

Chapter 4: Clientele

Outline

In this module we will cover:

1. The “Add Client” Wizard
2. Client Contracts
3. Client Work Schedules
4. Client Charge Rates
5. Client Operations

Add Client Wizard

Outcome: *Demonstrate how to add a client using the “Add Client Wizard”*

Completing the Wizard

The “Client Wizard” will prompt you for all the required details necessary to construct a Client record.

Practice

1. To create a client click “Wizards” in the lower part of the left navigator view
2. From the choices available on the right double click “Add Client”

Fields to Note	
Generic Name	The name commonly used when referring to the client. This may be a special internal name such as a call sign.
Client Code	The code you will use to reference this client in the system.
Short Code	A quick lookup code for the client. Commonly, the first 3 characters of the "Client Code".

1. Complete the fields as per the example and click the Next button to continue completing the wizard

The screenshot shows a window titled "Add Client" with a close button in the top right. The window contains a "Customer Details" section with the following fields and options:

- * Address:** A text box containing "10 PRACTICE STREET" and an empty text box below it.
- * Suburb:** A text box containing "ROCKINGHAM".
- * State:** A dropdown menu showing "WA" and a checked checkbox labeled "Do you wish to enable rostering?".
- * Postcode:** A text box containing "6168".

At the bottom of the window are three buttons: "Back", "Next", and "Cancel".

Fields to Note	
Do you wish to enable rostering?	Check this box to make this client active for rostering. If not checked the client will not appear in searches in the rostering window.

2. Complete the fields as per the example and click the Next button to continue completing the wizard

Add Client [Close]

Billing Details Enter your client's billing details.

* **Address**

* **Suburb**

* **State** **ABN**

* **Postcode**

[Back] [Next] [Cancel]

- Complete the fields as per the example and click the Next button to continue completing the wizard

Add Client [Close]

Accounts

Charge account to: * **Company Debtor**

* **Charge Type**

* **Client Type** Salesman

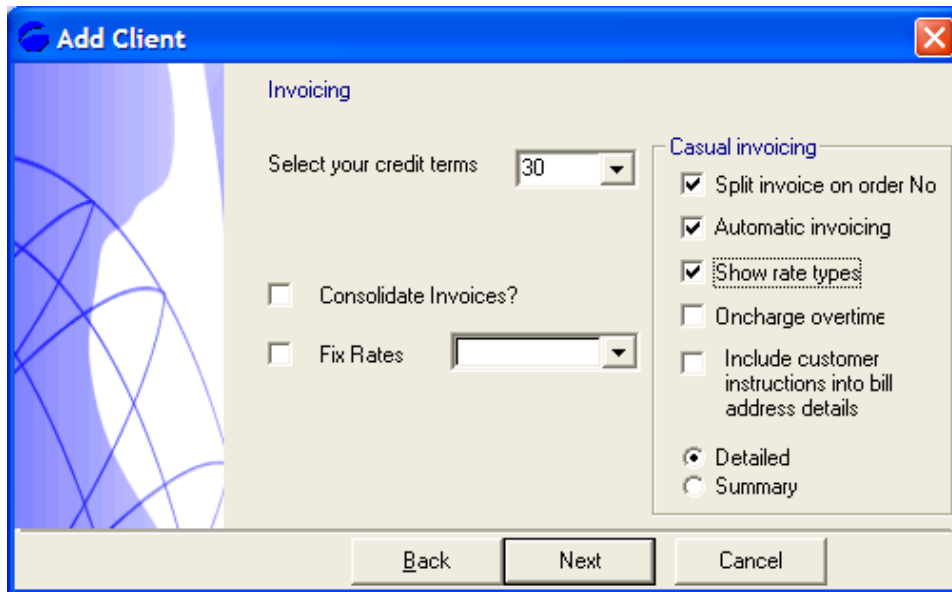
* **Service Commencement Date**

Choose an existing client to copy their rates. Alternatively, enter new rates within the client contracts window.

[Back] [Next] [Cancel]

Fields to Note	
Charge account to	This is used to setup a master / sub client relationship. Select the central billing client (master). They will be billed for activity with the new client (sub) you are now setting up.
Charge Type	Select "Revenue" for paying clients or "Overhead" for clients that are setup for administrative purposes, such as rostering holidays or paying administrative staff.
Client Type	Select "Casual" for clients charged by the hour or "Repetitive" for clients on fixed charge.
Company Debtor	Your company code. In multi company versions, select which of your companies service this client.

- Complete the fields as per the example and click the Next button to continue completing the wizard

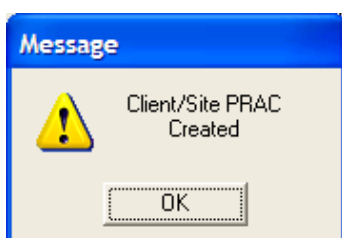


Fields to Note	
Consolidate Invoices	Check this box to have the master client billed and not this client (sub).
Fix Rates	This is informational only. Check this box to indicate this fixed rate is only applicable until the date indicated.
Split invoice on order No.	Check this box to generate separate invoices for each order No. (Reference No.).
Automatic Invoicing	Check this box to automatically invoice any hours above standard hours for a repetitive client.
Oncharge overtime	Check this box to bill the client for overtime. For this option to bill the client you must also have “Automatic Invoicing” checked
Include customer instructions into bill address details	This option is used when a client has been setup as “Cash Sales”. Checking the box will cause the data in the “Customer Instructions” field of the “Scheduling Booking Window” to be printed in the address field of the invoice. This allows one-off invoices to be created without creating new clients for each invoice. If this option is used, “Split Invoices on Order No.” must also be checked.

5. Complete the fields as per the example and click the Next button to continue completing the wizard

6. Complete the fields as per the example and click the Next button to continue completing the wizard

7. Click the Finish button to create the client



8. Click the Ok button to acknowledge creation of the client

Client Contracts

Outcome: *List the tabs that provide access to the Client Work Schedules*

1. People looking after client billing would use this window

Accounts Tab

1. This is the default tab and contains the account setting

Fields to Note	
Charge To Code	This is the code for the client that will be sent the invoice. If there is no master client, leave this field blank.
Company Debtor	The company that will be processing this client.
Charge Type	“Revenue” for paying clients or “Overhead” for clients that are setup for administrative purposes, such as rostering holidays or administrative staff.
Area	This relates to the geographical areas defined by the company and is used in reporting. For example, you may break a city up into north side, south side etc.
Building	This is a number or a name assigned by the company to a building. This is used for reporting.
Client Type	Select “Casual” for clients charged by the hour or “Repetitive” for clients on a fixed charge.
Debtors Clerk	This is the name of the person who will be handling the processing for this client.
Default Cost Centre	The General Ledger code used for this client.
Account Inactive	Check this box to make this client inactive – will not appear in searches or reports.

Fields to Note	
Fixed Rates	This is informational only. A checked box indicates rate is fixed until the date indicated.

Invoicing Tab

1. Use this window to define invoice settings

Output Options

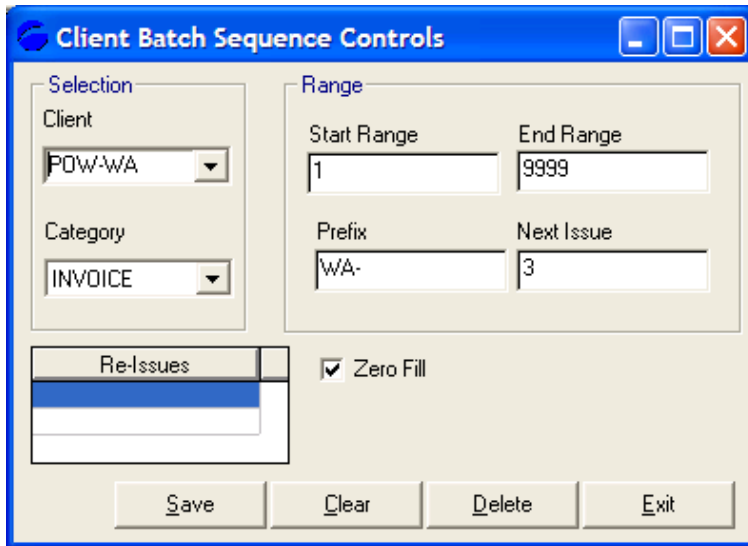
Fields to Note	
Format	Choose the desired invoice format from the list.
Addendum	Select “None” or the report that you wish to be emailed or printed with the invoices.

Create Options

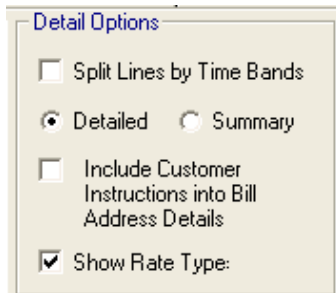
Fields to Note	
Split invoice on order No.	Check this box to generate a separate invoice for each Order Number (Reference Number).
Consolidate Group Invoices	Check this box to have the master client billed and not this client.

Fields to Note	
Oncharge overtime	Check this box to bill the client for overtime. For this option to bill the client you must also have “Automatic Invoicing” checked

Click the Invoice No button to display the invoice sequence control for the client.



Detail Options



Fields to Note	
Split Lines by Time Bands	Check this box to show an invoice line for each shift in a day.
Detailed / Summary	Select the appropriate option to receive details or a summary printed on the invoice.
Include customer instructions into bill address details	This option is used when a client has been setup as “Cash Sales”. Checking the box will cause the data in the “Customer Instructions” field of the “Scheduling Booking Window” to be printed in the address field of the invoice. This allows one off invoices to be created without creating new clients for each invoice. If this option is used “Split Invoices on Order No.” must be also checked.

Response Invoice Option

This part of the invoice tab refers to invoices generated out of the “Response” (Operations) module an add-on to PowerForce system.

Response Invoicing Options

With Docket Date
 Without Docket Date
 Automatically Create

Invoice Statement Options

Invoice Statement Options

Use System Defaults
 Show Invoice Balances
 Do not show balances

Contacts Tab

	Type	Name	Phone	Ext	Email Address
1		Martin Drenovac	06 9635 5922	N/A	25 Perth Road
2	FAX	PowerForce WA	06 9635 5933	N/A	
3	EMAIL				info@powerforecsoftware.com

1. Use this window to display / add contacts
2. To add a new contact
 - A. Click in the last row
 - B. Press the “Tab” key until you reach the end of the row
 - C. Press again and a new row is created
 - D. Double click the in “Type” column

Services Tab

Enable Responses
 Enable Rostering
 Scheduling Sequence ▼

Start	End	Hours	Name	Role	Effective	Valid
16:00	00:00	8.00	AFTERNOONS	SG	04/02/2002	
08:00	16:00	8.00	DAYS	SG	04/02/2002	
00:00	08:00	8.00	NIGHTS	SG	04/02/2002	

1. Use this window to add rostering requirements for this client

Note: To enable responses or rostering the corresponding check boxes must be checked.

Fields to Note	
Scheduling Sequence	This field is used to sequence the order in which the “Optimised Scheduler” processes clients. The field is processed in alphabetical sequence. For example “AA” would come before “AB”. As numbers may also be used, the sequence order is 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, A, B, C, D etc. This means that “A” comes before “A1” which comes before “AA”.

Note: If the “Scheduling Sequence” field is left blank, the client will be processed before clients with a value in the field.

2. To create a new entry double click a row in the table
 - A. See “**Client Work Schedules**” on page 47

Note: A “Client Work Schedule” must exist for automatic schedule generation.

Repetitive Rates Tab

Contract No	Reference	Contract Start	Contract End	Public Holiday	Billing Cycle	<input type="checkbox"/> Continuing Contract
B-8792	POW-9867	04/02/2002	03/03/2002			

	Code	Description	Rate	Charge To
1	CE	Cash Escorts	4000.0000	
2				
3				

1. The Repetitive Rates tab describes the charges for a “Repetitive” client type
2. To edit a charge double click the row and the “Client Charge” window will be displayed
 - A. See “**Client Charge Window**” on page 52

Casual Rates Tab

Fee Schedule	Billing Cycle	Minimum Hours	Contract Ref:
DEFAULT	M		

Standard Description: **Profesional Services Rendered**

	Code	Description	Rate	Charge To
1	AWL1W	Award Level 1 - Weekday	15.0000	
2				
3				

1. The “Casual Rates” tab describes charges based on hour by hour billing and must have the “Client Type” set to “Casual” on the “Accounts” tab of this window
2. To edit rows in the table double click the row
 - A. See “**Client Charge Window**” on page 52

Response Rates Tab

Response Time Calculated From Received Time Despatch Time Use Company Default

	Code	Description	Rate	Charge To
1				
2				
3				

1. The “Response Rates” are for the “Response” add-on module for PowerForce

Client Work Schedules

Outcome: *Explain how to set Hours Required*
Explain how to set People Required

1. The purpose of this window is to
 - A. Setup the shift requirements for the client
 - B. Do costing
 - C. Set employee minimum requirements
 - D. Define preferences for the Optimised Scheduler
2. This window is launched from the Services Tab in the Client Contracts window

Note: The “Optimised Scheduler” is an additional PowerForce module.

Times Tab

1. This tab contains the details used as the basis of a client schedule

Client Site Schedule - POW-WA <POWERFORCE WA> <PWA>

Start	End	Hours	ShortCode	Name	Role	Effective	Valid
00:00	08:00	8.00	NI	NIGHTS	Security Guard	04/02/2002	
08:00	16:00	8.00	DAYS	DAYS	Security Guard	04/02/2002	
16:00	00:00	8.00	AFT	AFTERNOONS	Security Guard	04/02/2002	

Active	Resources	Required Hours	Charge Hours	Labour Cost	Charge	Margin	Margin%
All Days 3	30	240.00	240.00	3253.65	5916.00	2662.35	45.00
Reg Days 0							
Ph Days 0							
Future 0							
Expired 0							
Inactive 0							

Times | Costs | Specs | Warning

Name: NIGHTS | Short Code: NI
 Role: SG | Order No:
 Effective From: 04/02/2002 | Valid To:
 Book Start: 00:00 | Book End: 08:00 | Hours: 8.00
 Post Start: 00:00 | Post End: 08:00 | Hours: 8.00
 Pattern Code:
 Description: Night Shift

Days: All, Regular, P/Holiday
 Type: Normal, Training
 Pay Std Hrs, Close Shift, Scheduled, Tentative, Link to Contract

Required: Sun (2), Mon (2), Tue (2), Wed (2), Thu (2), Fri (2), Sat ()
 Break: Pay Break (Sun-Sat)

Buttons: Add, Save, Set Inactive, Delete Entry, Print, Exit

2. The left hand side of this window is used to describe and set the times for the shifts

Name: NIGHTS | Short Code: NI
 Role: SG | Order No:
 Effective From: 04/02/2002 | Valid To:
 Book Start: 00:00 | Book End: 08:00 | Hours: 8.00
 Post Start: 00:00 | Post End: 08:00 | Hours: 8.00
 Pattern Code:
 Description: Night Shift

Note: The "Short" code for the shift will be used in the scheduler, limit the "Short" code to 3 characters and make it easily distinguishable.

Fields to Note	
Name	Shift name.

Fields to Note	
Valid To	Leave blank to have the system continuously roster this shift.
Book Start	These are the times you want the employee to be there. For example you may want the employee on site 15 minutes before the shift starts.
Post Start	These are the times the employee will be paid for working and the times the client will be charged.
Pattern Code	Select the pattern code that will be used for this shift, if desired. Pattern Codes are set in the “Optimised Scheduler”; an additional PowerForce module.

3. The centre of the window defines the type of shifts

Fields to Note	
Days	Check “All” to indicate this is the case for every day of the year. “Regular” is for all days except public holidays and “P/Holiday” for public holidays.
Type	Check “Training” if this is a rostered training shift, otherwise select “Normal”.
Close shift	Check this box to indicate this shift continues until the client decides the business will close.
Scheduled	Leaving this box unchecked allows you to do costing exercises without the site being included into the roster.
Tentative	Check this box to indicate that a shift needs confirmation that the hours have been worked.
Link to Contract	Check this box to link this roster to a contract that you have with the client. The client must be a repetitive client. The contract number is then entered in the field to the right.
Scheduling Group	Select the code for the type of guard to be used on this shift. For example it make be more cost effective to use “Enterprise Agreement” employees on a shift. By selecting the code for “Enterprise Agreement” employees in the “Scheduling Group” field only “Enterprise Agreement” employees will be rostered by the “Optimised Scheduler”.

Employees Required and Breaks

4. The right of the window defines employees required and break details

Required		Break	
<input type="text"/>	Sun	<input type="text"/>	<input type="checkbox"/> Pay Break
2	Mon	<input type="text"/>	<input type="checkbox"/> Pay Break
2	Tue	<input type="text"/>	<input type="checkbox"/> Pay Break
2	Wed	<input type="text"/>	<input type="checkbox"/> Pay Break
2	Thu	<input type="text"/>	<input type="checkbox"/> Pay Break
2	Fri	<input type="text"/>	<input type="checkbox"/> Pay Break
<input type="text"/>	Sat	<input type="text"/>	<input type="checkbox"/> Pay Break

Fields to Note	
Required	The number of employees required per day for the selected shift type.
Break	The length of the break if allowed.

Costs Tab

1. This tab is used to calculate the costs of providing a service to a client
2. In the top window there is a list of all the shifts for this client
3. Immediately below this are totals for shifts, employees, hours, costs etc

Client Site Schedule - POW-WA <POWERFORCE WA> <PWA>

Start	End	Hours	ShortCode	Name	Role	Effective	Valid
00:00	08:00	8.00	NI	NIGHTS	Security Guard	04/02/200	
08:00	16:00	8.00	DAYS	DAYS	Security Guard	04/02/200	
16:00	00:00	8.00	AFT	AFTERNOONS	Security Guard	04/02/200	

Active	Resources	Required Hours	Charge Hours	Labour Cost	Charge	Margin	Margin%
All Days 3	30	240.00	240.00	3253.65	5916.00	2662.35	45.00
Reg Days 0							
Ph Days 0							
Future 0							
Expired 0							
Inactive 0							

Times Costs Specs Warning

Day	Required Hours	Chargeable Hours	Cost	Charge	Margin	Margin%
Monday	16	16	250.24	394.40	144.16	36.55
Tuesday	16	16	250.24	394.40	144.16	36.55
Wednesday	16	16	250.24	394.40	144.16	36.55
Thursday	16	16	250.24	394.40	144.16	36.55
Friday	16	16	250.24	394.40	144.16	36.55
Total	80.00	80.00	1251.20	1972.00	720.80	36.55

Day Employment Type Position: Pay Rate Charge Code Charge Rate Calculate

Monday FULLTIME 1 12.2237 AWL1W 15.0000

Day	Item	Rate	Qty	Cost	Day	Rate	Charge
Monday	Normal Hours	12.2237	16.0000	195.58	Monday	24.65	394.40
	Shift Allowance	.1638	12.0000	1.97			

Add Save Set Inactive Delete Entry Print Exit

- Select a shift in the top window and the values for that shift will be shown in the table immediately below the “Costs” tab

Day	Required Hours	Chargeable Hours	Cost	Charge	Margin	Margin%
Monday	16	16	250.24	394.40	144.16	36.55
Tuesday	16	16	250.24	394.40	144.16	36.55
Wednesday	16	16	250.24	394.40	144.16	36.55
Thursday	16	16	250.24	394.40	144.16	36.55
Friday	16	16	250.24	394.40	144.16	36.55
Total	80.00	80.00	1251.20	1972.00	720.80	36.55

- If a row contains zeros it will need to be calculated
 - Select the row with the mouse and then complete the fields immediately below and then click Calculate

Day Employment Type Position: Pay Rate Charge Code Charge Rate Calculate

Monday FULLTIME 1 12.2237 AWL1W 15.0000

Fields to Note	
Employment Types	Select from the list of employment types that have been entered into the system.
Position	This is a list of the position codes (AKA Classification codes) entered into the system eg supervisor, recovery nurse.

Fields to Note	
Pay Rate	This is supplied by the system once you “Tab” out of the “Position” field.
Charge Code	This list box will show the “Charge Codes” you created in the “Client Contracts”.
Charge Rate	Once the other fields are complete click the <input type="button" value="Calculate"/> button to work out the “Charge Rate”.

6. The bottom of the window is a breakdown of the shift charges

Day	Item	Rate	Qty	Cost	Day	Rate	Charge
Monday	Normal Hours	12.2237	16.0000	195.58	Monday	24.65	394.40
	Shift Allowance	.1638	12.0000	1.97			
	Overheads			52.70			
	Workers Comp	.0000	197.5448	.00			

Specifications (Specs) Tab

1. This window is used to define the minimum requirements of the employee to be used on this shift
2. Double click the column to display a list box of choices

License	Description	Required	Education	Description	Required
SECL	Standard Security Licen	1	CRWD	Crowd Control	1

Fields to Note	
Licence	Required to perform task.
Education	Not required to perform task but may be desirable.

Warning Tab

This information is used by “Optimised Rostering”, an additional PowerForce module.

<input type="checkbox"/> Match Role Type	<input type="checkbox"/> Match Classification Code	<input type="checkbox"/> Site Briefed
<input type="checkbox"/> Load to Monitor Queue	<input type="checkbox"/> Warn if shift is not filled	<input type="checkbox"/> Warn if shift is overfilled

Client Charge Window

Outcome: *Explain where the per hour rate is set*

1. This window is used to setup Repetitive, Casual and Response charges
2. This window is launched from the Repetitive Rates, Casual Rates and Response Rates tabs of the Client Contracts window.

Repetitive Charge Rates for POW-WA POWERFORCE WA

Charge Code
 AWLW
 No GST Use the above Description On Invoices

Rebates and Discounts
 Rebate:
 Discount:

Rate Type
 Flat Rate
 Span Rate
 Timed Rate

General Ledger Details
 GL Account: 5100
 Cost Centre:

Override Charge Debtor

Repetitive Amortised Rate

Update/Edit Rates
 Date and Rate are Required for ALL Types
 Effective Date: 04 MAR 2002
 Effective Rate: 15.0000
 Purchase Order Text: P/O
 Purchase Order:

Effective Rates and Dates

	Date	Rate	PO Number
1	04 MAR 2002	15.0000	

Timed Rates

	Minutes	Rate
1		
2		
3		
4		
5		

Spanned Rates
 Apply Award Levels

	Band	Hrs x1.0	Rate	Hrs x1.5	Rate	Hrs x2.0	Rate	Hrs x2.5	Rate	Hrs x3.0	Rate
1											
2											
3											
4											

Charge Codes

Charge Code
 AWLW
 No GST Use the above Description On Invoices

1. Select the desired "Charge Code"

Fields to Note	
Use the above Description On Invoices	By default the description associated with the code will be printed on the invoice. Check this box to use the description shown in the field. Users may edit the description.

Rebates and Discounts

Rebates and Discounts
 Rebate:
 Discount:

1. Currently disabled

Rate Types

1. This section of the window allows you to select the type of charge rate

Rate Type
 Flat Rate
 Span Rate
 Timed Rate

Fields to Note	
Flat Rate	If checked you must complete the “Update Edit Rates” section.
Span Rate	If checked you must complete the “Update Edit Rates” section and the “Spanned Rates” section.
Time Rate	If checked you must complete the “Update Edit Rates” section and the “Time Rates” section.

General Ledger Details

1. This section of the window allows you to select values to be used with the “General Ledger”

Override Charge Debtor

1. This field allows you to select a Master Debtor (Client) to be charged for a specific “Charge Rate”
 - A. For example, a master client might pay for alarm monitoring for all its sub clients, but leave escorts for bank deposits to be paid by each individual client

Repetitive Amortised Rate

1. This is your “Per Hour” rate based on the contract you have with the client
2. This rate is used in rostering and is not the value that appears on your invoice

Note: The “Effective Rate” from the “Updates / Edit Rates” section of the window is the value that will appear on the invoice.

Update / Edit Rates

1. This section of the window must be completed for “Repetitive”, “Casual” and “Response” charges
2. Click the Add button to create a new row in the “Effective Rates and Dates” table
3. Complete this section then click the Update button to transfer the data to the “Effective Rates and Dates” table
4. To remove a row from the table select the row and then click the Delete button
5. Once all the rates have been set, click the Apply button in the lower right of the window

Update/Edit Rates
 Date and Rate are Required for ALL Types

Effective Date: 04 MAR 2002

Effective Rate: 15.0000

Purchase Order Text: P/O

Purchase Order:

Add Update Delete

Fields to Note	
Effective Rate	Repetitive Charge – This is the amount that will appear on the invoice. Casual Charge – This is the “Per Hour” Charge that will be used when invoicing.

Effective Rates and Dates

- This table displays the different rates that have been set for the client

Effective Rates and Dates

	Date	Rate	PO Number
1	04 MAR 2002	15.0000	

Timed Rates

These are the rates to be used for a response call.

Note: The “Response” module is an add-on to PowerForce.

Timed Rates

	Minutes	Rate
1	00:10:00	50.0000
2	00:20:00	30.0000

Spanned Rates

Note: This example is not in the demonstration system.

- This section of the window allows you to set the time ranges for the various shifts and their rates
- In the following example
 - For work done between 05:00 and 06:00 the client is charged at \$25 per hour
 - For the first 8 hours of work done between 06:00 and 18:00 the client is charged at \$20 per hour

- C. If there are more than 8 hours worked between 06:00 and 18:00 (overtime) then the client is charged at \$30 per hour for the first 2 hours and then \$40 per hour for the next 2 hours

Spanned Rates
 Apply Award Levels

	Band	Hrs x1.0	Rate	Hrs x1.5	Rate	Hrs x2.0	Rate	Hrs x2.5	Rate	Hrs x3.0	Rate
1	05:00AM	1.00	25.0000								
2	05:59AM										
3	06:00AM	8.00	20.0000	2.00	30.0000	2.00	40.0000				
4	05:59PM										

Fields to Note	
Apply Award Levels	Check this box to use the “Award” hours in place of the hours specified but still maintain the same rates.

Note: Checking “Apply Award Levels” should be used with caution, as it may significantly change your charges and the reason why may not be obvious.

Client Operations

1. This window is used to review operation history and details about a site

Client Site Details

Client Code: POW-WA | Name: POWERFORCE WA | Call Sign: PWA

Location: | Reference: | Department: | Category: |

Address: 25 PERTH ROAD, PERTH WA 6000 | Other: 25 PERTH ROAD, PERTH WA 6000 | Review Date: |

No Breaks
 Brief Required

Buttons: Gallery, Notes, Save, Set Inactive, Insurance, Clear, Exit

Employee	Name	First Date	Last Date	Hours
PWR-004	DEBBIE ADAMS	04/02/2002	29/03/2002	320.00
PWR-006	WILLIAM ADAMS	04/02/2002	29/03/2002	320.00
PWR-013	ANTHONY LITHGOW	04/02/2002	29/03/2002	320.00
PWR-016	WILLIAM LITHGOW	04/02/2002	29/03/2002	320.00
PWR-203	DEBBIE STEVENS	04/02/2002	29/03/2002	320.00
PWR-204	ALISON STEVENS	04/02/2002	29/03/2002	320.00

