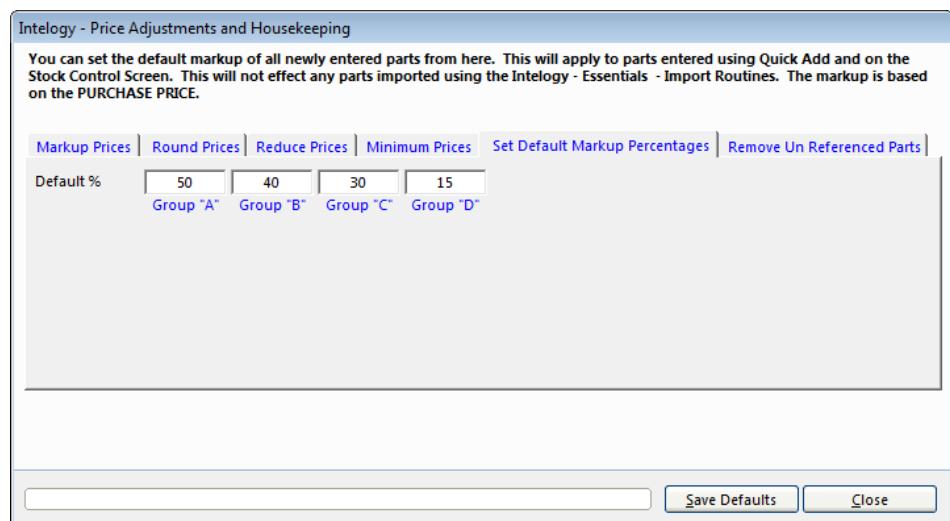


Figure 14.11 - Stock Adjustments - Defaults

14.2.6 Remove Parts

This feature allows you to ‘remove’ parts that have NOT been referenced in Sales, Repairs, Stock Ordering or Credit Returns and have a current ‘On Hand’ value of zero (0) in both the warehouse and in all Remote Locations.

To remove parts not in use:

1. Press the ‘Remove Parts’ button.

⚠️ This process is not Reversible!

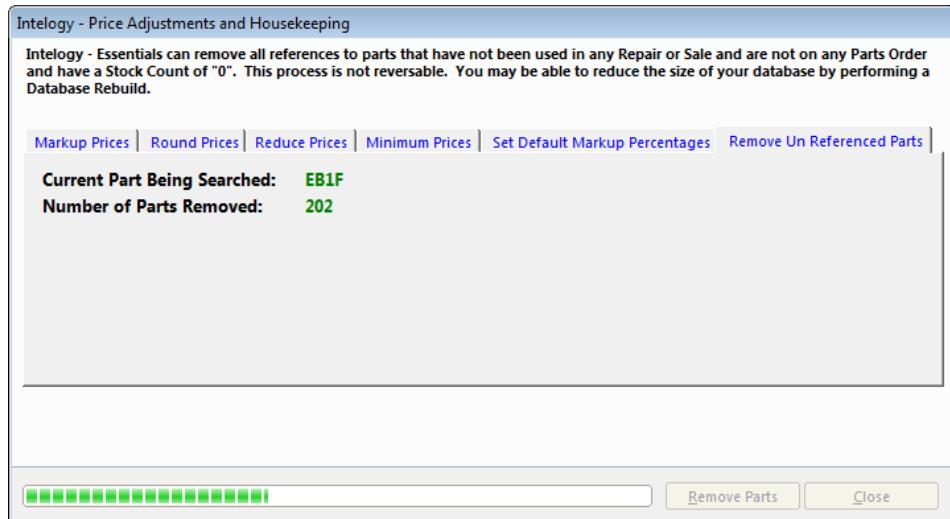


Figure 14.12 - Stock Adjustments - Remove Parts

14.3 Stock Control Assistant

This feature is located under the ‘INVENTORY’ menu.

🔑 You need ‘Stock Control’ permissions to access this feature. Refer to 3.11.1 for more information.

The screenshot shows the Intelogy Stock Control Assistant interface. The main window displays a grid of stock items with the following columns: Actual, Qty, Part N°, Description, BIN Location, Last Stock C..., Department, Current Supplier, ..., T..., Min, and Max. Below the grid are several filter options: 'Include the amount in stock in Remote Locations (Vans)', 'Display Part Number 'B' when available', 'Display price including GST', and 'Ready'. At the bottom right, it shows 'Lines: 657' and 'Total Value (Ex GST): \$35,435.11'.

Actual	Qty	Part N°	Description	BIN Location	Last Stock C...	Department	Current Supplier	...	T...	Min	Max
	1	EBU60699801	MAIN PCB	09	11/11/2011	LG Lcd	LG Electronics	\$...	\$...	0	0
	1	EBR38374501	Z SUSTAIN PCB		11/11/2011	LG Plasma	LG Electronics	\$...	\$...	0	0
	1	EBU51434201	Main Pcb	HILTON	03/11/2011	Stock Item	LG Electronics	\$...	\$...	0	0
	1	EBR39523001	Z SUSTAIN PCB	02	23/08/2012	LG Plasma	LG Electronics	\$...	\$...	0	0
	1	EBR31493401	Z SUSTAIN PCB	02	11/11/2011	LG Plasma	LG Electronics	\$...	\$...	0	0
	1	BN94-03159Q	MAIN PCB		22/06/2012	Samsung PCB	Digital TV Service	\$...	\$...	0	0
	1	EBR71727902	Z SUSTAIN PCB	10	11/11/2011	LG Plasma	LG Electronics	\$...	\$...	0	0
	1	EBU61583201	MAIN PCB	04	17/08/2012	LG Lcd	LG Electronics	\$...	\$...	0	0
	1	EBR74306901	Z SUSTAIN PCB	20	02/07/2012	LG Plasma	LG Electronics	\$...	\$...	0	0
	1	EBU61524001	Main PCB	07	11/11/2011	LG Lcd	LG Electronics	\$...	\$...	0	0
	1	519840	Main PCB (to suit 519826 ...)		11/11/2011	Stock Item	AWA LIMITED	\$...	\$...	0	0
	1	429831	MAIN PCB (Panel V315B1...)	40	05/06/2012	Awa LCD	AWA LIMITED	\$...	\$...	0	0
	1	AXY1170	DIGITAL TUNER	PIONEER	11/11/2011	Pioneer Pl...	Pioneer Electro...	\$...	\$...	0	0
	1	75008280	Digital Tuner PCB		11/11/2011	Stock Item	Toshiba	\$...	\$...	0	0
	1	EBR71728004	Z SUSTAIN PCB	10	02/07/2012	LG Plasma	LG Electronics	\$...	\$...	0	0
	1	EBR42307902	Main PCB (LG Discontinued)	11	11/11/2011	LG Plasma	LG Electronics	\$...	\$...	0	0
	1	DSE1422FL	YOKE ASSY		19/03/2012	Test Part - ...	WES Components	\$...	\$...	0	0
	1	SA164F	4 Way Amplified Splitter - F...		24/08/2012	Stock Item	Nationwide An...	\$...	\$...	1	1

Include the amount in stock in Remote Locations (Vans). Display Part Number 'B' when available
 Display price including GST.

Ready. Lines: 657 Total Value (Ex GST): \$35,435.11

Figure 14.13 - Stock Control Assistant

The stock assistant is used to ‘Stock Take’ stock items in Intelogy. To use the Stock Control assistant:

1. Set the required ‘filters’.

- To only list stock items from a specific supplier, **select** the supplier from the drop down list provided. To list items from ALL suppliers, leave this value blank.
- To only list stock items in a specific department, **select** the department from the drop down list provided. To list items from ALL departments, leave this value blank.
- To only list stock items where the items existing ‘Stock Take’ date is under a specified date, **select** the date from the data selector.
- To only list stock items with a quantity greater than zero (0), press the ‘Exclude 0’ button on the tool bar.
- To list stock from Vans as well as the main warehouse, **click** the ‘Include the Amount...’ option.
- To display prices including GST, **click** this option.

2. Press the ‘Refresh’ button on the tool bar to fill the list according to the ‘filters’ selected.

3. If the actual stock count is different to the reported stock count, click on the stick item once, then click again to edit the actual column. **Enter** the new stock count value.

4. To commit any changes made, **press** the ‘Adjust’ button on the tool bar.

To view a ‘Stock Item’ record, **select** the required item and **press** the ‘View’ button on the tool bar.

To print the current list of stock items, **press** the ‘Print’ button on the tool bar.

To export the current list as a ‘comma or tab delimited’ text file, **press** the ‘Export’ button on the tool bar. On the save dialog screen, **select** the save location, **enter** the file name and **press** the ‘Save’ button.

14.3.1 Stock Level Assistant

This feature is located under the ‘INVENTORY’ menu.

 You need ‘Stock Control’ permissions to access this feature. Refer to 3.11.1 for more information.

The Stock Level Assistant is designed to assist with recommendations on what Stock Levels to maintain in order to minimise ordering and help with smaller Turn Around Time on repairs.

Stock Level Suggestions are based on a 3 Month Usage Trend. You can select rolling calculation or Monthly Calculation.

1. To use the Stock Assistant, ***select*** the “Inventory Supplier” from the available list.
2. ***Select*** the Calculation Period Method. Two options are offered. Monthly and Rolling. Rolling will always offer a more “Current” view on usage trends, allowing for better predictions on future usage. The Monthly Option allows for companies who run a Month to Month Ordering system.
3. ***Click*** on the ‘Refresh’ button to populate your list.

The List contains the following information:

Column 1: The Part Number.

Column 2: The Description for the Part.

Column 3,4 and 5: The Usage for the identified period. (Either Rolling or Full Month)

Column 6: The Total Used for the entire three month period. (Either Rolling or Full Month)

Column 7: Total number Returned for Credit during the same three month period.

Column 8: Current Quantity available in the Wharehouse. (This value does not include Van Stock)

Column 9, 10: A Computer Suggested Minimum and Maximum. This Usage Prediction is based on the following formula: $(\text{Month-2} * 0.2) + (\text{Month-1} * 0.31) + (\text{Month} * 0.49)$

Column 11,12: The current recorded Mimum and Maximum.

4. To Update Inventory with the Computer Suggested Usage, Click the “Set Max” button.

 You can remove items from the list by clicking on the “Remove” button. Although they will remain in the Database, they will not have the Minimum and Maximum values set.

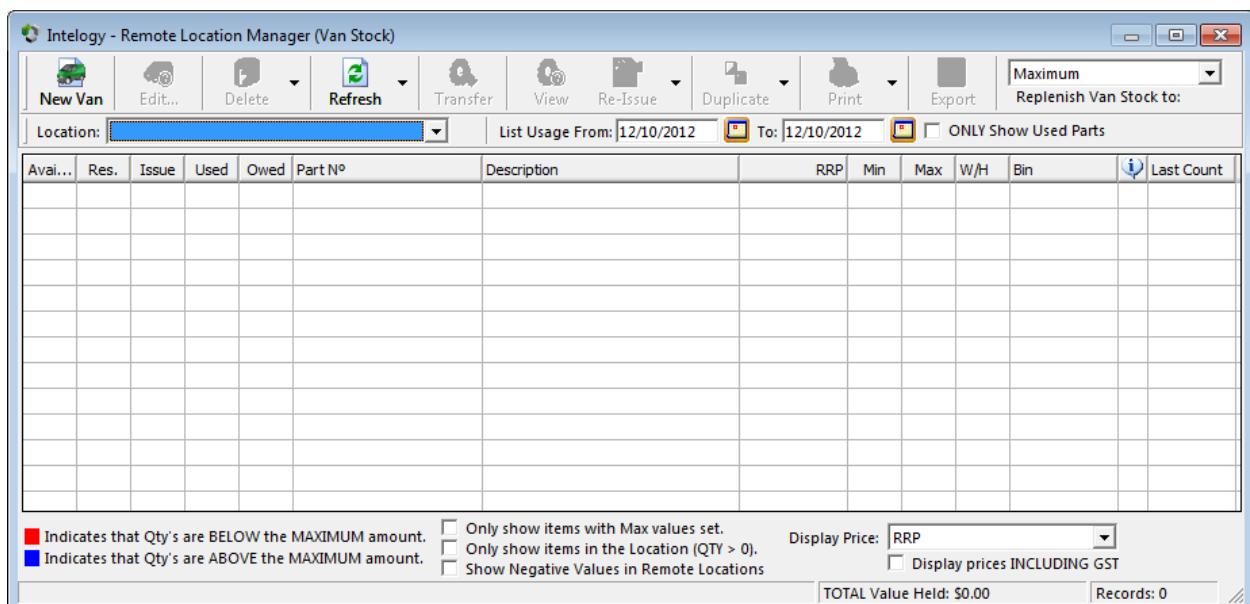


Figure 14.14 - Van or Remote Location Manager

14.4 Van Stock Management

This feature is located under the ‘INVENTORY’ menu.

Intelogy has the ability to utilise vans or remote locations (in addition to the main warehouse). The ‘Van Management’ feature is used to add, edit or remove Vans as well as managing stock transfers.

To view a stock list for a particular Van:

Select the Van name from the drop down list provided. The list of parts is automatically refreshed when selecting a new van.

Select which pricing group to display using the drop down list provided. The default pricing group is ‘group A’.

There are two (2) options when refreshing the list.

Refresh Without Usage Count (Default). To refresh the stock list, press the ‘Refresh’ button. Refreshing the list is required when adjusting the usage date period.

Refresh With Usage Count. To refresh the stock list, press the “Refresh with Usage Count” option.

There are six (6) options when printing:

Print List (All Items) - use this option to print the entire stock list. This option is also accessible by pressing the actual ‘Print’ button.

Print Red List (Items Required) - use this option to print the items listed in red. These are the items the require restocking.

Print Blue List (Items to be Returned) - use this option to print the items listed in blue. These are the items that are overstocked.

Print Picking Slip - use this option to print a picking slip for transfers and returns.

Inventory Labels for all entries in Van - use this option to print a label for each item stocked in the Van.

Print Usage Report -use this option to print a list of item that have a usage figure against them.

Intelogy keeps a record of all pending pickings slips for the selected Van. Initially, only

parts that have the ‘Max’ value set will be displayed. To show ALL parts, take the tick out of the ‘Only show items with Max values set’ option.

14.4.1 Adding a New Van

To add a new Van:

1. Press the ‘Add Van’ button located on the tool bar. This displays the ‘Add Van’ screen, refer to figure 14.14.
 2. **Enter** the ‘Van or Location’ name in the space provided.
 3. To allocate an employee to this van, **select** the employee name from the drop down list provided.
-  You can allocated an employee who is already allocated to another van.
4. **Press** the ‘Add’ button to save the new Van.

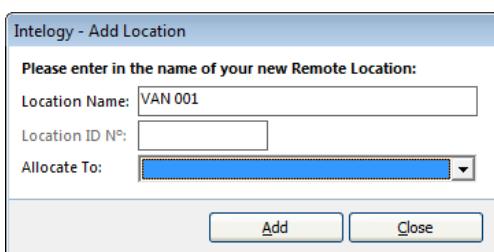


Figure 14.15 - Add Van

14.4.2 Editing, Removing and Duplicating Existing Vans

To edit an existing Van:

1. **Select** the van from the drop down list provided.
2. **Press** the ‘Edit Van’ button (located on the tool bar). This displays the ‘Edit Van’ screen.
3. After making the required changes, **press** the ‘Edit Van’ button to save the changes.

To remove an existing Van:

1. **Select** the van from the drop down list provided.
2. **Press** the ‘Delete Van’ option menu (Beside the Delete Button, located on the tool bar).
3. There are two options when deleting a Van that contains stock items. When prompted, **select** the appropriate option.

 When selecting to return stock to the warehouse, all parts will be returned. When duplicating a van, the complete stock list is duplicated. **Note:** the selected van MUST contain stock items before duplicating.

To duplicate an existing Van:

1. **Select** the van from the drop down list provided.
 2. **Press** the ‘Duplicate’ button (located on the tool bar).
 3. Once the “Duplicate Van” screen is shown, **select** the van, in which the stock list will be duplicated.
 4. **Press** the ‘Accept’ button to duplicate the stock list.
-  Quantities, Max and Min values on the new stock list are all set to zero.

14.4.3 Transferring Parts

This option is used to transfer parts from the warehouse, or another remote location, into the selected van.

To transfer a part into a selected van:

1. **Select** the van from the drop down list provided.
2. **Press** the ‘Transfer’ button. This displays the following screen.

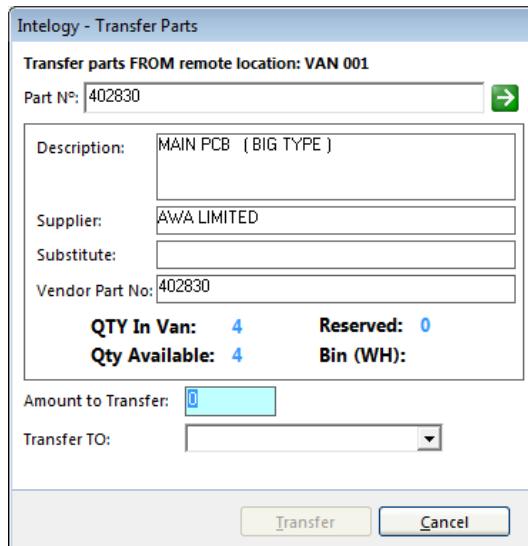


Figure 14.16 - Transfer Parts

3. **Enter** the ‘Part Number’ in the space provided. Intelogy automatically completes parts numbers when typing.

the part details (description, supplier, etc.) are automatically filled in.

To view the actual part record, **press** the button.

You need ‘Stock Control’ permissions to be able to view the parts details. Refer to 3.11.1 for more information.

4. **Select** the ‘Transfer From’ location using the drop down list provided.
5. **Enter** the ‘Transfer amount’ in the space provided. This amount can NOT be greater than what is available in the selected transfer from location.
6. **Press** the ‘Transfer’ button to complete the parts transfer.

The stock levels and bin location are automatically filled in when selecting a transfer from location. The bin location refers to the actual warehouse bin location.

14.4.4 Returning Parts

This option is used to return the selected part number back to a selected location.

To return a selected part:

1. **Select** the van from the drop down list provided.

2. **Select** the actual part from the stock list.
3. **Press** the ‘Return’ button (located on the tool bar). This displays the following screen.

 The part number and details are automatically filled in.

4. **Select** the ‘Transfer To’ located using the drop down list provided. This is where the selected quantity will be returned to.
5. **Enter** the ‘Amount to Transfer’ in the space provided. This amount can not be greater than the actual amount in the selected van.
6. **Press** the ‘Transfer’ button to complete the parts transfer (return).

14.4.5 Editing Parts

Editing a van stock item allows you to adjust the ‘maximum’ and ‘minimum’ levels as well as the actual amount in stock.

 You need ‘Stock Control’ permissions to be able to view the parts details. Refer to 3.11.1 for more information.

To change the amount on hand, double click on the “In Van” column. You will be asked to enter in a reason for the Stock Change. This is to update the Intelogy - Accounting Engine.

To Change the Minimum or the Maximum values, double click on the appropriate column.

14.4.6 Deleting Parts

To delete a stock item from a selected Van:

1. **Select** the ‘Van’ from the drop down list provided.
2. **Select** the ‘Part Number’ to be deleted by placing a Tick “” in the Column identified by the “

⚠ Selecting “Remove” will remove this stock level from the Van without allocating the Stock Count anywhere. This is not encouraged as it will not Update the Intelogy - Accounting Engine.

 The list will refresh when completing the Delete Sequence.

14.4.7 Van Usage

The Intelogy remote location manager allows you to view the actual parts usage between specified ‘from’ and ‘to’ dates.

To display the parts usage:

1. **Select** the ‘Van’ from the drop down list provided.
2. **Select** the ‘List Usage From’ date using the corresponding date selector.
3. **Select** the ‘List Usage To’ date using the corresponding date selector.
4. **Press** the ‘Refresh with Usage Count’ menu option beside the ‘Refresh’ Button (located on the tool bar) to refresh the stock list.

14.4.8 Reissuing Van Stock

There are two options when reissuing stock to a remote location, automatically reissue stock or specify reissue quantities for selected parts.

There is also the option to reissue stock levels back up the minimum amount set or the maximum amount set. Please select the required option using the ‘Reissue To’ drop down list.

To automatically reissue stock:

1. **Select** the ‘Van’ from the drop down list provided.
2. **Press** the ‘Reissue’ button to reissue.

The stock items that require restocking are listed in red. The actual quantity owed back to the van is specified in the ‘Owed’ column.

 All parts are reissued from the main warehouse. If the warehouse doesn’t hold the required amount, only the available stock will be reissued.

After the reissue is complete, there is a option to print a picking slip for all of the stock transfers performed.

To specify reissue amounts:

1. **Select** the ‘Van’ from the drop down list provided.

The stock items that require restocking are listed in red. The actual quantity owed back to the van is specified in the ‘Owed’ column. Only these parts can have reissue amount entered.

2. To set the reissue amount, **double click** in the ‘Issue’ column of the particular stock item.
3. **Enter** the actual reissue amount.
 This value can NOT be greater the amount owed or be greater than the actual amount in the warehouse.
4. Once amounts have been entered, select the ‘Reissue Set Amounts’ option from the ‘Reissue’ button drop down.

After the reissue is complete, there is a option to print a picking slip for all of the stock transfers performed.

14.5 Parts Enquiry

This feature is located under the ‘Inventory’ menu.

The part enquiry tools is used to look up a parts details without having to load up the main stock control screen.

 You need ‘Stock Control’ permissions to be able to view the part record. If you do not have Stock Control Permission, only the ‘Sell Price’ and ‘Sell Price B’ prices will be shown. Refer to 3.11.1 for more information.

To look up a particular part:

1. **Enter** the ‘Part Number’ in the space provided. Intelogy automatically completes the part number as it’s being entered.

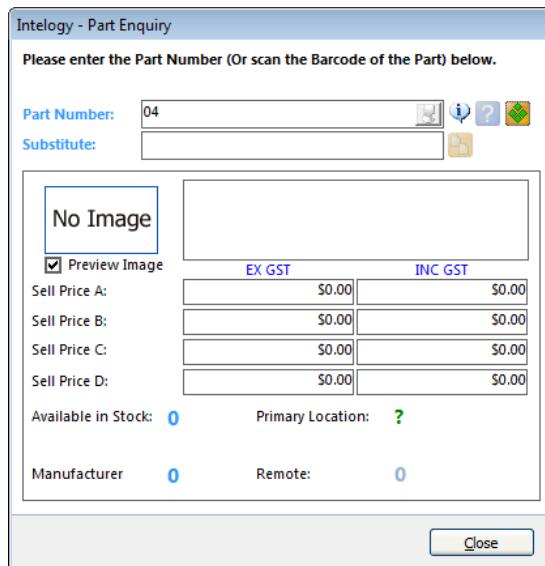


Figure 14.17 - Part Enquiry

To display the full details of the selected part, press the ‘

To view an enlarged “Image” (if one is available) *Double Click* the Image. To stop the program from loading any images, remove the click in the “Preview Image” option.

To load up any outstanding orders for the select part, *double click* on the ‘

 Companies can share pricing and parts availability with one another via the technician - web framework. The ‘

14.6 Add A Quick Part

This feature is located under the ‘Inventory’ menu.

 You need ‘Stock Control’ permissions to access this feature. Refer to 3.11.1 for more information.

The ‘Quick Part’ function allows for the fast entry of new stock items without having to enter in all the details on the ‘Stock Control’ screen. This feature is useful for creating stock items ‘on the fly’ during cash sales, repairs and stock ordering.

To add a ‘QuickPart’:

1. **Enter** in the Part Number in the space provided. **NOTE:** the ‘

If the Buy & Sell prices are inclusive of GST, *click* the ‘Buy and Sell price here INCLUDE GST’ option.

If you would like Intelogy to apply the default markup percentages set in the Inventory Preferences, click the appropriate option.

5. **Select** the supplier from the drop down list provided. By default, the ‘Default Supplier’ is first selected. This can be set in the ‘Intelogy Preferences’, refer to Section 3.13.5.
 6. **Select** the ‘Do not perform Stock Control functions on this part’ option if stock control is not required for this item.
 7. **Press** the ‘Save’ button to save the new part.
-  After adding a Quick Part entry, please make the time to complete all the information for the stock item. Refer to Section 14.1.

14.7 Stock Ordering

The following features are located under the ‘Inventory’ menu.

 You need ‘Stock Ordering’ permissions to access this feature. Refer to 3.11.1 for more information.

 You can now order parts and assign the parts to a job, rather than ordering the parts and waiting for them to come in and mark them as ticked. You can now assign the a job number to parts. To mark a part for a job simply double click in the job column and enter the job number for that part.

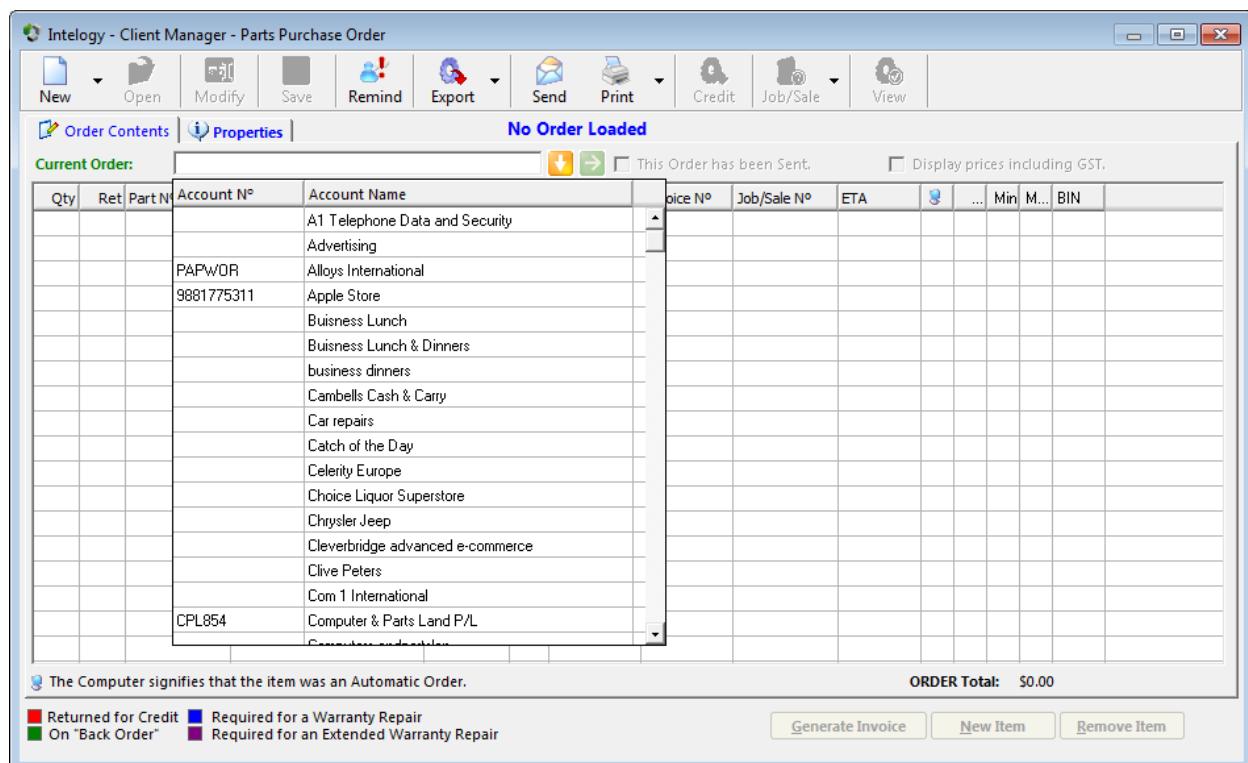


Figure 14.18 - Parts Purchase Order

Intelogy features an extensive ordering and order management system. There are three ways to create a stock order;

- Manually entering creating the order.
- Automatic stock order when completing repairs and cash sales. When placing parts on a repair or cash sale Intelogy can order the required parts when stock levels are below the required amount.
- Intelogy can automatically order stock when quantity levels fall below the minimum

amounts.

The following options are available from the ‘tool bar’:

OPEN: displays the ‘Open Existing Order’ screen. Refer to Section 17.5 for more information on this screen.

MODIFY: places the Order screen in ‘Modify’ mode. This option is only available when viewing existing an order. It allows you to edit the existing order.

SAVE: Saves a new or modified ‘Order’.

DELETE: deletes the Order. An Order can NOT be deleted if it contains Parts on Order, or Parts Received.

REMIND: press the ‘**Remind**’ button to send a reminder to an employee, this will start the Intelogy Reminders Screen. Refer to Section 11.7 for more information on Reminder Management.

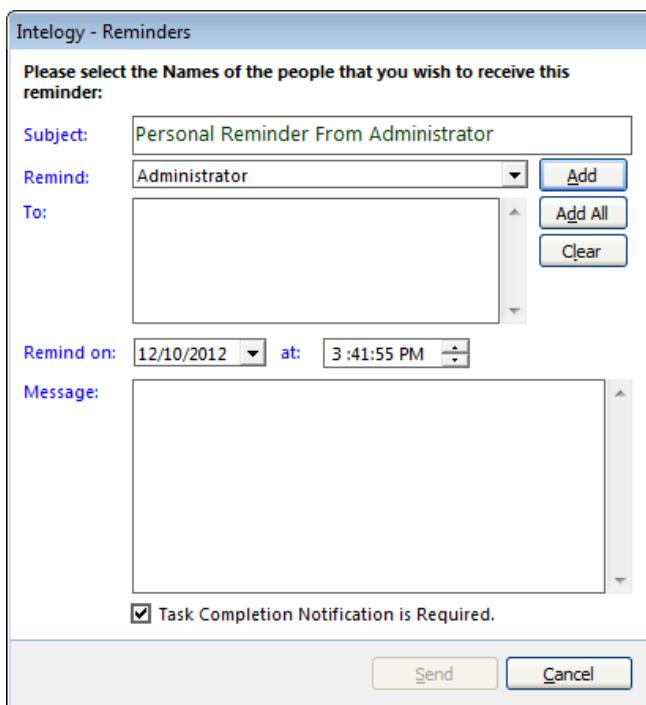


Figure 14.19 - Reminders

To Send a Reminder Message:

1. **Select** the ‘Employee’ name from the drop down list provided.

2. **Press** the ‘Add’ button to add the Selected Remind person into the ‘To’ text box.

To send a reminder to more than one person repeat steps 1 through 2.

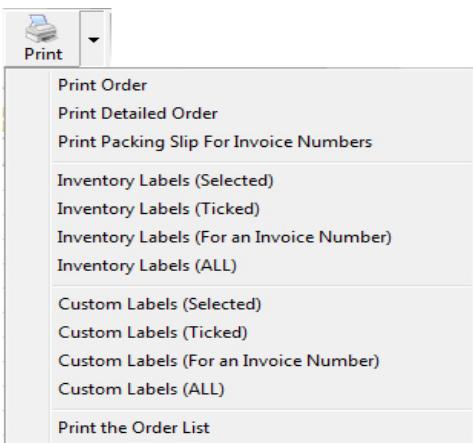
3. **Select** the ‘Remind On’ date and time using the corresponding date selectors.

4. **Enter** the message in the space provided.

5. **Press** the ‘Send’ button to send the reminder message.

EXPORT: Intelogy allows you to save the “Order” as a File, suitable for loading on B2B systems (Business to Business).

PRINT: There are Twelve print option available:



- Print Order - This option prints the whole ‘Order’ in the Intelogy Default Format.
- Print Detailed Order - This option prints the whole ‘Order’ and shows Model, Serial and other details about the “Repair” that the order is for.
- Print Packing Slip - This option prints a packing slip. Picking slips identify Parts that need to be distributed to internal locations.
- Inventory Labels (Selected) - This option will print an Inventory Label for each part ordered within the selected range on the current order. Inventory labels can contain Bar Codes and may be stuck or placed on each part that arrives for easy identification.
- Inventory Labels (All) - This option will print an Inventory Label for each part ordered.
- Inventory Label (Custom) - This option will print a Custom Inventory Label for each part ordered.
- Custom Labels (Selected) - This option will print an Custom Label for each part ordered within the selected range on the current order. Inventory labels can contain Bar Codes and may be stuck or placed on each part that arrives for easy identification.
- Custom Label (All) - This option will print an Label for each part ordered.
- Custom Label (Custom) - This option will print a Custom Label for each part ordered.
- Print The Order List- This option will print all of the order list that is displayed on the screen.

CREDIT: display the ‘Credit’ screen. This feature is used when returning parts back to the supplier. Refer to Section 14.8 for more information on ‘Order Credits’.

JOB / SALE: if an ‘Order Item’ was ordered for a Sale or Repair, clicking this button will display the appropriate Sale or Repair screen which contains the particular stock item on order.

VIEW: Will display the Inventory Record.

14.7.1 Create a New Order

 You need ‘Supplier Details’ permissions to be able to view a supplier record. Refer to 3.11.1 for more information.

There are a number of ways to add a new stock item:

- Under the ‘File > New’ menu. Select the ‘Parts Order’ option.
- From ‘F6 - Order & Credit’ tab on the ‘Find’ screen. **Press** the ‘Create a New’ to create a new Order.
- **Pressing** the ‘New’ button (on the tool bar) on the Parts purchase order screen.

You can have 2 orders for the same supplier, 1 for parts that you need to order for jobs and the other for just ordering parts.

1. To create an order for a particular ‘Supplier’, click the ‘’ button to bring up a list of suppliers, OR you can **click** on the ‘New’ Button in the top right hand corner.
 2. Use the scroll bar to scroll down the list and double click on the supplier you wish to select. If an order exists for the Supplier that has not been “Sent”, you will be prompted to load the existing order that has not been sent, or create a new order. See figure 14.22.1 Un-Sent Order Message box.
 3. **Click** the ‘New’ button to create a new order.
- Once a ‘Supplier’ has been selected, the ‘Order Number’ is displayed on the screen caption bar of the screen.

 To view the ‘Supplier’ record for the selected supplier click the ‘’ button beside the Supplier Drop down Box.

To ADD ‘Stock Items’ to a new order: (When adding items in the list, **press** the ‘Enter’ key to move to the next field)

4. **Click** the ‘New Item’ button. This adds a new row to the list with the ‘Qty’ field highlighted.
5. **Enter** the desired quantity. A quantity MUST be ‘1’ or greater.
6. **Enter** the part number. When adding part numbers, Intelogy automatically completes the part number it’s entered. When adding a part number, the description and pricing information is also automatically filled in. (The sell price can be *overwritten*).
-  If you enter a part that is not normally purchased from the selected supplier, Intelogy displays a prompt. To order this part anyway, **click** the ‘Yes’ button. To re-enter the part number, **click** the ‘Cancel’ button
7. **Enter** the purchase price. (Only necessary using a ‘different’ purchase price)
8. **Enter** the discount amount, the percentage (%) symbol is NOT required. This only applies when receiving discounts from the selected supplier that issues Discounts.
9. When making **Enter** the ETA date (estimated time of arrival).

The following information is located on the ‘Properties’ tab:

10. **Enter** the order Reference number. This can be used to store any type of reference number or text.
- The Supplier Credit Number is NOT applicable when creating new orders.
11. **Select** the delivery method from the drop down list.
12. **Enter** any delivery instructions that apply to this order. This information is printed on orders.

Or

13. **Press** the ‘’ button to display the list of delivery instruction ‘Autowords’, select an item in the list to insert the text into the delivery instructions text box. Refer to Section 3.13.1 for more information on autowords.
14. **Enter** the alternate delivery address if required. When entering a delivery address, this address is printed on the order print out.

Or

15. **Press** the ‘’ button to display the list of delivery addresses ‘Autowords’, select an item in the list to insert the text into the delivery address text box. Refer to Section 3.13.1 for more information on autowords
16. **Press** the ‘Save’ button to save the Order.

 All the other information required on this tab (properties tab) is automatically entered by Intelogy.

14.7.2 To edit an order where partial parts have arrived.

If on a Job you have ordered 10 parts but only 5 parts come in. You can change the order quantity for the 10 parts to 5. Intelogy will create a new order entry with the same job number so that you can mark the parts that have come in as arrived.

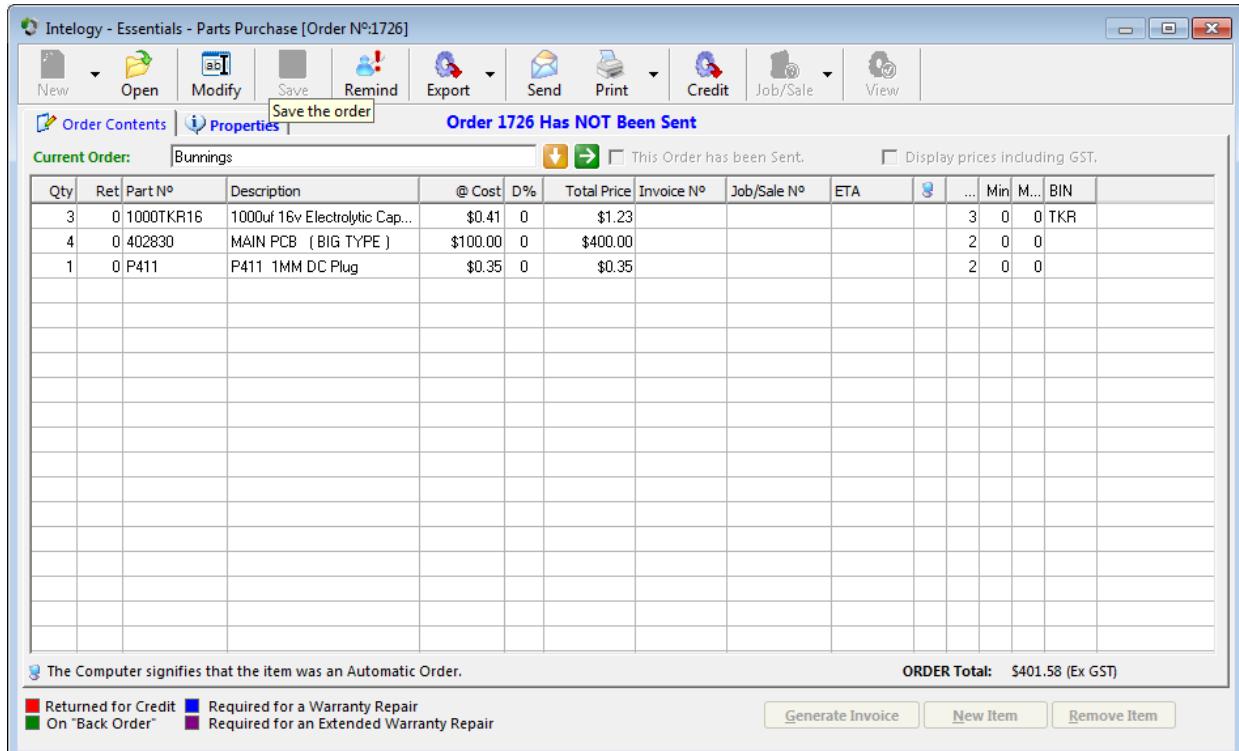
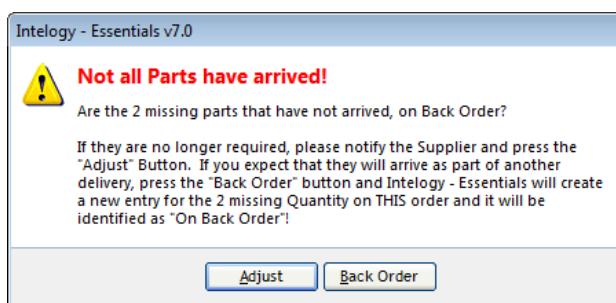


Figure 14.20 Purchase Order Screen.

- From the Parts Purchase Order Screen click the Modify button.
- Double click** on the ‘QTY’ Field and change the field to the number of parts that have arrived.
- A message box will appear prompting you that a number of parts have not arrived and do you wish to put the parts on Back Order or Adjust, see figure 14.21 Partial Parts Message Box.

If they are no longer required, please notify the supplier and **Press** the ‘Adjust’ button. If you expect that they will arrive as part of another delivery, **Press** the ‘Back Order’ button, and Intelogy – Essentials will create a new entry for the number of parts missing on this order and it will be identified as an item “On Back Order”.

- Click** the ‘Save’ Button.



14.21 Partial Parts Message Box

14.7.3 Sending An Order

 To send an Order you need ‘Order’ permission. Refer to Section 3.11 for more information on setting permissions in Intelogy

Once an order has been printed (for Mail out or Fax) or e-mailed to the supplier, it needs to be ‘marked sent’. To mark an order as being ‘sent’:

1. **Open** the required order. Refer to Section 17.5 for more information on ‘finding’ and ‘opening’ existing orders.
2. **Press** the ‘Modify’ button to edit the order.
3. **Click** the ‘This Order has been sent’ option. When prompted, **click** the ‘Yes’ to confirm or ‘No’ to cancel.

 **Marking an order “Sent” is not reversible.**

14.7.4 Opening A Purchase Order

There are two (3) ways to open an exiting ‘Order’:

- Using the ‘Open an existing Order & Credit’ screen in Intelogy.
- Using the ‘Find’ screen to locate and open the existing order. Refer to Section for more information on this feature.
- Click the word Inventory in the menu of the Intelogy tool bar and select Buy Inventory – Create a new Purchase Order. Once opened, click the open button on the order Screen.

To open an existing order using the ‘Open an existing Order & Credit’ screen. To open this screen:

- **Press** the ‘Open’ button on the ‘Order’ screen.
- When on the Intelogy ‘main screen’, **press** the ‘SHIFT’ and the ‘F9’ together.
- On the main menu, go to the ‘INVENTORY > OPEN AN EXISTING ORDER’ option on the menu.

 You need ‘Stock Ordering’ permissions to access this feature. Refer to 3.11.1 for more information.

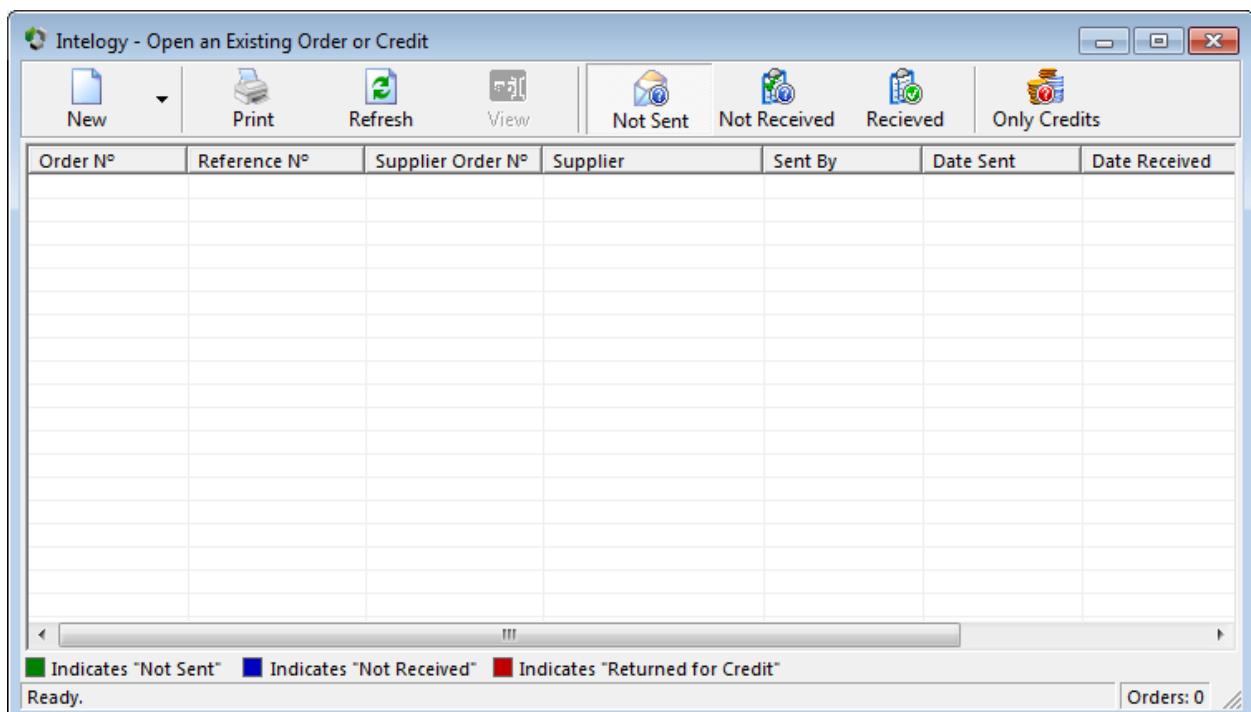


Figure 14.22 - Open an Existing Order or Credit

The following options are available on the tool bar:

PRINT: prints ALL of the orders listed.

REFRESH: refreshes the list. **Press** this button to refresh the list after selecting a new option i.e.; Not Sent, Not Received etc.

VIEW ORDER: after selecting an Item in the list, **click** this button to view the selected ‘Order’.

NOT SENT: lists ALL of the current Orders that have NOT been Sent. **Click** the ‘Refresh’ to refresh the list.

NOT RECEIVED: lists ALL of the Orders that have NOT been received. **Click** the ‘Refresh’ to refresh the list.

RECEIVED: lists ALL of the Orders that HAVE been sent & received. **Click** the ‘Refresh’ to refresh the list.

ONLY CREDIT: lists ALL of the Credit Orders. The three previous buttons can also be used when searching for Credit Orders. **Click** the ‘Refresh’ to refresh the list.

The following colour coding is used for the list items;

- **Blue** - Order that have NOT been received.
- **Green** - Orders that have NOT been sent.
- **Red** - Credit Orders.

To load an existing Order:

1. **Select** the order from the available orders listed.
2. **Double-click** on the selected order.

Or

2. **Press** the ‘View Order’ button on the tool bar.
3. The selected order is then loaded onto the ‘Purchase Order’ screen.

14.7.5 Edit An Existing Order

To Edit an existing Order:

1. **Open** the particular Order. Refer to the previous section for information regarding ‘Opening existing Orders’.
2. **Press** the ‘Modify’ button to edit the order. The order can NOT be edited until the ‘Modify’ button is pressed.  Modify an order is a permission.

If only 5 parts come in for an order of 10, you can change the quantity of 10 to 5 and place the other 5 parts on back order. As seen in figures, 14.22.1 and 14.22.2 Purchase order Screen.

3. To save any changes made, **click** the ‘Save’ button.

14.7.6 Receiving An Order

When an Order has been physically received, open the order using the ‘Find’ screen (refer to Section 17.5), or via ‘Open Existing an Order’ screen (refer to Section 14.7.3).

There are two options when received Orders, process the whole order or process each individual order item.

To mark the whole order ‘Received’:

1. **Press** the ‘Modify’ button to edit the Order.
2. On the ‘Preferences’ tab, click the ‘This Order has been RECEIVED’ option. **Press** the ‘Yes’ button to confirm, **press** the ‘No’ button to cancel. The ‘Date Received’ is automatically filled after marking the Order as ‘received’.

To mark individual Order items as received:

1. **Press** the ‘Modify’ button to edit the Order.
2. **Double-click** in the ‘’ column for the particular ‘Order Item’.
3. **Double-click** on the “Invoice Number” and enter the Invoice Number that the parts have arrived to you on.

NOTE: You can not reverse the indication of a part that has come in (the Green Tick). If you want to reverse the indication of a part that has come in, you need to create a part returned for credit order.

 If all individual items have been marked received, the WHOLE order will be marked ‘Received’. By Clicking the “Received” option on the Properties tab, Intelogy will mark each item received.

When not all parts have arrived from a supplier it is important for Intelogy to be made aware of this.

For example, If you ordered 3 parts and only 2 arrived and the 1 is left on Back Order, change the Amount in the Amount column by **double clicking** the Amount column and row and entering ‘2’. You will need to allow Intelogy to track the “Back Ordered” part. This is done by entering a New Item into the order.

14.7.7 Recording the Amount Payable when Parts Arrive

When Stock Arrives, Intelogy needs to be able to store the Value of the Stock in the Accounting Engine, we also need to be able to generate an “Account Payable” entry. Intelogy will do this automatically if the correct information is entered into the Order.

As Parts are arrived, you can enter in the “Invoice Number” that the part was supplied on. Intelogy will keep track of the different invoice numbers and when pressing the “Save” button, you will be prompted with “Intelogy can generate ‘x’ Invoices”. If you choose not to, you can Generate the invoices by clicking on the ‘Generate’ button when in Modify mode.

To generate an invoice:

1. **Press** the ‘Modify’ button to edit the Order.
2. **Double Click** in the ‘Invoice N°’ column of the Order Item.
3. **Enter** the suppliers invoice number (the invoice that accompanied the received goods).
4. **Press** the ‘Save’ button to save the changes made.
5. **Press** the ‘Modify’ button to once again edit the Order.
6. **Press** the ‘Generate Invoice’ button. When prompted, **click** the ‘Yes’ button to confirm, or **click** the ‘Cancel’ button to cancel.

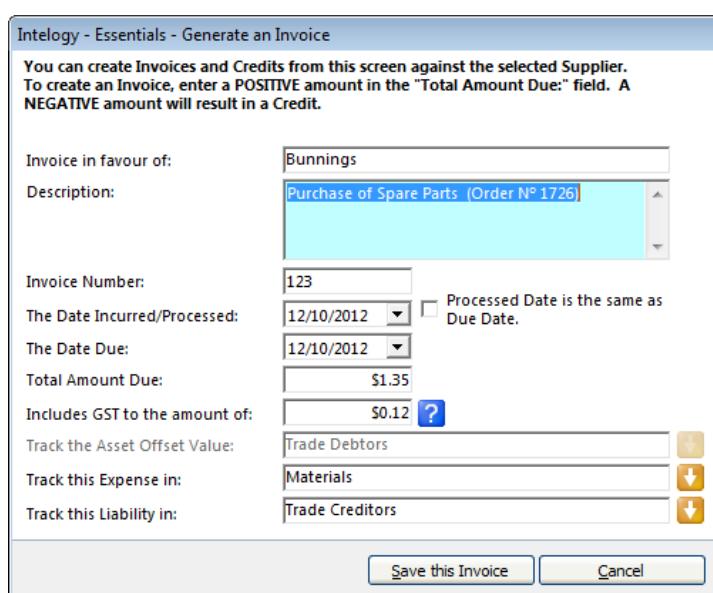


Figure 14.23 - Generate an Invoice

On the ‘Generate an Invoice’ screen:

7. **Enter** the ‘Invoice number’ (if different to the invoice number entered on the order screen).
8. If necessary, **alter** the description.
9. If necessary **change** the ‘Date Incurred or Processed’. This maybe necessary for ‘back dating’ the date Incurred value.
10. **Change** the ‘Date Due’ to ‘match’ the due date on the suppliers’ invoice.
11. If necessary, alter the ‘Total Amount Due’ value.
12. If necessary, alter the ‘GST’ value. A warning symbol is displayed if ‘GST’ is not 10% of the ‘Total Amount Due’
13. **Click** the ‘Save This Invoice’ button to save the new invoice. The ‘Invoice’ has now been ‘entered’ into the Intelogy accounting engine. This, and any other unpaid invoice can be viewed in the ‘Creditors Browser’. Refer to Section 12.11 for more information on the ‘Creditors Browser’.

14.7.8 List All Parts On Order

This feature is used to view ‘outstanding’ parts on order which are yet to be received or sent. It

can also view all parts that have ever been ordered.

 You need ‘Stock Ordering’ permissions to access this feature. Refer to 3.11.1 for more information.

The following option are available from the tool bar:

PRINT - **press** to print the entire list.

EDIT - there are two options:

- Edit the associated repair - if the part was ordered for a repair or cash sale, **select** the part number and **select** this option to load the repair or cash sale.
- Edit the associated order - **select** the part number and **select** this option to load the actual order itself.

REFRESH - **press** to refresh the list after making changes to the search criteria.

EXPORT - **press** to export the list contents into a comma delimited file or a tab delimited file.

To only view parts on order from a specific supplier, **select** the supplier from the drop down list.

To view parts on order from all supplier, use the ‘(Everyone)’ option, this is the default value.

RECEIVED - **press** the button down to only display parts on order that have not been received. This button is pressed down by default.

ALL PARTS - **press** to view all parts on order.

REPAIRS - **press** to only view parts on order for repairs.

SUGGESTED - **press** to view only parts on order which where generated by Intelogy (i.e.; Automatic reordering when below minimum amounts).

 Remember to **press** the ‘Refresh’ button when changing the search criteria.

14.7.9 Parts on Back order:

If only 2 parts have arrived out of 5 you can change the quantity and put the rest on back order.

To put parts on Back order:

1. **Double click** on the ‘QTY’ Field and change the field to the number of parts that have arrived.
2. A message box will appear prompting you that a number of parts have not arrived and do you wish to put the parts on Back Order or Adjust, see figure 14.22.4 Partial Parts Message Box.

If they are no longer required, please notify the supplier and **Press** the ‘Adjust’ button.

If you expect that they will arrive as part of another delivery, **Press** the ‘Back Order’ button, and Intelogy – Essentials will create a new entry for the number of parts missing on this order and it will be identified as an item “On Back Order”.

14.7.10 Allocate Ordered Parts to a Job or Sale.

From the orders screen you can order a part, and when the part arrives you can assign the ordered part to a job.

To allocate Ordered Parts to a Job:

1. When an Order has been physically received, open the order using the ‘Find’ screen (refer to Section 17.5), or via ‘Open Existing an Order’ screen (refer to Section 14.7.3).
2. If only 2 parts have arrived out of 5, you can change the quantity and put the rest on back

order. See section 14.7.9 Parts on Back order for more information.

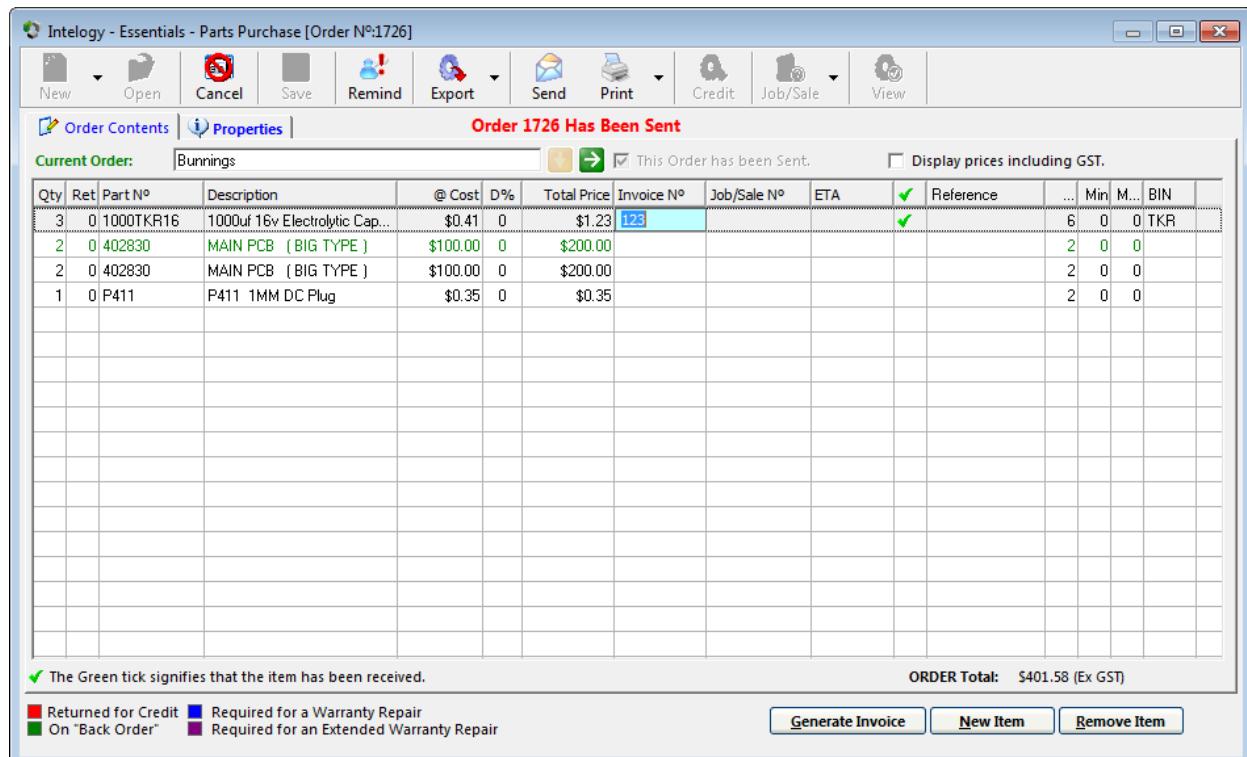


Figure 14.24 Purchase Order Screen.

3. Press the ‘Modify’ button to edit the Order.
4. Double click in the ‘Job Column’ of the part that you want to assign the job. Simply type the job or sale no. e.g. 19101.

14.8 Returning Parts (Credit Orders)

This feature is used when returning parts to a supplier. When returning parts using this feature, all stock control and accounting details are also updated. Returning parts or a ‘Credit Order’ is essentially a ‘reverse’ order, it operates in much the same way as an order, but in reverse.

14.8.1 Creating A Credit Order

To create a ‘Credit Order’:

1. Open the original ‘Order’ containing the parts that are being returned. Refer to Section 14.7.3 for information on ‘Opening Existing Orders’.
2. Press the ‘Modify’ button to edit the Order.
3. Press the ‘Credit’ button located on the tool bar. This displays the ‘Order Partial Credit’ screen.

On the ‘Order Partial Screen’ (Each part on the original order is listed).

4. Select which parts to return by double-clicking in the ‘✓’ column that corresponds to the particular part number.
5. Enter the return amount in the ‘redit’ column. (The credit amount can NOT be greater than the amount originally ordered).
6. Enter the ‘Reason for Return’. Double-click in the column to enter a value.
7. Press the ‘Continue’ button. This displays the ‘Parts Return’ screen, refer to the figure

below.

The following information refers to the ‘Parts Return’ screen. This screen is very similar to the actual ‘Parts Purchase’ screen.

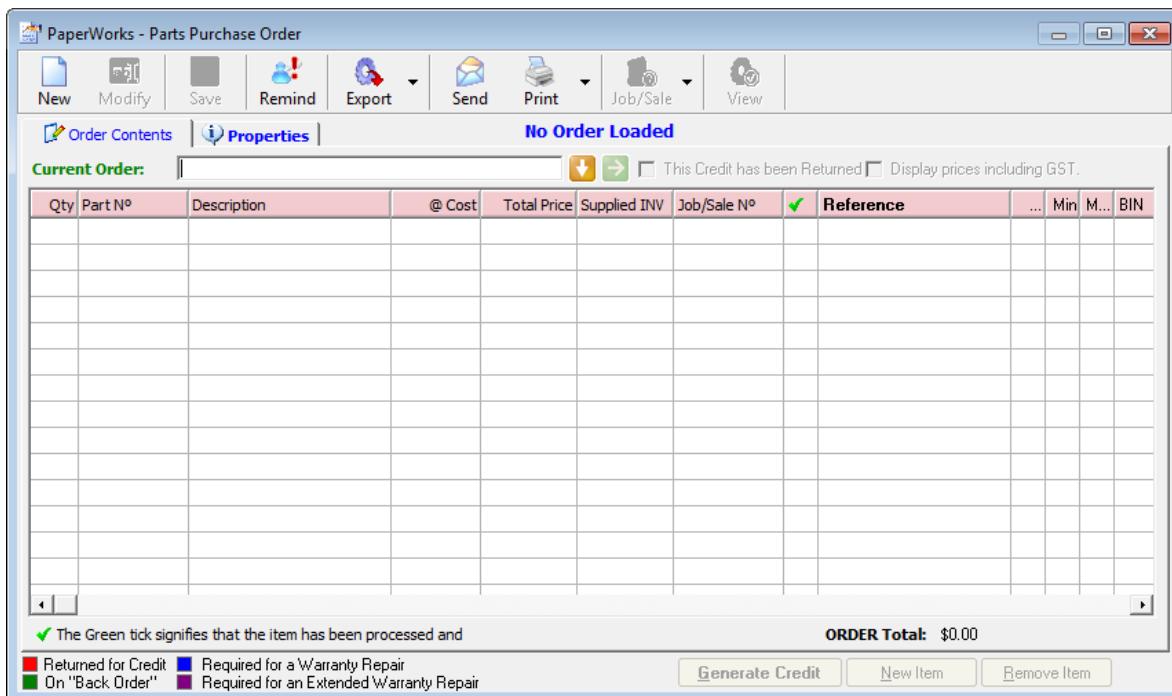


Figure 14.25 - Order Partial Credit

Once the “Continue” button is pressed, the “Credit Management” screen will be loaded.

You need ‘Stock Ordering’ permissions to access this feature. Refer to 3.11.1 for more information.

The following options are available from “Credit” screen tool bar:

MODIFY: places the Order Credit screen in ‘Modify’ mode. This option is only available when viewing existing an order. It allows you to edit the existing order.

SAVE: Saves a new or modified ‘Order Credit’.

DELETE: deletes the Order Credit. An Order Credit can NOT be deleted if it contains Parts returned

REMIND: press the ‘**Remind**’ button to send a reminder to an employee, this will start the Intelogy - Business Messaging program and will start the reminder screen.

The reminders button will be disabled if you have not selected Enable eMailing from Intelogy through either of the following methods in the Intelogy - General Preferences.

REMIND: press the ‘**Remind**’ button to send a reminder to an employee, this will start the Intelogy Reminders Screen. Refer to Section 11.7 for more information on Reminder Management.

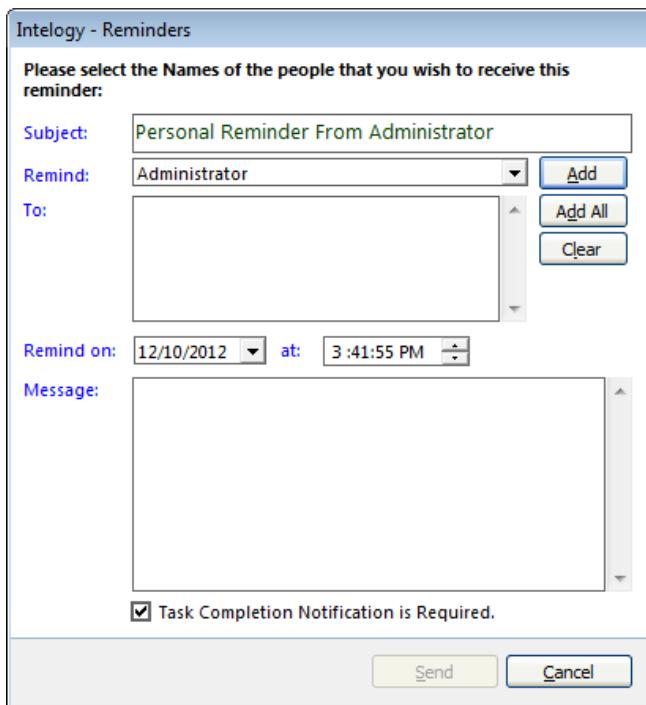


Figure 14.26 - Reminders

To Send a Reminder Message:

1. **Select** the ‘Employee’ name from the drop down list provided.
2. **Press** the ‘Add’ button to add the Selected Remind person into the ‘To’ text box.

To send a reminder to more than one person repeat steps 1 through 2.

3. **Select** the ‘Remind On’ date and time using the corresponding date selectors.
4. **Enter** the message in the space provided.
5. **Press** the ‘Send’ button to send the reminder message.

EXPORT: Intelogy allows you to save the “Credit Order” as a File, suitable for loading on B2B systems (Business to Business).

PRINT: There are Six print option available:



- Print Order - This option prints the whole ‘Order’ in the Intelogy Default Format.
- Print Order - This option prints the whole ‘Order’ and shows Model, Serial and other details about the “Repair” that the order is for.
- Print Packing Slip - This option prints a packing slip. Picking slips identify Parts that need to be distributed to internal locations.
- Inventory Labels (Selected) - This option will print an Inventory Label for each part ordered within the selected range on the current order. Inventory labels can contain Bar Codes and may be stuck or placed on each part that arrives for easy identification.
- Inventory Labels (All) - This option will print an Inventory Label for each part ordered.
- Inventory Label (Custom) - This option will print a Custom Inventory Label for each part

ordered.

JOB / SALE: if an ‘Order Item’ was ordered for a Sale or Repair, clicking this button will display the appropriate Sale or Repair screen which contains the particular stock item on order.
VIEW: Will display the Inventory Record.

SEND: this option allows you to e-mail a credit order directly to a supplier. It is not available at the time of writing.

⚠ Parts can not be added to a Credit Order using the ‘New Part’ button, please create the credit from the original purchase order.

8. **Press** the ‘Modify’ button to edit the credit order.
9. **Enter** the ‘Supplied Invoice number’ for each item. Double -click in the column to enter a value.

On the properties tab: (information may not be required)

10. **Enter** the ‘RA Number’ for credit return. (Return Authority)
11. **Enter** the ‘Supplier Credit N°’.
12. **Enter** the delivery details.
13. **Press** the ‘Save’ button to save the credit order.

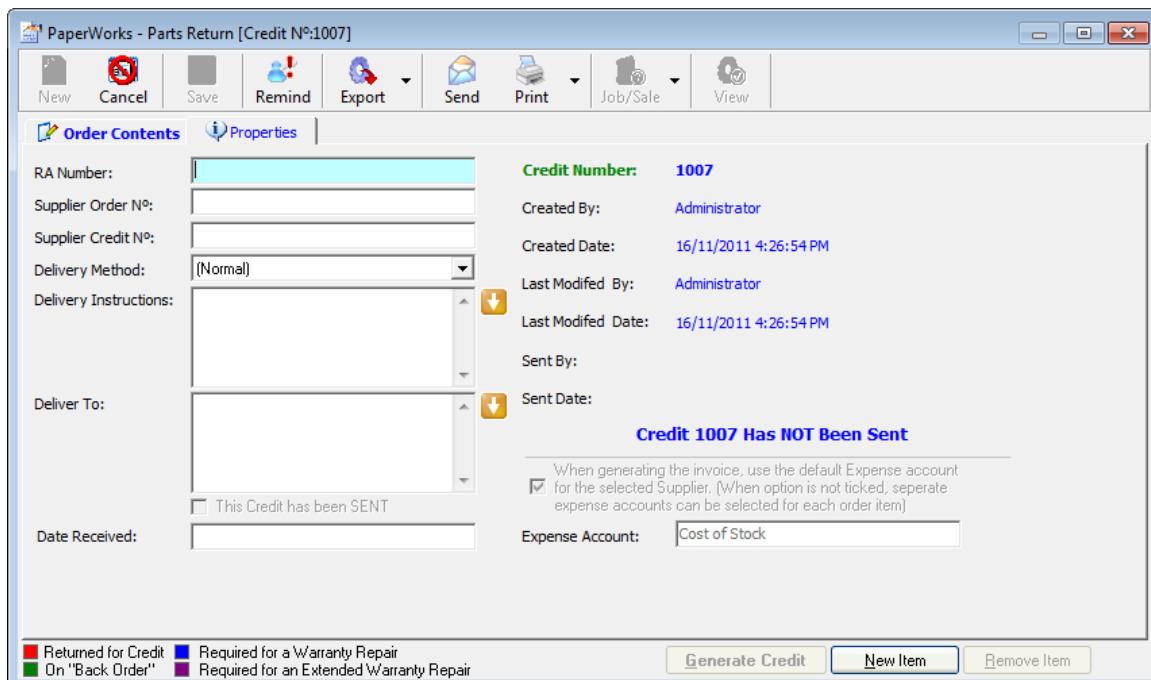


Figure 14.27 - Parts Return

14.8.2 Returning (Sending) A Credit Order

Once the credit order has been printed (for mail out) or e-mailed to the supplier, it needs to be marked as being ‘returned’.

To mark a credit order as being ‘returned’:

1. **Open** the required credit order. Refer to Section 17.5 for more information on ‘finding’ and

'opening' existing orders.

2. **Press** the 'Modify' button to edit the credit order.

3. **Click** the 'This Credit has been Returned' option. When prompted, *click* the 'Yes' to confirm or 'No' to cancel.

! This process is not reversible and each item in the Credit Order will be marked "Sent" automatically.

14.8.3 Open An Existing Credit Order

There are two (2) ways to open an exiting 'Credit Order':

! You need 'Stock Ordering' permission to be able to open an existing order. Refer to 3.11.1 for more information.

- Using the 'Open an existing Order & Credit' screen in Intelogy. (Credit orders are listed in RED)
- Using the 'Find' screen to locate and open the existing order.

To open an existing order using the 'Open an existing Order & Credit' screen. There are three (3) ways to open this screen:

- **Press** the 'Open' button on the 'Credit Order' screen.
- From the 'main screen', **press** the 'SHIFT + F9' keys together.
- On the main menu, go to the 'INVENTORY > OPEN AN EXISTING ORDER' option on the menu.

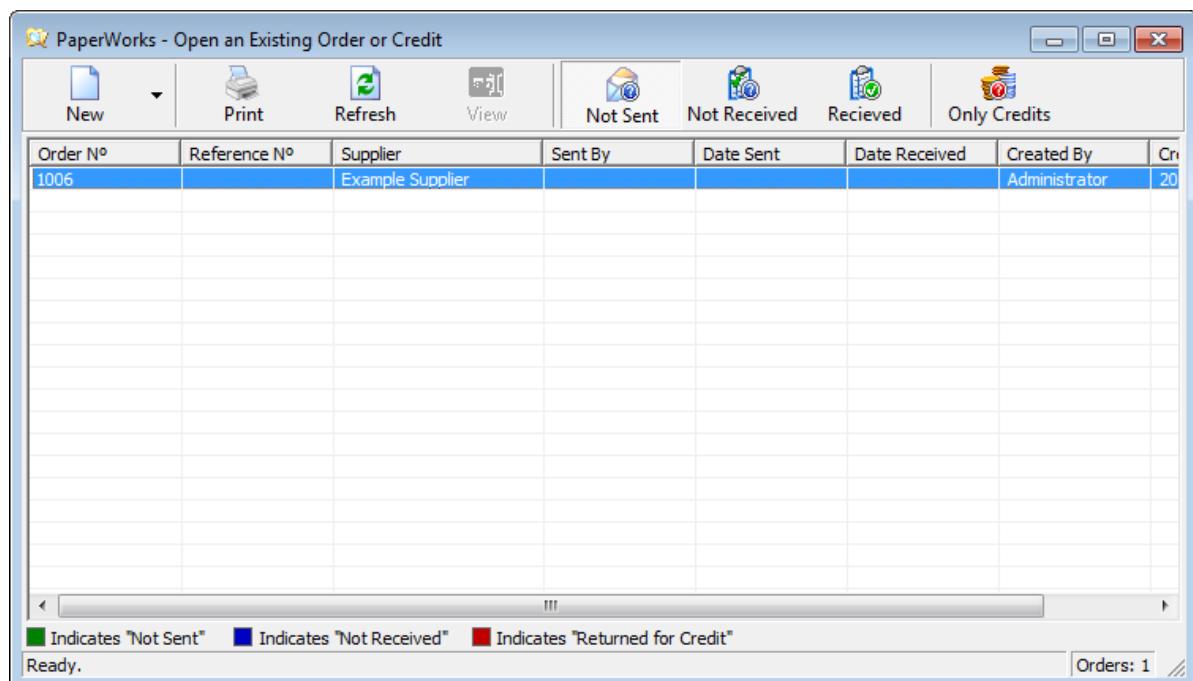


Figure 14.28 - Open Existing Order or Credit

The following options are available on the tool bar:

PRINT: prints ALL of the orders listed.

REFRESH: refreshes the list. **Press** this button to refresh the list after selecting a new option i.e.; Not Sent, Not Received etc.

VIEW ORDER: after selecting an Item in the list, *click* this button to view the selected 'Credit Order'.

NOT SENT: lists ALL of the current Orders that have NOT been Sent. **Click** the ‘Refresh’ to refresh the list.

NOT RECEIVED: lists ALL of the Orders that have NOT been received. **Click** the ‘Refresh’ to refresh the list.

RECEIVED: lists ALL of the Orders that HAVE been sent & received. **Click** the ‘Refresh’ to refresh the list.

ONLY CREDIT: lists ALL of the Credit Orders. The three previous buttons can also be used when searching for Credit Orders. **Click** the ‘Refresh’ to refresh the list.

 The following colour coding is used for the list items;

- **Blue** - Order that have NOT been received.
- **Green** - Orders that have NOT been sent.
- **Red** - Credit Orders.

To load an existing Order:

1. **Select** the order from the available orders listed.
2. **Double-click** on the selected order.

Or

2. **Press** the ‘View Order’ button on the tool bar.
3. The selected order is then loaded onto the ‘Purchase Order’ screen.

14.8.4 Edit An Existing Credit Order

To Edit an existing Order:

1. **Open** the particular Order. Refer to the previous section for information regarding ‘Opening existing Credit Orders’.
2. **Press** the ‘Modify’ button to edit the credit order.
 The order can NOT be edited until the ‘Modify’ button is pressed.
3. To save any changes made, **click** the ‘Save’ button.

 Only certain items can be edited on a credit order.

14.8.5 Generating A Credit

When the parts have been returned and the credit note has been issued, you need to generate an Adjustment in the amount that you will be including in your “Accounts Payable”. This includes the amount of GST claimable, and an Adjustment in essence becomes GST Payable.

To generate a credit:

1. **Open** the particular Order. Refer to the previous sections for information regarding ‘Opening existing Credit Orders’.
2. **Press** the ‘Modify’ button to edit the credit order. The order can NOT be edited until the ‘Modify’ button is pressed.
3. **Press** the ‘Generate Credit’ button. This displays the ‘Invoicing’ screen. To create an invoice for a credit order, the item must have a ‘supplier invoice number’ specified.
4. To complete the invoice, refer to Section 12.19.

 Please note that all Dollar Values are negative when processing credit orders but Quantities

are always represented with positive numbers.

14.9 Create Parts Catalogue

This feature is located under the ‘INVENTORY’ menu.

 You need ‘Stock Control’ permissions to access this feature. Refer to 3.11.1 for more information.

This feature allows for the creation of a complete catalogue of ALL stock lines in your Intelogy database. The catalogue can take the form of a “Printed List” or a “HTML” style Web Browser.

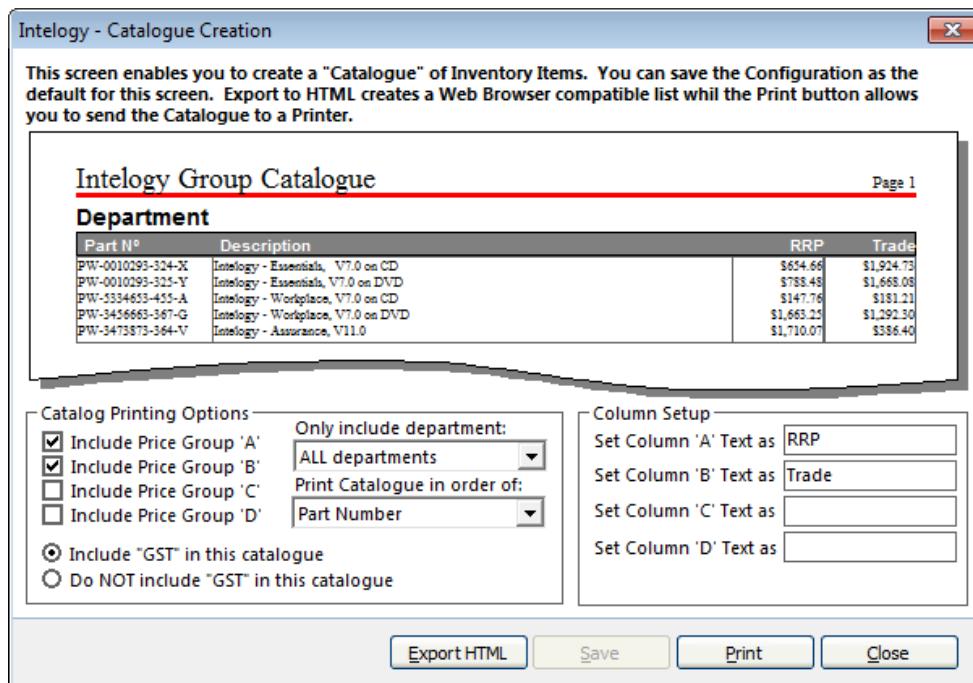


Figure 14.29 - Parts Catalogue Creation

To create a ‘Parts Catalogue’:

1. **Select** the required pricing groups to include in the catalogue by clicking the check box corresponding to the particular group.
2. **Select** the required ‘Include GST’ option. ‘Include GST’ is selected by default.
3. To only catalogue parts for a specific department, **select** the department name from the drop down list. To print ALL departments, **select** the ‘ALL departments’ option. This option is selected by default.
4. To only print out the catalogue in a particular order (part number or description) select an option from the drop down box.
5. To change the column headings for the buying groups, **enter** the text in the text fields provided.
6. **Press** the ‘Print’ button to print the parts catalogue.
7. To export the parts catalogue as a HTML file, **press** the ‘Export HTML’ button. This creates a HTML file in the ‘Export’ directory under the Intelogy directory on the server computer.

To save the current setting, **press** the ‘Save’ button.

15.0 Tools and Common Screens

This section covers many of the useful tools and Dialog Screens found in Intelogy.

15.1 Printing & Print Preview

Most of the information contained in Intelogy can be printed in some shape or form. Refer to the required section for more information on what can be printed.

When choosing to print a document, the following Print Dialog is displayed;

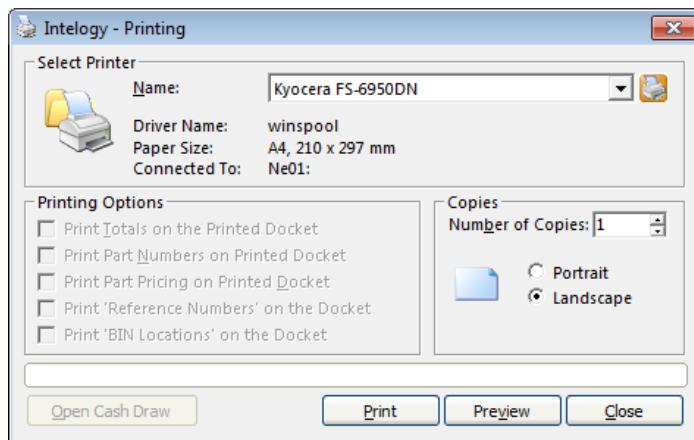


Figure 15.1 - Printing Dialog Window

The options presented will alter dependant on what it is that you are printing. For the most part,

To print a standard document:

1. **Select** the 'Printer Name' from the drop down list. When opening this screen, the printer name is set to the 'Default' printer, set on the 'Printer Allocation' screen. Refer to Section 3.2.1 for more information on 'Printer Allocation'.
2. **Enter** the number of copies required. **Clicking** the 'up' & 'down' arrows, to the right of the text box, will also increment or decrement the number of copies.
3. **Select** the appropriate printing options. Most options apply when printing dockets and will be disabled otherwise.
4. Select the appropriate Page Format. Intelogy will select what it believes is the most appropriate format.
 On certain Printout Types, Intelogy will disable this and select the only appropriate format.

4. **Press** the 'Print' button to print the document to the selected printer.

The "Preview" feature in Intelogy enables you to view a print out prior to actually printing. To use the print preview feature:

1. **Press** the 'Preview' button on the 'Printing' screen, refer to Figure 15.0. This displays the 'Print Preview' screen.

The 'Print Preview' screen displays the first page of the document with all others page being displayed as thumbnail pictures down the left hand side. To 'Preview' other pages, **click** on its thumbnail picture.

To ‘zoom in’, left mouse click on the preview image. To ‘zoom out’, right mouse click on the preview image. ‘Zoom In’ and ‘Zoom Out’ can also be accessed from the ‘View’ menu. Simply **close** the ‘Print Preview’ to return the ‘Printing’ dialog window.

 Due to the many different Printer Drivers, the preview may not appear ‘Exactly’ the way the printer produces the item. This is mainly due to Driver Setup and problems within the GDI Engine within Windows.

 **! Intelogy does not offer Technical Support on installing or tweaking Printer Drivers for use with Windows, Linux or any other operating Systems. For assistance with Printer Drivers, networking printers please consult the manual that came with the printer or contact the manufacturer for information.**

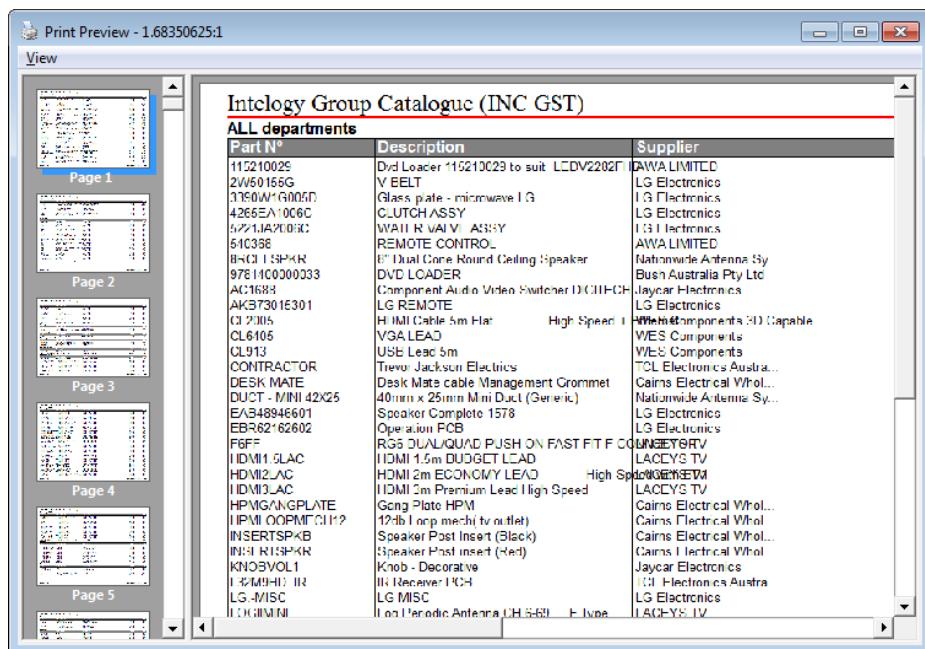


Figure 15.2 - Print Preview

15.2 Service Call Management

This function is location under the FILE menu.

Intelogy features comprehensive ‘Field work’ management. ‘Service Calls’ are created when entering Repair details, please refer to Section 15.2 for more information on creating ‘Service Calls’.

The following options are available on the tool bar:

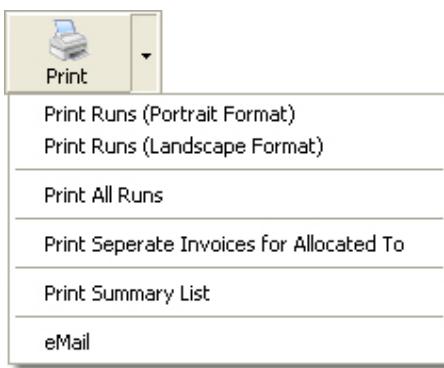
- PRINT: there are six (6) print options.

Print Runs (Portrait Format) - Print a “Run Sheet” for the claims for the Selected Technician for the Selected Date Range. Refer to Section 22 for Printout Samples. (**Default**)

Print Runs (Landscape Format) - Print a “Run Sheet” for the claims for the Selected Technician for the Selected Date Range. Refer to Section 22 for Printout Samples.

Print ALL Runs - For all Technicians, for the Date Range Specified.

Print Separate Invoices For Allocated To - Use this option to print a separate “Default” Invoice for each service listed within the Run.



Print Summary List - use this option to print a summary of all current service calls listed.

e-mail - will email the selected list to the email address setup in the Employee Record.

- **SMS:** *press* this button will allow you to send a SMS message to the client informing them that they have an appointment at such a time and with the technicians name. You can also send an SMS message to the client informing them that a technician will be doing a in house call. If you run out of credit please contact Intelogy on +61 (03) 9770 2000 and ask , “you wish to purchase more SMS Credit”.
- **EDIT:** *press* this button to ‘Edit’ a selected ‘Service Call’. This will load up the particular ‘Service Call’ repair, refer to Section 9.10 for more information on ‘Editing’ Repairs.
- **REFRESH:** *press* the ‘Refresh’ button to reload the list.
- **MOVE UP:** moves the call order of the selected ‘Service Call’ up one position.
- **MOVE DOWN:** moves the call order of the selected ‘Service Call’ down one position.
- **MARK PRINTED:** marks the selected ‘Service Call’ as being printed.

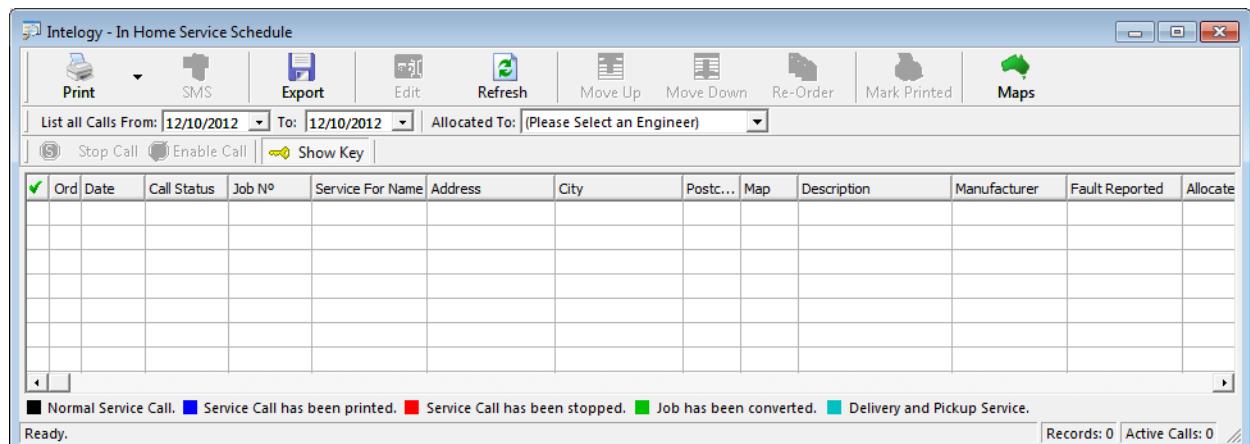


Figure 15.3 - Field Work Schedule

To ‘filter’ the number of calls that appear in the list, use the ‘filters’ as follows:

1. **Set** the ‘List all Calls from’ dates e.g.; 12/07/06 to 17/07/06
2. **Select** the ‘Allocated To’ employee from the drop down list. Selecting ‘(Everyone)’ will display calls for all employees.

To ‘order’ the ‘Services Calls’ listed in the list, **click** on the list column header of the field you wish to order by. E.g.; ‘Call Order’

Intelogy uses a ‘color code’ when displaying ‘Service Calls’. These colors are explained in the ‘key’ or ‘legend’ at the bottom of the screen. To ‘hide’ this ‘key’, **click** the ‘Show Key’ button. The color are as follows:

- Black - normal ‘Service Calls’.
- Blue - ‘Service Calls’ has been printed.
- Red - ‘Service Calls’ has been stopped.

- **Green** - ‘Service Calls’ has been converted to an invoice.

To manage ‘Service Calls’ use the following option. (Click on the ‘Service Call’ to select it).

- Stop Call - ‘’ to stop the ‘Service Call’, click on the “Stop Call” button. This will inform the Technician on his run sheet that the call was cancelled.
- Enable Call - ‘’ to re-enable the ‘Service Call’. This will re-enable the call on the Run Sheet.

15.2.1 Sending a SMS message via the Field Work Screen.

The application allows you to send an SMS message to all the calls booked in for a particular technician.

To Send a SMS message to all service calls perform the following.

1. From the Intelogy Tool bar click File from the menu.
2. Select Field work from the menu list.
3. Select a Date from and a Date To.
4. Select the Allocated to Drop down box, either choose an individual technician or all.



Figure 15.3.1 - Confirmation to send SMS message to all customers in field work list.

5. Click the Yes button to Send the SMS messages to each of the calls booked in the list that:
 - a. Have a Valid Mobile Phone Number.
 - b. That are not Stopped.
 - c. That are not Converted to an Invoice.

15.2.2 Weekly Field Work at a Glance.

This feature allows a person to view a technician’s daily work load for a week and the number of jobs for that day. With the week at a glance you can lookup up the suburb where a technician is allocated to as well as the make, model and status of jobs

A technician’s work load can be set in the employees screen.

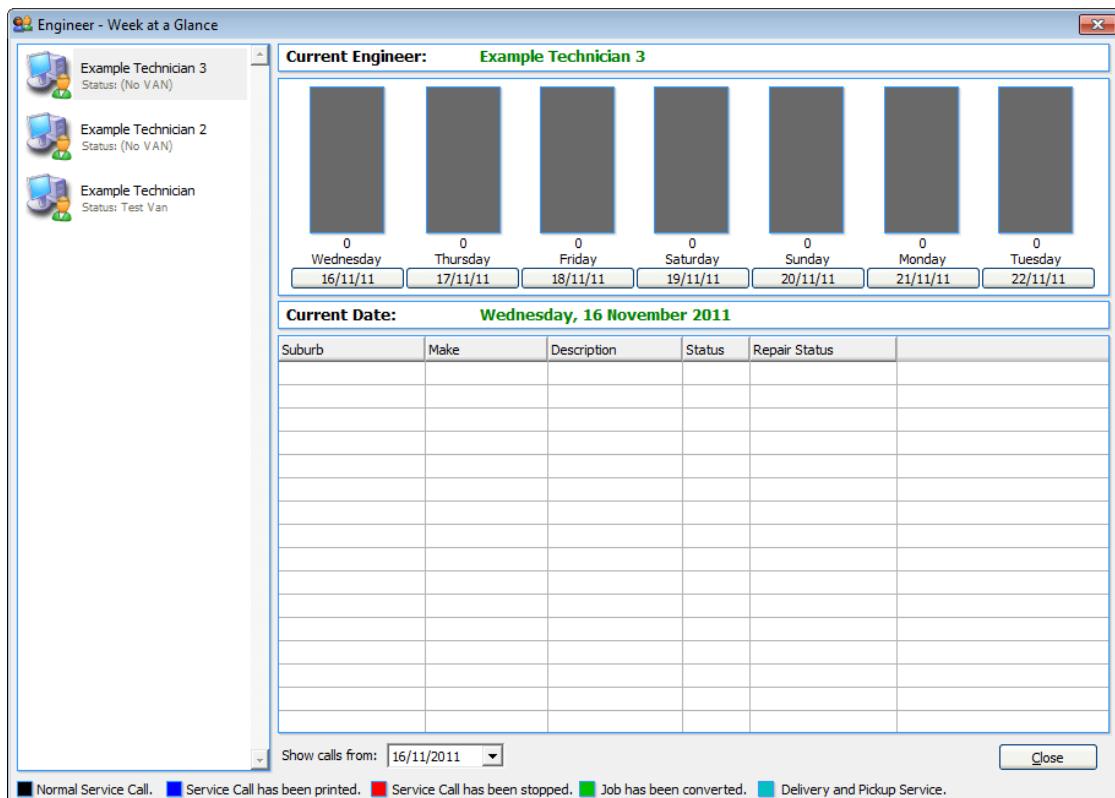


Figure 15.3.2 - Week at a Glance

To Open the Week at a Glance:

1. From the PaperWork tool bar **click** ‘File’ from the menu.
2. **Select** ‘Field Work-Weekly’ to open the Weekly technicians work load.

To Set the Work Load Capacity for a Technician:

1. From the Intelogy Tool bar **click** the ‘find’ button.
2. **Click** the ‘Employee tab’ to search for employee.
3. In the Name text box type the name of the employee that you are searching for.
4. **Press** the ‘Search For’ button to start the search.
5. **Double click** on the employee what you are looking for in the search list results.
6. **Click** the ‘modify’ button to change the Employees details.
7. In the Max No of Call enter the number of calls a technician can handle in a day,

To view a technicians work load:

1. From the Intelogy tool bar **click** ‘File’ from the menu.
2. **Select** ‘Field Work-Weekly’ to open the Weekly technicians work load.
3. **Click** on a ‘Date’ to bring up a list of jobs for that day.
4. **Double Click** on the ‘job’ to view each technicians job for that day.

15.3 Warranty Management

The Intelogy warranty management feature is located under the ‘Tools’ menu.

The warranty manager is used to:

- Validate warranty submissions (before submitting).
- Warranty submissions.
- Warranty Reconciliation.

The following option are available from the tool bar:

Refresh - **press** the ‘Refresh’ button to refresh the list.

EDI - **press** the ‘EDI’ button to compile the EDI file in the selected format. If you are informed the there is not set EDI format for the Supplier, please select a format from the drop down list before pressing the EDI button.



Launch - use the drop down options on the ‘Launch’ button to go directly to a particular manufacturers B2B website (If one exists).

Print - there are four (3) options when printing:



- Print the List - **Press** the actual ‘Print’ button to print the entire list, as displayed.
- Individual Invoices for Ticked Items - press this button to print an separate invoice for each of the ticked warranty repairs.
- Claims List (Checked Items Only) - press this button to only print the claims which are checked with a Tick like “”.

Create Pdf- Press the ‘Create pdf’ to create a pdf file that can be saved to your computer.

Income - **press** the ‘Income’ button to display the amount of money claimable at that given time in the form of an “RCTI” report for the ALL manufacturers. Refer the figure below.

As RCTI Claims are not “Payable” in the sense that they have not been converted to an “Invoice” and are found on the “Accounts Receivable”.

Process - **press** the ‘Process’ button to list up all claims that have been submitted that are now payable for the selected Manufacturer.

View - **press** the ‘View’ button to display the ‘Repair’ record for the selected warranty. This option is also available by **double-clicking** on a selected warranty record.

Parts - **press** the ‘Parts’ button to identify that an Invoice Number has been entered into the list for each part entered into the warranty repairs.

Code - **press** the ‘Code’ button to verify that a “IRIS or Fault Code” has bene entered for each repair in the list.

⚠ Just because a Warranty Code exists, does not mean that it is valid. Intelogy does not validate the Code, rather allows you to select one from a list or enter it as text.

Completed - **press** the ‘Completed’ button to only displayed completed repairs.

UN-Paid - **press** the ‘UN-Paid’ button to only display repairs that remain unpaid.

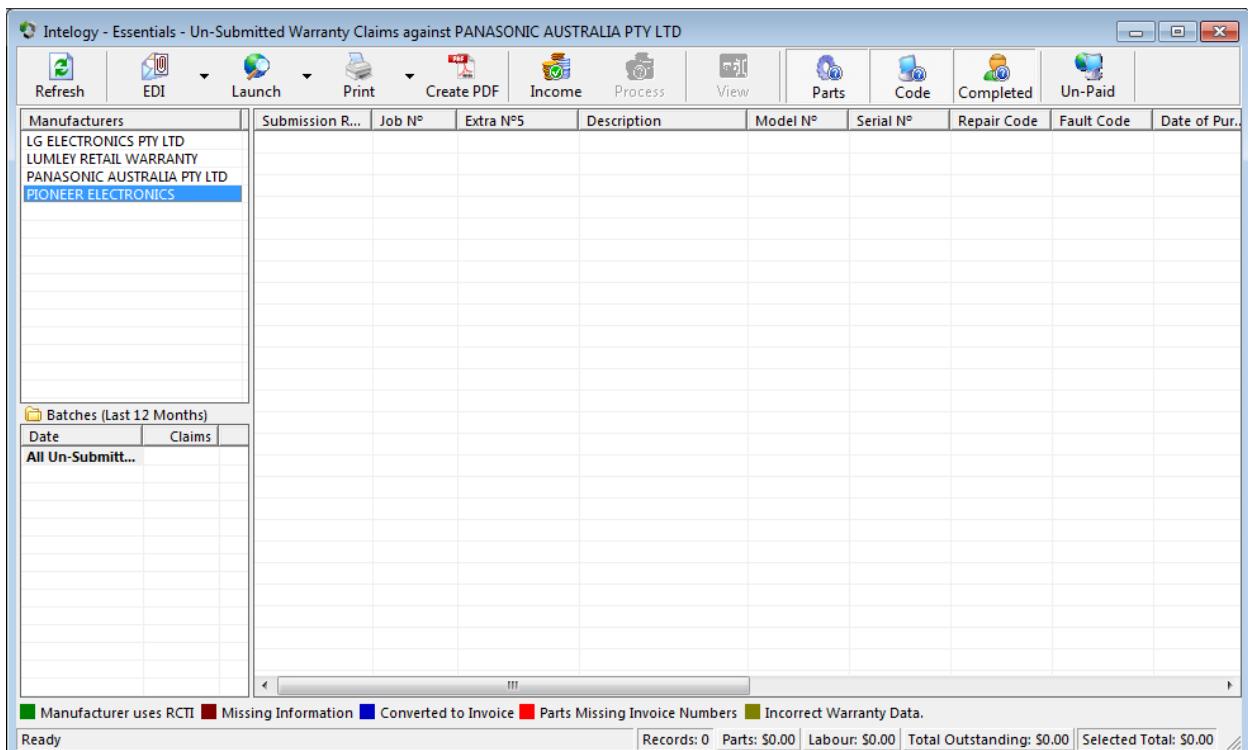


Figure 15.4 - Warranty Management

The warranty management screen uses the following color coding:

- Manufacturers listed in ‘Green’ have been identified as “RCTI” in the Customer Record.
- Warranty claims listed in ‘Brown’ have information missing.
- Missing information can result in warranty claims being rejected by the manufacturer.
- Warranty claims listed in ‘Blue’ have been converted to invoice.
- Warranty claims listed in ‘Red’ have parts that are missing invoice numbers.
- Missing invoice numbers may result in warranty claims being rejected.

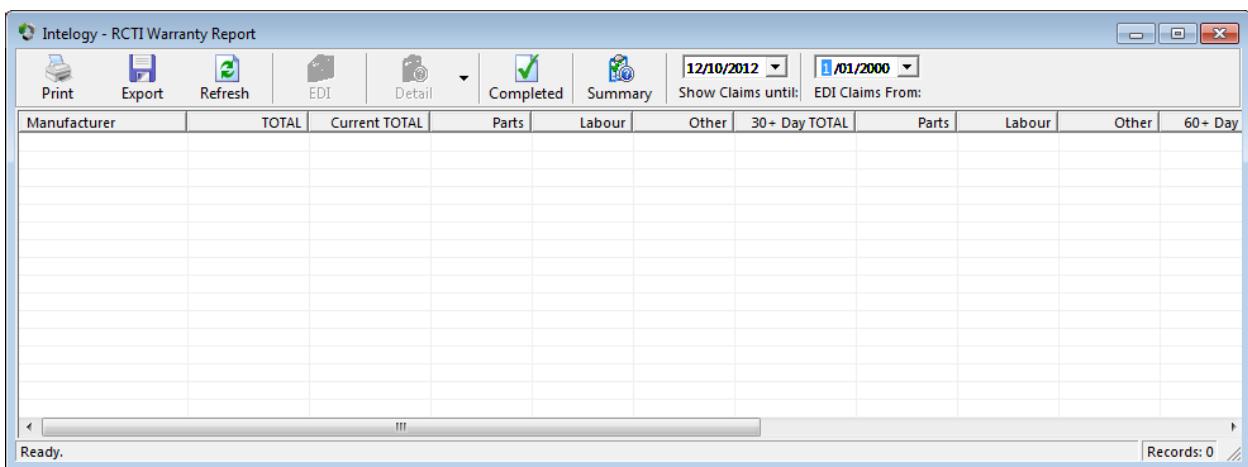
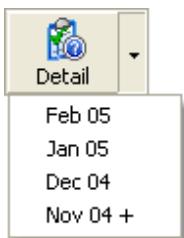


Figure 15.5 - RCTI Warranty Report

On this screen:

- **Press** the ‘Print’ button to print the entire list.
- **Press** the ‘Export’ button to export the data as a comma or tab delimited text file.
- **Press** the ‘Refresh’ button to refresh the list.
- The Detail Button has (4) Options; These options are broken into Aging Periods.



Process - **press** the ‘Process’ button to display the RCTI adjustments screen for a selected manufacturer. Refer to figure 15.6.

Summary - **press** the ‘Summary’ button to remove the Parts, Labour and Other details and only show the Monthly Summary.

Summaries are shown in month to month Aging.

This screen is used to process all warranty payments received from the manufacturers.

On this screen:

- **Press** the ‘Print’ button to print the entire list.
- **Press** the ‘Edit’ button to load the selected warranty repair.
- **Press** the ‘Save’ button to save the current settings displayed.
- **Press** the ‘Refresh’ button to refresh the list.
- **Press** the ‘Process’ button to process the adjusted payment.

PaperWorks - RCTI Warranty Claims to Converted Claims - [EXAMPLE CUSTOMER]												
Amount Paid	Repair N°	Order N°	Completed ...	Submitted ...	Model N°	Serial N°	Job Net	GST	TOTAL (IN...)	Adjustment	Off	
\$96.80	✓ 15			2011 Nov 08	2011 Nov 08	12356463		\$88.00	\$8.80	\$96.80	\$0.00	

The tick indicates that this invoice is accepted and will be accepted as "Paid", even though the amount offered is not what was requested.

Ready. Records: 1 Balance of Cheque: \$96.80 Total of Adjustments: \$0.00 All Claims TOTAL: \$88.00

Figure 15.6 - RCTI Adjustments

The Process Button will only be enabled for Manufacturers that require “RCTI” billing. When processing claims for Manufacturers that are NO RCTI, you will need to do it through the Debtors Browser.

To process a warranty payment:

1. **Select** the ‘Process RCTI’ date using the date selector. This date specifies the date the payments were received.
2. **Press** the ‘Refresh’ button to display all outstanding invoices due from the selected manu-

facturer.

3. To enter the ‘amount paid’, **double-click** in the amount paid column of the selected invoice.
 **Double Clicking** the ‘✓’ column will automatically enter in the Requested Payment Amount. If the manufacturer Short Pays you and you believe that you are entitled to the entire amount, enter the amount that you have been paid and do not place a ‘✓’ in the Finalised column. Intelogy will then generate another claim for the remainder of the money.
4. **Press** the ‘Process’ button to make the payment. If you choose not to process this payment, you can choose to process the payment through the “Accounts Receivable” screen at any time. Pressing Yes, displays the ‘Payment’ screen, refer to Section 12.20 for more information.

15.3.1 Compiling An EDI File

Electronics Data Interchange (EDI) has been in use for quite some time in Intelogy, Development between the many different systems has been done with the cooperation of Intelogy - Australia and in most cases, is generically supported.

 There are also systems in place to allow Real time Warranty Submissions and Parts Orders. Due to legal reasons, they are not listed here but if they are relevant to your business, can be covered with a Training Session. We do not offer support or training for a Manufacturers Website operations, please contact the appropriate manufacturer if you are having difficulty with Manufacturers Systems.

To compile an EDI file for a selected manufacturer:

1. **Select** a particular manufacturer from the list of “Manufactures” to the left of the screen. When you select the manufacturer, a list of “batches” will populate the list below the Manufacturers. The first entry will be “**All Un Submitted claims**” along with a Date and number of claims included in each batch for the previous 12 months.
 2. To list all claims that have not been submitted already, click on the “**Un Submitted**” entry. This will populate the list to the right of the screen, allowing you to identify claims that are ready to be submitted.
 3. To **Select** a warranty claim, **place** a tick in the check box to the left of the list in the corresponding claim.
 4. **Select** a particular EDI format using the EDI drop down button.
 5. **Press** the EDI button to compile the EDI file based on the selected format.
-  All EDI text files are saved in the Intelogy ‘Export’ directory.

15.4 Creating a Repair identification Label Designer

This feature is located under the EDIT menu.

 You need ‘Invoicing and Registration’ permissions to access this feature. Refer to 3.11.1 for more information.

The Intelogy label designer is a tool that allows you to design a custom letterhead labels. The custom letterheads made with the label designer can be used when printing ‘Unit Labels’ on repairs.

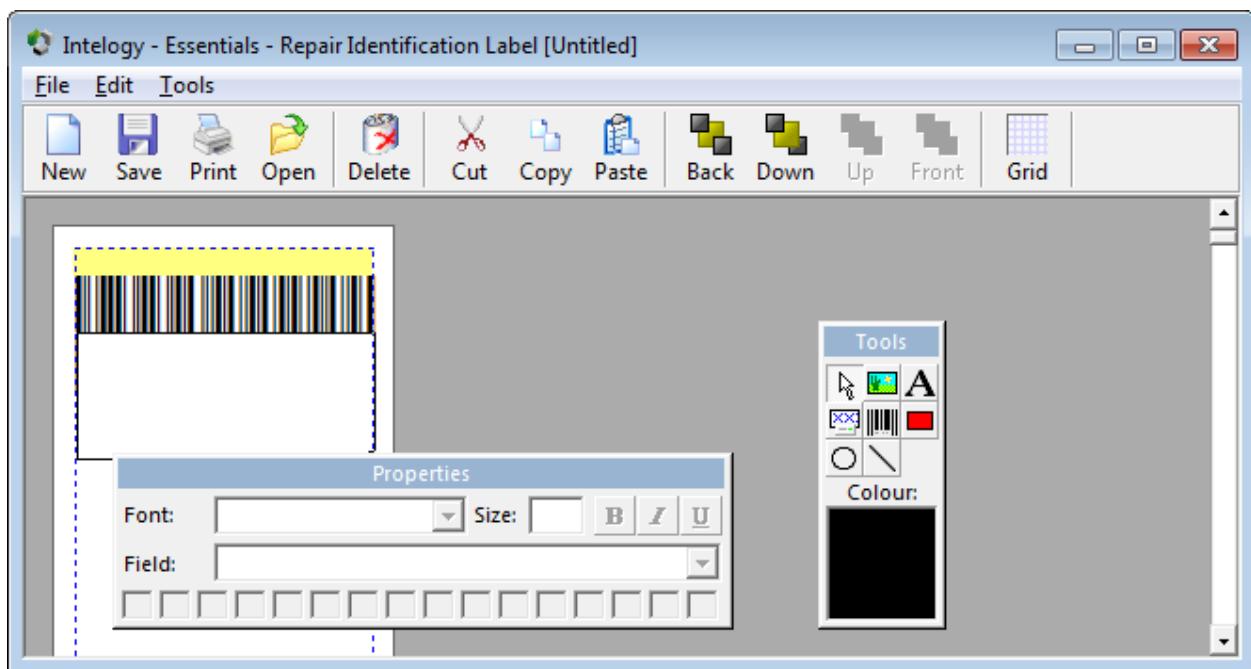


Figure 15.7 - Label Designer

There are various ‘Tools’ you can use to design your labels. These can be accessed from the ‘Tools’ floating panel (refer to figure 15.8).

Tools include:

- ☒ The ‘Pointer’ tool. Used to reposition items within the Label.
- ☒ The ‘Image’ tool. **click** the ‘’ button to insert a picture. Graphics are accessed from the ‘Graphic Resources’ screen. To change the picture, select the ‘Change Picture’ option from the ‘Edit’ menu, or **double-click** on the picture to view the ‘Graphic Resources’ screen, refer to Section 15.5 for more information on the ‘Graphic Resource’ screen. From this screen, **select** the required image.
- ☒ The ‘Text’ tool. Use the Text tool to add your own messages. Different fonts are accessible.
- ☒ The ‘Database’ tool. **Click** the ‘’ button to insert a database field from the Intelogy Database. When using this tool, Intelogy automatically inserts the corresponding database value.
- ☒ The ‘Barcode’ tool. **Click** the ‘’ button to insert a database field linked as a barcode. When using this tool, Intelogy inserts a barcode in place of the linked database value specified.
- ☒ Intelogy uses the Bar Code Format of “Base 39” and is installed by default as part of the Installation Process. No other bar code software is required.
- ☒ **Click** the ‘’ button to insert a rectangle shape. The colour of this shape can be controlled by the “Colour” pad on the “Properties” Window.
- ☒ **Click** the ‘’ button to insert a circular shape. The shape will have an outline only. The colour of the outline can be controlled by the “Colour” pad on the “Properties” Window.
- ☒ **Click** the ‘’ button to insert a line. To change the line type, e.g.; diagonal, vertical etc, **double-click** in the rectangular outline.



Figure 15.8 - Tools Window

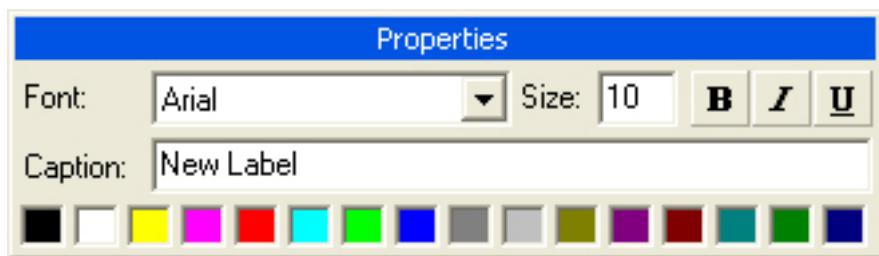


Figure 15.9 - Properties Floating Panels

Press the ‘Grid’ button to show the grid. The grid is very handy when trying to align objects on the label designer. The grid itself is not printed when printing the label

To design a new custom letterhead label:

1. **Press** the ‘New’ button on the tool bar.

A new document is automatically opened when first opening the Intelogy label designer

2. **Select** a particular tool from the ‘Tools’ floating panel. See above.

3. To use the selected tool, **click** onto the label and **drag** the mouse down to make an rectangular outline. **Release** the mouse to view the selected tool option.

4. To edit each item, use the ‘Properties’ floating panel. Use this panel to set the text size, typeface and style (**bold**, *italic*, underlined)

The properties panel is also used to add select the database or barcode field and to set the label or text caption.

To set the item color, **click** in the ‘color’ area on the ‘Tools’ panel. This displays the color selector window, **select** the desired color and **press** the ‘OK’ button.

5. To arrange each item on the letterhead, select the item and use the ‘Back’, ‘Down’, ‘Up’ and ‘Front’ buttons on the tool bar.

6. To ‘Remove’ an item form the label. **Select** the item and **press** the ‘DELETE’ key or , **press** the ‘Delete’ button on the tool bar or, **select** the ‘Delete’ option form the ‘Edit’ menu.

7. **Press** the ‘Save’ button to save the new letterhead.

To open an existing label:

1. **Press** the ‘Open’ button and select the desired label from the list.

To set the default label (the default label will be used when printing the ‘Unit Labels’ on repairs):

1. **Open** the desired label. **Click** the ‘Set as Default’ option from the ‘File’ menu.

15.5 Graphic Resources

The ‘Graphic Resources’ tool is used to manage graphic files stored in Intelogy. These files can be used in the label designer and invoice or docket setup.

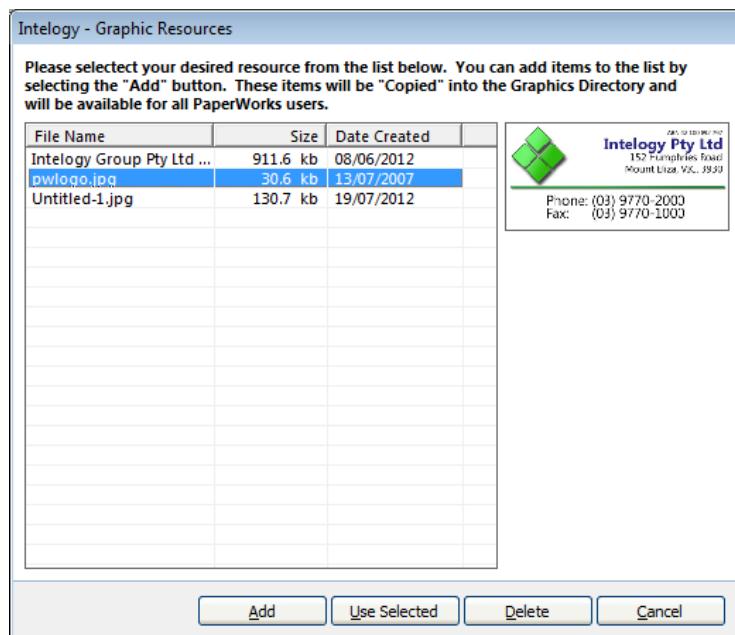


Figure 15.10 - Graphic Resources

To add graphic files:

1. **Press** the ‘Add’ button. This displays the ‘Open Dialog’ screen.
2. On this screen, locate the file and **press** the ‘Open’ button.

To remove a graphic file:

1. **Select** the graphic file from the list
2. **Press** the ‘Delete’ button to remove the file.

To Use a selected picture file: (this option is used when selecting an picture to import onto a invoice or label).

1. **Select** the graphic file from the list
2. **Press** the ‘Use Selected’ button to use the file.

15.6 Marketing

These features are located under the ‘Tools’ menu.

15.6.1 Edit Letter Head

The Letterhead Setup is explained in detail in Section 3.10.

15.6.2 Simple Letter Editor

The simple letter editor is a basic text editor which can be used to create letters, memos and is used within Intelogy for merging Letters with information from the Database.

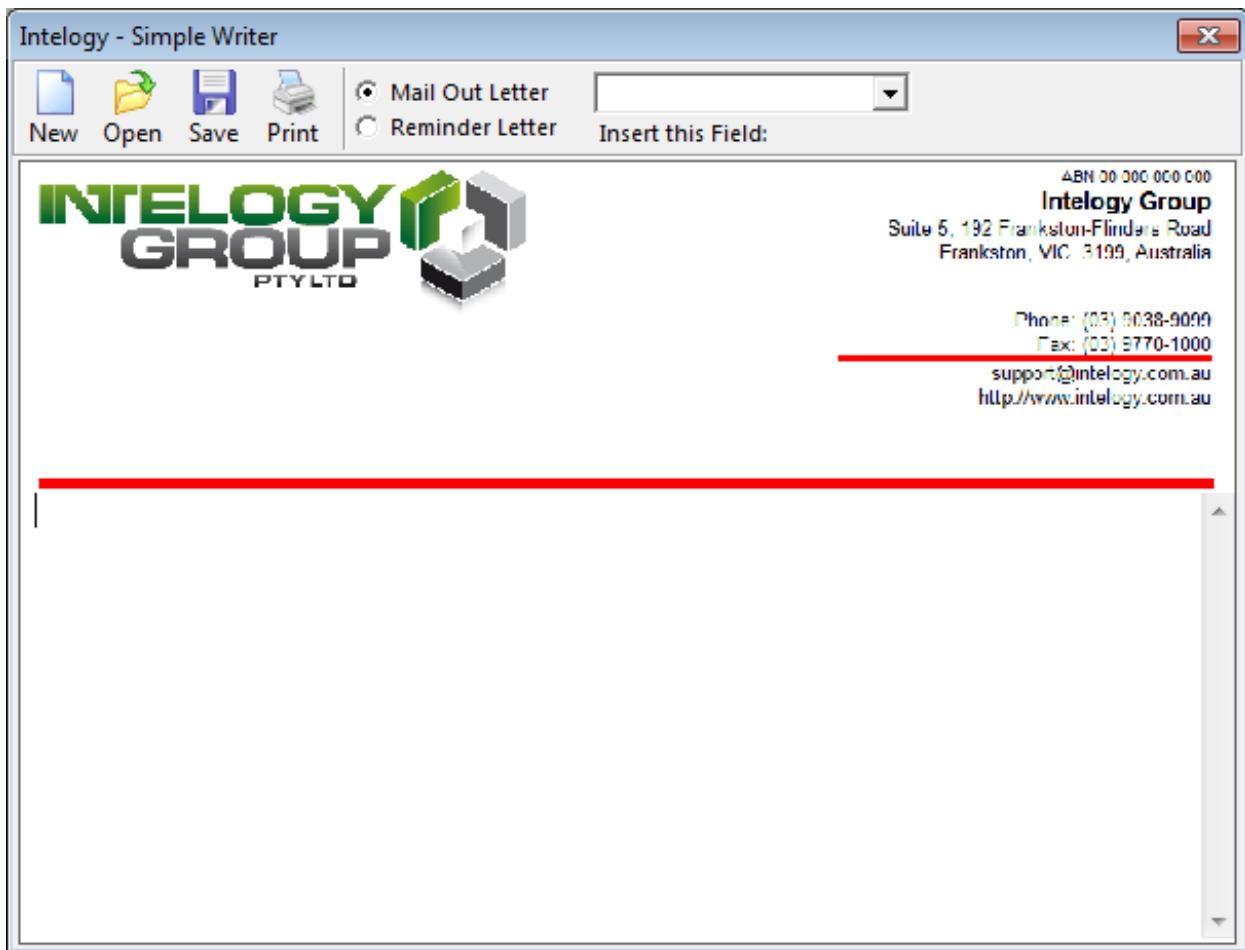


Figure 15.11 - Simple Writer

The following options are available from the tool bar:

- **New** - *press* the ‘New’ button to create a new document.
- **Open** - *press* the ‘Open’ button to open an existing text document.
- **Save** - *press* the ‘Save’ button to save the text document.
- **Print** - *press* the ‘Print’ button to print the text document.

Intelogy inserts the default letter head onto the letter. Please refer to Section 3.10.
To compose a new letter:

1. **Press** the ‘New’ button. This option is not applicable when first opening the Letter Editor.
2. **Select** the type of letter you wish to create. The options are - mail out (used for mailing lists) and reminders (used for sending 30/60 day reminders from the debtors browser).
3. **Enter** the required text.
4. To insert a database field, **select** the particular field from the drop down list provided. These fields are useful when using the text file in conjunction with the Intelogy mailing list creator. When selecting a database field, it will be inserted whenever the cursor is positioned. For more information on the mailing list creator, refer to Section 15.6.3.
5. **Press** the ‘Save’ button to save.

Text files created using the Intelogy simple letter editor can be opened by other text editors however, the letter head will not be displayed.

15.6.3 Build Mailing Lists

The Intelogy mailing list creator is used to compile a Customer mailing list. Customer lists can include ALL Customers or specific Customers based on the filters set.

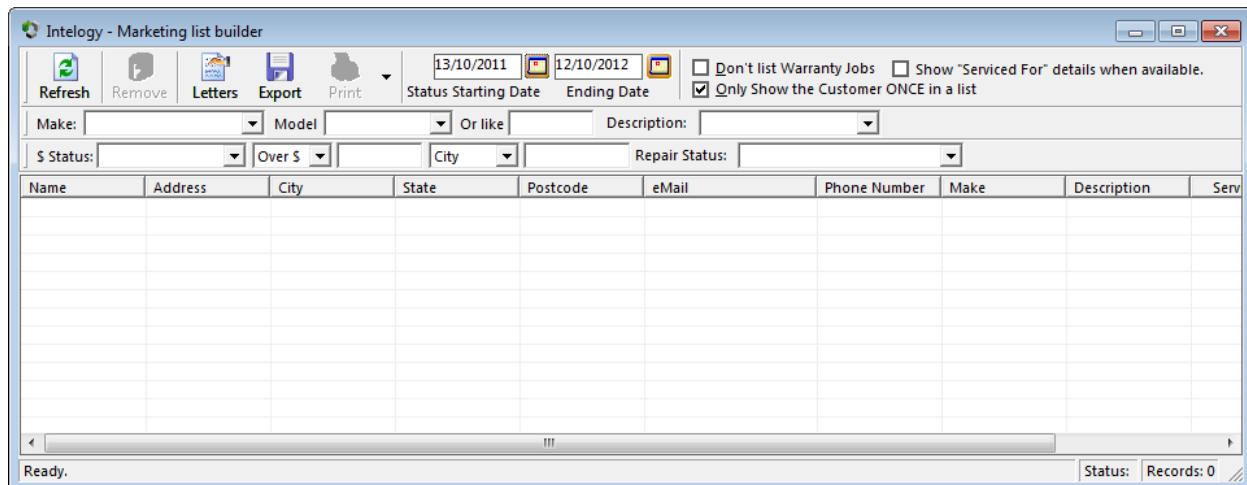


Figure 15.12 - Marketing List Builder

The following options are located in the tool bar:

- Refresh - **press** the ‘Refresh’ button to refresh the list.
- Remove - **press** the ‘Remove’ button to remove a selected Customer from the list.
- Letters - **press** the ‘Letters’ button to open the Intelogy simple letter editor. Refer to Section 15.6.2 for more information.
- Print - there are four (4) print options.
 - Print Summary List - **press** this option to print the current list (in summary).
 - Print Letters - **press** this option to print a letter based on the selected letter format for each
 - Print Labels - **press** this option to print a label for each Customer in the list.
 - Print Both - **press** this option to print both a letter and a label for each Customer in the list.

The following filters are available:

- Start Date - **select** a start date using the date selector. All Customers who have had repairs done after the specified date will be listed.
- End Date - **select** an end date using the date selector. All Customers who have had repairs done before the specified date will be listed.
- Don’t List Warranty Jobs - **select** this option to not list the Customers with warranty repairs.
- Make - **select** a ‘make or manufacturer’ from the drop down list provided. Only Customers with repairs for the make specified will be listed.
- Description - **select** a ‘model description’ from the drop down list provided. Only Customers with repairs for the particular ‘model description’ specified will be listed.
- Only Show the Customers ONCE in List - **select** this option to ensure that the Customer is only listed once. It is selected by default.
- Status - **select** a ‘status’ from the drop down list provided. Only Customers with repairs in the selected ‘Status’ will be listed.
- \$ Status - **select** a ‘Payment Status’ from the drop down list provided. Only Customers with repairs that corresponds to the selected ‘payment status’ will be listed.
- City or Post code - **select** either ‘City’ or ‘post code’ from the drop down list.
- **Enter** either the ‘City’ or the ‘post code’ in the space provided depending on the city post code option selected.
- **Over \$ / Under \$ / Equal \$** - select either ‘Over \$’, ‘Under \$’ or ‘Equal \$’ to only display

the Customers whose repairs totals corresponds to the selected criteria.

- **Enter** either the ‘dollar amount’ required.

To compile a Customer mailing list:

1. **Set** the ‘Start’ and ‘End’ dates.
2. **Set** the required filters.
3. **Press** the ‘Refresh’ button to view the Customer list.
4. **Select** a print option from the ‘Print’ button drop down options. When printing a letter, an existing letter must be selected prior to printing. **Note:** A new letter can be created by **pressing** the ‘Letter’ button on the tool bar.

 A separate document will be printed for each Customer in the list.

To remove unwanted Customers from the list:

1. **Select** the particular Customer.
2. **Press** the ‘Remove’ button.

 This will remove them ONLY from this list, not from the main Intelogy Database.

15.7 Find Post code or Town

This function is located under the TOOLS menu.

The ‘Find Post code or Town’ function is a tool that searches for post codes and towns anywhere in Australia.

To search for a Post code or Town::

1. Choose the search option:
 - To search for a town using a ‘Post code’, **click** the ‘Search by Town POST CODE’ option.
 - To search for a town using a ‘Name’, **click** the ‘Search by town NAME’ option.
2. Enter in the search criteria, (Post code or Name).
3. **Click** the  button to start searching.

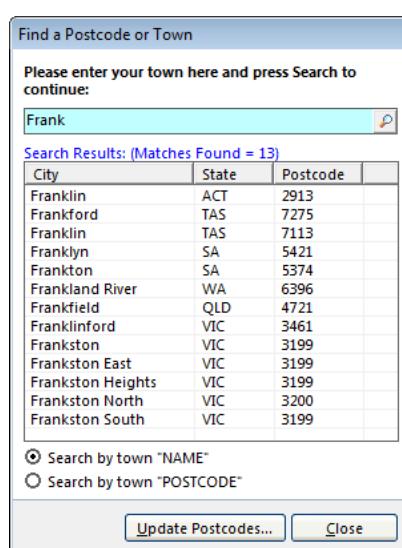


Figure 15.13 - Find Post code or Town Screen

15.8 Database Statistics

This function is located under the TOOLS menu.

 You need ‘Reporting Functions’ permissions to access this feature. Refer to 3.11.1 for more information.

The ‘Database Statistics’ tool is used to assist the Intelogy - Technical Support Team to locate and understand your database information.

Information such as; database location, database name, registered terminals are available from this screen. To print this information, **press** the ‘Print’ button.

15.9 Database Tools

This feature is located under the TOOLS menu.

The following database tools are used to maintain a ‘healthy’ Intelogy database. It is recommended that both tools are run at least once weekly.

 Intelogy will make changes to the Database during this process. There are many stages of a Database Rebuild. One includes a dedicated function of the Microsoft “Jet Engine” (Database Engine) and we have no control over it. This stage will remove any data that does not “conform” to what the Database expects to find and can result in missing information. If this function is interrupted, a database corruption or data loss may occur.

ALWAYS BACKUP PRIOR to doing any Database Rebuild!

 Please ensure that there are no other users “logged” into the System. Other users can produce unpredictable results.

15.9.1 Database Archiving

After years of running, the database (Based on a Microsoft Access Database) can grow to an unmanageable size. This in built utility allows for the reduction in size of the database by removing all data prior to a certain date and then allowing the older data to be accessed using the “Use Archive” option.

To Archive Data

1. From the Intelogy tool bar **click** ‘Tools’ from the menu and select ‘Database Tools’.
2. Select “Archive Database” to bring up a confirmation screen.
3. Choose your ‘Date’. All information prior to this date will be removed from your current database accept for open repairs, sales and orders.
4. **Click** ‘Start Archive’ to initiate the archiving process

 You must complete a database rebuild to complete the sequence.

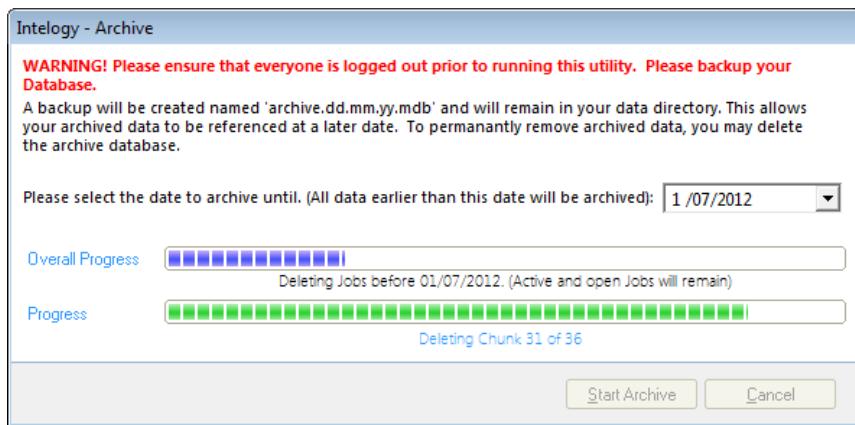


Figure 15.14 - Database Archive

15.9.2 Complete Database Rebuild

Use this option to ‘rebuild’ the Intelogy database. Rebuilding the database helps to maintain data integrity, that is, it checks for and repairs any errors or faults that may have appeared in the Intelogy database.

Each time a ‘Complete Database Rebuild’ is completed, an emergency ‘Backup’ file is created. The Emergency Backup file will be named “Backup of Essentials.mdb”. If this file exists, it will be renamed to “Old Backup of Essentials.mdb”. Although these files are not required by Intelogy and may be deleted upon successful completion of a Database Rebuild, we advise that you let them remain.

⚠ We advise that you rebuild your Database on a regular basis. The larger the Data, the more often you should rebuild. A general rule of thumb is to rebuild once a week.

15.9.3 Compact The Database

Use this option to ‘compact’ the Intelogy database. Compacting the database will:

- Ensure optimal performance.
- Usually reduce the size of the database.
- Make the database more stable.

⚠ Intelogy will make changes to the Database during this process. There many stages of a Database Rebuild Once includes a dedicated function that Microsoft uses and we have no control over it. This stage will remove any data that does not “conform” to what the Database expects to find and can result in missing information.

ALWAYS BACKUP PRIOR to doing any Database Rebuild!

15.9.4 Purge Employee Tracking history

Removes all employees tracking history found in the Network Center under the Tracking Tab for the past 4 weeks.

1. From the Intelogy tool bar *click* ‘Tools’ from the menu and select ‘Database Tools’.
2. Select Purge Employee Tracking history to bring up a confirmation screen, to delete Tracking History for employee log ins and application running that is older than Four Weeks.



Figure 15.15 - Purge Tracking History

4. **Click** the ‘purge’ button to delete Tracking History for employee log ins and application running that is older than Four Weeks else choose no to CANCEL action.
5. Once you **click** the ‘purge’ button you will be prompted Purging has been completed. **Click** the ‘Ok’ Button to confirm successful deletion.

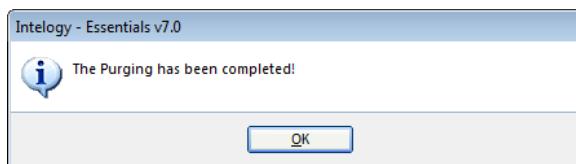


Figure 15.16 - Confirmation

15.9.5 Verify Stock Reserves.

The Verify Stock Reserves goes through and make sure the stock reported is accurate and up to date in the warehouse and parts that needed to be transferred to remote locations. When a part is required for a job it puts it in a stock reserve field. Some times the computer can keep the stock reserve or canceled parts in a reserve state. So the Verify stock reserves allows for any reserved or unreserved to be released.

To run the Verify Stock Reserves:

1. From the Intelogy tool bar **click** ‘inventory’ from the menu.
2. Select Verify Stock Reserves to bring up a confirmation screen.
- Paperwork’s – Essentials is about to verify all Stock reserves for all remote locations and the warehouse.
4. **Click** the ‘Yes’ button to verify all Stock reserves for all remote locations and the warehouse else choose no to CANCEL action.

15.10 About Intelogy

This feature is located under the ‘HELP’ menu.

It displays the following information:

- Intelogy version number.
- User information.
- The computers operating system and name.
- Computer memory usage.

Press the ‘OK’ button to close this screen.

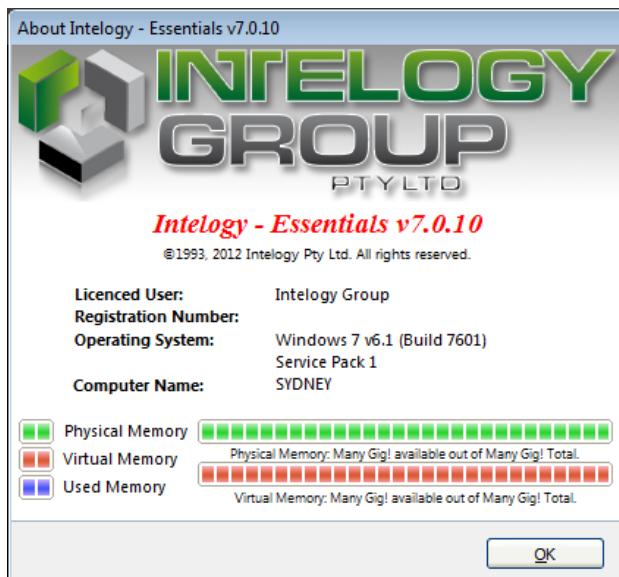


Figure 15.17 - About Intelogy

15.11 Intelogy Registration

This feature is located under the ‘HELP’ menu.

Use this feature to view or edit your registration details. The edit registration the details, enter the required information in the appropriate fields, once completed you need to click the ‘Activate now’ button. Once verified **press** the ‘OK’ button to close the window and save the changes made.

⚠ Changing the registration details may cause Intelogy to STOP running if the details are not correct. Please contact us before changing your details.
There is a charge when making changes to Registration Details.

15.12 Intelogy Web Links

This feature is located under the ‘HELP’ menu.

Use this feature to go to the Intelogy web site. You have the option to:

- Go to the main site (The Intelogy Australia home page).
- Go to the contacts page. This page contains important contact phone or fax numbers as well as e-mail & postage addresses.
- Go to the members log-in page.

⚠ The ability to enjoy the benefits of the Members Login is only available while an active Assurance plan is in place.
• Go to the product update page. This allows you to jump straight the product download page where you can get all the latest Intelogy updates and patches.

15.12.1 Request a Support Call with Intelogy for help or Training.

We offer support and training over the Internet. If on-site support or training is required, then a

charge will be applicable and will be made on a case by case basis

15.13 My Workload

This feature is located under the ‘View&send’ menu.

The following options are available on the ‘Work Load’ screen:

- Print - **press** the ‘Print’ button to print the entire list of current repairs.
- View - **press** the ‘View’ button to load a selected repair.

The following color coding is used in the list of repairs:

- **Red** - repairs listed in ‘RED’ are priority or urgent repairs.
- **Purple** - repairs listed in ‘PURPLE’ are repairs that are 7 days old.
- **Pink** - repairs listed in ‘PINK’ are repairs that are 14 days old.
- **Brown** - repairs listed in ‘BROWN’ are repairs that are 28 days old or over.

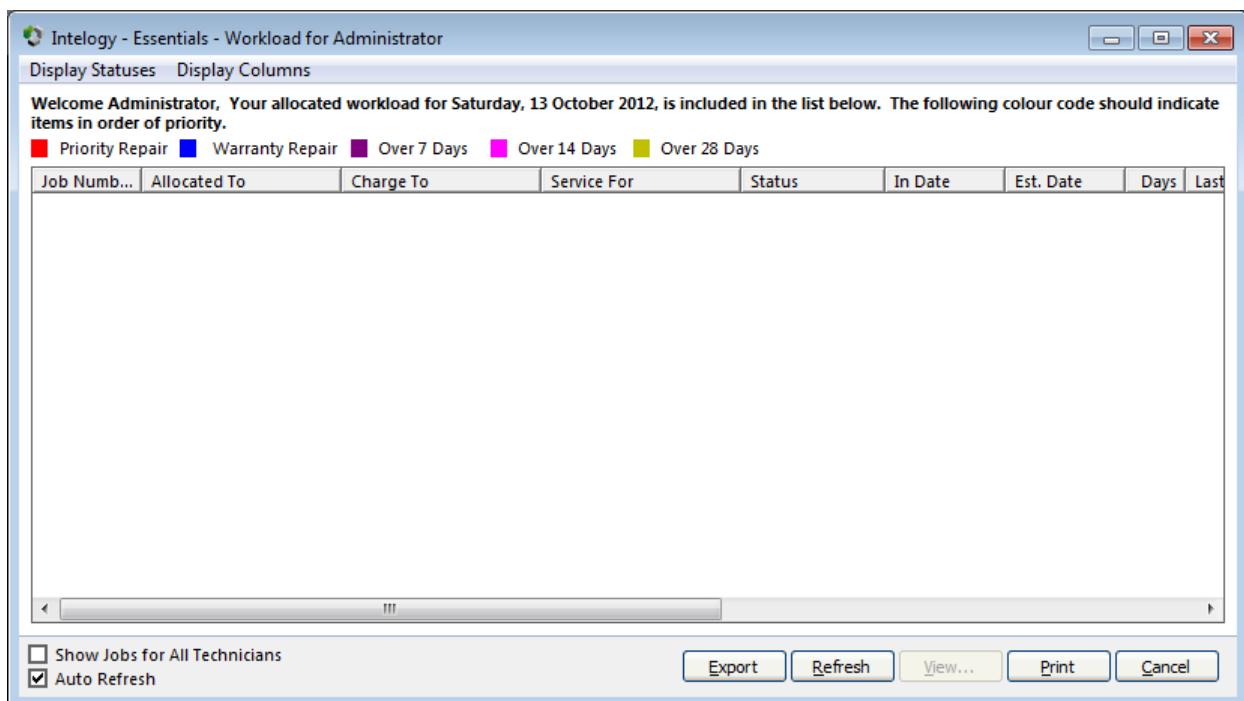


Figure 15.18 - my Workload

15.4 Locate You Export Folder.

When you create an EDI File or click on a export button within Intelogy you will often get a message, “File Has been Saved to the Export Folder”.

To locate the Export Folder:

1. From the Intelogy tool bar **click**, ‘View’ from the menu.
2. Select ‘Open your export Folder’ to open a explorer window where the exported files are stored.

16.0 Service Manual Management

This is installed by default and is available for use within Intelogy straight away.

The service manual management feature is used to setup the details for all service manuals. This information is very handy when entering in new repairs.

When entering a ‘model name’ on the repair screen, the service manual location is displayed also.

The following option are available on the tool bar:

- New - **press** the ‘New’ button to enter a new record.
- Save - **press** the ‘Save’ button to save a record.
- Delete - **press** the ‘Delete’ button to delete an existing record.
- Refresh - **press** the ‘Refresh’ button to refresh the list.
- Print - **press** the ‘Print’ button to print the entire list.

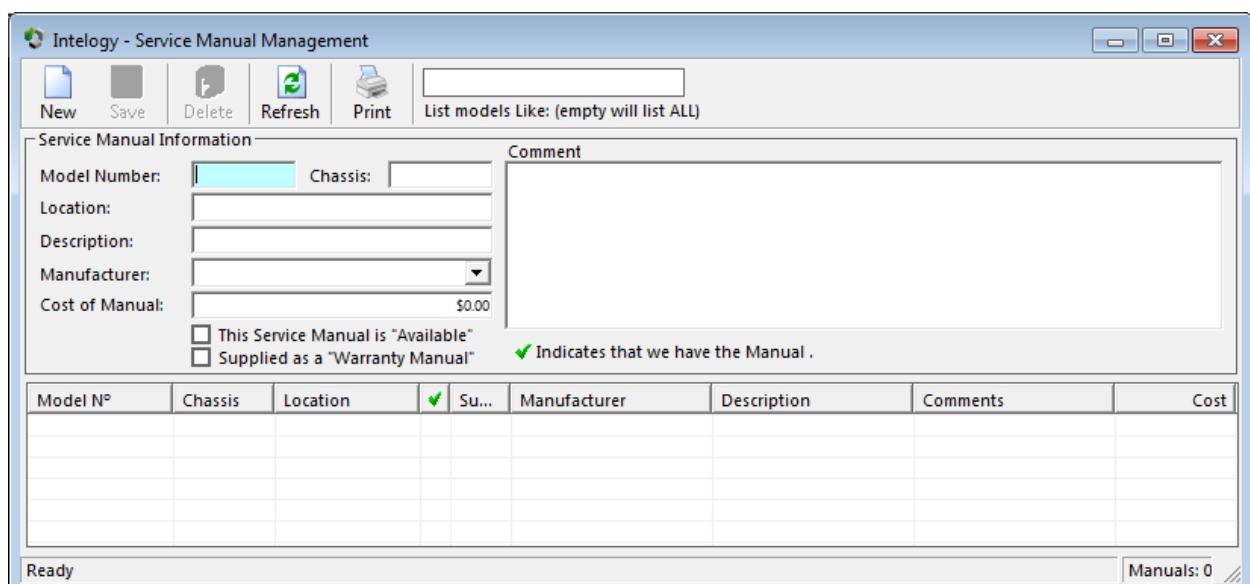


Figure 16.1 - Service Manual Management

To add new details for a Service Manual:

1. **Press** the ‘New’ button to load up a new record.
2. **Enter** the ‘Model Number’ that corresponds to the particular service manual.
3. **Enter** the ‘Location’ (physical location) of the service manual.
4. **Enter** the a brief ‘Description’ for the service manual.
5. **Enter** the ‘Manufacturer’ name.
6. **Enter** any ‘Comments’ required.
7. If the manual is available, check the ‘This service manual is Available’ option.

If marked NOT available, the service manual location information on the repair screen is NOT shown.

8. **Press** the ‘Save’ button to save the new record.

To only display manuals depending on a particular model number:

1. **Enter** the ‘Model’ (or part thereof) in the space labelled ‘Only show Models like’. E.g.; entering a ‘sa’ will list all manuals where the model number starts with ‘sa’.
2. **Press** the ‘Refresh’ button to refresh the list.

17.0 Find Screen

The Intelogy ‘Find’ screen is used to locate existing records and in a lot of ways in the “Core” to the running of the system.

17.1 Find Job

Use this function to locate existing ‘Repairs’.

To search for an existing Repair or Job

1. **Enter** in the search criteria in the appropriate field.
2. **Press** the ‘Search For’ button. Repairs or Jobs that match the search criteria are listed on the search list. **Note:** **Pressing** the ‘ENTER’ key will also start the search process.
3. To view the ‘Job’, **double-click** on the selected ‘Repair’. Selecting the ‘Repair’ and **pressing** the ‘Go To Selected’ button will also load the ‘Repair’ record.

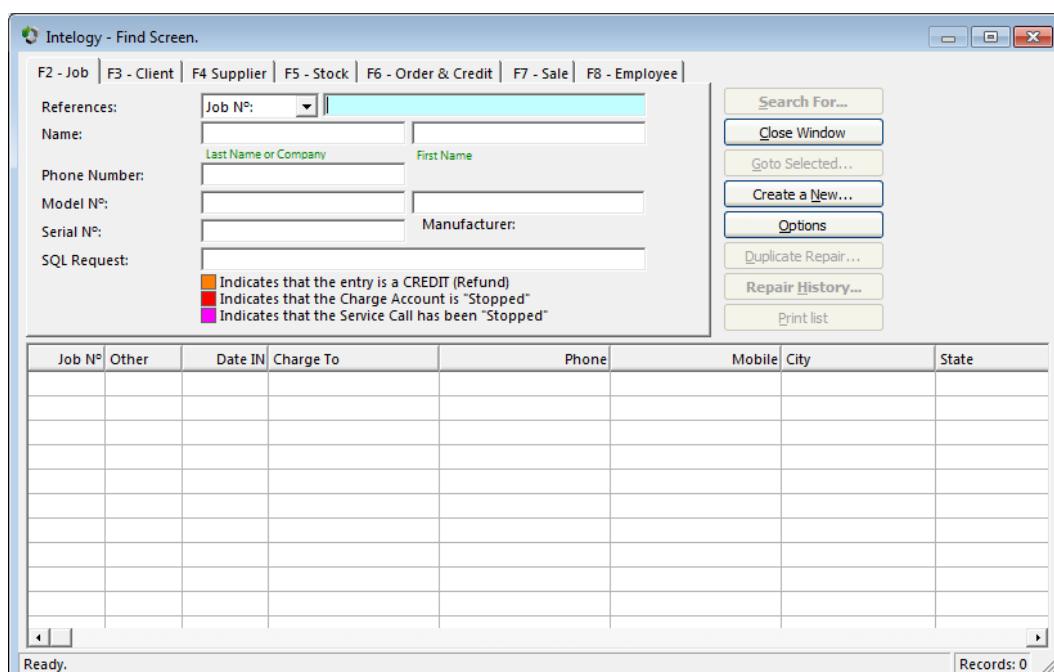


Figure 17.1 - Find Repair or Job Screen

The following criteria can be used to search for existing repairs:

- References - there are various options of what to use as the reference number.
Select an option from the drop down list.
- Last Name or Company - returns Repairs or Jobs whose ‘Charge To’ or ‘Service For’ Customer details matches the search criteria.
- First Name - returns Repairs whose ‘Charge To’ or ‘Service For’ Customer details matches the search criteria.
- Phone Number - returns Repairs whose ‘Charge To’ or ‘Service For’ Customer details matches the search criteria.
- Model N° - returns Repairs where the model number matches the search criteria.
- Manufacturer - returns Repairs where the Manufacturer matches the search criteria.
- Serial N° - returns Repairs where the serial number matches the search criteria.
- SQL Request - use this field to **enter** a SQL query.

 Intelogy will accept general SQL entries. For information on SQL, please consult your local library. Intelogy does not educate or train on SQL.

Use the following buttons to:

- Search For - begin searching for existing Repairs.
- Close Window - closes the Find screen.
- Goto Selected - loads the selected Repair.
- Create A New - creates and loads a new Repair.
- Options - has the following (3) options:
 1. Don't list Paid Jobs - only displays the Repairs that have outstanding amounts due.
 2. Don't list Paid Sales - only displays the Sales that have outstanding amounts due.
 3. Don't Auto Load Single Entries Found - if the search criteria only lists one found record, you have the option to automatically load the record without clicking the "Go To" button.
- Duplicate Repair - Once a search has been successful, there is the option to 'Duplicate' the repair. Duplicating a repair creates another repair with the same information, but with a different repair number. To do this:
- Repair History - displays a screen containing all of the 'Repair History' for the 'Customer'.
- Print List - Prints the current List

When Duplicating a Repair:

1. **Select** the repair from the list available to duplicate.
2. **Click** the 'Duplicate Repair' button. This displays the duplicate screen.

On the 'Duplicate' screen:

3. You can choose which details are copied to the new repair, **Select** the appropriate options; 'Copy Unit Details' copies unit information e.g.; Serial N°, Model N° etc. 'Copy Fault Reported' and 'Copy Allocated To Name', copies the fault reported and the allocated to employee name respectively. 'Set House Warranty To True' creates the repair as a house warranty.

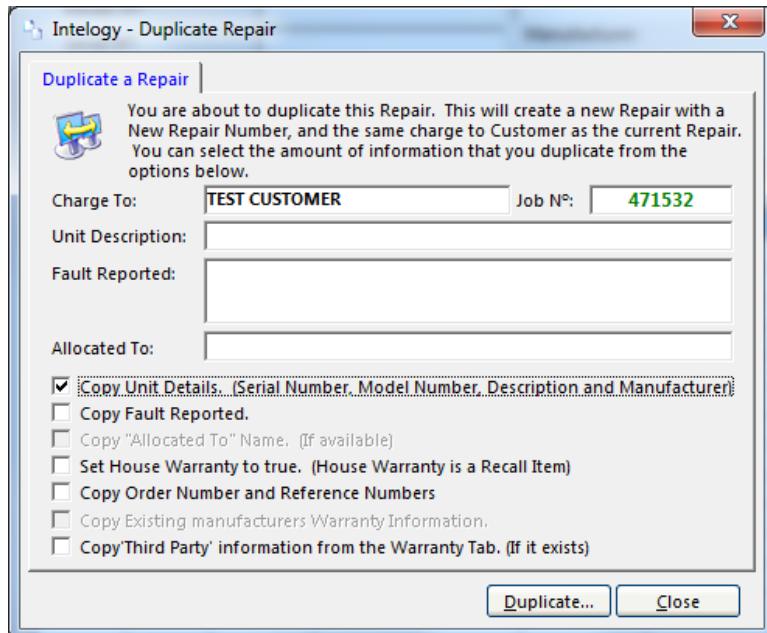


Figure 17.2 - Duplicate Screen

4. **Click** the 'Duplicate...' button to create the new repair. **Clicking** the 'Close' button cancels this operation.

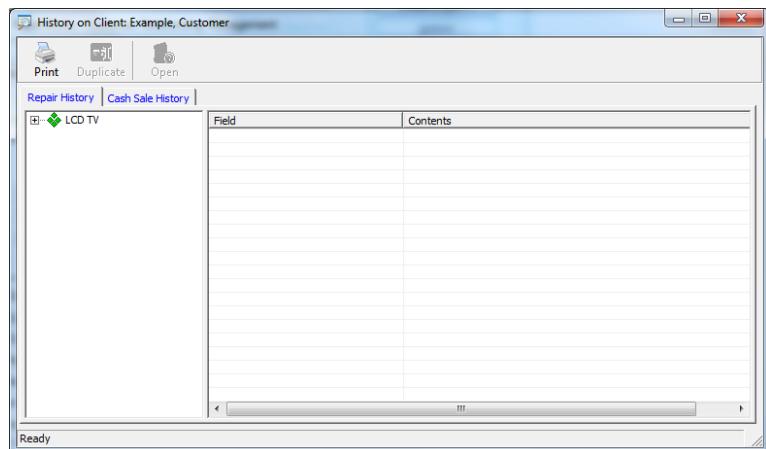


Figure 17.3 - History on Customer

! Intelogy will not list repairs or sales if there are no funds owing and the “Do not list Paid Jobs” or “Do not list Paid Sales” is ticked. Also, verify that the “Job Number” dropdown is selected when searching for Job Numbers. Intelogy will remember the setting for EACH user.

The History button allow you to select other items that may have been brought in by the same customer. You can duplicate the known repair by selecting it from the Repair History list and *clicking* on the “Duplicate” button.

17.2 Find Client

Use this function to locate existing ‘Clients’.

The following criteria can be used to search for existing Customers:

- Last Name or Company - returns all the Customers where the ‘Last Name or Company Name’ matches the search criteria.

Intelogy implements a “Smart Search” routine. Searches are NOT case sensitive, we will allow you to find names like “O’ Brien” even when typing “obrien”. Partial Searches are supported, for example, “TON” will list matches like “Tonka”, “Tonkin” etc.

- First Name - returns all the Customers where the ‘First Name’ matches the search criteria.
- Phone Number - returns all the Customers where the ‘Phone Number’ matches the search criteria.

Intelogy implements a “Smart Search” routine. It is not required to enter the Area Code for searching, eg. if the number is stored in the database as (03) 9038-9099 and you search for 90389099 the number will still be found.

- Account N° - returns all the Customers where the ‘Account N°’ matches the search criteria.
- Address - returns all the Customers where the ‘Address’ matches the search criteria.

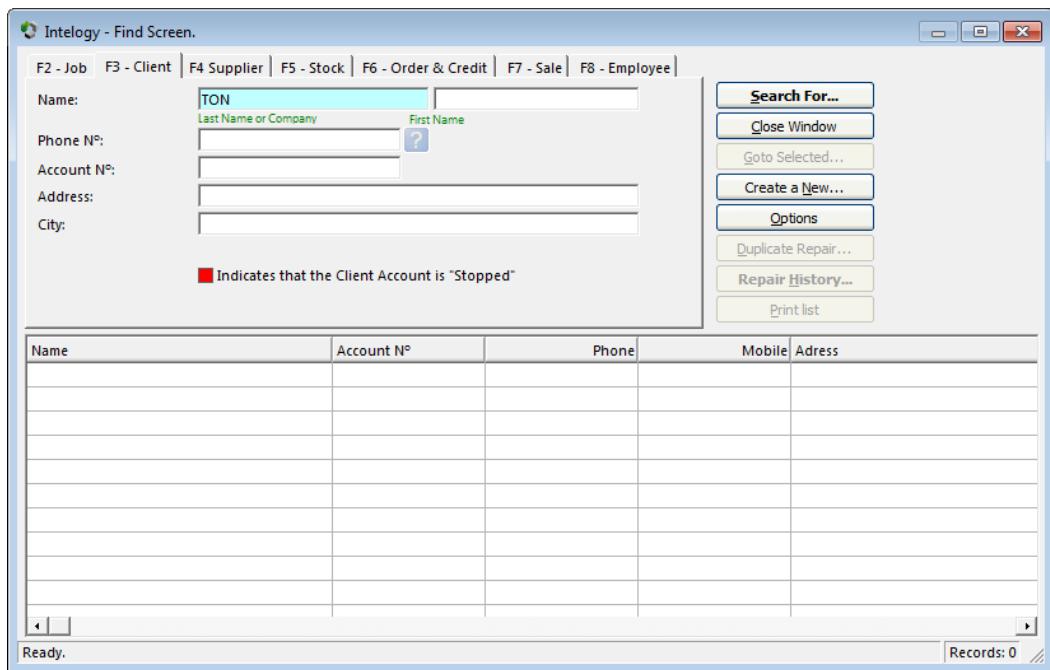


Figure 17.4 - Find Customer

To search for an existing ‘Customer’:

1. **Enter** in the search criteria in the appropriate field.
2. **Press** the ‘Search For’ button. Customers that match the search criteria are listed on the search list.
💡 **Pressing** the ‘ENTER’ key will also start the search process.
3. To view the ‘Customer’, **double-click** on the selected ‘Customer’. Selecting the ‘Customer’ and **pressing** the ‘GoTo Selected’ button will also load the ‘Customer’ record.
💡 Double Clicking the desired result from the list will also load the Customer.

🔑 Even though you do not need permission to search for a Customer, you need ‘Customer Account Details’ permission to be able to view or create a new Customer. Refer to 3.11.1 for more information.

Use the following buttons to:

- Search For - begin searching for existing ‘Customers’.
- Close Window - closes the Find screen.
- Goto Selected - loads the selected ‘Customer’.
- Create A New - creates and loads a new ‘Customer’.
- Options - has the following (3) options:
 1. Don’t list Paid Jobs - only displays the Repairs that have outstanding amounts due. (Not applicable)
 2. Don’t list Paid Sales - only displays the Sales that have outstanding amounts due. (Not applicable)
 3. Don’t Auto Load Single Entries Found - if the search criteria only lists one found record, you have the option to automatically load the record without clicking the “Go To” button.
- Duplicate Repair - This button is not enabled for this option.
- Repair History - This button is not enabled for this option.
- Print List - Prints the current List

17.3 Find Supplier

Use this function to locate existing ‘Suppliers’.

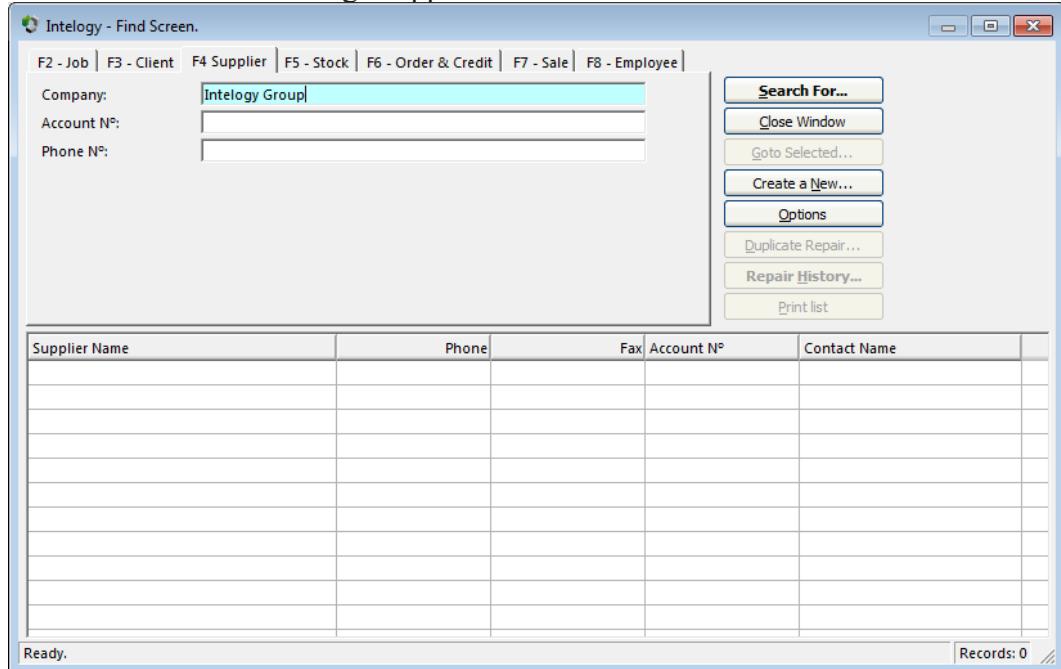


Figure 17.5 - Find Supplier Screen

The following criteria can be used to search for existing Suppliers:

- Account N° - returns all the suppliers where the ‘Account N°’ matches the search criteria.
- Company - returns all the suppliers where the ‘Company Name’ matches the search criteria.
 Intelogy implements a “Smart Search” routine. Searches are NOT case sensitive, we will allow you to find names like “O’ Brien” even when typing “obrien”. Partial Searches are supported, for example, “TON” will list matches like “Tonka”, “Tonkin” etc.
- Phone N° - Returns all the suppliers where the ‘Phone N°’ matches the search criteria.
 Intelogy implements a “Smart Search” routine. It is not required to enter the Area Code for searching, eg. if the number is stored in the database as (03) 9038-9099 and you search for 90389099 the number will still be found.

To search for an existing ‘Supplier’:

1. **Enter** in the search criteria in the appropriate field.
2. **Press** the ‘Search For’ button. Suppliers that match the search criteria are listed on the search list.
 Pressing the ‘ENTER’ key will also start the search process.
3. To view the ‘Supplier’, **double-click** on the selected Supplier. Selecting the ‘Supplier’ and **pressing** the ‘GoTo Selected’ button will also load the ‘Supplier’ record.

Even though you do not need permission to search for a Supplier, you need ‘Supplier Details’ permission to be able to view or create a new supplier. Refer to 3.11.1 for more information.

Use the following buttons to:

- Search For - begin searching for existing ‘Suppliers’.
- Close Window - closes the Find screen.
- Goto Selected - loads the selected ‘Supplier’.
- Create A New - creates and loads a new ‘Supplier’.

- Options - has the following (3) options:
 1. Don't list Paid Jobs - only displays the Repairs that have outstanding amounts due. (Not applicable)
 1. Don't list Paid Sales - only displays the Sales that have outstanding amounts due. (Not applicable)
 2. Don't Auto Load Single Entries Found - if the search criteria only lists one found record, you have the option to automatically load the record without clicking the "Go To" button.
- Duplicate Repair - This button is not enabled for this option.
- Repair History - This button is not enabled for this option.
- Print List - Prints the current List

17.4 Find Stock

Use this function to locate existing 'Stock Items (Inventory)'.

 Even though you do not need permission to search for a Inventory Item, you need 'Stock Control' permissions to be able to view and add new stock items. Refer to 3.11.1 for more information.

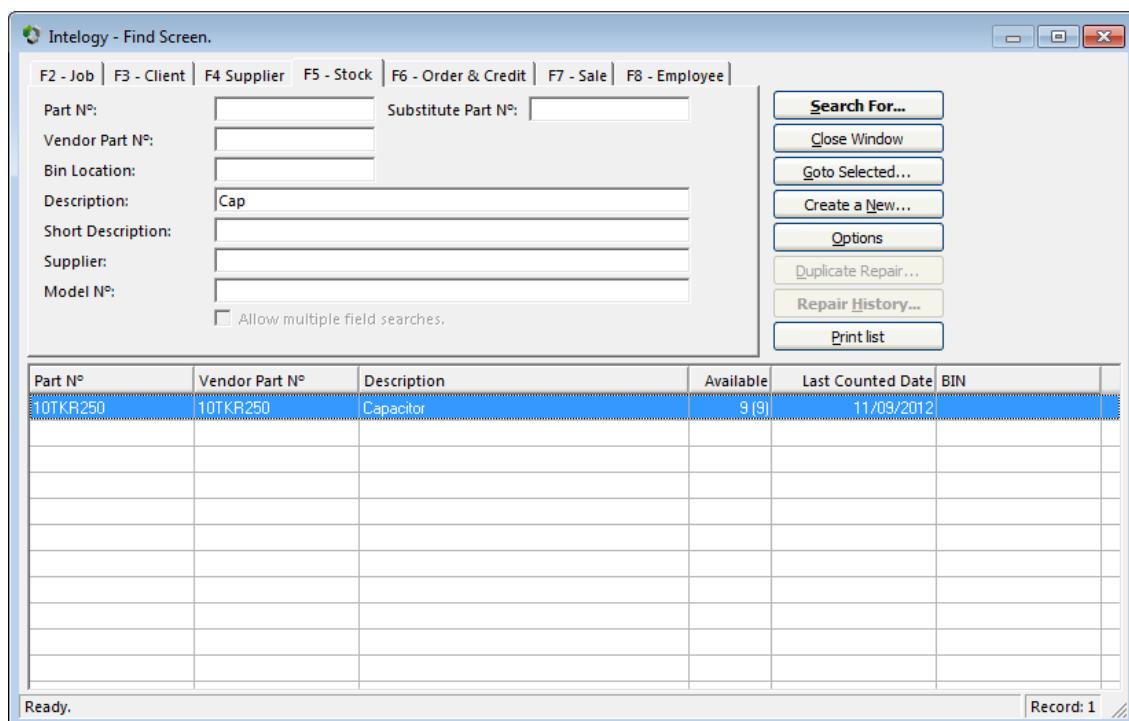


Figure 17.6 - Find Stock Item

The following criteria can be used to search for existing Stock Items:

- Part N° - returns all the stock items where the 'Part N°' matches the search criteria.
 - Substitute Part N° - returns all the stock items where the 'Substitute Part N°' matches the search criteria.
 - Vendor Part N° - returns all the stock items where the 'Vendor Part N°' matches the search criteria.
 - Description - returns all the stock items where the 'Description' matches the search criteria.
-  To search for a word within a Description, use a "Wildcard" for example, "*part*" will list every part within the database that contains the word "Part".

 These kinds of searches can take a LONG TIME. Please be patient.

- Supplier - returns all the stock items where the 'Supplier name' matches the search criteria.

To search for an existing ‘Stock Items’:

1. **Enter** in the search criteria in the appropriate field. See below explanations.
2. **Press** the ‘Search For’ button. Stock Items that match the search criteria are listed on the search list.
3. To view the ‘Stock Item’ record, **double-click** on the selected Stock Item. **Selecting** the ‘Stock Item’ and **pressing** the ‘GoTo Selected’ button will also load the ‘Stock Item’ record.
 **Pressing** the ‘ENTER’ key will also start the search process.

Use the following buttons to:

- Search For - begin searching for existing ‘Customers’.
- Close Window - closes the Find screen.
- Goto Selected - loads the selected ‘Customer’.
- Create A New - creates and loads a new ‘Customer’.
- Options - has the following (3) options:
 1. Don’t list Paid Jobs - only displays the Repairs that have outstanding amounts due. (Not applicable)
 2. Don’t list Paid Sales - only displays the Sales that have outstanding amounts due. (Not applicable)
 3. Don’t Auto Load Single Entries Found - if the search criteria only lists one found record, you have the option to automatically load the record without clicking the “Go To” button.
- Duplicate Repair - This button is not enabled for this option.
- Repair History - This button is not enabled for this option.
- Print List - Prints the current List

17.5 Find an Order and Credit Return

Use this function to locate existing ‘Orders’ and ‘Credit Return’.

The following criteria can be used to search for existing Orders:

- Order N° or Credit N° - returns all the orders where the ‘Order N° or Credit N°’ matches the search criteria.
- Reference N° - returns all the orders where the ‘Reference N°’ matches the search criteria.
- Job N° - returns all the orders where the ‘Job N°’ matches the search criteria.
- Part N° - returns all the orders where the ‘Part N°’ matches the search criteria.
- Date Received - returns all the orders where the ‘Job N°’ matches the search criteria. Click the  button to select the date.
- Invoice Number - returns all the orders where the ‘Invoice Number’ matches the search criteria.
- Supplier - returns all the orders where the ‘Supplier’ matches the search criteria.

The screenshot shows the 'Intelogy - Find Screen' window. At the top, there are tabs: F2 - Job, F3 - Client, F4 Supplier, F5 - Stock, F6 - Order & Credit (which is selected), F7 - Sale, and F8 - Employee. Below the tabs are several search fields: Order/ Credit N°:, Reference N°:, Job N°:, Date Received:, Invoice Number:, and Supplier: (with 'LG' entered). To the right of these fields are three checkboxes: 'Order /Credit Has Been Sent.', 'Order /Credit Has Been Received/Sent.', and 'Indicates that the entry is for a CREDIT (Return)'. On the far right, there is a vertical toolbar with buttons: Search For..., Close Window, Goto Selected..., Create a New..., Options, Duplicate Repair..., Repair History..., and Print list. A message box at the bottom left says 'Ready.' and a message bar at the bottom right says 'Records: 182'.

Order N°	Reference...	Supplier	Created Date	Sent Date	Received Date
1724	LG Electronics		27/09/2012	28/09/2012	
1722	LG Electronics		25/09/2012	26/09/2012	
1719	LG Electronics		25/09/2012	25/09/2012	
1717	LG Electronics		24/09/2012	24/09/2012	
1712	LG Electronics		20/09/2012	24/09/2012	
1707	LG Electronics		20/09/2012	12/10/2012	12/10/2012
1706	LG Electronics		20/09/2012	20/09/2012	21/09/2012
1704	LG Electronics		19/09/2012	19/09/2012	20/09/2012
1702	LG Electronics		18/09/2012	18/09/2012	19/09/2012
1698	LG Electronics		17/09/2012	17/09/2012	18/09/2012
1697	LG Electronics		14/09/2012	14/09/2012	17/09/2012

Figure 17.7 - Find Order and Credit Order Screen

To search for an existing ‘Order’ or ‘Credit Return’:

1. **Enter** in the search criteria in the appropriate field.
2. **Press** the ‘Search For’ button. Orders that match the search criteria are listed on the search list.
3. To view the ‘Order’ or ‘Credit Order’, **double-click** on the selected ‘Order’. Also, selecting the ‘Order’ and **pressing** the ‘GoTo Selected’ button will also load the ‘Order’ record.

You need ‘Stock Ordering’ permissions to be able to edit or add a new Order. Refer to 3.11.1 for more information.

When searching for ‘Orders’ and ‘Credit Orders’ there are options to ‘filter’ the records returned. These are as follows:

- Use the ‘Order/Credit Has Been Sent’ to filter sent orders.
- Use the ‘Order/Credit Has Been Received / Sent’ to filter received orders.

- A in the option box sets the filter to true.
- A in the option box ignores the filter.
- A in the option box sets the filter to false.
- A shows entries in the list in Red to signify “Credit Items”

Use the following buttons to:

- Search For - begin searching for existing ‘Customers’.
- Close Window - closes the Find screen.
- Goto Selected - loads the selected ‘Customer’.
- Create A New - creates and loads a new ‘Customer’.
- Options - has the following (3) options:
 1. Don’t list Paid Jobs - only displays the Repairs that have outstanding amounts due. (Not applicable)
 2. Don’t list Paid Sales - only displays the Sales that have outstanding amounts due. (Not applicable)

3. Don't Auto Load Single Entries Found - if the search criteria only lists one found record, you have the option to automatically load the record without clicking the "Go To" button.

- Duplicate Repair - This button is not enabled for this option.
- Repair History - This button is not enabled for this option.
- Print List - Prints the current List

17.6 Find Sales

The following criteria can be used to search for existing Sales:

The screenshot shows the 'Intelogy - Find Screen' window. At the top, there is a toolbar with buttons for F2 - Job, F3 - Client, F4 Supplier, F5 - Stock, F6 - Order & Credit, F7 - Sale (which is highlighted), and F8 - Employee. Below the toolbar are several search fields: 'Sale Number' (empty), 'Order N°' (empty), 'Charge to Name' (containing 'Intelogy Group'), 'Last Name or Company' (containing 'Last Name or Company'), 'First Name' (containing 'First Name'), 'Phone Number' (empty), 'Deliver to Name' (empty), 'Last Name or Company' (containing 'Last Name or Company'), 'First Name' (containing 'First Name'), and 'Sale Status' (empty). To the right of these fields is a vertical column of buttons: 'Search For...', 'Close Window', 'Goto Selected...', 'Create a New...', 'Options', 'Duplicate Repair...', 'Repair History...', and 'Print list'. Below the search fields is a legend: an orange square indicates a 'CREDIT (Refund)' and a red square indicates a 'Client Account is "Stopped"'. At the bottom of the window is a grid table with columns: Sale N°, Date IN, Charge To, Phone, Mobile, City, and Owing. One row is visible in the grid, showing: 54356, 12/10/201..., Intelogy Group, (03) 9770-2000, 0488 772-200, FRANKSTON, \$0.00. The status bar at the bottom left says 'Ready.' and the bottom right says 'Record: 1'.

Figure 17.8 - Find Sale Screen

Sales and Repairs are located on different tabs to allow for different Search Criteria.

- Sale Number - returns any match to a "Sale Number" that may be in the system.
- Repair Number - You may have a Repair Number when Searching. Verify the Number Type.
- Order Number - returns any match to a "Sale Number" that may be in the system.
- Last Name or Company - returns Sales whose 'Charge To' or 'Service For' Last Customer details matches the search criteria.
- First Name - returns Sales whose 'Charge To' or 'Service For' First Name details matches the search criteria.
- Phone Number - returns Sales whose 'Charge To' or 'Service For' Phone Number details matches the search criteria.
- Delivery - returns Sales whose 'Delivery' Last Customer details matches the search criteria.
- First Name - returns Sales whose 'Delivery' First Name details matches the search criteria.

Use the following buttons to:

- Search For - begin searching for existing Repairs.
- Close Window - closes the Find screen.
- Goto Selected - loads the selected Repair.
- Create A New - creates and loads a new Repair.

- Options - has the following (3) options:

1. Don't list Paid Jobs - only displays the Repairs that have outstanding amounts due. (Not Applicable)
2. Don't list Paid Sales - only displays the Sales that have outstanding amounts due.
3. Don't Auto Load Single Entries Found - if the search criteria only lists one found record, you have the option to automatically load the record without clicking the "Go To" button.

⚠️ Intelogy will not list repairs or sales if there are no funds owing and the “Do not list Paid Jobs” or “Do not list Paid Sales” is ticked. Also, verify that the “Job Number” dropdown is selected when searching for Job Numbers. Intelogy will remember the setting for EACH user.

- Sale Number - returns all the sales where the ‘Sale Number’ matches the search criteria.
- Order № - returns all the sales where the ‘Order №’ matches the search criteria.
- Charge To Name - the ‘Last Name or Company’ or ‘First Name’ returns all sales matching the search criteria.
- Phone Number - returns all the sales where the charge to Customers’ ‘Phone Number’ matches the search criteria.
- Delivery To Name - the ‘Last Name or Company’ or ‘First Name’ returns all sales matching the search criteria.
- Sale Status - select an option from the drop down list. It returns all the sales where the ‘Sale Status’ matches the search criteria.

17.7 Find Employee

Use this function to locate existing ‘Employees’.

 You need ‘Employee Database’ permission to be able to view or create a new Employee record. Refer to 3.11.1 for more information.

The following criteria can be used to search for existing Employees:

- Employee Number - returns all the employees where the ‘Employee Number’ matches the search criteria.
- Last Name or Company - returns all the employees where the ‘Last name or Company name’ matches the search criteria.
- First Name - returns all the employees where the ‘First Name’ matches the search criteria.
- Tax File Number - returns all the employees where the ‘Tax File number’ matches the search criteria.
- Employee Type - **select** a ‘Employee Type’ from the drop down list. The search returns all the employees where the ‘Employee Type’ matches the search criteria.

To search for an existing ‘Employee’:

1. **Enter** in the search criteria in the appropriate field.
2. **Press** the ‘Search For’ button. Employees that match the search criteria are listed on the search list.

 **Pressing** the ‘ENTER’ key will also start the search process.

3. To view the ‘Employee’, **double-click** on the selected ‘Employee’. Also, selecting the ‘Employee’ and **pressing** the ‘GoTo Selected’ button will also load the ‘Employee’ record.

Use the following buttons to:

- Search For - begin searching for existing Employees.
- Close Window - closes the Find screen.

- Goto Selected - loads the selected Employee
- Create A New - creates and loads a new Employee
- Options - has the following (3) options:
 1. Don't list Paid Jobs - only displays the Repairs that have outstanding amounts due. (Not Applicable)
 2. Don't list Paid Sales - only displays the Sales that have outstanding amounts due. (Not Applicable)
 3. Don't Auto Load Single Entries Found - if the search criteria only lists one found record, you have the option to automatically load the record without clicking the "Go To" button.
- Duplicate Sale - Not Applicable
- Repair History - Not Applicable
- Print List - Prints the current List

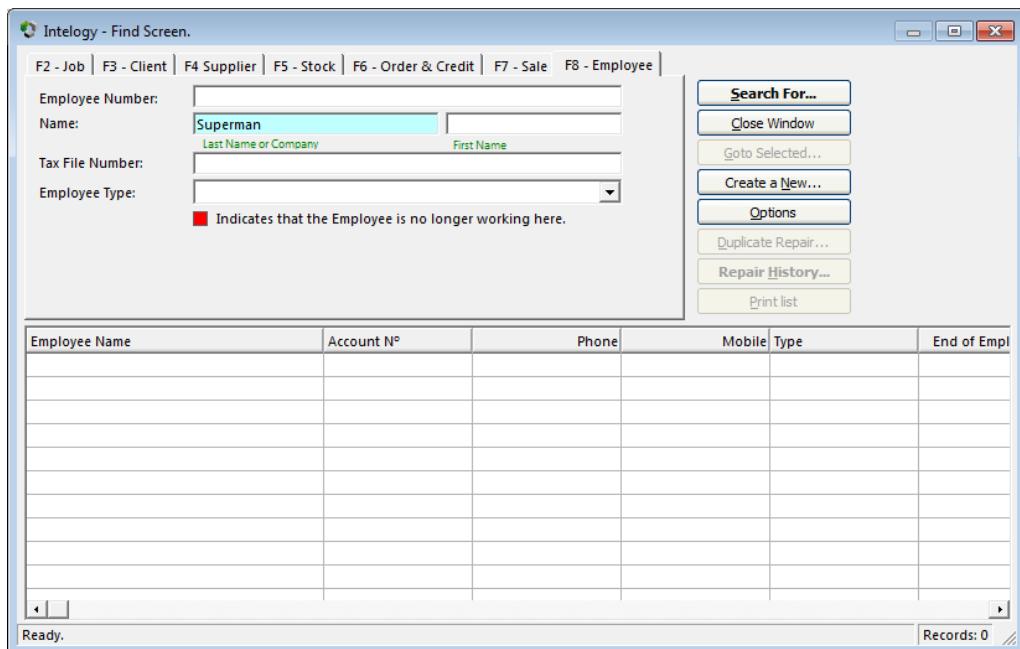


Figure 17.9 - Find Employee Screen

18.0 Status Lists

This feature is opened by pressing the STATUS LISTS button located on the main screen, or by pressing the 'F5' key.

This status list is used to group or categorise repairs into the one manageable list. Status lists can be printed and can be used to generate warranty claim Data. Each manufacturer that allows for Electronic Submission of Warranty Claims will require specially formatted EDI (Electronic Data Interchange) files. Contact Intelogy - Australia for a list of Supported File Types and Manufacturers.

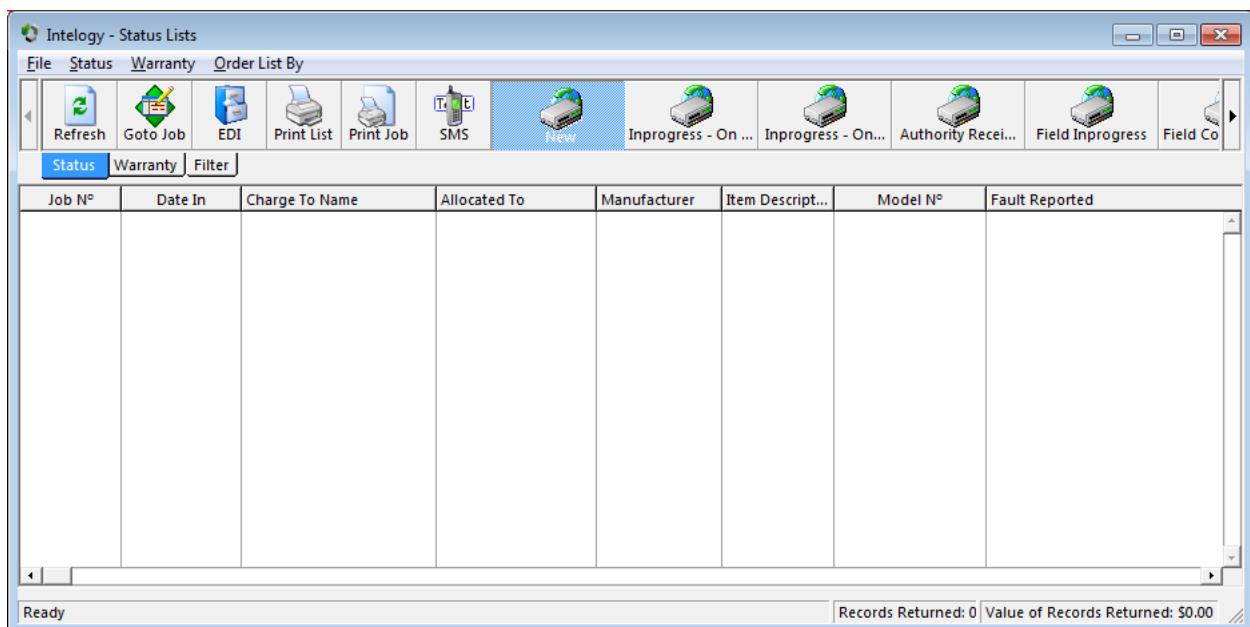


Figure 18.1 - Status Lists

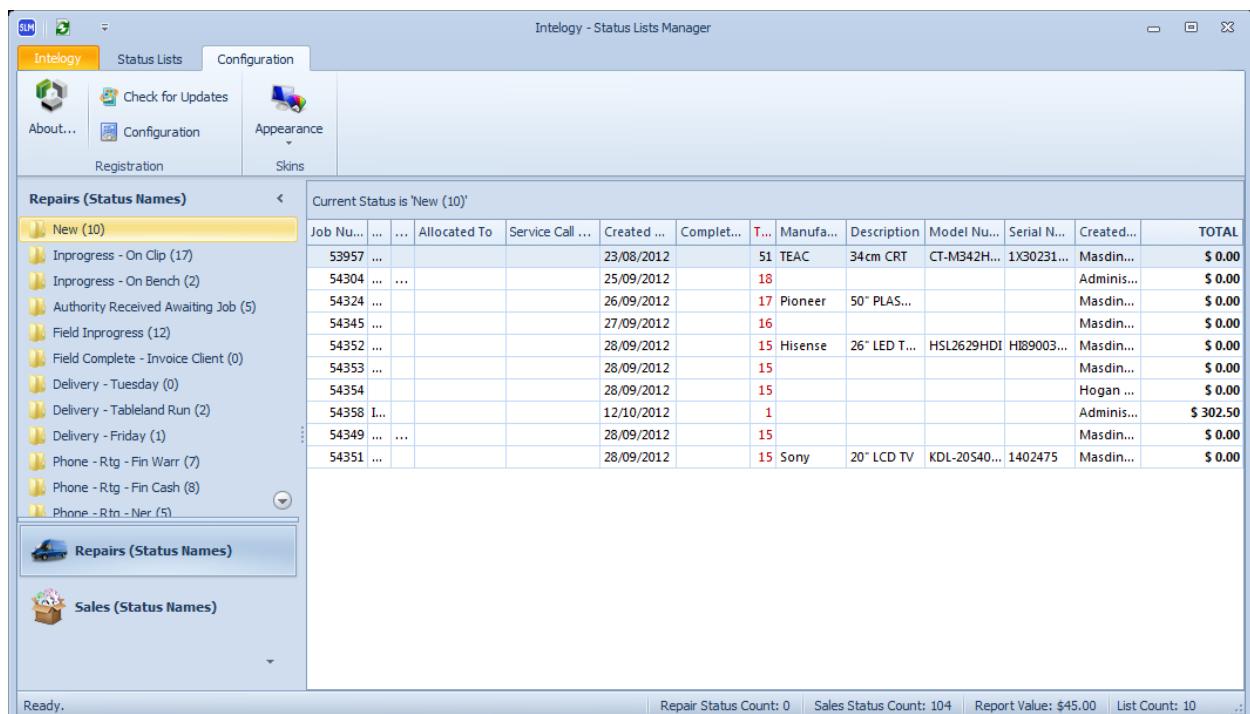


Figure 18.1.1 - Advanced Status Lists

18.1 Using the Status Lists

The Status lists has been designed to break down your workload into a group of Status Names to simplify the management of each repair item.

- ⚠ Only Repairs are listed in the Status Lists. No sales will show here.
- ⚠ The Advanced Status List Manager is supplied Free of Charge while a current ‘Silver’ Level of Assurance is maintained. The Advanced Status List Manager works with both Repairs and Sales. For details on this product, please call Intelogy on (03) 9038-9099

Status Tab: the following options are on the ‘status’ tab.

- Refresh - **click** this button to refresh the list.
- Goto Job - **click** to view the selected repairs.
- EDI - **click** to compile and export either the selected items or the whole list into a EDI file based on the manufacturer.
- Print List - **click** to print the complete list.
- SMS- **click** to send sms to high lighted jobs.
- Print Job - **click** to print the selected repair.

The next group of buttons are the actual repair status names. **Click** on the appropriate status names (you can have more than one status selected).

The status names can also be selected from the STATUS menu.

Warranty Tab: the following options are on the ‘warranty’ tab.

- No Warranty - **click** to only view repairs with no warranty.
- Manufacturers - **click** to only view manufacturer warranty repairs.
- House Warranty - **click** to only view house warranty repairs.
- Extended Warranty - **click** to only view extended warranty repairs.
- Paid - **click** to view the PAID repairs.
- Part Paid - **click** to view the repairs that are PART PAID.
- Not Paid - **click** to view the repairs that are NOT PAID.
- Credit - **click** to view the repairs that are in CREDIT.

The above options can also be selected from the WARRANTY menu

- Filter Tab: the following options are on the ‘filter’ tab.
 - Search On - **select** the search on option from the drop down list. **Enter** (or select) the search criteria in the space provided.
 - Converted (Invoice) - **click** to select an option. See below:
 - list repairs either converted or not converted to invoice.
 - list repairs that are NOT converted to invoice.
 - list repairs that ARE converted to invoice.
 - Notified Completed - **click** to select an option. See below:
 - list repairs either notified or not notified completed.
 - list repairs that are NOT notified completed.
 - list repairs that ARE notified completed.
 - Service Call - **click** to select an option. See below:
 - list repairs that are, or are not, a service call.
 - list repairs that are NOT a service call.
 - list repairs that ARE a service call.
 - From Date - **select** a ‘from’ date (only list repairs after this date).
 - To Date - **select** a ‘to’ date (only list repairs before this date).
- To save these dates, **click** the ‘' button. Every time the status lists screen is loaded, the saved dates will be used.

 After making changes, **press** the refresh (located on the ‘status’ tab). **Pressing** the ‘F5’ key will also refresh the list.

18.2 Customising the Status List Screen

The status list screen can be easily customised to suite your needs.

To customise the list columns:

1. **Click** on the actual column header. This displays a list of options.
2. **Select** the required column name.
3. To save the new settings, **click** the ‘Save Column Layout’ option under the ‘File > Columns’ menu.

To set the number of columns:

1. **Select** the ‘Nº of Columns’ option under the ‘File > Columns’ menu.
2. **Enter** the number of columns.
3. **Press** the ‘Accept’ button.

 To reset the column names to the Intelogy default settings, **click** the ‘Reset Column Layout’ option under the ‘File > Columns’ menu.

To save the current size and position of the status list screen:

1. **Click** the ‘Save Current Screen Position and Size’ option under the ‘File’ menu.

There is an option to ‘order’ the list by a selected column name. To set the ‘order list by’ setting:

1. **Select** an option from the ‘Order List By’ menu. The list is automatically refreshed when selecting a new option.

18.3 Printing Status Lists

The following options are available when printing the status lists:

- Print Status List (Portrait): use this option to print the status list out in ‘portrait’ mode.
- Print Status List (Landscape): use this option to print the status list out in ‘landscape’ mode.
- Print Docket(s) for selected Job(s): use this option to print out a repair docket for the selected repairs.

 The options above are located under the ‘File’ menu.

18.4 Creating an EDI File

A EDI (electronic data interchange) file can be created using the status list screen. EDI files are used when submitting warranty claims from a particular manufacturer.

To create an EDI file:

1. **Select** the manufacturer and the date information on the ‘filter’ tab.
2. **Select** the warranty information on the ‘warranty’ tab.
3. **Press** the ‘EDI’ located on the ‘status’ tab. Intelogy saves the ‘warranty.claim’ file into the ‘PaperWRX > EXPORT’ directory on the server computer.

To locate the Export Folder:

1. From the Intelogy tool bar **click**, ‘View’ from the menu.
2. Select ‘Open your export Folder’ to open a explorer window where the exported files are stored.

18.5 Send An SMS to Via Status List.

The status list screen allows you to select multiple jobs and send a SMS to each job. A SMS send message dialog box will pop up for each job that you have selected. You can alter the SMS message for each job if you want or use the default SMS message.

To select Multiple Jobs:

1. *Select* the ‘status’ buttons for the jobs based on a status.
2. *Click* the ‘Refresh’ button to build up a list of jobs based on status.
3. *Click* on the ‘Jobs’ that you want to send a SMS to so that they are highlighted.
4. *Click* the ‘SMS’ Button
5. Type your SMS Message and *click* the ‘send’ button.

19.0 Database Maintenance

19.1 Database Rebuild and Backup

To maintain the Intelogy system:

1. Database Rebuild - refer to Section 15.9.1.
2. Compact Database - refer to Section 15.9.2.
3. Database Backup - Intelogy recommends that database backups are performed at least once a day (at the close of business). Backups should be copied to Tape Drive, DVD, CD or USB Device and kept in a safe place, off site.

⚠️ A basic rule of thumb is - Backup as soon as you CAN NOT afford to lose your data. Backing may take an hour, re-entering lost data may take weeks!

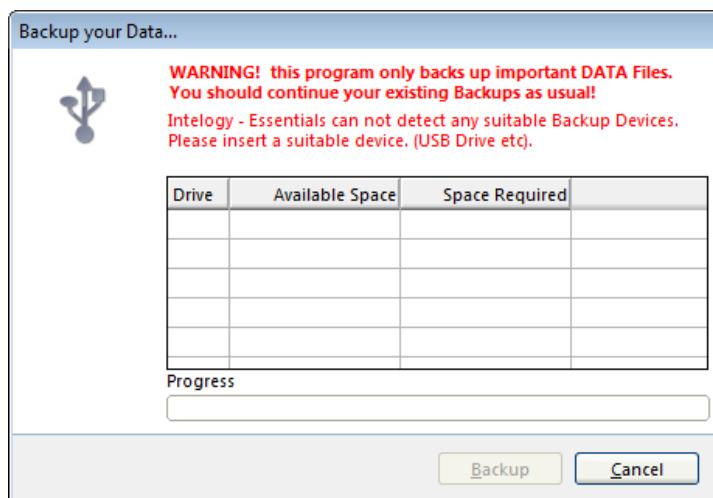


Figure 19 - Backup Procedures

Backing up a Database is your assurance that if anything happens to your hardware or a software malfunction should happen, that you can restore your data to a ‘known’ safe point.

To backup the Intelogy database:

Select the FILE menu, then select the SUBMENU and click on the FIRST Menu Item, “Backup your Database”. You will be shown the screen in figure 19, Backup Procedures.

Please place a USB or removable Hardware device and Intelogy will detect it, ensure that there is enough space on the device and allow you to select it and click the “Backup” button. These lengths have been used to insure that the backup is indeed able to be removed of the active workplace. Always maintain a copy of your data, away from your workplace.

If you wish to manually backup certain files or include certain files within your normal backup routines, the following file names are intended to be a guide.

- **CallCenter - C:\...\PaperWRX\Data\CallCenter.mdb**
- **Essentials - C:\...\PaperWRX\Data\pwEssentials.mdb**
- **Communications - C:\...\PaperWRX\Data\pwCommunications.mdb**
- **Marine - C:\...\PaperWRX\Data\pwMarine.mdb**
- **Project - C:\...\PaperWRX\Data\pwProject.mdb**
- **Insurance Assessment - C:\...\PaperWRX\Data\pwAssess.mdb**

 When backing the database, rename the backup using a name that will make it easier to identify For Example: 2011-05-18.pwEssentials.mdb

To restore a backup:

1. **Close** Intelogy on all workstation computers.
2. **Locate** the database. (From your USB device). The Intelogy database to overwrite is normally located on the main server computer (this may vary). Refer to previous section.
3. **Backup** the existing file, to an alternate location, NEVER over the existing Backup.
4. **Copy** the backup back into the DATA directory renaming it as necessary.

 Please contact Intelogy before proceeding with any Backup or Restore procedures. The information you gain may be invaluable. (This support is offered as part of an Assurance Plan or at an Ad-Hoc rate)

20.0 Shortcut Keys

The following short cut keys allow fast access to the most common features in Intelogy: There are many other Shortcuts.

Help:	F1
Sale:	F2
Job[Repair]:	F3
Find:	F4
Status:	F5
Reports:	F6
Chart of Accounts:	Ctrl + A
Service Invoice Form:	Ctrl + B
Intelogy Preferences:	Ctrl + D
Intelogy E-mail	Ctrl + E
Bank-UnBanked-Funds:	Ctrl + F
Profit & Loss Statement	Ctrl + G
Daily takings:	Ctrl + L
Balance Sheet	Ctrl + M
Network Central:	Ctrl + N
Exit:	Ctrl + Q
Accounts Payable:	Ctrl + R

Service Calls:	Ctrl + S
Accounts Receivable:	Ctrl + T
Printed Stationary Setup:	Ctrl + W
my Workload	Ctrl + Y
Parts Enquiry:	Shift + F1
[New] Sale:	Shift + F2
[New] Customer:	Shift + F3
[New] Employee:	Shift + F4
[New] Repair:	Shift + F5
[New] Parts order:	Shift + F6
[New] Supplier:	Shift + F7
[New] Stock item:	Shift + F8
Existing Orders	Shift + F9
Petty Cash Manager	Shift + Ctrl + F1
Journal Entry	Shift + Ctrl + F2
Add Quickpart:	Shift + Ctrl + F8
Preferences for Administrator:	Shift + Ctrl + F9
Display Status Bar:	Shift + Ctrl + F11
Display Caption Bar:	Shift + Ctrl + F12

21.0 web Framework Live Data Access

The Intelogy web Framework has been designed to allow controllable, secure Real Time Access to the Records that Intelogy - Essentials V7.0 Build 10 or later contains. The data is utilised through the Open Internet, Intranet and Wireless Connections and is accessible through most generic Web Browsers and mobile devices including iPad, iPhone, Android and other tablet devices.

We have designed the web framework to operate in a modular way. You need only purchase the components that you require! Due to the dynamic way that these programs are written and the fast development, we have prepared a separate information pack.

For an On-Line real time demonstration, please visit <http://intelogy.mobi>

22.0 Payroll

This feature allows employees to keep track of there hours worked, Payroll Officer to Manage, Print and Setup up payroll information.

When the payroll program first loads you will be presented with a payroll configuration screen.

You will need to load the tax rates from the taxation department and set up the Payroll transaction accounts before you can use the payroll program.

For a time sheet to be processed an employees pay rate must be enter and a person normal working hours must be set. You can set the pay rate and normal working hours;

From the Intelogy Employee Management Screen see section 5.0 Employee Management for more information.

OR

In the Configure a Individual Employees working conditions screen from the Payroll Program, see section 23.4 Configure a individual Employees Working conditions.

22.1 Payroll Configuration

22.1.1 Payroll Taxation Rates.

Intelogy has the ability to set Payroll rates and retrieve tax tables from the Intelogy server

At the beginning of the financial year or when Determining to use the Payroll facilities, press the Retrieve Tax Tables button to upload the new tax tables into Intelogy. Then set the payroll Rates according to you company payroll standards.

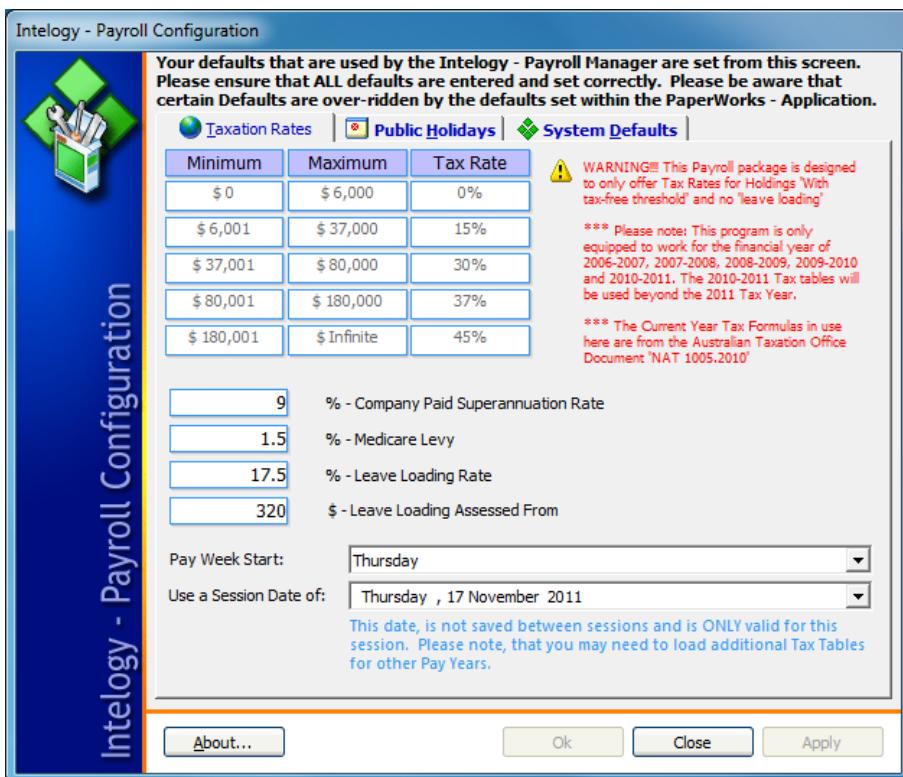


Figure 23.1 - Payroll Configuration Taxation Rates

22.1.2 Other Rates.

Other rates for individual employees are set in the Intelogy Employee Management section and the employee payroll configuration screen.

These setting must be set for each individual employee and these settings can not be set globally they must be set individually.

The following employee information need to be set in the Intelogy Employee Management section, for the payroll system to accurately caculate employees pay:

- Pay Rate,
- Employee Banking details for payroll deposits,
- Employee salary sacrifice,
- Normal working hours,
- lunch break,

- claiming for the Tax free threshold and,
- Tax File Number (TFN), (if TFN empty then the full pay rate will apply).
- Super account and
- Super name.

An employee allowances, union fees, over time work, the over time rate and the number of hours allocated on a public holiday extra are set in the individual Employees working conditions section of the payroll program.

- Union Fees,
- Allowances,
- Over time work
- Over time rate
- Rate on Saturday,
- Rate on Sunday
- Over Time Rate on Saturday
- Over Time Rate on Sunday

22.1.3 Critical Information Dialog Box Message 1.

If the tax tables are not loaded a Dialog box will appear telling you what information must be entered before you enter the pay slip manager.

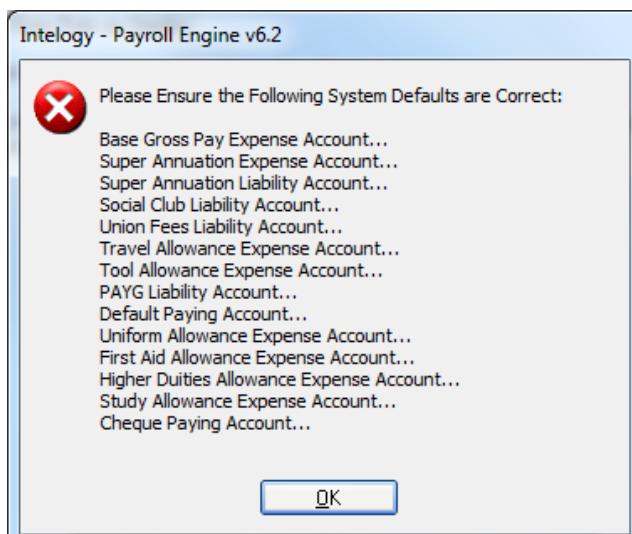


Figure 23.2 - Payroll Notification of Payroll Configuration has not been Set.

For you to enter into the pay slip manager you must retrieve the tax table and set the payroll accounts, found in the system default tab in the Payroll configuration screen. For more information see Section 22.2 Load Tax Table and 22.4 Set Payroll Accounts.

22.1.4 Critical Information Dialog Box Message 2.

If you do not enter the correct payroll configuration information for instance selecting the payroll accounts and loading the tax table, it will bring up a critical information message saying enter or Later end.

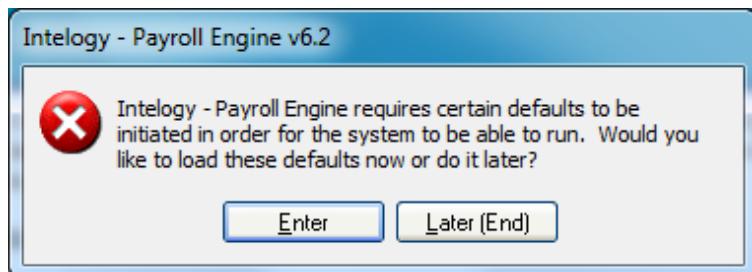


Figure 23.3 - Payroll Notification of Payroll Configuration has not been Set.

To close Critical Information Dialog Box Message Window:

1. **Click** the 'Later (End)' button to Close dialog box.
Or
2. **Click** the 'Enter' button to make changes.

22.2 Load Tax Tables.

You need 'Payroll Officer' permissions to access this feature. Refer to Section 3.11.11 User Permissions for more information.

To load the tax table from the taxation department automatically press the retrieve the tax tables button on the payroll configuration screen. A current Assurance plan must exist along with a renewed licence to run the Payroll Engine.

To load tax tables:

1. From the Payroll Manager Screen **click** the 'Configure' button
2. **Press** the 'Taxation Rates' tab to display the 'Taxation Rates' screen.
3. Press the "Retrieve Tax Tables" button to fetch the tax tables from the Intelogy server.

22.3 Set Payroll Rates.

If you have loaded the tax tables by pressing the retrieve the tax tables button on the payroll configuration screen, default Company Paid Superannuation Rate, Medicare Levy Rate Leave Loading Rate, Leave Loading Assessed From Price will be applied.

To load the tax table rates from the taxation department automatically press the retrieve the tax tables button on the payroll configuration screen:

1. From the Payroll Manager Screen **click** the 'Configure' button
2. **Press** the 'Taxation Rates' tab to display the 'Taxation Rates' screen.
3. Press the "Retrieve Tax Tables" button to fetch the tax tables from the Intelogy server.

To Edit Payroll Rates:

1. From the Intelogy tool bar click the Payroll button
2. **Press** the 'Configure' button to display the 'Intelogy – Payroll Configuration' screen.
3. **Enter** in the Company Paid Superannuation Rate.
4. **Enter in** the Medicare Levy Rate.
5. **Enter in** the Leave Loading Rate.
6. **Enter in** the Leave Loading Assessed From Price

7. **Click** the ‘Apply’ Button.
8. **Click** the ‘Ok’ Button to close Payroll Configuration Dialog Box.

22.4 Set Payroll Accounts

Intelogy has the ability to store the default payroll accounts that are used to track various payroll information.

If you do not have these accounts set up you need to go into paperwrks and create these account entries. For more information see section 12.5 Intelogy Chart of Accounts.

To Set a Payroll System default Accounts:

1. From the Intelogy – Payroll Manager *press* the ‘Configure’ button to display the ‘Intelogy – Payroll Configuration’ screen.
2. **Click** the ‘System Default’s’ Tab.
3. Press the ‘

Figure 23.4 - Payroll Configuration Accounts

The following lists an explanation on what Intelogy does with each Payroll Account.

- Track Base Gross Pay Expense in: When paying employees wages Intelogy will track the amount of Gross you are paying out in this account.
- Track Superannuation Expense in: When paying employees super Intelogy will track the amount of Supper you are paying out.
- Track Superannuation Liability in: When processing employees pay slips, the amount of

super owing will be tracked in this account.

- Track Social Club Liability in: When paying employees social club fees Intelogy will track the amount of Fees you are paying out.
- Track Union Fees Liability in: When paying employees Union fees Intelogy will track the amount of Fees you are paying out.
- Track Travel Allowance Liability in: When paying employees social club fees Intelogy will track the amount of Travel allowance you are paying out.
- Track Tool Allowance Liability in: When paying employees tool allowance Intelogy will track the amount of Fees you are paying out.
- Track PAYG Tax Withheld liability in: This account will indicate how much tax you owe.
- Bank Account Utilized for Payroll: When processing employees pay slips, the amount paid out from your bank account will be tracked in this account.
- Track Uniform Allowance Expense: When processing employees pay slips, the amount paid for an employee's uniform allowance will be tracked in this account.
- Track First Aid Allowance Expense: When processing employees pay slips, the amount paid for an employee's uniform allowance will be tracked in this account.
- Track Higher Duties Allowance Expense: When processing employees pay slips, the amount paid for an employee's uniform allowance will be tracked in this account.
- Track Study Allowance Expense: When processing employees pay slips, the amount paid for an employee's uniform allowance will be tracked in this account.
- Track Cheque Base Gross Expense: When paying employees wages Intelogy will track the amount of Gross when paying by cheque out in the selected account.

22.5 How to Set Public Holidays.

This feature allows you to set payroll public holidays. This feature can be found when you click Payroll from the main tool bar, this will display the main pay slip manager screen. Once there click the configure button and click the Public Holidays Tab.

 You must enter hours worked in time sheet even if you were sick or there was a public holiday or else you do not get paid for the hours worked.

To Set a Public Holidays:

1. **Select** the Date.
2. **Enter** a description in the Text Box.
3. **Click** the 'Record this Public Holiday' button to record the public Holiday.
4. **Click** the 'Apply' button to save changes.
5. **Click** the 'Close' button to close the Payroll Configuration Screen.

22.6 To Remove a Public Holiday:

To Remove a Public Holiday:

1. **Select** a Date from the List of Public Holidays on the left.
2. **Click** the 'Remove' button.
3. A dialog box will appear that will prompt you, "Are you sure you want to remove public holiday". **Click** the 'Yes' or 'No' button.
4. **Click** the 'Apply' button to save changes.
5. **Click** the 'Close' button to close the Payroll Configuration Screen.

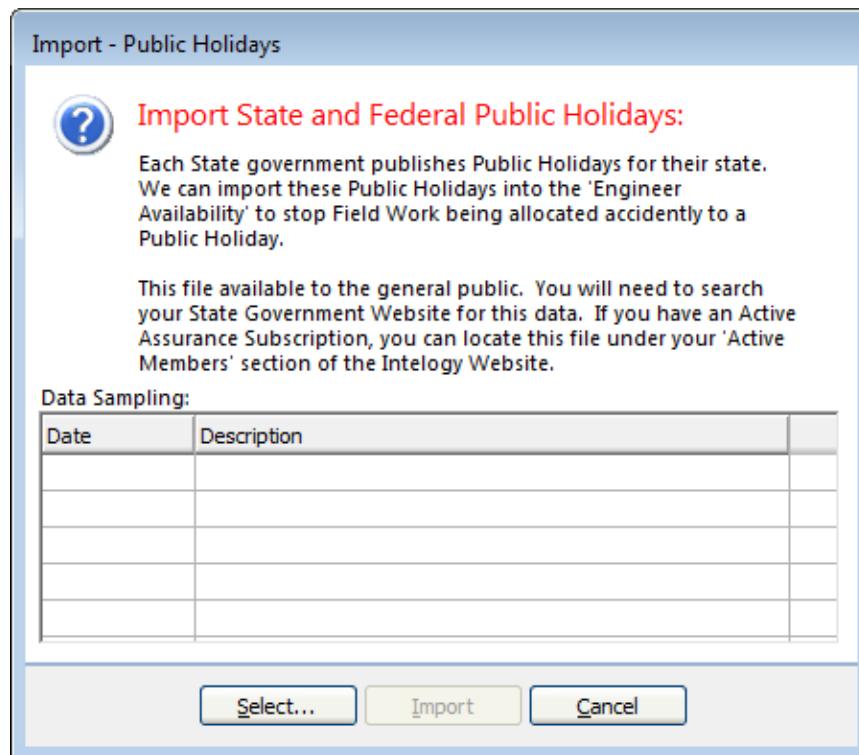


Figure 23.5 - Payroll Configuration Public Holidays Tab

22.6 How to Process a Pay slip Payment.

This feature is located in the ‘Pay Slip Manager’ section when you click a employee and check the Tick box Column.

This feature allows you to commit or update relevant accounts and banking information. By clicking Save and Print the Pay Slip Moderator will set time sheet to processed, update accounts and print out pay slips.

To process a Pay Slip Payment:

1. To make a Payment to an employee double click in the column, corresponding to the column heading payment type, so that a green tick appears.
If paying by cheque you must enter cheque into cheque Number Column corresponding to employee. Bank means that payment is automatically transferred to employees account, this is set up in Employee Screen under Payroll.
2. **Enter** a pay slip message into the space provided. E.g. Joe Blogs had a new Baby Boy.
3. **Click** the ‘Save and Print’ button to save, process and print pay slips.
4. **Click** the ‘Print’ button to print out pay slips that you have chosen.
5. **Click** the ‘Ok’ Button to confirm the completion of the Create Pay slips Process

22.2 Pay Slip Manager.

You need ‘Payroll Officer’ permissions to access this feature. Refer to Section 3.11.11 User Permissions for more information.

The pay slip manager feature allows the payroll officer to perform the following:

- Create Pay slips by Converting Time Sheet to Pay Slip,
- Time Sheets can be Added and Edit to an employee,
- Add bonus, add bonus amounts on top of hours worked.

- Print (Time Sheets that have not been Converted Section),
 - A Summary of Time Sheets that have not been Converted to Pay slips
 - Time Sheets for Selected Employees.
- Print (Employee Pay Slip History Section)
 - Print Pay Slip Summary List (YTD Summary) for an Employee.
 - Print Pay Slips for an Employee week ending selection.
 - Print PAYG Payment summary - individual non-business.

A history of pay slips processed can be viewed for each employee along with there Year to Date (YTD) totals, along with the ability to print, summary sheets, pay slips, group certificates and employee PAYG payment summary statement for year ending.

 Items Highlighted red might have a problem with Time Sheet, Max No of Sick Days Have Been Taken for this Employee or Pay rate has not been set for employee

22.2.1 How to Display the Payslip Manager.

To Display the Payslip Manager Screen.

1. From the Intelogy tool bar click the ‘Payroll’ button. You will be presented with the Pay Slip Manager screen as seen in figure 22.4.

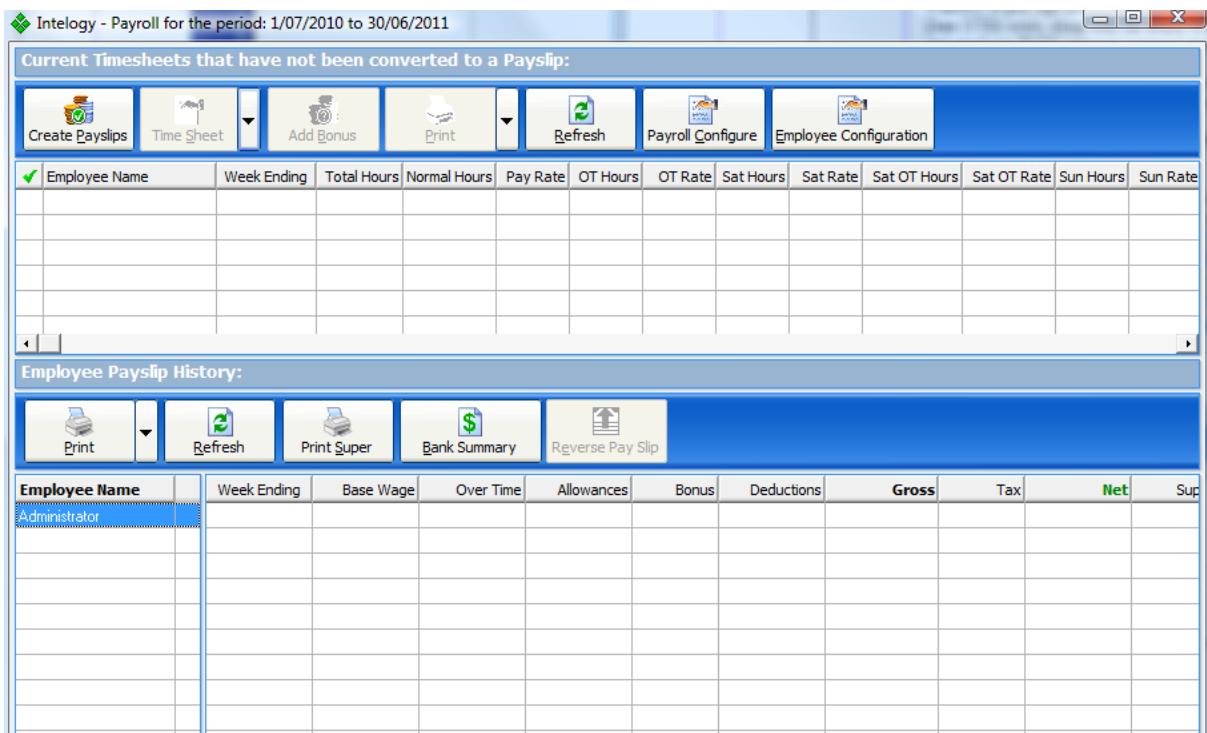


Figure 22.4 - Pay Slip Manager

22.2.2 How to convert a Time sheet to a Pay Slip

This feature allows you to process the time Sheet, Finalize payment type, Commit Payment method and Print pay slip.

You will need to be in the Pay Slip Manager Screen. Refer to Section 22.2.1 Pay Slip Manager for more information.

Current Timesheets that have not been converted to a Payslip:													
	Create Payslips	Time Sheet	Add Bonus	Print	Refresh	Payroll Configure	Employee Configuration						
	Employee Name	Week Ending	Total Hours	Normal Hours	Pay Rate	OT Hours	OT Rate	Sat Hours	Sat Rate	Sat OT Hours	Sat OT Rate	Sun Hours	Sun Rate
<input checked="" type="checkbox"/>	Administrator	4/05/2011	63:00	45:00	\$0.00	00:00	1.00	09:00	1.00	00:00	1.00	09:00	1.00

Figure 22.5 - Pay Slip Manager, Current Time sheets that have not been converted to a Payslip screen

To convert time sheet to Pay Slip.

1. From the Intelogy tool bar click the ‘Payroll’ button. You will be presented with the “Pay Slip Manager”.
2. The first column of “Times sheets that have not been converted” section you will see a column heading that has a green tick. Click on the “square box” for the employee or employee’s that you wish to create pay slip, process and make payments on.
3. Press the ‘Create Pay slips’ button.
4. You will be prompted with a dialog Box saying “You have selected (No of Time Sheets Selected) Time sheets to convert to Pay slips. Do you want to continue?”. Press the ‘Convert’ Button.
- You will be then presented with a “Intelogy - Payslip Moderator” Window.
5. To make a Payment to an employee double click in the column, corresponding to the column heading payment type, so that a green tick appears.
- If paying by cheque you must enter cheque into cheque Number Column corresponding to employee. Bank means that payment is automatically transferred to employees account, this is setup in Employee Screen under Payroll.
6. Enter a pay slip message into the space provided. E.g. Joe Blogs had a new Baby Boy.
7. Click the ‘Save and Print’ button to save, process and print pay slips.
8. Click the ‘Print’ button to print out pay slips that you have chosen.
9. Click the ‘Ok’ Button to confirm the completion of the Create Pay slips Process

22.2.3 How to add an Employee Time Sheet.

You will need to be in the Pay Slip Manager Screen. Refer to Section 22.2.1 Pay Slip Manager for more information.

To Add an Employees Time Sheet Times:

1. From the Intelogy tool bar click the ‘Payroll’ button. You will be presented with the Pay Slip Manager.
2. **Press** the ‘Down Arrow’ next to the ‘Time Sheet’ button to view a list of employees.

Current Timesheets that have not been converted to a Payslip:													
	Create Payslips	Time Sheet	Add Bonus	Print	Refresh	Payroll Configure	Employee Configuration						
	Administrator	Ending	Total Hours	Normal Hours	Pay Rate	OT Hours	OT Rate	Sat Hours	Sat Rate	Sat OT Hours	Sat OT Rate	Sun Hours	Sun Rate
<input checked="" type="checkbox"/>	Administrator	4/05/2011	63:00	45:00	\$0.00	00:00	1.00	09:00	1.00	00:00	1.00	09:00	1.00

Figure 22.6 - Pay Slip Manager, Time Sheet Button.

3. **Select** an Employee from the list to view Time for employee selection.

4. **Select** a Week Ending from the ‘Time Sheet History’ List on the Far Right of the screen.
5. **Click** the ‘Modify’ Button to modify a time for a particular day of the week.
6. **Enter** a time in the field. Eg 9:30 am = 9.30, 5.30 pm = 17.30, 45 min = 0.45
7. **Press** the ‘Save’ button to save the changes made.
8. Click the ‘Print’ button to print out pay slips that you have chosen.
9. Click the ‘Ok’ Button to confirm the completion of the Create Pay slips Process

22.2.4 How to Edit a Employee Time Sheet

You will need to be in the Pay Slip Manager Screen. Refer to Section 22.2.1 Pay Slip Manager for more information.

To Add an Employees Time Sheet Times.

1. From the Intelogy tool bar **click** the ‘Payroll’ button. You will be presented with the Pay Slip Manager.
2. You can Edit a Time Sheet in 2 ways:
 - 2.1 Time Sheet Drop Down Button:
 - 2.1.1 **Press** the ‘Down Arrow’ next to the ‘Time Sheet’ button to view a list of employees.
 - 2.1.2 **Select** an Employee from the list to view Time for employee selection.
 - 2.2 Select an Employee from the Time sheets that have not been converted to Payslip list box:
 - 2.2.1 **Select** an employee from the Time sheets that have not been converted to Payslip list box
 - 2.2.2 **Press** the ‘Time Sheet’ button to view the time sheet for employee.
3. **Select** a Week Ending from the ‘Time Sheet History’ List on the Far Right of the screen.
4. **Click** the ‘Modify’ Button to modify a time for a particular day of the week.
5. **Enter** a time in the field. Eg 9:30 am = 9.30, 5.30 pm = 17.30, 45 min = 0.45
6. **Press** the ‘Save’ button to save the changes made.
7. **Enter** a pay slip message into the space provided. E.g. Joe Blogs had a new Baby Boy.
7. **Click** the ‘Save and Print’ button to save, process and print pay slips.
8. **Click** the ‘Print’ button to print out pay slips that you have chosen.
9. **Click** the ‘Ok’ Button to confirm the completion of the Create Pay slips Process

22.2.3 How to add an Employee Time Sheet.

You will need to be in the Pay Slip Manager Screen. Refer to Section 22.2.1 Pay Slip Manager for more information.

 You must enter hours worked in time sheet even if you were sick or there was a public holiday or else you do not get paid for the hours worked.

To Add an Employees Time Sheet Times:

1. From the Intelogy tool bar click the ‘Payroll’ button. You will be presented with the Pay Slip Manager.
2. **Press** the ‘Down Arrow’ next to the ‘Time Sheet’ button to view a list of employees.

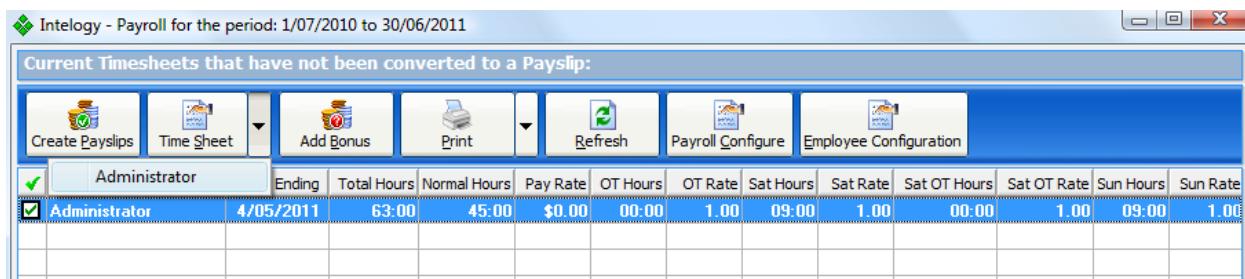


Figure 22.7 - Pay Slip Manager, Time Sheet Button.

3. **Select** an Employee from the list to view Time for employee selection.
4. **Select** a Week Ending from the 'Time Sheet History' List on the Far Right of the screen.
5. **Click** the 'Modify' Button to modify a time for a particular day of the week.
6. **Enter** a time in the field. Eg 9:30 am = 9.30, 5.30 pm = 17.30, 45 min = 0.45
7. **Press** the 'Save' button to save the changes made.

22.2.4 How to Edit a Employee Time Sheet

To Edit an Employee Time Sheet

1. From the Intelogy tool bar **click** the 'Payroll' button. You will be presented with the Pay Slip Manager.
2. You can Edit a Time Sheet in 2 ways:
 - 2.1 Time Sheet Drop Down Button:
 - 2.1.1 **Press** the 'Down Arrow' next to the 'Time Sheet' button to view a list of employees.
 - 2.1.2 **Select** an Employee from the list to view Time for employee selection.
 - 2.2 Select an Employee from the Time sheets that have not been converted to Payslip list box:
 - 2.2.1 **Select** an employee from the Time sheets that have not been converted to Payslip list box
 - 2.2.2 **Press** the 'Time Sheet' button to view the time sheet for employee.
3. **Select** a Week Ending from the 'Time Sheet History' List on the Far Right of the screen.
4. **Click** the 'Modify' Button to modify a time for a particular day of the week.
5. **Enter** a time in the field. Eg 9:30 am = 9.30, 5.30 pm = 17.30, 45 min = 0.45
6. **Press** the 'Save' button to save the changes made.

22.2.5 To Print a Time Sheet Summary List.

To Print a Time Sheet Summary List

1. From the Intelogy tool bar **click** the 'Payroll' button. You will be presented with the Pay Slip Manager.

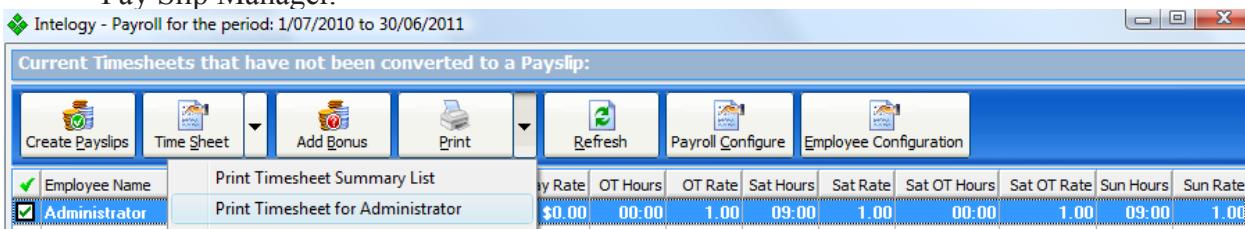


Figure 22.8 - Payslip Manager, Time Sheets that have not been converted to Pay Slips Section

2. You can Print a Time Sheet Summary List in 2 ways:
 - 2.1. From the Time Sheets that have not been converted to Payslip, Print Drop Down Button:
 - 2.2.1 **Press** the ‘Down Arrow’ next to the ‘Print’ button.
 - 2.2.2 **Press** the ‘Time Sheet’ Summary List
 - 2.3. You can Select an Employee from the Time sheets that have not been converted to Payslip list box:
 - 2.3.1 **Select** an employee from the Time sheets that have not been converted to Payslip list box
 - 2.3.2 **Press** the ‘Down Arrow’ next to the ‘Print’ button.
 - 2.3.3 **Press** the ‘Time Sheet’ Summary List
- 3 **Press** the ‘Print’ button.

22.2.6 Print a Summary of Employees Time Sheets that have not been converted to Pay Slips

See Section 22.2.5 To Print a Time Sheet Summary List.

22.2.7 To Print An Employee Time Sheet.

To Print an Employee Time Sheet.

1. From the Intelogy tool bar click the ‘Payroll’ button. You will be presented with the Pay Slip Manager.
2. You can Print a Employee Time Sheet in 2 ways:
 - 2.1 From Time Sheets that have not been converted to Payslip, Print Drop Down Button:
 - 2.1.1 **Select** an employee from the Time sheets that have not been converted to Payslip list box.
 - 2.1.2 **Press** the ‘Down Arrow’ next to the ‘Time Sheet’ button to print the employee selected time sheet
 - 2.2 Select an Employee from the Time sheets that have not been converted to Pay slip list box:
 - 2.2.1 **Select** an employee from the Time sheets that have not been converted to Pay slip list box.
 - 2.2.2 **Press** the ‘Print’ button to view the time sheet for employee.
- 3 **Press** the ‘Print’ button.

22.2.8 How to add a Bonus to an Employee.

You will need to be in the Pay Slip Manager Screen. Refer to Section 22.2.1 Pay Slip Manager for more information.

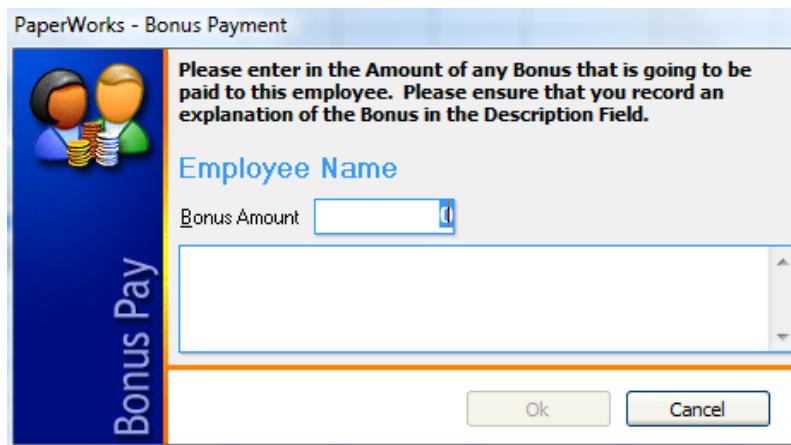


Figure 22.9 - Bonus Payment

To Add Bonus to an Employee.

1. From the Intelogy tool bar **click** the ‘Payroll’ button. You will be presented with the Pay Slip Manager Screen.
2. **Press** the ‘Add Bonus’ button.
3. **Enter** a Bonus amount into the space provided.
4. **Enter** a Bonus message into the space provided.
5. **Press** the ‘Ok’ button to save the bonus information for the particular employee.

22.2.9 Print Pay Slip Summary List (YTD Summary) for an Employee.

To Print a Pay Slip Summary List or (YTD Summary) for an Employee.

1. **Click** the ‘Payroll’ button from the Intelogy tool bar to display the pay slip manager screen.

See Figure **Figure 23.8– Pay Slip Managers, Employee Payslip History Section.**

2. **Select** an ‘Employee Name’ from the employee name list panel on the far left hand side, in the employee payslip history section.
3. You can Print a YTD Summary for an employee in 2 ways:
 - 3.1 From the Print Button
 - 3.1.1 **Click** the ‘Print’ button
 - 3.1.2 **Click** the ‘Yes’ button on the dialog Box.
 - 3.1.3 **Click** the ‘Print’ button
 - 3.2 From the Print Drop Down Button in the Employee Payslip History Section.
 - 3.2.1 **Press** the ‘Down Arrow’ next to the ‘Print’ button in the employee payslip history section to print the employee YTD summary.
 - 3.2.2 **Select** the ‘Print Pay Slip Summary List’ from the list box to print out a YTD Summary
4. **Press** the ‘Print’ Button.

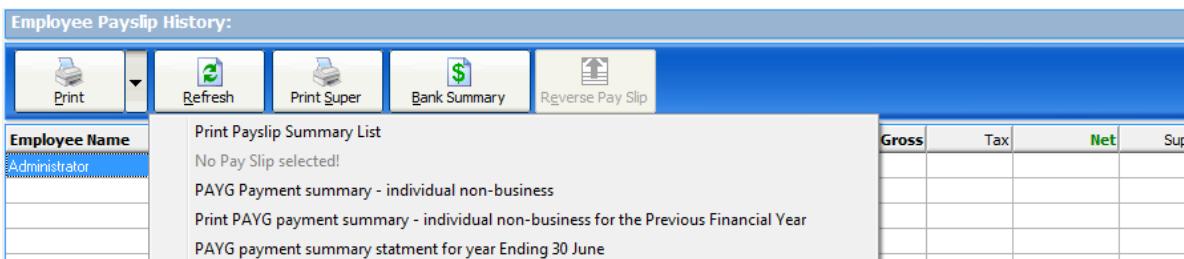


Figure 22.10 – Pay Slip Managers, Employee Payslip History Section.

22.2.10 Print Pay Slips for an Employee week ending by selection

You will need to be in the Pay Slip Manager Screen. Refer to Section 22.2.1 Pay Slip Manager for more information.

To Print Pay Slips for an Employee week ending by selection.

1. **Click** the ‘Payroll’ button from the Intelogy tool bar to display the pay slip manager screen.

2. **Select** an ‘Employee Name’ from the employee name list panel on the far left hand side, in the employee payslip history section.

3. **Select** a Week Ending from the pay slips summary list, on the right, hold down CTRL or SHIFT key on the keyboard and make another selection.

4. You can Print Pay slips for an employee in 2 ways:

4.1 From the Print Button

4.1.1 **Click** the ‘Print’ button in the employee payslip history section.

4.1.2 **Click** the ‘Print’ button on the Print dialog Box.

4.2 From the Print Drop Down Button in the Employee Payslip History Section.

4.2.1 **Press** the ‘Down Arrow’ next to the ‘Print’ button in the employee payslip history section to print the employee pay slips for selected week endings.

4.2.2 **Select** the ‘Print No. Pay Slip for employee.’ from the list box to print out employee pay slips for selected week endings.

5 **Press** the ‘Print’ Button.

22.2.11 Print PAYG Payment summary-individual non-business.

You will need to be in the Pay Slip Manager Screen. Refer to Section 22.2.1 Pay Slip Manager for more information.

To Print PAYG Payment summary - individual non-business.

1. **Click** the ‘Payroll’ button from the Intelogy tool bar to display the pay slip manager screen.

2. **Select** an ‘Employee Name’ from the employee name list panel on the far left hand side, in the employee payslip history section.

3. **Press** the ‘Down Arrow’ next to the ‘Print’ button in the employee payslip history section

4. **Select** the ‘Print PAYG Payment summary - individual non-business.’ from the list box to print the group certificate for selected employee.

5. Press the ‘Print’ Button.

22.2.12 Print PAYG Payment summary statement for year ending.

You will need to be in the Pay Slip Manager Screen. Refer to Section 22.2.1 Pay Slip Manager for more information.

To Print PAYG Payment summary statement for year ending.

1. **Click** the ‘Payroll’ button from the Intelogy tool bar to display the pay slip manager screen.
2. **Press** the ‘Down Arrow’ next to the ‘Print’ button in the employee payslip history section.
3. **Select** the ‘Print PAYG Payment summary statement for year ending 30 June.’ from the list box to print the Print PAYG Payment summary statement for year ending for the company.
4. **Press** the ‘Print’ Button.

22.2.13 To Print Super Summary Sheet.

This feature allows you to print super contributions form a specified date for an employee. By default when you select a employee from the Pay Slip manager in the Pay Slip History Section you will get a list of super contributions from a specified date and contributions to date this financial Year.

You can also select other employees from the List box, print the Superannuation Contributions History list and Export.

To Print Super Summary Sheet.

1. Select an Employee from the Pay Slip manager in the Pay Slip History Section
2. **Click** the ‘**Print**’ Super Button.
3. **Click** the ‘**Print**’ Button on the Superannuation Details Screen.

Figure 22.11 Superannuation Details Screen.

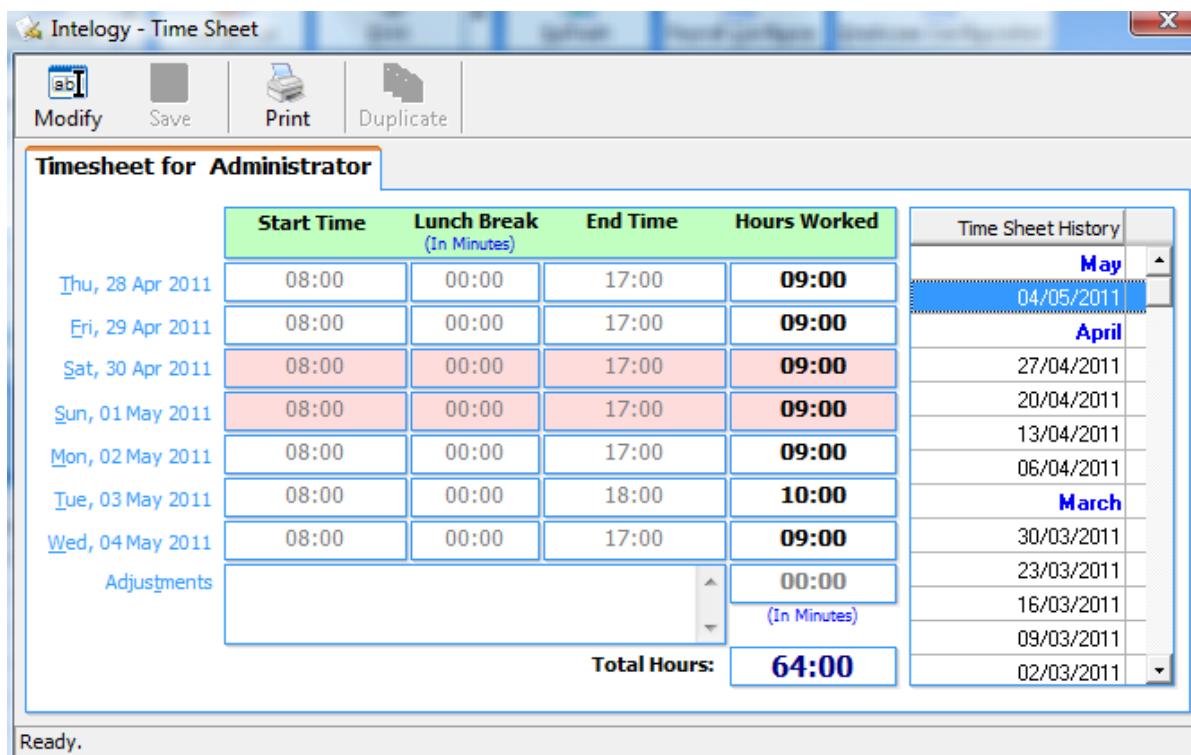
22.3 Employee Time Sheet

As an Employee when you click on the Payroll Icon on Intelogy Tool Bar you are presented with a time Sheet Screen.

Time sheets are listed weekly, Select the week ending in the Time Sheet History Box on the Far Right Hand Side.

 You must enter hours worked in time sheet even if you were sick or there was a public holiday or else you do not get paid for the hours worked.

If you can not access the time sheet and a message box appears with the message “Intelogy - Payroll Engine requires certain defaults to be initiated in order for the system to run. Please contact your system Administrator to configure Payroll!” this means that the payroll is not ready to be used.



The screenshot shows the Intelogy - Time Sheet application window. The main area displays a "Timesheet for Administrator" grid with columns for Start Time, Lunch Break (In Minutes), End Time, and Hours Worked. The grid contains data for several days in April and May 2011. A scroll bar is visible on the right side of the grid. To the right of the grid is a "Time Sheet History" dropdown menu with a list of dates from April and March 2011. The date "04/05/2011" is currently selected. At the bottom left of the window, there is a status message "Ready."

	Start Time	Lunch Break (In Minutes)	End Time	Hours Worked
Thu, 28 Apr 2011	08:00	00:00	17:00	09:00
Fri, 29 Apr 2011	08:00	00:00	17:00	09:00
Sat, 30 Apr 2011	08:00	00:00	17:00	09:00
Sun, 01 May 2011	08:00	00:00	17:00	09:00
Mon, 02 May 2011	08:00	00:00	17:00	09:00
Tue, 03 May 2011	08:00	00:00	18:00	10:00
Wed, 04 May 2011	08:00	00:00	17:00	09:00
Adjustments				00:00 (In Minutes)
				Total Hours: 64:00

Figure 23.13 - Time Sheet

22.3.1 Add, Edit or Modify a Time Sheet.

To enter or change a Time Sheet.

1. **Select** the desired Week ending from the ‘Time Sheet History’ list on the far Right.
2. **Click** the ‘Modify’ Button to modify a time for a particular day of the week.
3. **Enter** a time in the field. Eg 9:30 am = 9.30, 5.30 pm = 17.30, 45 min = 0.45
4. **Press** the ‘Save’ button to save the changes made.

To adjust a Time Sheet

Intelogy - Employee Configuration

Intelogy - Employee Payroll Configuration

Employee Type: Full Time * NWH = Normal Working Hours per week
 Normal working hours per week: 38:00 Base Pay Rate: \$89.00

Entitlement

- Pay overtime rate if a person works more than NWH a week
- Pay overtime rate if a person works more than 8 hours a day
- Pay the normal work done on saturday at this rate (less than NWH)
- Pay the overtime done on saturday at this rate (more than NWH)
- Pay the normal work done on sunday at this rate (less than NWH)
- Pay the overtime work done on sunday at this rate (more than NWH)
- Pay the work done on a public holiday at this rate

Rate	Apply
1.00	<input checked="" type="checkbox"/>
1.00	<input type="checkbox"/>
1.00	<input checked="" type="checkbox"/>
1.00	<input type="checkbox"/>
1.00	<input checked="" type="checkbox"/>
1.00	<input type="checkbox"/>
1.00	<input checked="" type="checkbox"/>
01:00	<input checked="" type="checkbox"/>

Hours Apply

Sick Days & Holidays

No. Sick Days Allowed	5	Sick Days Taken	0
No. Holidays Allowed	5	Holidays Taken	0

Allowance

Tool Allowance	\$0.00
Travel Allowance	\$0.00
Uniform Allowance	\$0.00
First Aid Allowance	\$0.00
Higher Duties Allowance	\$0.00
Study Allowance	\$0.00

Fees

Union Fees	\$0.00
Social Club Fees	\$0.00

Tax & Super

Additional Super Contribution	\$0.00
Additional TAX Withholding	\$0.00

Figure 23.14 - Individual Employee Payroll Configuration Screen

22.5 Banking Summary for Employee Wages.

This feature allows you to print or export account details and amount deposits of employees wages based on a week ending date.

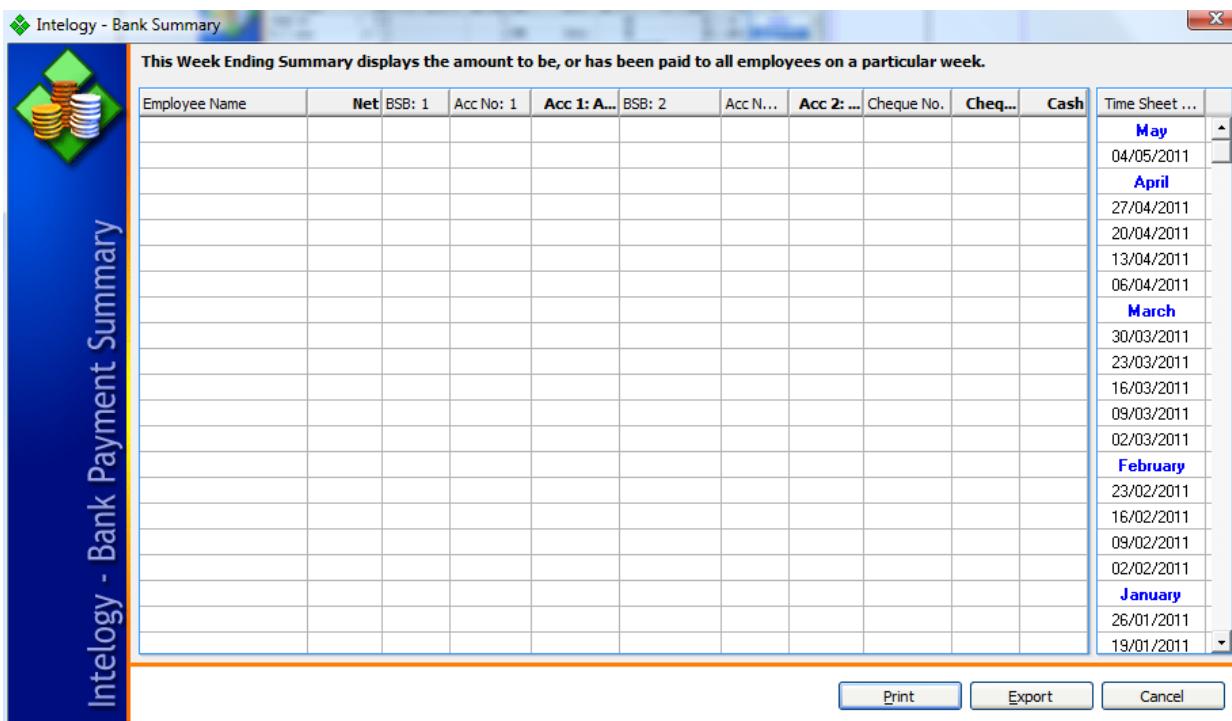


Figure 23.15 - Bank Summary

To print a Bank Summary for a week ending:

1. From the Intelogy Payroll Manager click the Bank Summary button in the Employee Pay slip History Section.
2. Select a Week ending from the right list box.
3. Press the Print Button.
4. Select the printer to print to and then Press the Print button to send it to the printer.

To Export the data to a file:

1. From the Intelogy Payroll Manager click the Bank Summary button in the Employee Pay slip History Section.
2. Select a Week ending from the right list box.
3. Press the Export Button.
4. Enter a File name in the Export Dialog Box and select a location where to save the exported file.

22.6 Reverse a Pay Slip.

 You need ‘Payroll Officer’ permission to be able to reverse a Pay Slip. Refer to 3.11.1 for more information.

Reverse Pay slip allows you to un-convert a pay slip and set the time sheet for that week back to unprocessed. You can only do 1 week ending at a time because you should not be allowed to un-convert a pay slip in the first place.

To reverse a pay slip:

1. **Select** an ‘Employee’ from the Payslip History section of the Payroll Manager Screen, the Reverse Pay Slip button will appear.

2. **Select** a ‘Pay slip’ from the employees pay slip list when a pay slip is selected the Reverse Pay Slip button is enabled.

22.3.2 Adjust a Time Sheet.

1. **Select** the desired Week ending.
2. **Click** the ‘Modify’ Button to modify a time for a particular day of the week.
3. In the ‘Adjustments’ Section go to the ‘Hours Worked’ column and ‘Enter’ an adjustment vale. Eg 1hr = 1, -30 min = -0.30.
4. **Press** the ‘Save’ button to save the changes made.

22.3.3 To print a Time Sheet.

To Print a Time Sheet.

1. **Select** the desired Week ending.
2. **Click** the ‘Print’ button to print that weeks time sheet.
3. **Press** the Print button
4. **Click** the Close button to Close the print preview dialog box.
5. **Click** the Close Button in the top right hand corner of the Intelogy – Time Sheet Window.

22.4 Configure a individual Employees working conditions.

The individual employees working condition is kind of a contract we you can set an employees allowances, Fess, additional super contribution, additional tax withholding, over time work, the over time rate and the number of hours allocated on a public holiday.

To set an individual employees working conditions.

1. From the Payroll Payslip manager **click** the ‘Employee Configuration’ button in the Time sheet section.
2. From the Employee Payroll Configuration screen **Select** an employee by **clicking** on the ‘Drop down arrow’.
3. **Select** an ‘employee’ from the drop down list box.
4. **Press** the ‘Modify’ button to edit a employees working conditions.
5. Enter the employees individual working conditions.

If you want to set the following work conditions for an employee set the rate and tick the check box next to condition, to apply the entitlement ruling:

Note: [Normal Working Hours] replaces the Normal working hours entered for an employee.

- Pay overtime rate if a person works more then [Normal Working Hours] a Week
- Pay overtime rate if a person works more than 8 hours a day
- Pay the normal work done on Saturday at this rate (less than [Normal Working Hours])
- Pay overtime done on a Saturday at this rate (more than [Normal Working Hours])
- Pay the normal work done on Sunday at this rate (less than [Normal Working Hours])
- Pay the overtime done on Sunday at this rate (more than [Normal Working Hours])
- Pay the work done on a public holiday at this rate
- Pay on a public holiday if not working

6. **Press** the ‘Save’ button to save changes.

To adjust a Time Sheet

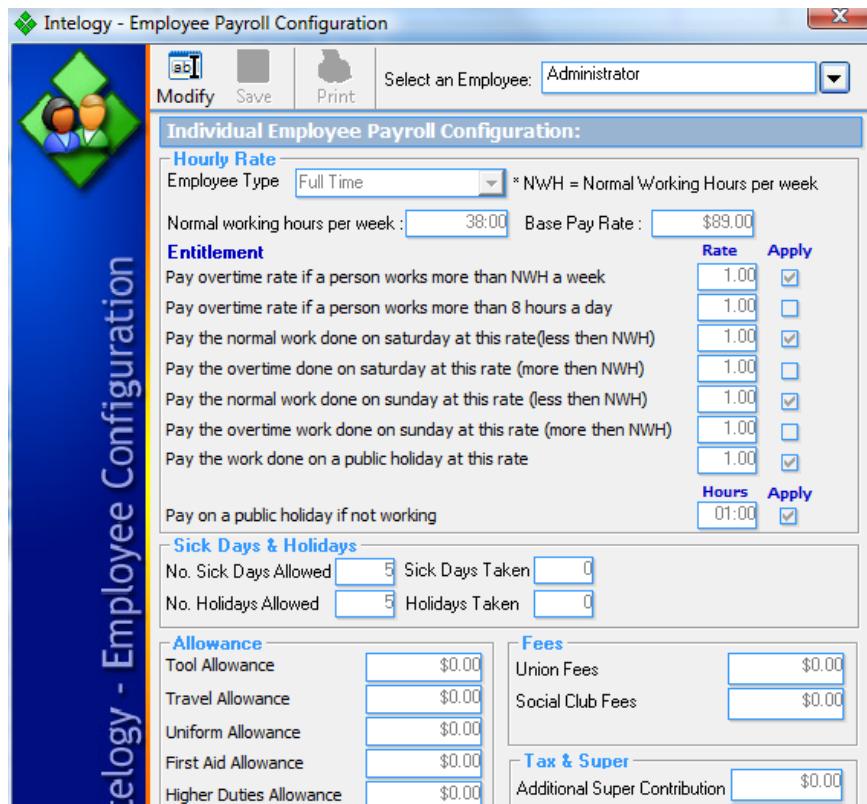


Figure 23.14 - Individual Employee Payroll Configuration Screen

22.5 Banking Summary for Employee Wages.

This feature allows you to print or export account details and amount deposits of employees wages based on a week ending date.

This Week Ending Summary displays the amount to be, or has been paid to all employees on a particular week.										
Employee Name	Net	BSB: 1	Acc No: 1	Acc 1: A...	BSB: 2	Acc N...	Acc 2: ...	Cheque No.	Cheq...	Cash

Time Sheet ...

May
04/05/2011
April
27/04/2011
20/04/2011
13/04/2011
06/04/2011
March
30/03/2011
23/03/2011
16/03/2011
09/03/2011
02/03/2011
February
23/02/2011
16/02/2011
09/02/2011
02/02/2011
January
26/01/2011
19/01/2011

Print Export Cancel

Figure 23.15 - Bank Summary

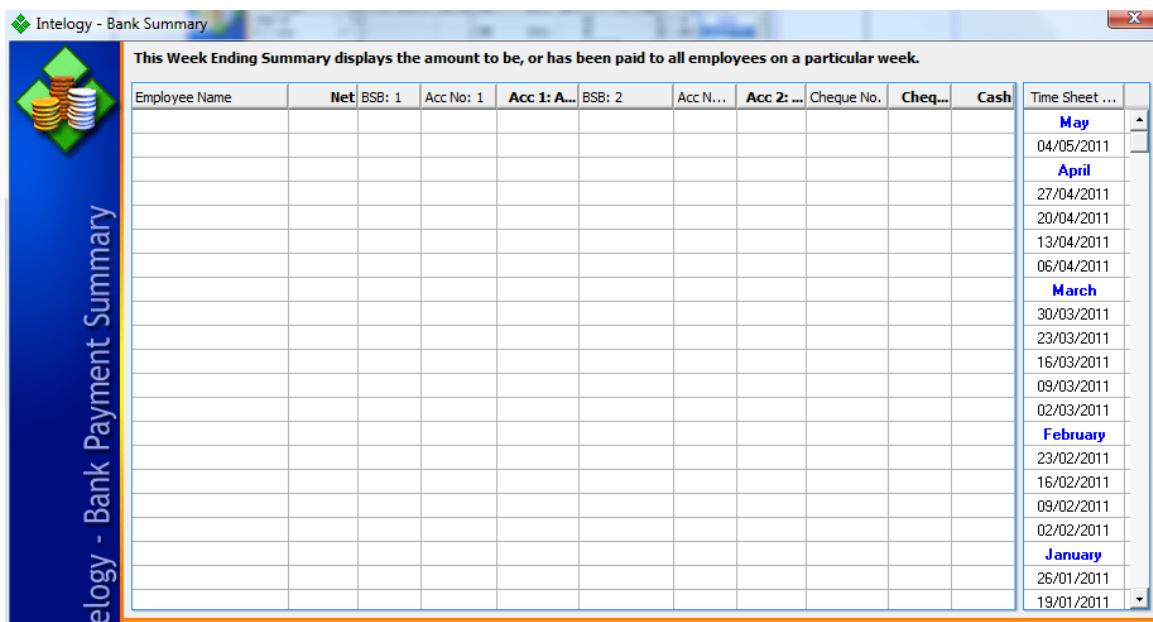


Figure 23.15 - Bank Summary

To print a Bank Summary for a week ending:

1. From the Intelogy Payroll Manager click the Bank Summary button in the Employee Pay slip History Section.
2. Select a Week ending from the right list box.
3. Press the Print Button.
4. Select the printer to print to and then Press the Print button to send it to the printer.

To Export the data to a file:

1. From the Intelogy Payroll Manager click the Bank Summary button in the Employee Pay slip History Section.
2. Select a Week ending from the right list box.
3. Press the Export Button.
4. Enter a File name in the Export Dialog Box and select a location where to save the exported file.

22.6 Reverse a Pay Slip.

 You need ‘Payroll Officer’ permission to be able to reverse a Pay Slip. Refer to 3.11.1 for more information.

Reverse Pay slip allows you to un-convert a pay slip and set the time sheet for that week back to unprocessed. You can only do 1 week ending at a time because you should not be allowed to un-convert a pay slip in the first place.

To reverse a pay slip:

1. **Select** an ‘Employee’ from the Payslip History section of the Payroll Manager Screen, the Reverse Pay Slip button will appear.
2. **Select** an ‘Payslip’ from the Payslip list when a payslip is selected the reverse payslip button is enabled.

23.0 Suggestions and Bugs.

This is a Feature in Intelogy where you are able to report bugs that you may find, This feature also allow our customers to make Suggestions that they would think can improve the program.. These are tracked with a ticketing system and can be tracked Via our website www.intelogy.com.au

.1 Reporting a Bug.

To report a bug.

1. **Select the** Intelogy - Bugs and suggestion or(Ctrl+J) in the Help menu.
2. Make sure the drop box is ‘Bug’.
2. **Enter** in the Details of the ‘Bug’ .
3. Then **Enter in** the procedure to reproduce the ‘Bug’.
4. **Click** the ‘Send” button and it will return you with a ticket number.

24.1 Making a Suggestion.

To report a bug.

1. **Select the** Intelogy - Bugs and suggestion or(Ctrl+J) in the Help menu.
2. Make sure the drop box is ‘Suggestion’.
2. **Enter** in the Details of the ‘Suggestion’ in the allocated box ..
3. **Click** the ‘Send” button and it will return you with a ticket number.

 The ticket number is very important to keep if you wish to track the status of your ‘Bug’. By entering this ticket number into our website it will allow you to see the status of this Bug or Suggestion

To print a Bank Summary for a week ending:

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2. Select a Week ending from the right list box.
3. Press the Print Button.
4. Select the printer to print to and then Press the Print button to send it to the printer.

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to unprocessed. You can only do 1 week ending at a time because you should not be allowed to un-convert a pay slip in the first place.

To reverse a pay slip:

1. **Select** an ‘Employee’ from the Pay slip History section of the Payroll Manager Screen, the Reverse Pay Slip button will appear.
2. **Select** a ‘Pay slip’ from the employees pay slip list when a pay slip is selected the Reverse Pay Slip button is enabled. Reverse Pay slip allows you to un-convert a pay slip and set the time sheet for that week back to unprocessed. You can only do 1 week ending at a time because you should not be allowed to un-convert a pay slip in the first place.

To reverse a pay slip:

1. **Select** an ‘Employee’ from the Pay slip History section of the Payroll Manager Screen, the Reverse Pay Slip button will appear.
2. **Select** a ‘Pay slip’ from the employees pay slip list when a pay slip is selected the Reverse Pay Slip button is enabled.

23.0 Personal Notes.

If you need to report a Bug or Suggestion, you can do so by selecteing the “HELP” menu, then select “Submitting a Bug or Suggestion”. You can also send an email directly to:
support@intelogy.com.au

