# 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

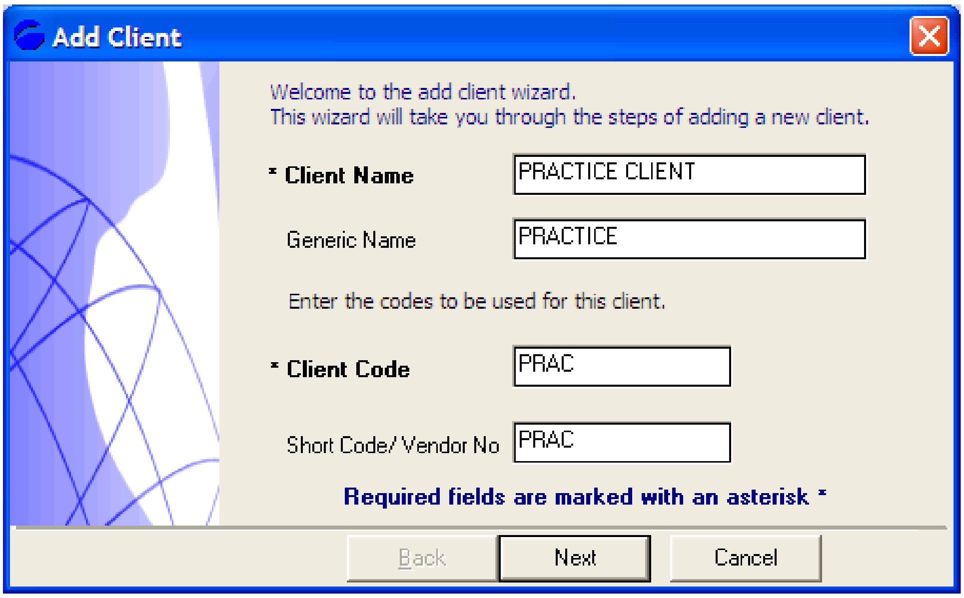
***Outcome:*** ***Demonstrate how to add a client using the “Add Client Wizard”***

### *Completing the Wizard*

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

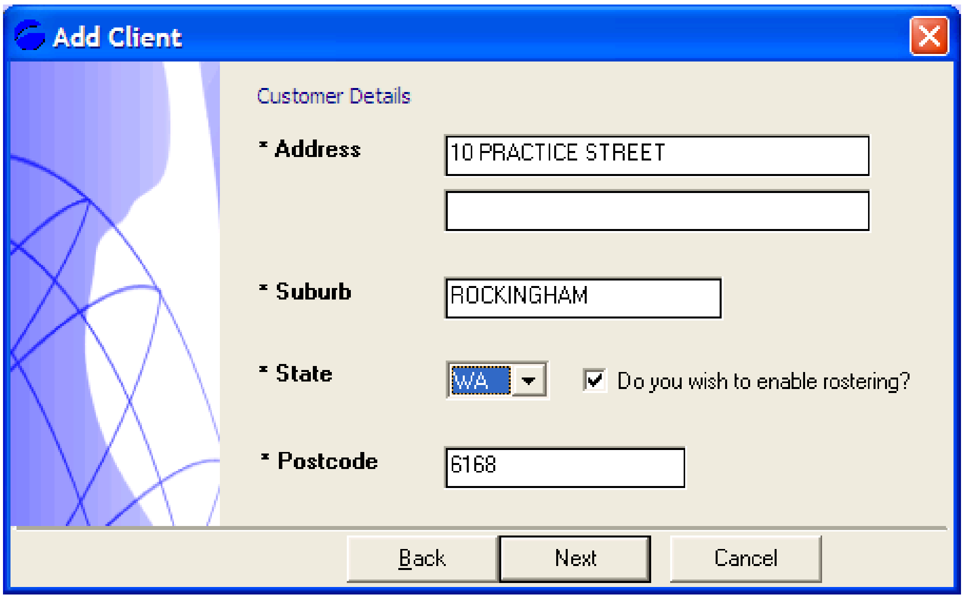
### *Practice*

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”



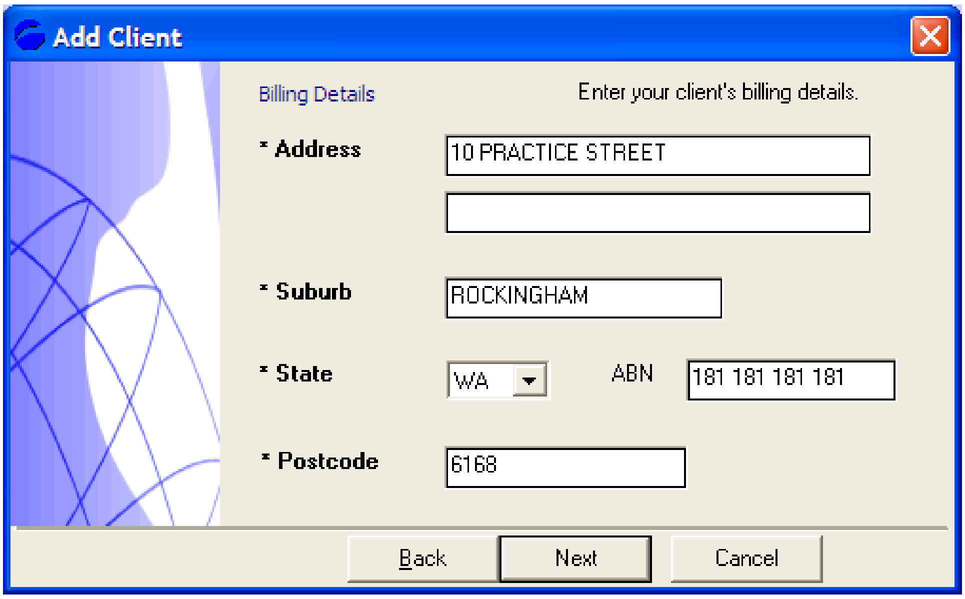
| Fields to Note | |
|---|---|
| Generic Name | The name commonly used when referring to the client. This may be a special internal name such as a call sign. |
| Client Code | The code you will use to reference this client in the system. |
| Short Code | A quick lookup code for the client. Commonly,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

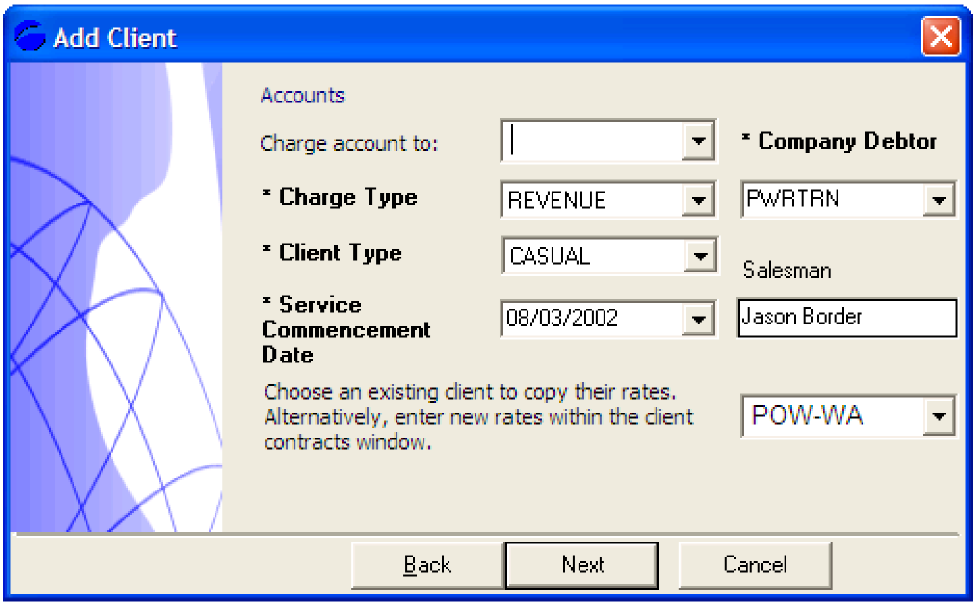



| Fields to Note | |
|---|---|
| Do you wish to enable rostering? | Check this box to make this client active for rostering. If not checked the client will not appear in searches in the rostering window. |

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

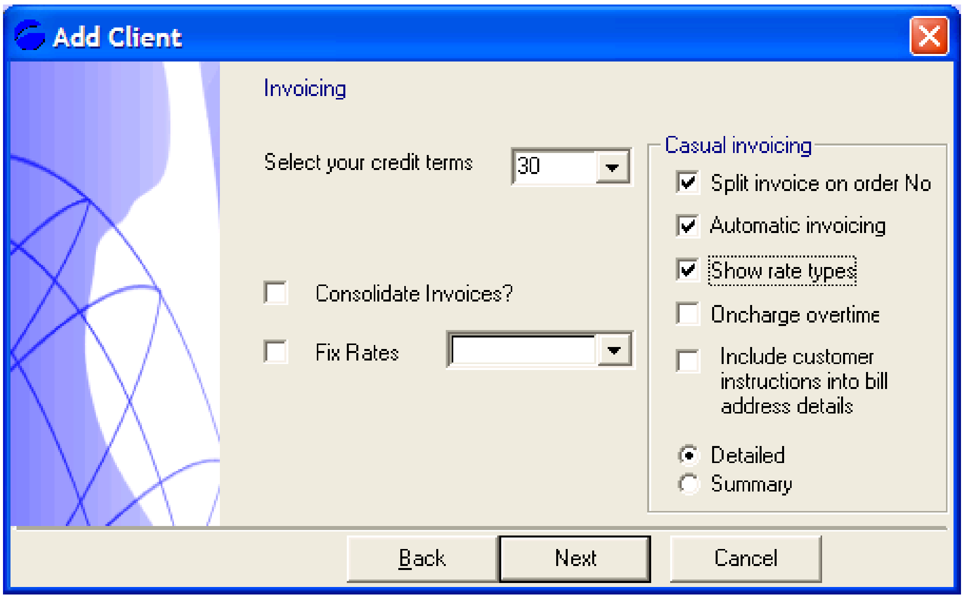



3. Complete the fields as per the example and click the Next button to continue completing the wizard



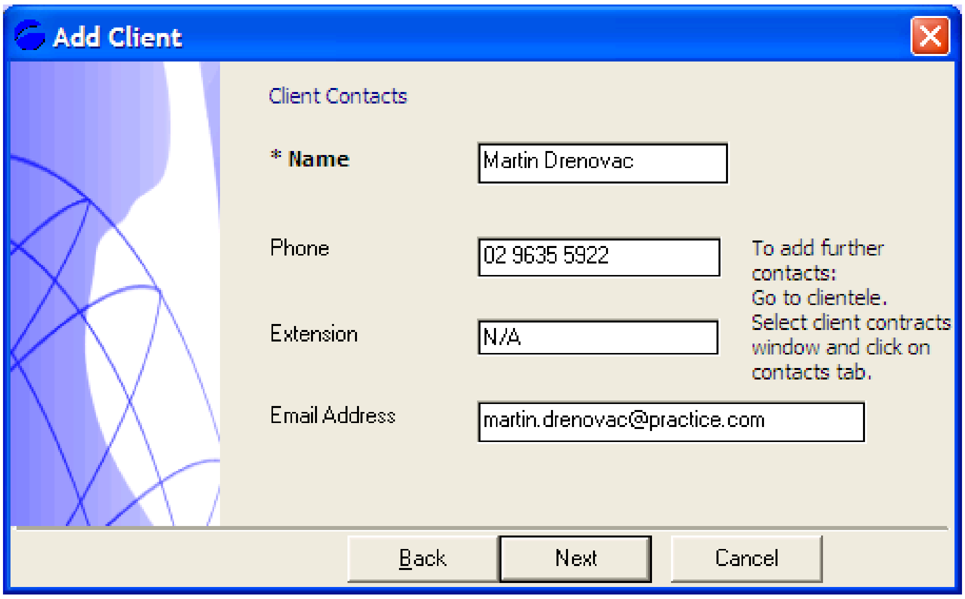

| Fields to Note | |
|---|---|
| Charge account to | This is used to setup a master / sub client relationship. Select the central billing client (master). They will be billed for activity with the new client (sub) you are now setting up. |
| Charge Type | Select "Revenue" for paying clients or "Overhead" 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. |

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

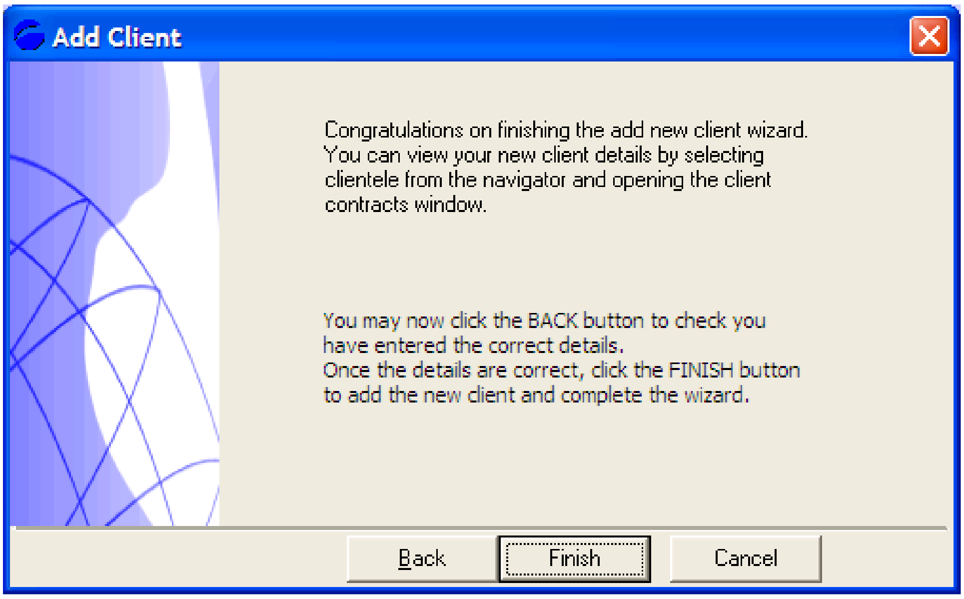



| Fields to Note | |
|---|---|
| Consolidate Invoices | Check this box to have the master client billed and not this client (sub). |
| Fix Rates | This is informational only. Check this box to indicate this fixed rate is only applicable until the date indicated. |
| Split invoice on order No. | Check 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.<br>This allows one-off invoices to be created without creating new clients for each invoice.<br>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



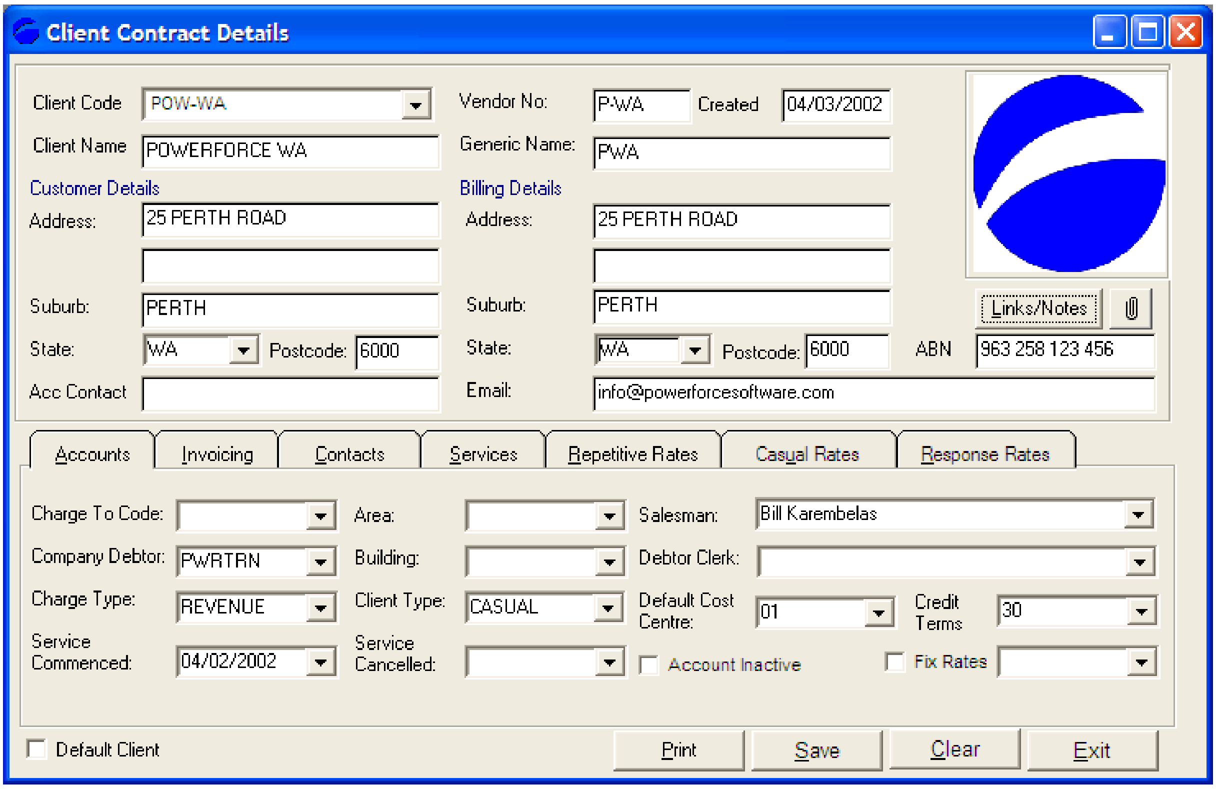

7. Click the Finish button to create the client


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



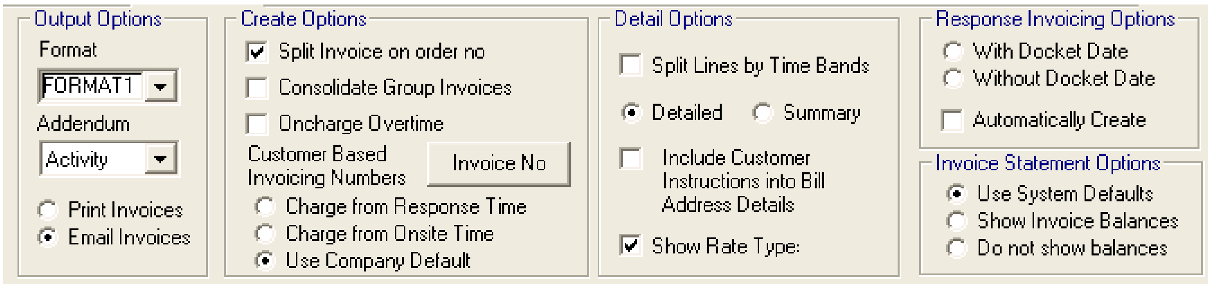

# Accounts Tab

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. |

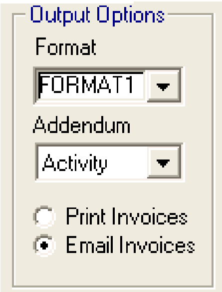
| Fields to Note | |
|---|---|
| Fixed Rates | This is informational only. A checked box indicates rate is fixed until the date indicated. |

# Invoicing Tab



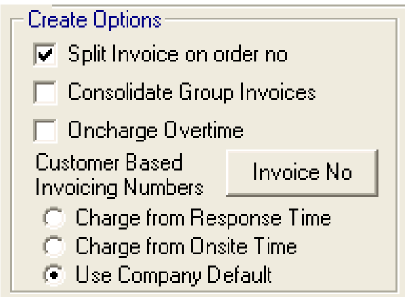

1. Use this window to define invoice settings

## 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. |

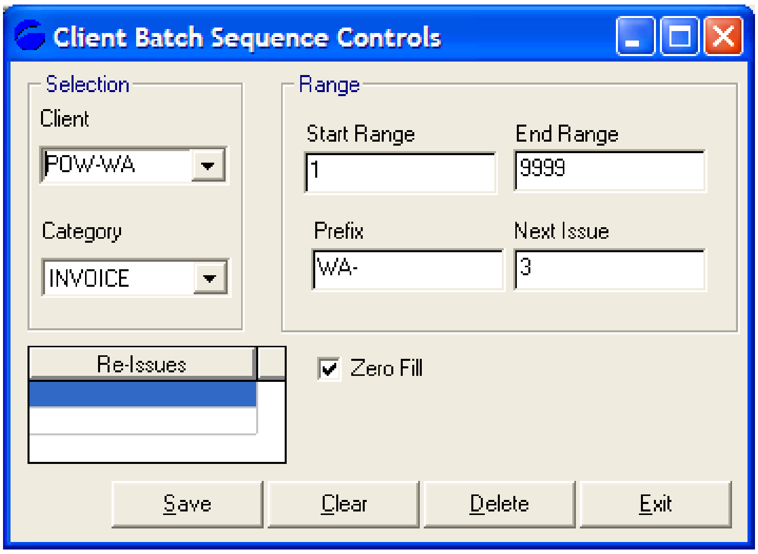
## Create Options



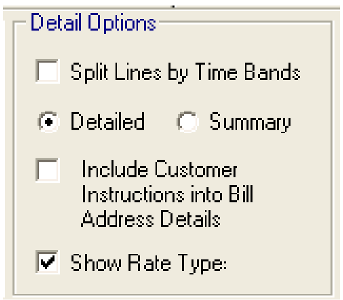

| Fields to Note | |
|---|---|
| Split invoice on order No. | Check this box to generate a separate invoice for each Order Number (Reference Number). |
| Consolidate Group Invoices | Check this box to have the master client billed and not this client. |

| 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.



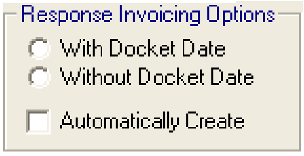

## Detail Options



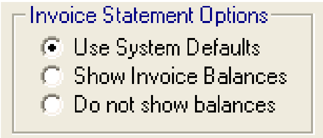

| Fields to Note | |
|---|---|
| Split Lines by Time Bands | Check this box to show an invoice line for each shift in a day. |
| Detailed / Summary | Select the appropriate option to receive details or a summary printed on the invoice. |
| Include customer instructions into bill address details | This 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.<br>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.




## *Invoice Statement Options*




# *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.*

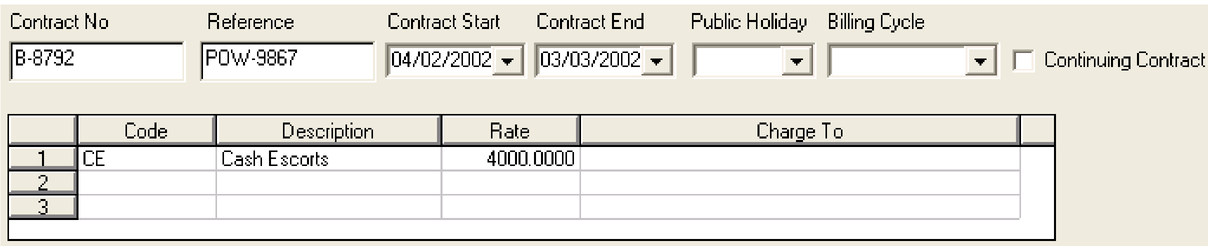
| Fields to Note | |
|---|---|
| Scheduling Sequence | This field is used to sequence the order in which the "Optimised Scheduler" processes clients. The field is processed in alphabetical sequence. For example "AA" would come before "AB". As numbers may also be used, the sequence order is 0, 1, 2, 3, 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**

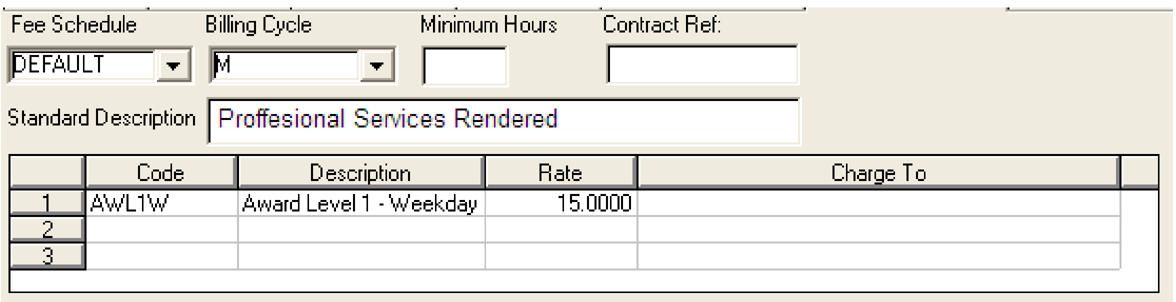
*Note: A "Client Work Schedule" must exist for automatic schedule generation.*

# Repetitive Rates Tab



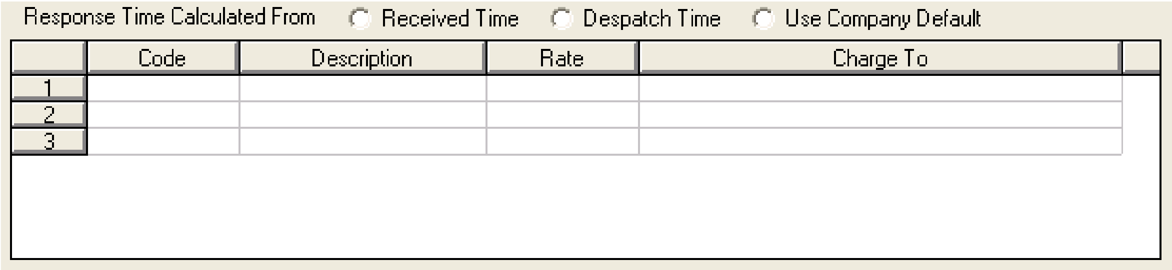

1. The Repetitive Rates tab describes the charges for a "Repetitive" client type
2. To edit a charge double click the row and the "Client Charge" window will be displayed
   A. See "**Client Charge Window**" on page **52**

# Casual Rates Tab




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*




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

# Client Work Schedules

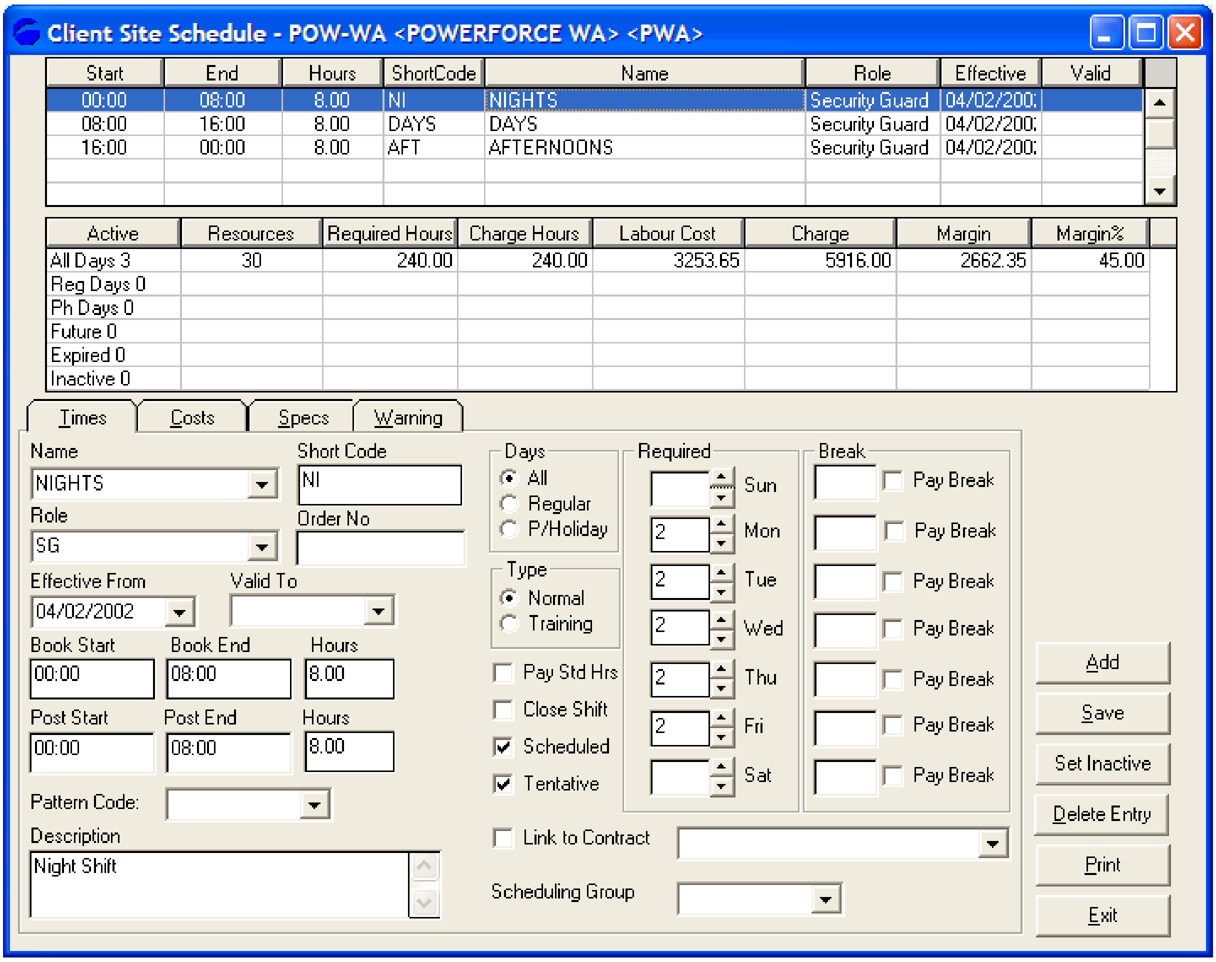
***Outcome:*** ***Explain how to set Hours Required***
***Explain how to set People Required***

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

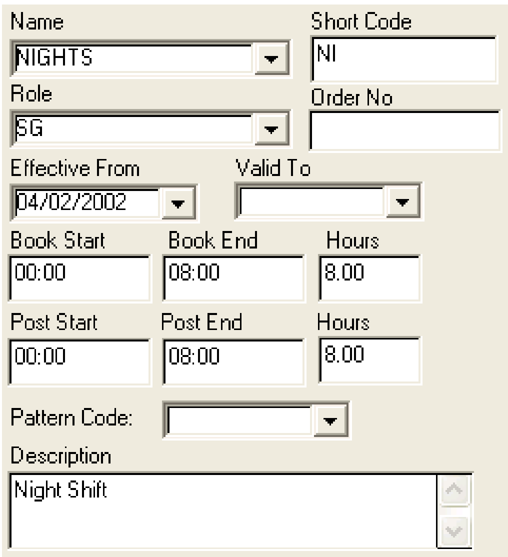
| *Note: The “Optimised Scheduler” is an additional PowerForce module.* |
|---|

## *Times Tab*

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




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

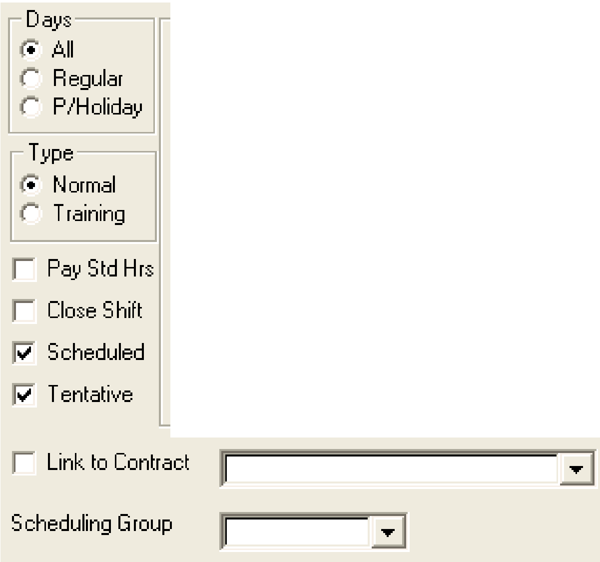



*Note: The "Short" code for the shift will be used in the scheduler, limit the "Short" code to 3 characters and make it easily distinguishable.*

| 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. |

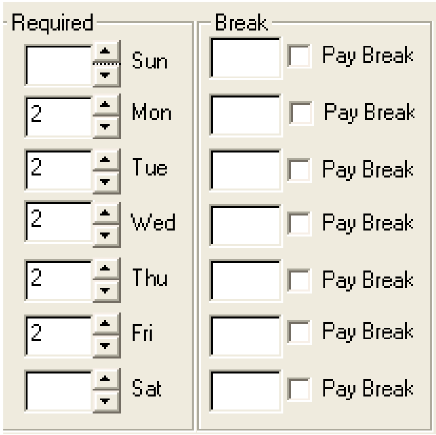
3. The centre of the window defines the type of shifts




| 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

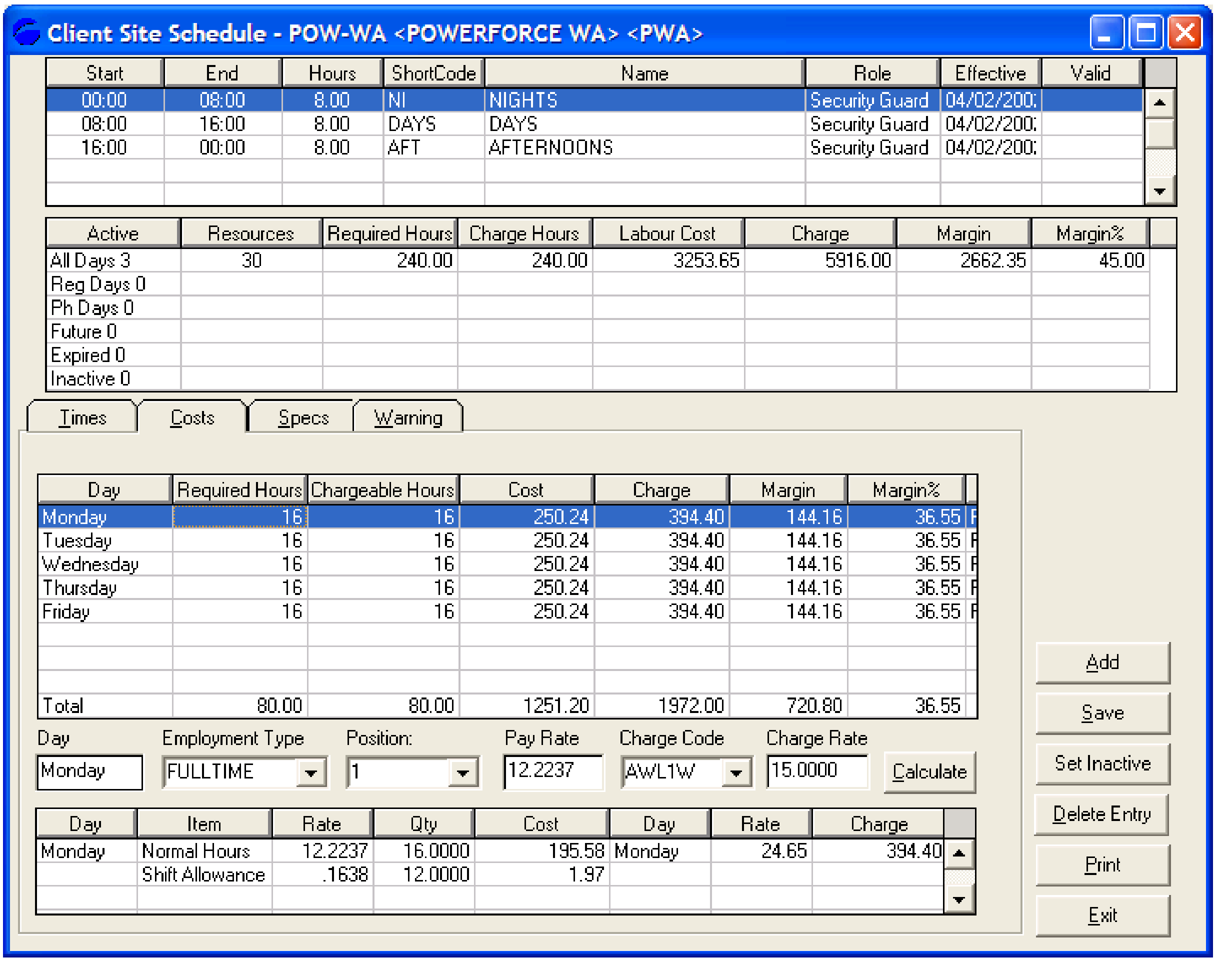
4. The right of the window defines employees required and break details



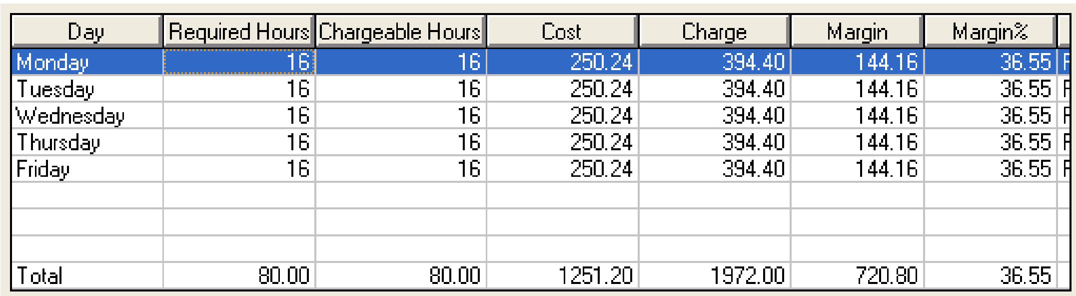

| Fields to Note | |
|---|---|
| Required | The number of employees required per day for the selected shift type. |
| Break | The length of the break if allowed. |

# 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




4. Select a shift in the top window and the values for that shift will be shown in the table immediately below the "Costs" tab

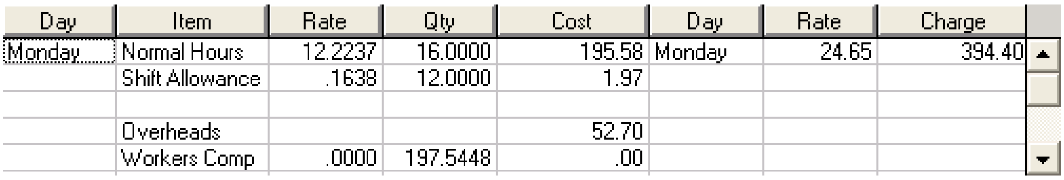



5. If a row contains zeros it will need to be calculated
   A. Select the row with the mouse and then complete the fields immediately below and then click Calculate


| 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 Calculate button to work out the “Charge Rate”. |

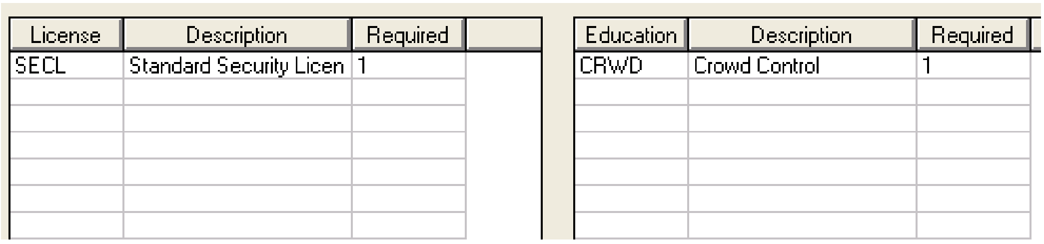
6. The bottom of the window is a breakdown of the shift charges



| 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



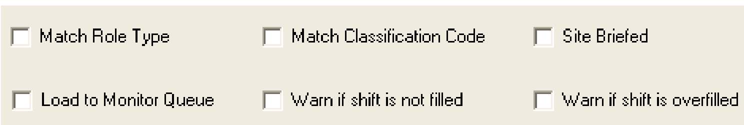
| License | Description | Required |
|---|---|---|
| SECL | Standard Security Licen | 1 |

| Education | Description | Required |
|---|---|---|
| CRWD | Crowd Control | 1 |

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

## Warning Tab

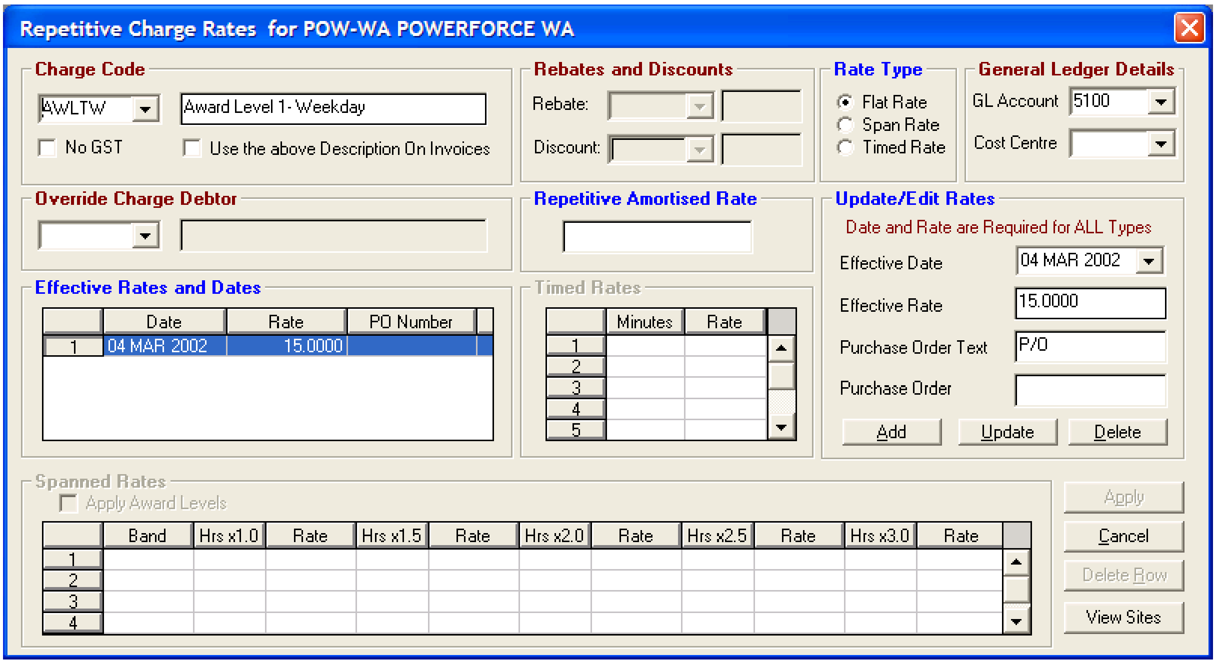
This information is used by “Optimised Rostering”, an additional PowerForce module.




# 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.




# Charge Codes


1. Select the desired "Charge Code"

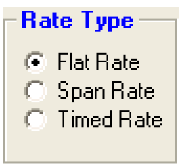
| Fields to Note | |
|---|---|
| Use the above Description On Invoices | By default the description associated with the code will be printed on the invoice. Check this box to use the description shown in the field. Users may edit the description. |

# Rebates and Discounts


1. Currently disabled

# Rate Types

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



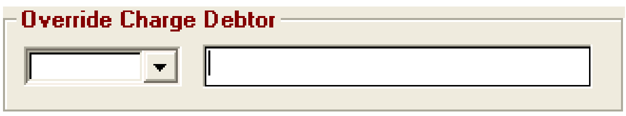
| Fields to Note | |
|---|---|
| Flat Rate | If checked you must complete the “Update Edit Rates” section. |
| Span Rate | If checked you must complete the “Update Edit Rates” section and the “Spanned Rates” section. |
| Time Rate | If checked you must complete the “Update Edit Rates” section and the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



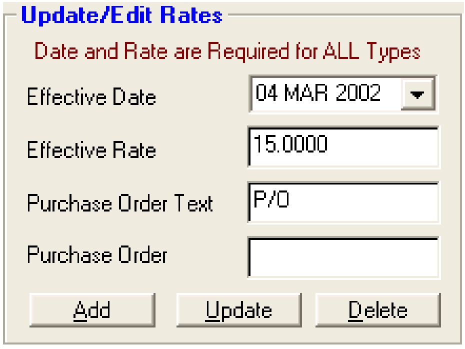

## Repetitive Amortised Rate

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

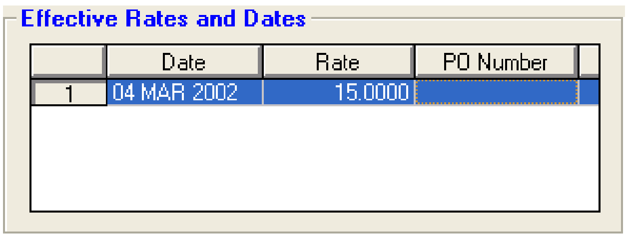
1. This section of the window must be completed for “Repetitive”, “Casual” and “Response” charges
2. Click the Add button to create a new row in the “Effective Rates and Dates” table
3. Complete this section then click the Update button to transfer the data to the “Effective Rates and Dates” table
4. 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




| Fields to Note | |
|---|---|
| Effective Rate | Repetitive Charge – This is the amount that will appear on the invoice.<br>Casual Charge – This is the "Per Hour" Charge that will be used when invoicing. |

# Effective Rates and Dates

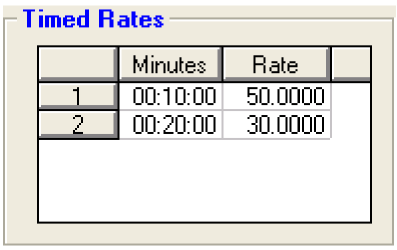
1. This table displays the different rates that have been set for the client




# Timed Rates

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

| |
|---|
| *Note: The "Response" module is an add-on to PowerForce.* |




# Spanned Rates

| |
|---|
| *Note: This example is not in the demonstration system.* |

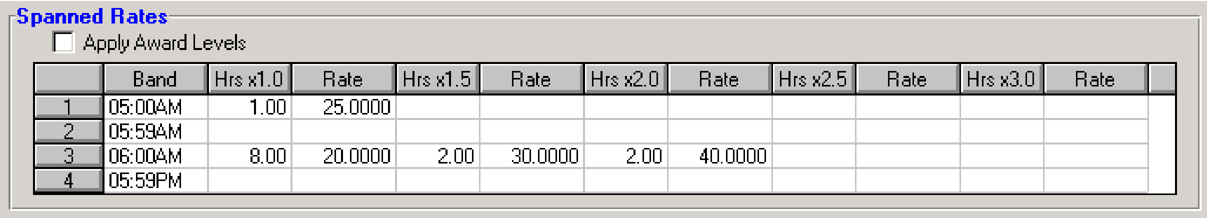
1. This section of the window allows you to set the time ranges for the various shifts and their rates

2. In the following example

   A. For work done between 05:00 and 06:00 the client is charged at $25 per hour

   B. 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



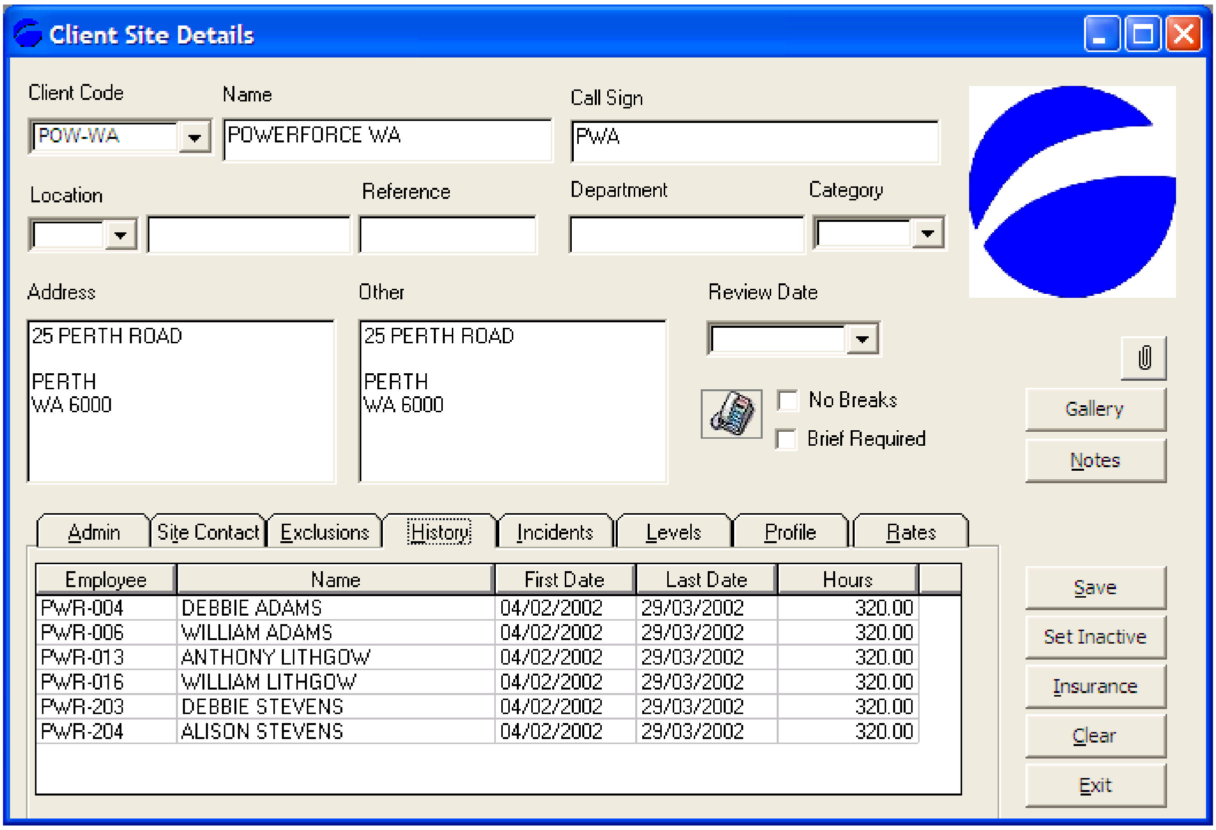

| | Band | Hrs x1.0 | Rate | Hrs x1.5 | Rate | Hrs x2.0 | Rate | Hrs x2.5 | Rate | Hrs x3.0 | Rate |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | 05:00AM | 1.00 | 25.0000 | | | | | | | | |
| 2 | 05:59AM | | | | | | | | | | |
| 3 | 06:00AM | 8.00 | 20.0000 | 2.00 | 30.0000 | 2.00 | 40.0000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




| 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 |