21CRM Time & Billing for Sage CRM
Version 3.0

User's Guide

Publisher: 21CRM Systems Inc, Winnipeg MB Canada

Who Should Read This Guide

This guide is for users of the CRM Time & Billing extensions. We assume that you have experience using:

- Sage CRM 5.7i+ or CRM 5.8B+
- If Sage Accpac ERP OE Integrated:
    - Sage Accpac ERP 5.3B+ System Manager, IC, OE
- If Sage Accpac ERP AR Integrated:
    - Sage Accpac ERP 5.3B+ System Manager, AR
- If 21CRM Systems' CRMOE Integrated:
    - Sage Accpac ERP 5.3B + running on a MS-SQL database
    - Sage Accpac ERP 5.3B+ System Manager, IC, OE
    - 21 CRMOE v3.0 or higher, installed separately

How this guide is organized

This guide is designed as a step-by-step manual allowing you to complete the various functions of the Time & Billing extensions. Not all features may apply to you, as they are dependent on your security permissions.

This will be accomplished using a series of screen captures and text that should approximate the environment you experience in your installation.

END-USER LICENSE AGREEMENT FOR 21CRM SYSTEMS CORPORATION SOFTWARE

IMPORTANT-READ CAREFULLY: This End-User License Agreement ("EULA") is a legal agreement between you, an individual, corporate entity, or organization, and 21CRM Systems Inc. concerning the access to and use of any and all 21CRM Systems Inc. original material available through its dealer programs, which includes, but is not limited to, web and application software, video, audio, and graphical media, printed materials, site or application presentation and navigation, and all "online" or electronic documentation ("SOFTWARE"). By installing, copying, or otherwise using this SOFTWARE, you agree to be bound by the terms of this EULA. If you do not agree to the terms of this EULA, do not install, run or otherwise use this SOFTWARE.

SOFTWARE LICENSE: This SOFTWARE is protected by copyright laws and international copyright treaties, as well as other intellectual property laws and treaties. This SOFTWARE is licensed, not sold. The rights granted herein are limited to 21CRM Systems Inc.'s and its licensed partners' intellectual property rights in the SOFTWARE and do not include any other patents or intellectual property rights. You own the media on which the SOFTWARE is recorded but 21CRM Systems Inc. and/or its licensed partners retain ownership of the SOFTWARE itself.

GRANT OF LICENSE. This EULA grants you the following rights.
Application Use. You may install, access, or otherwise use, as appropriate, one copy of this SOFTWARE or any prior version of this SOFTWARE for the same operating system on a single computer. The primary user of the computer on which this SOFTWARE is installed may make a second copy for exclusive use on a portable computer.

Network Use. You may store or install a copy of this SOFTWARE on a storage device, such as a network or web server, to be used exclusively for the purpose of installing or running this SOFTWARE on other computers over an internal network, subject to the requirement that you must acquire a license for each separate computer onto which this SOFTWARE is installed or run from that storage device. A license for this SOFTWARE may not be shared or used concurrently on different computers.

License Pak. If you acquired this EULA in a 21CRM Systems Inc. License Pak, you may make the specified number of additional copies of this SOFTWARE as authorized on the printed copy of this EULA, and you may use each copy in the manner specified above. You may also make a corresponding number of secondary copies for portable computer use as specified above.

END-USER LICENSE AGREEMENT (continued)

DESCRIPTION OF OTHER RIGHTS AND LIMITATIONS.
Not for Resale. If the software you acquired was done so as “Not for Resale” or “NFR”, notwithstanding other sections of this EULA, you may not resell, or otherwise transfer this SOFTWARE for value.

Reverse Engineering, Decompilation, and Disassembly. You may not reverse engineer, decompile or disassemble this SOFTWARE or otherwise reduce this SOFTWARE to human readable form, except and only to the extent that such activity is expressly permitted by applicable law notwithstanding this limitation.

Separation of Components. This SOFTWARE is licensed as a single product, unless as specified on individual components. Component parts may not be separated for use on more than one computer.

Rental. You may not rent, lease or lend this SOFTWARE.

Support Services. 21CRM Systems Inc. may, but is not obligated to provide you with support services related to this SOFTWARE (“Support Services”). Use of Support Services is governed by the 21CRM Systems Inc. polices and programs described in the user manual, in “online” documentation, and/or in other 21CRM Systems Inc. copyrighted materials. Any supplemental software, documentation, or other original material provided to you as part of the Support Services shall be considered part of this SOFTWARE and subject to the terms and conditions of this EULA. With respect to technical information you provide to 21CRM Systems Inc. as part of the Support Services, 21CRM Systems Inc. may use such information for its business purposes, including for product support and development. 21CRM Systems Inc. will not utilize such technical information in a form that personally identifies you.

Software Transfer. You may permanently transfer all of your rights under this EULA, provided that you retain no copies, that you transfer all of this SOFTWARE including all component parts, media and printed materials, upgrades, this EULA, and, any applicable Certificates of Authenticity, and the recipient agrees to the terms of this EULA and so evidences such acceptance in writing. If this SOFTWARE is an upgrade, any transfer must include all prior versions of this SOFTWARE.

Termination. This EULA is effective until terminated. Without prejudice to any other rights, 21CRM Systems Inc. may terminate this EULA, without any notice from 21CRM Systems, if you fail to comply with any of the terms and conditions of this EULA. In such event, you must destroy all copies of this SOFTWARE and all of its component parts.

END-USER LICENSE AGREEMENT (continued)

UPGRADES. If this SOFTWARE is an upgrade, you must be properly licensed to use a product identified by 21CRM Systems Inc. as being eligible for the upgrade in order to use the upgrade. Any component of this SOFTWARE labelled as an upgrade replaces and/or supplements the product that formed the basis for your eligibility for the upgrade. You may use the resulting upgraded product only in accordance with the terms of this EULA. If this SOFTWARE is an upgrade of a component to a package of software programs that you licensed as a single product, this SOFTWARE may be used and transferred only as part of that single product package and may not be separated for use on more than one computer.

COPYRIGHT. All title and copyrights in and to this SOFTWARE, including by not limited to any images, photographs, animations, video, audio, music, text, and controls, script, or applets incorporated into this SOFTWARE, accompanying printed materials, and any copies of this SOFTWARE are owned by 21CRM Systems Inc. or its licensed partners. This SOFTWARE is protected by copyright laws and international treaty provisions. You must treat this SOFTWARE with the same degree of care and concern as any other copyrighted material, with the exception that you may install this SOFTWARE on a single computer provided you keep the original solely for backup or archival purposes. You may not copy the printed materials accompanying this SOFTWARE.

MULTIPLE-MEDIA SOFTWARE. You may receive this SOFTWARE in a number of distinct media. Regardless of the type of medium or size of the material encoded or recorded on that medium, you may use only one medium, as you deem most appropriate for your single computer. You may not use or install the other media on the same or any other computer. You may not loan, rent, lease, or otherwise transfer the other media to another user, except as part of the permanent transfer (as provided above) of this SOFTWARE.

CONTROLLING LAW AND SEVERABILITY

If you acquired this product in Canada, this EULA is governed by the laws of the Province of Manitoba. If this product was acquired outside of Canada, local law will apply. This EULA shall not be governed by the United Nations Convention on Contracts for the International Sale of Goods, the application of which is expressly excluded. If for any reason a court of competent jurisdiction finds any provision of this EULA, or portion thereof, to be unenforceable, the remainder of this EULA shall continue in full force and effect.

END-USER LICENSE AGREEMENT (continued)

CONTACT INFORMATION

Should you have any questions concerning this EULA, or it you desire to contact 21CRM Systems Inc. for any reason, please write to:

21CRM Systems Inc.
750 Marion Street
Winnipeg, MB, Canada, R2J 0K4

LIMITED WARRANTY

LIMITED WARRANTY FOR SOFTWARE ACQUIRED OUTSIDE THE UNITED STATES AND CANADA. FOR INFORMATION ON LIMITED WARRANTIES AND SPECIAL PROVISIONS PERTAINING TO YOUR PARTICULAR JURISDICTION, PLEASE CONTACT 21CRM Systems Inc. AT THE ADDRESS ABOVE.

LIMITED WARRANTY FOR SOFTWARE ACQUIRED INSIDE THE UNITED STATES AND CANADA. 21CRM Systems Inc. warrants that: (1) this SOFTWARE will perform substantially in accordance with the accompanying written materials for a period of ninety (90) days from the date of receipt, and (2) any Support Services provided by 21CRM Systems Inc. shall be substantially as described in applicable written materials provided to you by 21CRM Systems Inc. and that 21CRM Systems Inc. support engineers will make commercially reasonable efforts to solve any problem issues. Some jurisdictions do not allow limitations on duration of an implied warranty, so the above limitation may not apply to you. To the extent allowed by applicable law, implied warranties on this SOFTWARE, if any, are limited to ninety (90) days.

CUSTOMER REMEDIES. 21CRM Systems Inc.' and its licensed partners' entire liability and your exclusive remedy shall be, at 21CRM Systems Inc.'s option, either (1) return of the price paid, if any, or (2) repair or replacement of this SOFTWARE that does not meet 21CRM Systems Inc.'s Limited Warranty and which is returned to 21CRM Systems Inc. with a copy of your receipt. This Limited Warranty is void if failure of this SOFTWARE is a result of accident, abuse, tampering, or misapplication. Any replacement SOFTWARE will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer. Outside Canada, neither these remedies nor any product support services offered by 21CRM Systems Inc. are available without proof of purchase from an authorized international source.

END-USER LICENSE AGREEMENT (continued)

NO OTHER WARRANTIES. YOU EXPRESSLY ACKNOWLEDGE AND AGREE THAT USE OF THE SOFTWARE IS AT YOUR SOLE RISK AND THAT THE ENTIRE RISK AS TO SATISFACTORY QUALITY, PERFORMANCE, ACCURACY AND EFFORT IS WITH YOU. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE SOFTWARE IS PROVIDED “AS IS”, WITH ALL FAULTS AND THE LIMITED WARRANTY SET FORTH HEREIN IS THE ONLY WARRANTY MADE TO YOU AND IS PROVIDED IN LIEU OF ANY OTHER WARRANTIES (IF ANY) CREATED BY ANY DOCUMENTATION OR PACKAGING. 21CRM Systems Inc. AND ITS LICENSED PARTNERS DISCLAIM ALL OTHER WARRANTES AND CONDITIONS, EITHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY, OF SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT OF THIRD PARTY RIGHTS WITH REGARD TO THIS SOFTWARE, AND THE PROVISION OF OR FAILURE TO PROVIDE SUPPORT SERVICES. 21CRM Systems Inc. DOES NOT WARRANT AGAINST INTERFERENCE WITH YOUR ENJOYMENT OF THE SOFTWARE, THAT THE FUNCTIONS CONTAINED IN THE SOFTWARE WILL MEET YOUR REQUIREMENTS, THAT THE OPERATION OF THE SOFTWARE WILL BE UNINTERRUPTED OR ERROR-FREE, OR THAT DEFECTS IN THE SOFTWARE WILL BE CORRECTED. NO ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN BY 21CRM Systems Inc. OR BY ITS AUTHORIZED REPRESENTATIVES SHALL CREATE A WARRANTY. SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, THE EXCLUSION OF IMPLIED WARRANTIES OR LIITATIONS ON APPLICABLE STATUTORY RIGHTS OF A CONSUMER, SO THE ABOVE LIMITATION AND EXCLUSION MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION.

LIMITATION OF LIABILITY. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL 21CRM Systems Inc. OR ITS LICENSED PARTNERS BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTAL DAMAGES WHATSOEVER INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, OR ANY OTHER PECUNIARY LOSS ARISING OUT OF THE USE OF OR INABILITY TO USE THIS SOFTWARE PRODUCT OR THE PROVISION OF OR FAILURE TO PROVIDE SUPPORT SERVICES, HOWEVER CAUSED, REGARDLESS OF THE THEORY OF LIABILITY (CONTRACT, TORT OR OTHERWISE) AND EVEN IF 21CRM Systems Inc. HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN ANY CASE, 21CRM Systems Inc.’S ENTIRE LIABILITY UNDER ANY PROVISION OF THIS EULA SHALL BE LIMITED TO THE AMOUNT ACTUALLY PAID BY YOU FOR THIS SOFTWARE PRODUCT. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

Table of Contents

What's New?

21CRM Time & Billing for Sage CRM Version 3.0 incorporates many new, exciting features!

Some of these features are:

- Integration to Sage Accpac ERP AR Module
- Integration to 21CRM Order Entry Module
- Support for Time Record CRM Workflow
- Dramatically enhanced project configuration, tracking and budgeting
- Support for prepaid blocks of time
- Project Workcode and Consultant Filtering
- MSProject integration improvements
- Time Entry improvements (Defaults, Change Company, Company Summary)
- Posting and Unposting – Major enhancements
- Time Clock
- Time Entry Submission / Approval / Rejection Workflow
- Datagrid Entry (Multiple Time Entries – One screen!)
- Customer Survey
- System Check-up

And much more!

Multiple Modes

This Sage CRM Time & Billing Extension functions in two modes:

- Global Mode – accessible when in "My CRM"
- Company Mode – accessible when in the context of a CRM Company

The options and functionality in these two modes are similar, but there are differences. This guide will outline both modes separately where appropriate.

Global Mode

Global Mode is accessible from your My CRM function. Click the "My CRM" button in the Menu Bar, and you should find a "Time & Billing" Tab, as well as a "T&B Confirmation" Tab in the content window.

The *Global Mode* of Time & Billing allows you to search, enter and perform other actions on multiple companies (customers) at the same time.

This makes it convenient to do things such as:

- Bulk enter time for multiple companies
- Submit time for multiple consultants or customers
- Post Time Entries for export to ACCPAC Advantage Series for multiple customers at a time
- UnPost Time Entries

Users cannot add, edit, or remove projects, workcodes or worklocations in *Global Mode*. This may change in a future version of the software.

Note: The "T&B Confirmation" Tab is a new feature for version 3.0 of Time & Billing. The confirmation section allows managers to approve or reject submitted time and for consultants to view their rejected records and re-submit (with changes). This section will be covered later in the manual.

Company Mode

Company Mode is accessible on the Tab bar after selecting any company from your CRM database.

Within Company Mode, all actions taken with the SAGE CRM Time & Billing extensions pertain only to the company displayed in the Context area.
This makes it convenient do such things as:

- Add / Edit multiple time entries for a single customer
- Add / Edit / Remove Projects, Tasks, PrePaid Blocks, WorkCodes and WorkLocations
- Submit/Unsubmit time entries for later approval and posting
- Posting of time entries for a single client

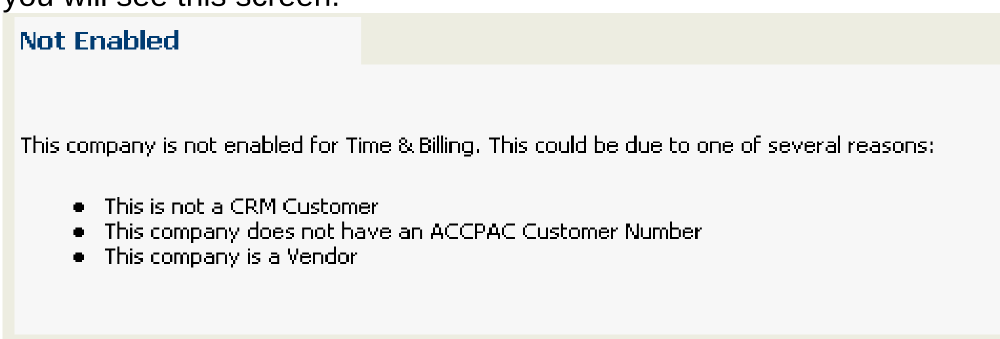
Getting Started

Prior to using Time & Billing for a given company in the CRM database, several issues must be satisfied:

a) the company must be a valid ACCPAC Customer
b) you must configure at least one valid WorkCode *
c) you must configure at least one valid WorkLocation *
d) you must configure the Time & Billing company settings for the customer
e) you may want to configure some Projects
f) you may want to configure some Tasks for each Project
g) you may want to configure a prepaid block used by the Company

* The valid workcode / worklocation may be configured specifically for this company, or may be a global workcode / worklocation. This is covered later in this manual.

If a company in CRM is not a valid ACCPAC Customer in the CRM database, when you click on the “Time & Billing” tab for that customer in *Company Mode*, you will see this screen:



CRM Time & Billing determines that a company is a customer by looking in the customer number field in the Company table in CRM. You can configure which field this is, if you are using something other than one of the Sage ERP integration modes. If you are using a Sage ERP integration option, the field used is “comp_idcust”. If this field is not null, Time & Billing assumes this is a customer.

If you want to use this Company for Time & Billing purposes, you should first promote them to customer. The company will then be accessible by Time & Billing.

> **Note:** When in *Global Mode* only companies that are properly configured as ACCPAC Customers (and CRM Security settings allow for the user) will appear in the Company drop-down list. You can use the System setting “Company List Trimming SQL” to further limit the list to, for example, only “Active” customers.

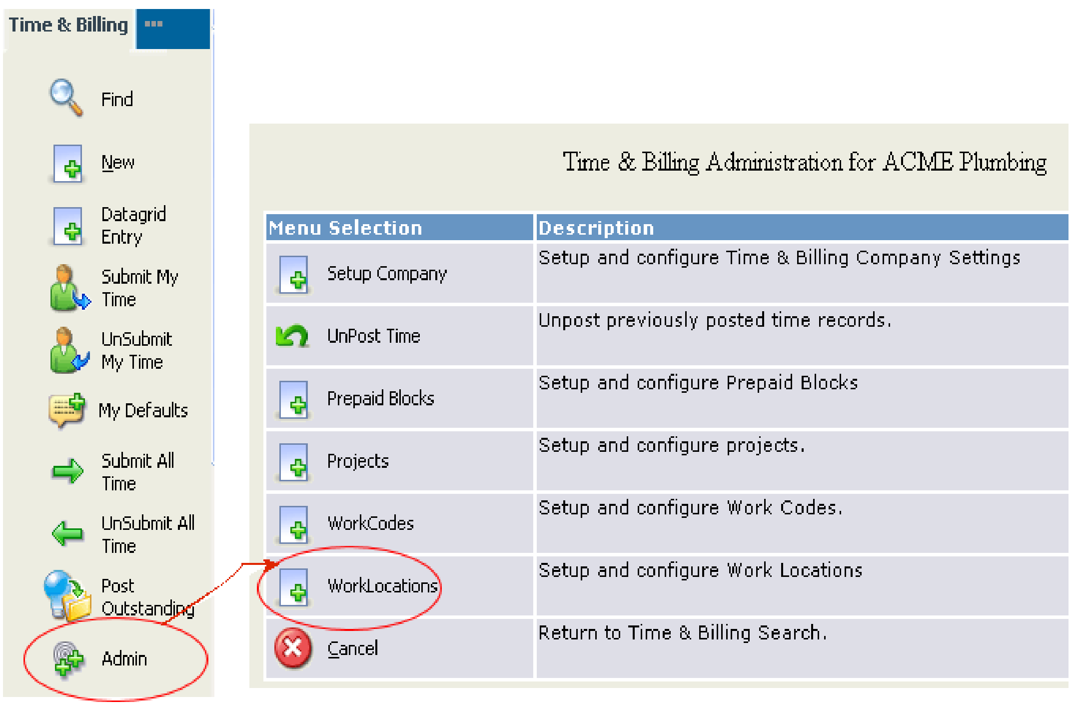
WorkLocations

WorkLocations can be used in a number of ways. They can be used to indicate physical geography, as may be needed in organizations that have multiple offices in different cities. However, they can also be used to denote different physical locations of work in the same city, such as in your office, on client site, by telephone, etc.

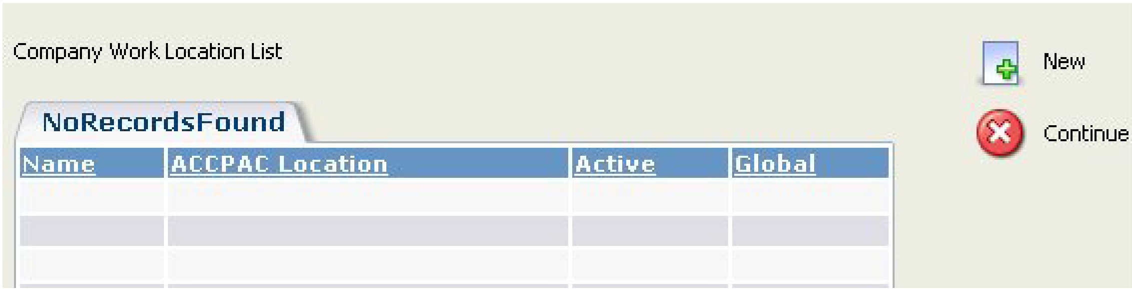
The choice is yours. You can also combine these together for a more complex usage.

The WorkLocations option is only accessible in *Company Mode*.

Time & Billing Administrators may add, edit, or remove a WorkLocation. Click on “Time & Billing” within the context of a CRM company. Choose the “Admin” button and then the “WorkLocations” button.



Your screen will appear like this:

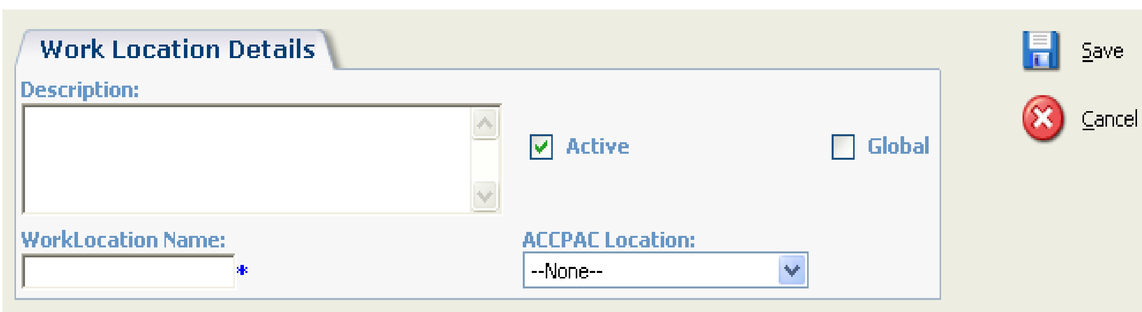


WorkLocations are displayed in alphabetical order. You can sort them on this criterion or by their active status.

To edit a WorkLocation, click on its name.
To add a new WorkLocation, click the New button on the right.

Adding / Editing / Deleting WorkLocations

The process of adding, editing, and deleting items are all related, as they are elsewhere in CRM.



Enter the appropriate details for each field.

The fields are:

- Name – a name, used for display
- Description – a description, used for display
- Active – a check box, indicates whether the item is active or not (can be used)
- Accpac Location – a Sage Accpac IC location code. Should be specified if you are using Sage Accpac ERP integrated mode. If one is not specified, the default, specified by the administrator, will be used. This Location code will be added to each line item in the OE Order created in Sage Accpac when you Post your items.
- Global – enables the Worklocation for ALL companies

<u>Important:</u>
At least one WorkLocation must be defined for each company you want to use with Time & Billing. You will be unable to add time entries if there are no active WorkLocations defined.

Making a WorkLocation inactive will prevent it from being used when time entries are entered. You may need this option if, for example you wanted to temporarily prevent use of a WorkLocation, or you wanted to discontinue a WorkLocation that has previously been used.

<u>Important:</u>
DO NOT delete WorkLocations that have previously been used. Much like in the remainder of CRM, deleting entries that have previously been used for entry can cause existing time records to be "invisible". Mark them as inactive.

Once you have finished adding or editing your item, click Save.

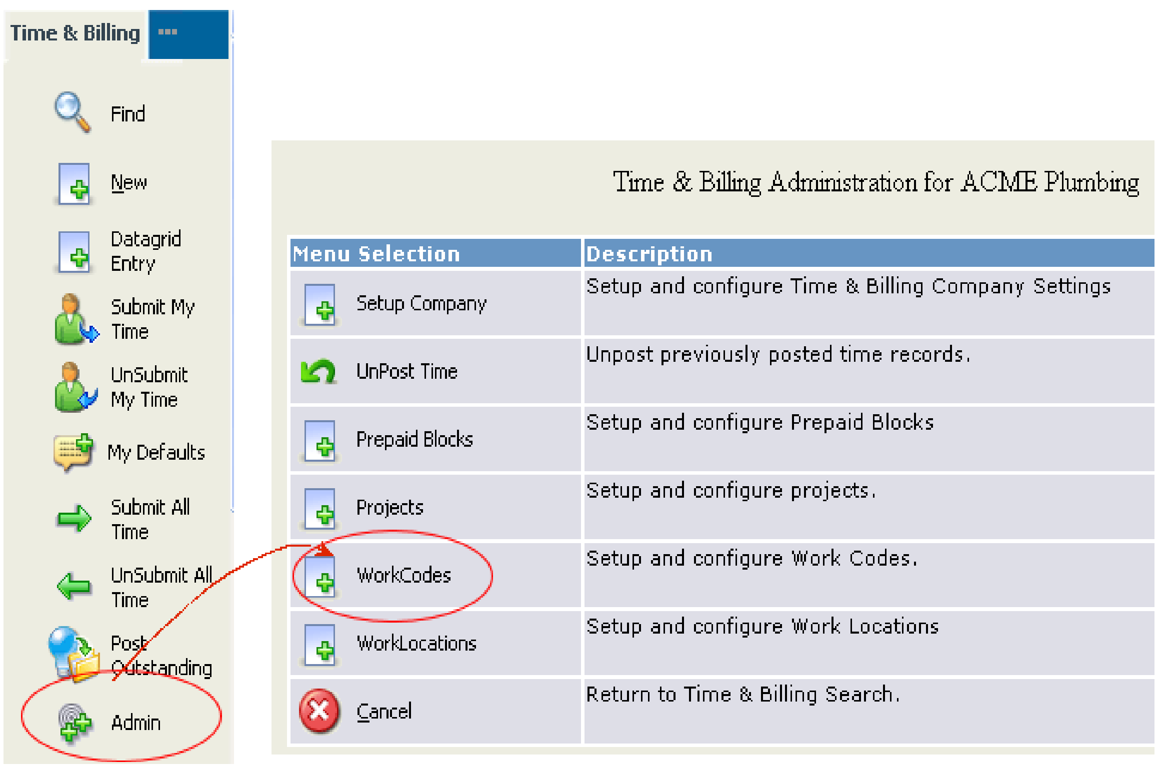
WorkCodes

WorkCodes allow you to add flexibility to your billing beyond what is available within Sage Accpac ERP. WorkCodes can be used in many different ways, you can:

- Specify specific rates for different types of work
- Specify discounts for different types of work based on the consultant's price in the Sage Accpac ERP price list
- Create Non-Billable codes to help you enhance your invoices by letting clients know when you did work for them "for free"
- Charge premiums for certain types of work
- Many more

The WorkCode option is only accessible in *Company Mode*.

To add, edit, or remove a WorkCode click on "Time & Billing" with in the context of a CRM company. Choose the "Admin" button if it is available and then the "WorkCodes" button.



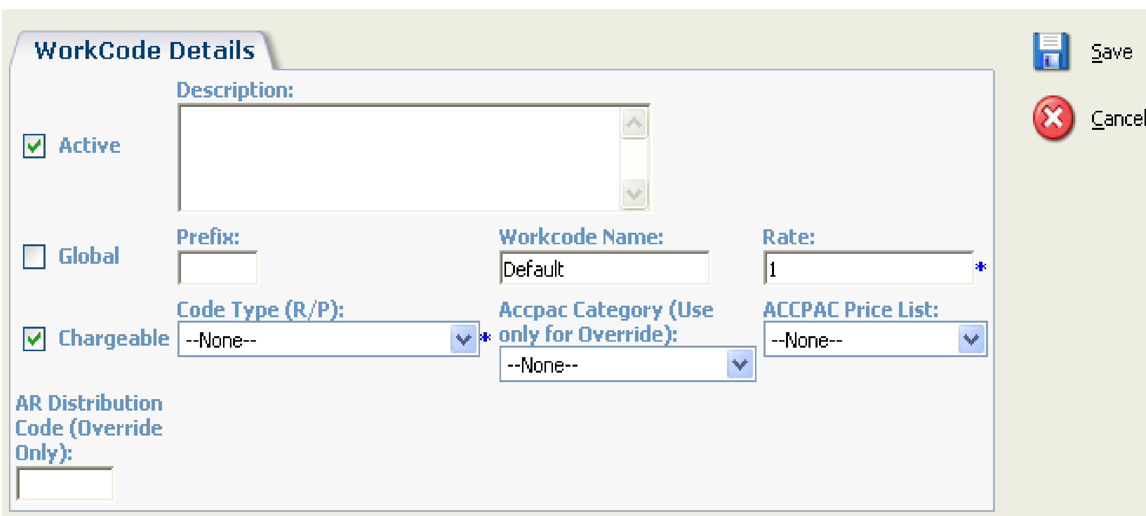
Your screen will appear like this:

WorkCodes are displayed in alphabetical order.

To edit a WorkCode, click on its name.
To add a new WorkCode, click the New button on the right.

Adding / Editing / Deleting WorkCodes

The process of adding, editing, and deleting items are all related, as they are elsewhere in CRM.



Enter the appropriate details for each field.
The fields are:

- Active – indicator of whether this WorkCode can be used
- Description – More detail for administrative purposes
- Global – indicates if this WorkCode is available to all companies
- WorkCode Name – a name, used for display

- Rate – If the CodeType is “R”, the rate is a dollar amount, If CodeType is a “P” then it is a percentage. Percentages are from 0 – 1 and indicate the formula Result = Percentage X Price in Price List
- Chargeable – Indicates whether this workcode is billable for accounting purposes
- CodeType (P/R) – indicates if this workcode is based on a Rate (dollar value) or a Percentage (of the ICITEM’s price in the Accpac Price List).
- Accpac Category – the Accpac Category used by this WorkCode.
- Accpac Price List – the Accpac Price list used by this WorkCode. Ensure that each of your consultants (items) has a price in this pricelist if you specify one. If one is not specified, the default pricelist from the time & billing system configuration will be used.
- AR Distribution Code – Will only appear if you are using Sage Accpac ERP AR Integration mode. This setting if used will override the default distribution code for the consultant’s item.

> **Important:**
> **At least one WorkCode must be defined for any company you want to use for Time & Billing.** You will be unable to add time entries if there are no active WorkCodes defined.

Making a WorkCode inactive will prevent it from being used when time entries are entered. You may need this option if, for example you wanted to temporarily prevent use of a WorkCode.

> **Important:**
> **DO NOT delete WorkCodes that have previously been used.** Much like in the remainder of CRM, deleting entries that have previously been used for entry can cause existing time records to be “invisible”. Mark them as inactive.

Once you have finished adding or editing your item, click Save.

Projects

What's New?
Many changes have been made to the projects functionality in CRM Time & Billing 3.0. If you are upgrading, review this section extensively.

Changes to Time & Billing 3.0 from previous versions include:

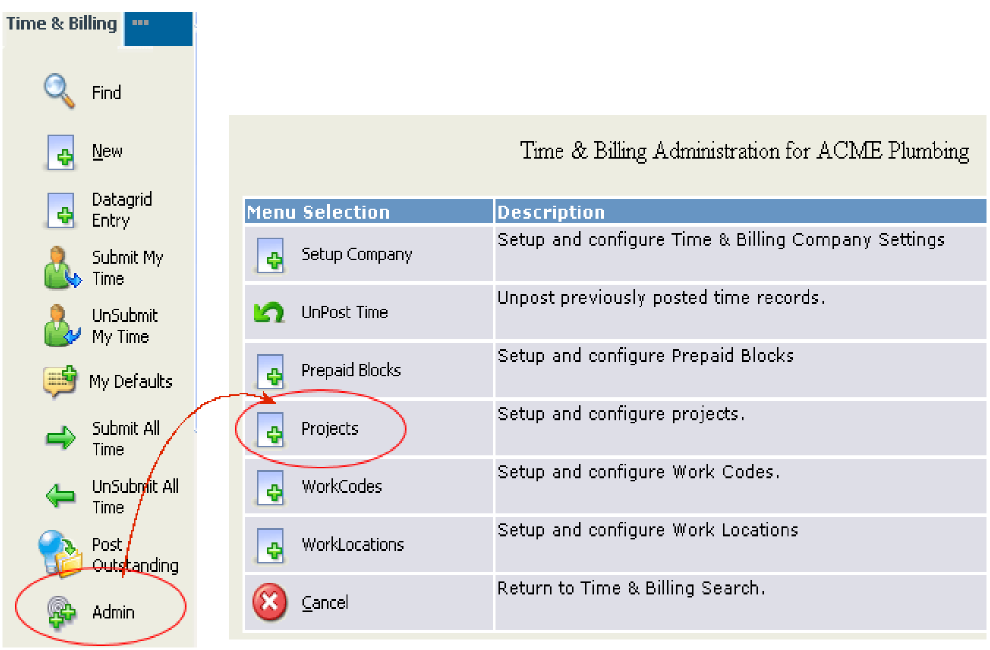
- Enhanced MS Project integration -now supports multiple Projects in a single SQL database.
- Assign and draw down on prepaid blocks to be used by a Project
- Assign WorkCodes to a Project
- Assign of Users to a Project

These features will be explained after the regular process of creating a Project for Time and Billing.

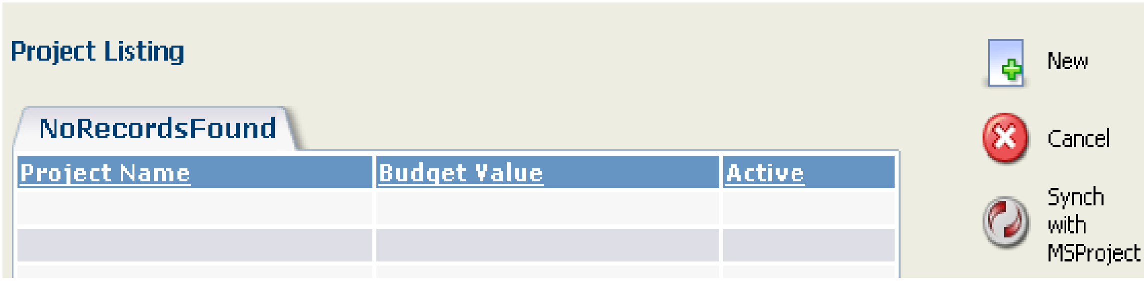
Projects allow you to group your time entries for reporting and Posting purposes. This provides a powerful way to check on the status of ongoing project, or to invoice your customers on a per-project basis.

The Projects option is only accessible in *Company Mode*.

To add, edit, or remove a Project click on the Time & Billing tab in the company context. Choose the "Admin" Button if it available and then the "Projects" button.



Your screen will appear like this:

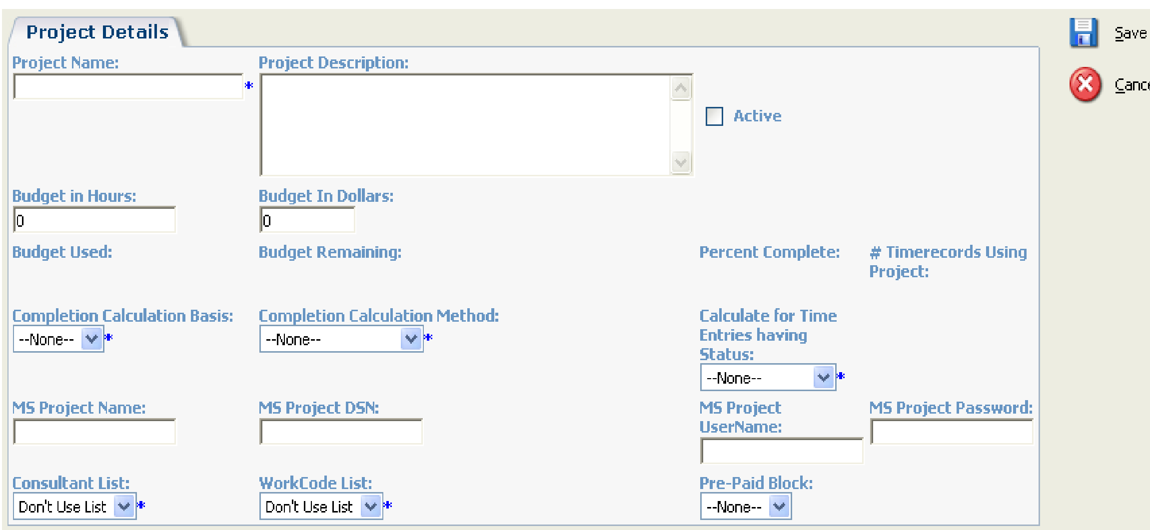


Projects are displayed in alphabetical order.

To edit a Project, click on its name.
To add a new Project, click the "New" button on the right.

Adding / Editing / Deleting Projects

The process of adding, editing, and deleting items are all related, as they are elsewhere in CRM.



Enter the appropriate details for each field.

The fields are:

- Project Name – a name, used for display
- Project Description – a description, used for display
- Active – an indicator of whether this project can be used
- New! - Budget in Hours: amount indicating the budget for this project. Can be used for reporting purposes.
- New! - Budget in Dollars: Can be used for reporting purposes.

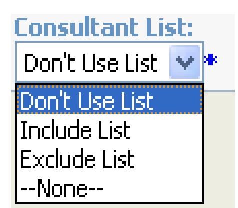
New! - *The following fields are used for statistic purposes on the Project budget and are display only (cannot be edited)*

- New! -Budget Used: Based on Calculation Basis, will calculate how much of the prescribed budget is used by time records.
- New! -Budget Remaining: The opposite of Budget Used.
- New! -Percent Complete: Percentage of budget amount used by Time Records.
- New! -# Time Records Using Project:
- New! -Completion Calculation Basis: Either Dollar or Hour
- New! -Completion Calculation Method: Actual or 0/50/100. Actual will calculate the actual percentage complete. The 0/50/100 method is a common method of calculating completion in project management, and can be used if desired.
- New! -Calculate for Time Entries Having Status: Select the time record status to include in project completion statistics. Use "Ignore Status" if you want all statuses to be included. (this would be the most common).

The following fields are used to setup a MSProject Synchronization

- MS Project Name – The name that the MS Project is saved under
- MS Project Server – The name of the SQL Server Database DSN used to connect to the saved MS Project information
- MS Project UserName – the name of the user account that has access to the SQL Server
- MS Project Password – the matching password for the UserName.

New! - *The following fields are used for limiting the project's workcodes, consultants or available pre-paid block amounts*



- Consultant List – A consultant list configured by the administrator (to be discussed later) relating directly to this project. You can only use ONE mode at a time.
  - "Include List" means that only the users on the list will be able to use this project.
  - "Exclude" List means that the users on the list will not see (and therefore not be able to use) the Project when entering Time.
  - "Don't Use List" means the list will be ignored when compiling the Projects for use in Time Entry, in other words – don't use this feature, and allow everyone to access the project.
- WorkCode List – Similar to Consultant list, controls access to WorkCodes.
- Pre-Paid Block – A list of pre-paid blocks. Blocks of Time can be configured for specific Companies (Configuration to be detailed later). One of these blocks can be configured on a project. Any time record entered against that project, will then draw down upon the time remaining on the prepaid block, until the limit is reached. When the limit is reached, the project can no longer have time entered against it, until a new prepaid

block is specified, or the one in use has more time added to it. More than one project can draw down on a single prepaid block at one time, but a single project can only draw down from a single prepaid block.

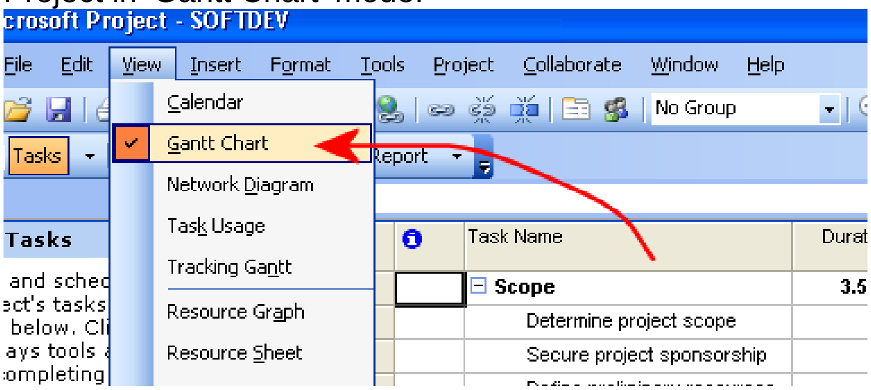
Projects are not required in order to use Time & Billing. However, you may find them very useful for reporting purposes, for access control to Work Codes, or for the purposes of exporting your time records to Sage Accpac or another accounting system. Each Project in Time & Billing v3.0 supports multiple Tasks, which can be infinitely nested.

Time & Billing v3.0 is able to synchronize with a Microsoft Office Project in order to record time against those Tasks. Currently, these tasks are only used for viewing and billing purposes: all changes for an integrated MS Project, must be done using MS Project. Before we explain creating tasks, we will look at MS Project Integration.

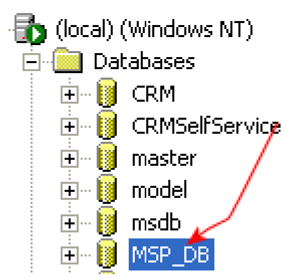
Synching with MS Project

What's New?
Project Sync from MS Project now supports multiple projects in a single SQL database, and the sync now includes budget and duration information.

To gain understanding of what will be synchronized with Time & Billing, view the Project in 'Gantt Chart' mode:



Information such as Task Name, budget and duration are synchronized, and can be viewed in CRM Time & Billing, and more importantly, can have Time entered against.

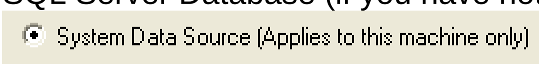


After you have created a project in MS Project, you must create a SQL database (this can be named anything, but remember it, because you will use it in Time & Billing).

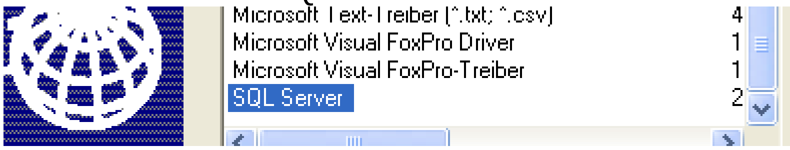
Then choose 'Save As' from the File menu in MS Project.

Click on 'ODBC'.

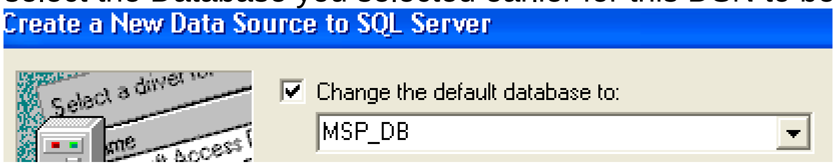
You must create a Machine Data Source (type System) to save the project in a SQL Server Database (if you have not done so).



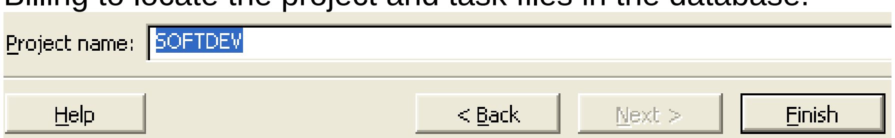
With Data Source ‘SQL Server’:



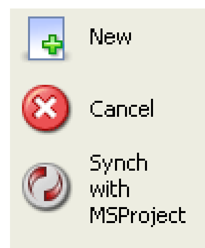
Choose ‘SQL Server Authentication’ for verification, because Time & Billing will require those credentials to be entered so it can synch with the database. Then select the Database you selected earlier for this DSN to be associated with:



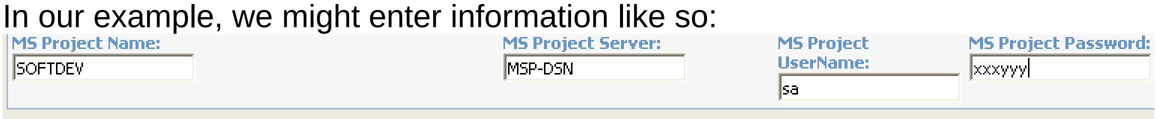
Finally, when given the option to write the project to a database using this newly created DSN, note the project name you save it as. This will be used by Time & Billing to locate the project and task files in the database:



You have now saved the MS Project to a SQL Server.

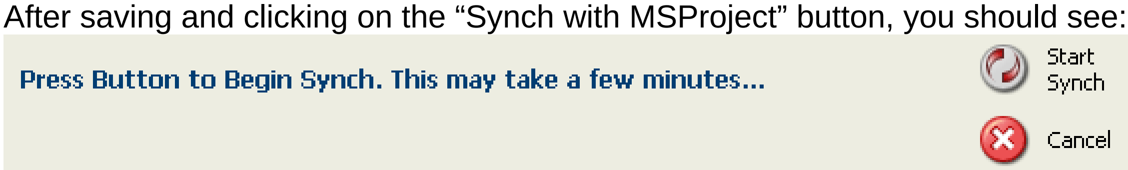


In Time & Billing, you must now create a new Project.
This is where you will enter the information telling the Time & Billing Extension that the project you are creating is an MS Project. Once created in Time & Billing, the (ms) project credentials cannot be edited. If changes are required, a new project would need to be created and synchronized.
In our example, we might enter information like so:

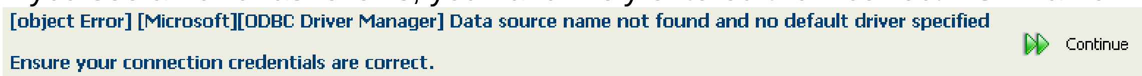


Note:
“MS Project Server” is the System DSN name we created earlier.

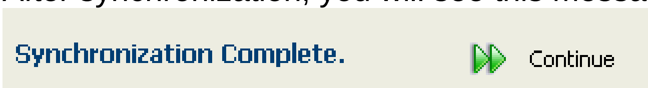
After saving and clicking on the “Synch with MSProject” button, you should see:



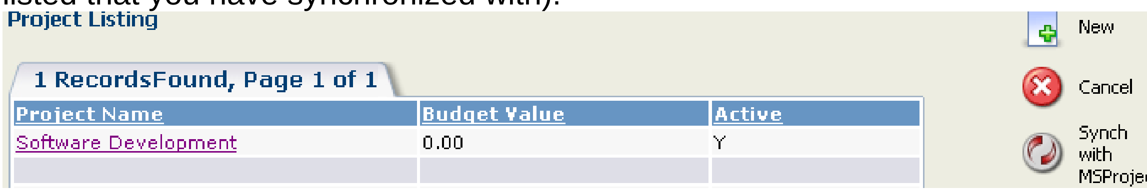
If you see an error as follows, you have likely entered the incorrect DSN name.



After synchronization, you will see this message:



The main Project screen should now look something like (with the project name listed that you have synchronized with):



Clicking on the Project Name will take you to the administrative area for this Project and its Tasks.

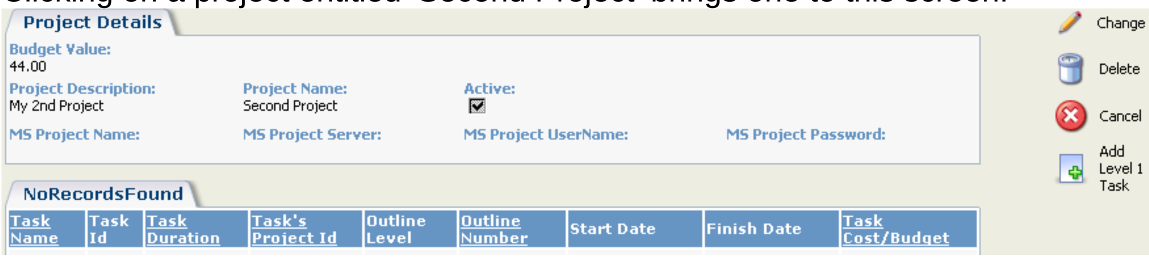
Notes: Any time you make a modification to your project in MS Project, you will likely want to synch that project with Time & Billing. Doing so will update CRM with the current task list from MS Project, and will keep time & billing up to date. At this time, this is NOT an automatic function, and must be initiated manually by clicking the “Synch with MSProject” button above.

Additionally, CRM Projects that are integrated with MS Project CANNOT be edited (ie, tasks added or removed) from within CRM Time & Billing. When a project is integrated, it is integrated, and administration for that project should be done in MS Project.

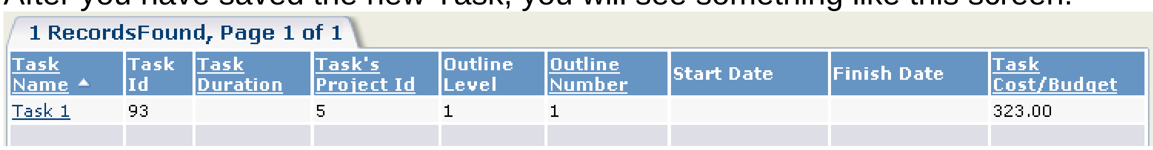
Tasks

Once you have created a regular project, you can add Tasks (with infinite nesting), to that project. The navigation is the same for projects that have been synchronized with MS Project, but when a project is integrated to MS Project, tasks cannot be added, edited, or deleted from within CRM (see above for details).

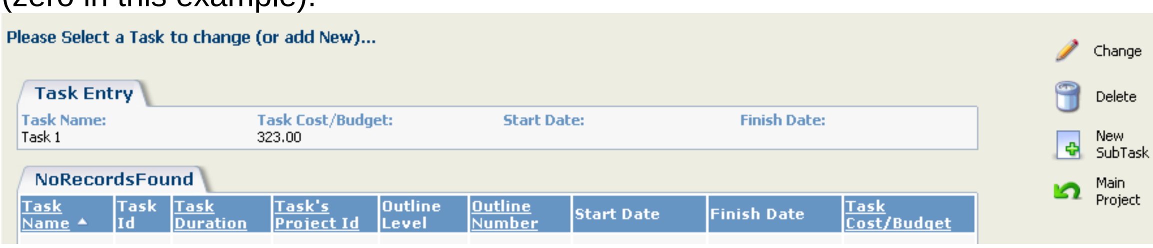
Clicking on a project entitled ‘Second Project’ brings one to this screen:



In this example, the project has no tasks. Add a level 1 Task (nesting level 1), by clicking on the ‘Add Level 1’ button.
After you have saved the new Task, you will see something like this screen:



Clicking on this Task will show the Task information and a list of all its subtasks (zero in this example):



Sub-Tasks can then be added in the same way as the first Task, and the buttons on the right help navigate to parent tasks or the root project.

Now, on entering Time Records, you can choose a project and one of its tasks to bill against.

Prepaid Blocks

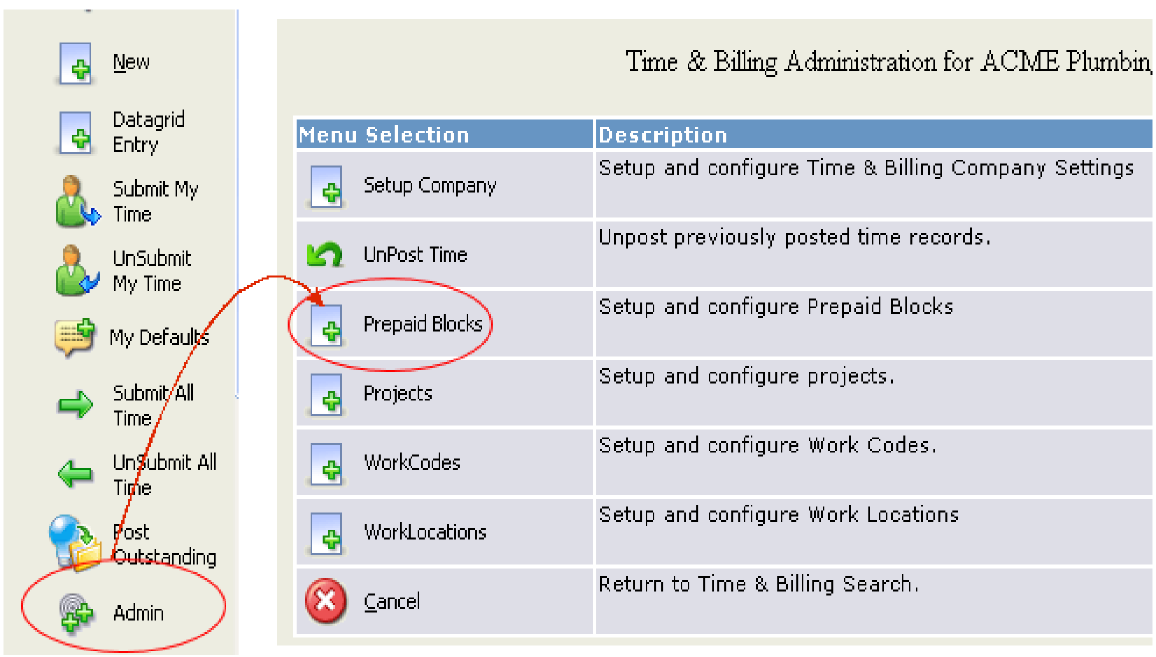
New!

CRM Time & Billing includes the ability to link projects, and thus entered Time, to blocks of prepaid amounts (based on either hour or dollar amounts). This section will detail how to configure and use prepaid blocks in the Time & Billing system.

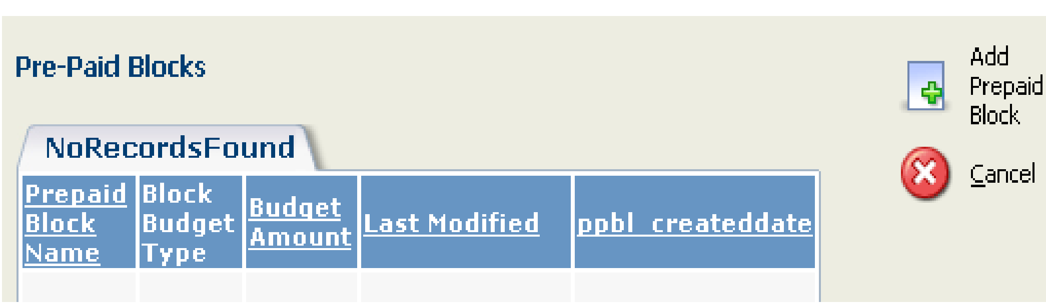
Prepaid Blocks are not required in order to use Time & Billing. However, you may find them very useful for tracking and controlling time entry.

The PrePaid Blocks option is only accessible in *Company Mode*.

To add, edit, or remove a PrePaid Block click on the Time & Billing tab in the company context. Choose the “Admin” Button if it available and then the “PrePaid Blocks” button.



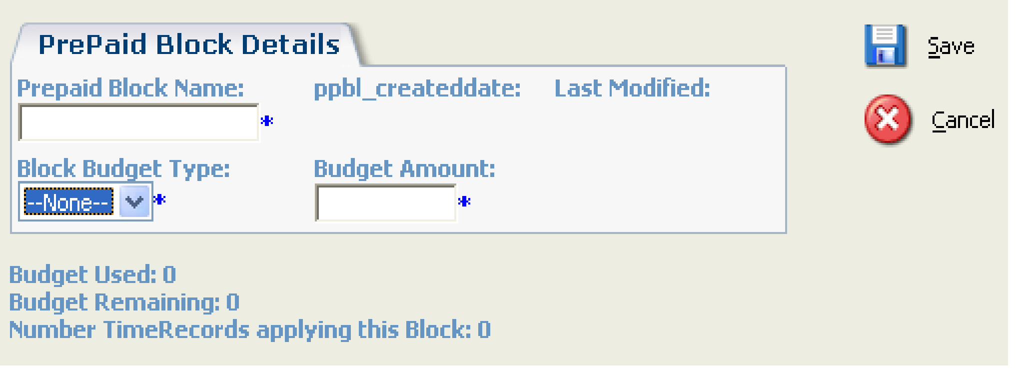
Your screen will appear like this:



To edit a Prepaid Block, click on its name.
To add a new Prepaid Block, click the New button on the right.

Adding / Editing / Deleting Prepaid Block

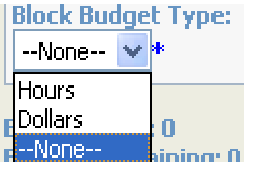
The process of adding, editing, and deleting items are all related, as they are elsewhere in CRM.



Enter the appropriate details for each field.

The fields are:

- Prepaid Block Name – a name, used for display
- Created Date and Last Modified – used for tracking purposes (automatically set, read only)
- Block Budget Type – Whether amount is by Dollars or Hours, you can use one or the other.



- Budget Amount: amount that this prepaid block can use. If for example, the Budget Type is Hours and the Amount is 10, then all Time Records applying a project that is linked to this block will only be able to sum to 10 hours total time, at which point the project will be come unavailable. If you are using dollar based budgets, then the hourly rate of each of your consultants will cause the total number of possible hours to vary.

Advanced Project Usage

New!

Time & Billing v3.0 includes several great enhancements for Project configuration within the system. These are:

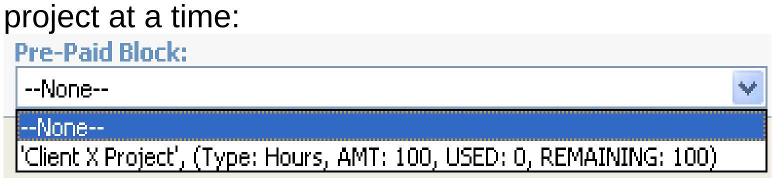
- Linking a prepaid block to a project
- Filtering WorkCodes by project
- Filtering Consultants by project
- Calculating Project completion

This section explains those enhancements.

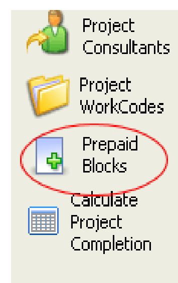
Linking a Prepaid Block to a Project

Once you have set up a Project, you may link it to a prepaid block, thus having greater control managing the Time & Billing system.

Choose a Project to edit. Any Prepaid blocks configured for this company will appear in the prepaid block list. You can choose one prepaid block to apply to a project at a time:



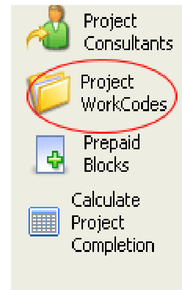
To view more details or add new PrePaid blocks for the current CRM context company, click on the "PrePaid Block" button on the Project Menu:



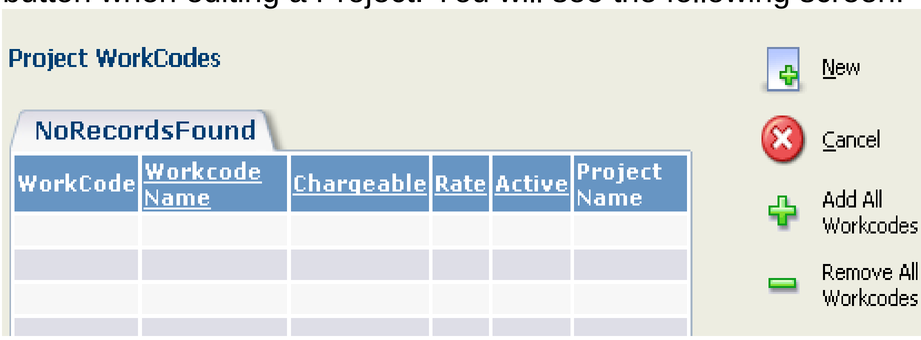
Filtering Workcodes by Project

New!

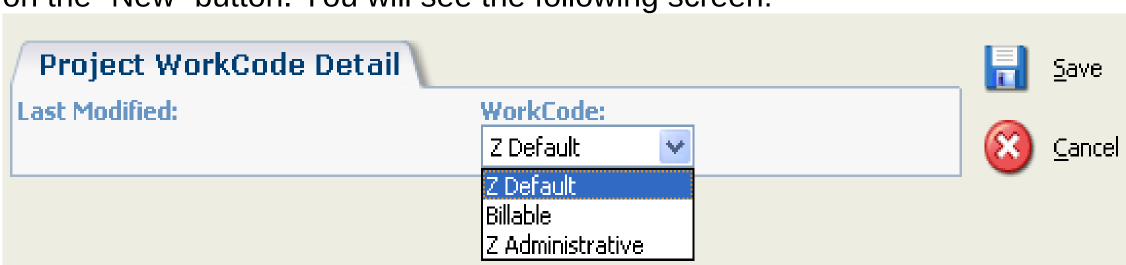
You can define for each projects which of the available Workcodes are enabled when the project is selected during Time Entry. You can configure the workcodes on the list to be included or excluded when using the project, or the list can be ignored.



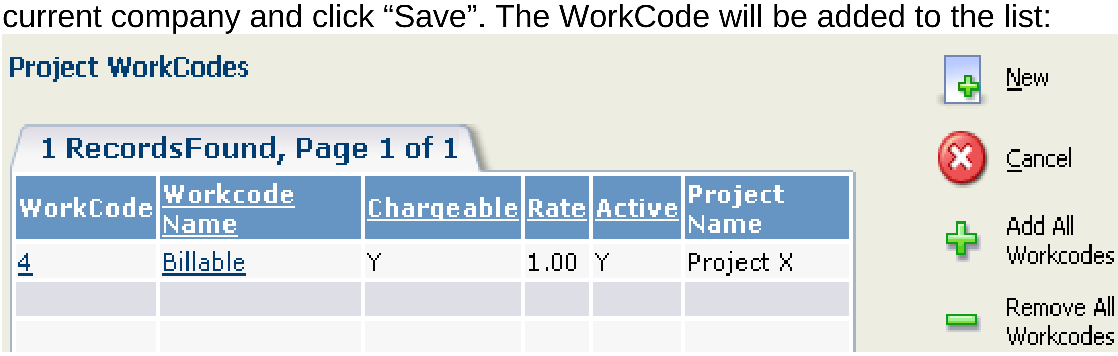
To define a WorkCode list, click on the "Project WorkCodes" button when editing a Project. You will see the following screen:



Keep in mind that each project can only have one list (include or exclude, you cannot combine them). You may add or remove all WorkCodes from the list or select the different WorkCodes manually. To add WorkCodes one at a time, click on the "New" button. You will see the following screen:

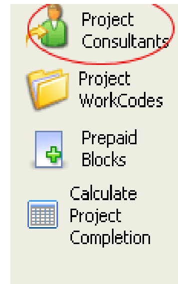


This is simply screen where you choose one of the WorkCodes enabled for the current company and click "Save". The WorkCode will be added to the list:



To summarize, from the above example, if "Project X" were selected when entering Time, and the Project was configured to "Exclude List", the consultant would not see the WorkCode titled "Billable".

Filtering Consultants by Project



New!

Consultant filtering is configured the same as the “Filtering WorkCodes by Project” section, with the obvious difference of creating a Consultant, rather than a WorkCode, list.

Only Time & Billing configured users will display as selectable consultants. This means they must have a Time & Billing admin level of 1 or higher set in their user profile.

After you have added Consultants to a list, you may choose to Include, Exclude or “Not use” the list.

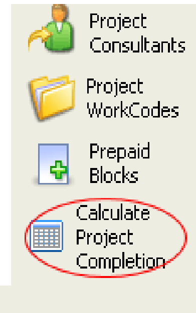
Note:
If the project is using an “*excluded”* list, then any consultants on that list will NOT be able to see the project in the project list while entering time.
If the project is using an “*included”* list, then only those consultants on the list will be able to see the Project.

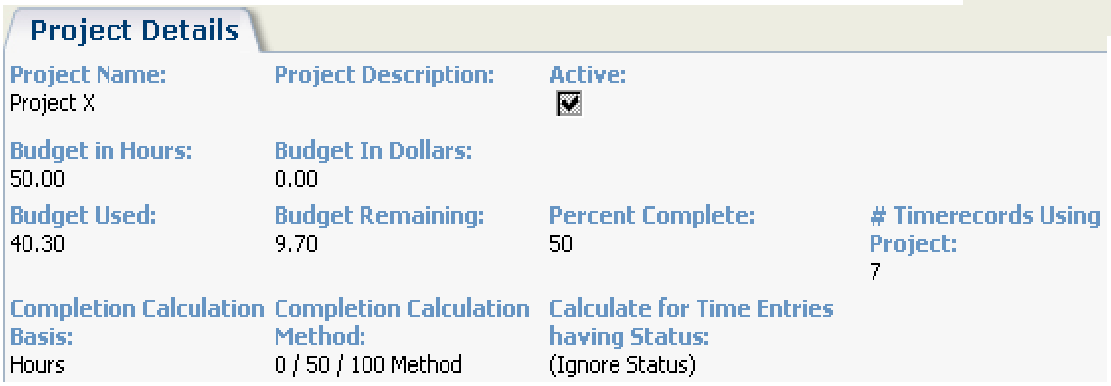
Tip:
If you use both assignment of WorkCodes to projects, and assignment users to projects, you can essentially control which WorkCodes each user has the ability to use during data entry.

Calculating Project completion

New!

You can easily calculate, see, and report on the completion status of your projects. Use the “Calculate Project Completion” button to calculate a project’s completion statistics. An example Project screenshot will best demonstrate the basics of this feature:

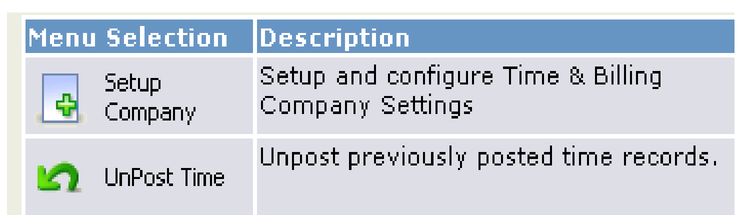




As can be seen in this example, the Project’s budget is 50 Hours. 7 Timerecords are using this project totaling 40.3 hours. Since the Calculation method is set to “0/50/100”, the percent complete is shown as 50.

“Calculate Project Completion” is an easy way to keep track of Project resources in Time & Billing.

We have concluded the “getting started” section. For information on the other parts of the Time & Billing Company Administration section: Please see the Install Guide or the Posting section of this guide.



Menu Selection	Description
Setup Company	Setup and configure Time & Billing Company Settings
UnPost Time	Unpost previously posted time records.

In the next section, we will cover in depth usage of Time & Billing v3.0.

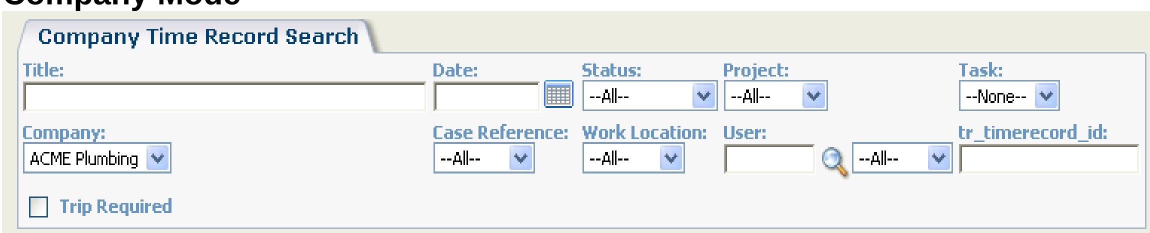
Searching

The CRM Time & Billing Extension uses the same search functionality as CRM, making it easy for you to search for and find the time records you are looking for.

After clicking on the “Time & Billing” Tab in either mode, you are automatically presented with the search screen. Fill in the fields you would like to search, and press the “Search” button to locate your records.

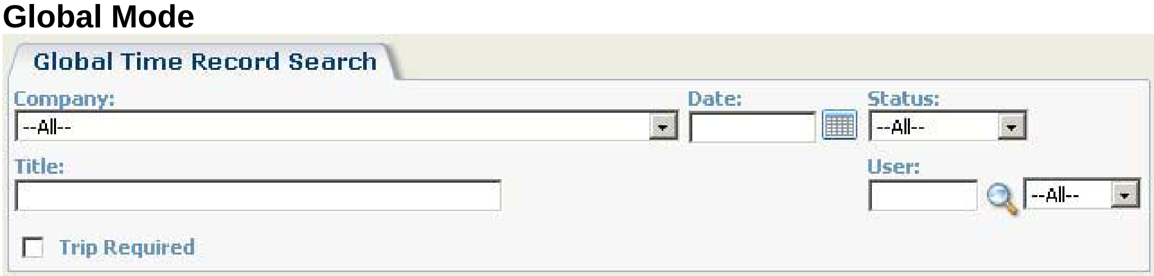
There is a difference between searching in *Global Mode* and *Company Mode*. You will notice the screens look different and that there are more options for searching in *Company Mode*:

Company Mode



In this mode, you can search based on Project, Task, Status, User, Case, or WorkLocation associated with the Company whose CRM context you are in.

Global Mode



In this mode you can select the company you want to search from the dropdown list, but do not have the option to search on Case, WorkLocation or Project.

There is one difference in the results returned. In *Global Mode*, an additional column is shown, “Company Name” to indicate which Customer the entry is for.

Choose the best method for searching based on your needs.

Adding

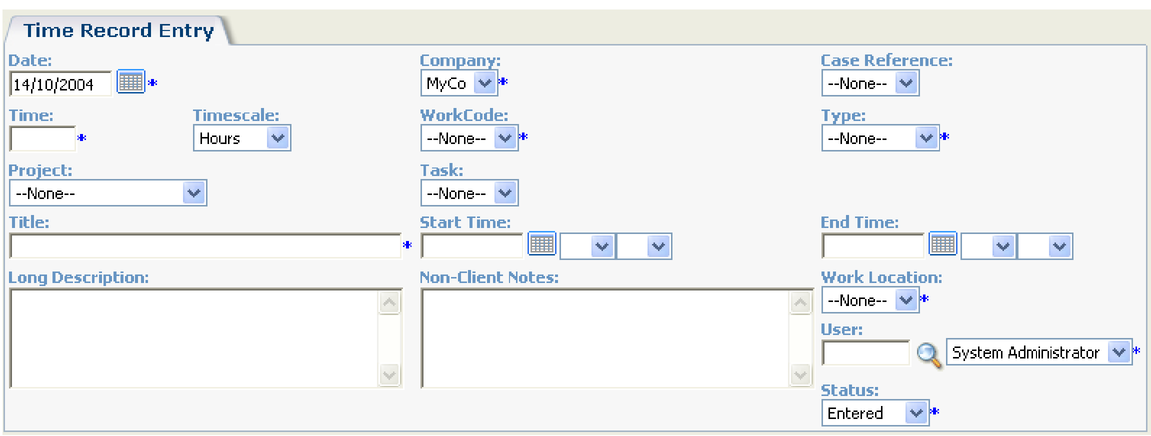
The option to add entries is sensitive to your security level. If you see the “New” button in either Time & Billing mode, you have the ability to enter new items.

Click the New button to begin adding a new entry.

What’s New?
We’ve incorporated CRM Workflow into Time & Billing. Now consultants’ Time Entries can be channeled to managers for approval depending on the user’s administration level and configuration setup.

Company Mode

In Company Mode, all of the dropdown lists are pre-populated for you, so all you need to do is enter/select the appropriate information for each field.



Global Mode

Entry of time records is identical in *Global Mode* and *Company Mode*, with one exception. In *Global Mode* you must select the Customer that you want to enter time for FIRST. The page will then reload with the appropriate values in the other drop downs.

Ensure you select the company first. Otherwise, your entries in other fields will be lost and you will need to re-enter them.

The fields are:

- Date – this is the work date. Depending on your date format selected in CRM this can be in either DD/MM/YYYY or MM/DD/YYYY format. MM/DD/YYYY format is preferred. **REQUIRED**.
- Company – In Company mode, the current company is the only one in this list. It cannot be deselected. **REQUIRED**.
- Case Reference – If this time entry is in relation to a specific case that has been recorded in CRM, you can record this time against that case. This is not required, but will enable you to report on time by case.
- Time – the time spent. This is in decimal hours (ie, 1 or 1.25, etc). It is possible to put negative amounts in this field for reverse entries. **REQUIRED**.
- TimeScale – Hours or Minutes based on the Time field. **REQUIRED**.
- WorkCode – select the relevant workcode. If a workcode named “Default” exists, it will be selected by default. **REQUIRED**.
- Type – The type of Time entry, whether Time, expense, or adjustment, (availability based on Time & Billing admin level). **REQUIRED.**
- Project – select the relevant project. You will see only the projects you have been provided access to. Upon selection, Task and WorkCode lists will then be repopulated with appropriate values.
- Task – select the relevant task for the selected project.
- Title – A short title for this entry. This will be displayed on the OE Order / Invoice as the “description” if the System Administrator has configured the title for use in this way. (Up to 50 characters). **REQUIRED**.
- Start Time – You can specify the date/time this work started. For reporting purposes.
- End Time – You can specify the date/time this work ended. For reporting purposes.
- Long Description – Enter the details of the work here. Up to 500 characters. This text will appear on the OE Order as description lines. The text you enter will be parsed into 75 character (or less) lines for entry into ACCPAC (limit of accpac). The text will be parsed by the whole word.
- Non-Client Notes – Descriptive text you want to record, but do not want the client to see.
- Work Location – select the relevant work location. **REQUIRED**.
- User – By default, yourself. You can however select another user to enter this time for. **REQUIRED**.
- Status – The status of this entry. When adding a new item, it is always “Entered”. **REQUIRED**.

When you are finished entering the details of your time click “Save”.

As a convenience, when CRM confirms you have saved your item, you are given the option to “Add More”. Clicking this button returns you to the Time Record Entry screen immediately so you can enter another new item.

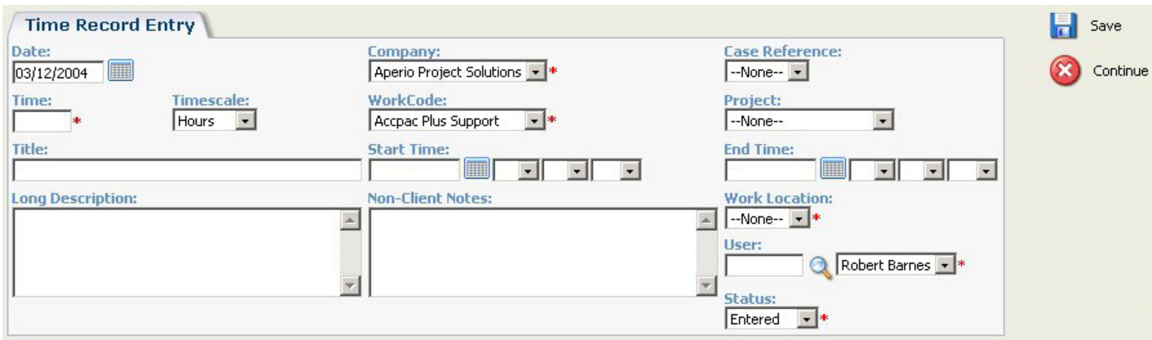
New!

You also have available a button on the right of the entry screen. The “Company Summary” button will open another window that will allow you to view details about the company for which you are entering time.

Editing

To edit an entry in either mode, click on its title in the returned search results. Click the “Change” button to enter editing mode.

Note: You cannot edit entries that have a status of “Posted”. If the item is “Posted” the “Change” button will not appear.



Editing entries in *Global Mode* or *Company Mode* is the same.

Edit the entries as necessary.

In Previous versions, you would have been able to change the status of the entry to “Submitted” at this time by changing the “Status” drop-down list. Time & Billing v3.0 now incorporates CRM Workflow functionality. Because of this, if you believe you are finished with this entry and will not need to edit it in the future, you can simply click on the “SubmitTR” workflow button *after* you have saved/edited the time record. This will change the Time Record to submitted status/state. *Furthermore*, if the consultant is not required to have a manager approve the submitted Time Entry (a configurable feature in Time & Billing 3.0), the Time Entry would automatically be set to an “Approved” state.

This workflow button only changes the current Time Record. The following section will detail how to change multiple Records.

Your entry will remain editable until the status is changed to “Posted”, which will occur next time the administrator posts outstanding time.

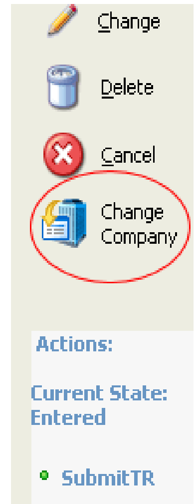
If this time entry was entered in a Time & Billing mobile client (such as 21CRM System’s Time & Billing Offline Module for the Desktop or Pocket PC), the Status will show “Synchronized”. Synchronized is the same as “Entered” but indicates the item came from the Mobile Client.

Changing a Time Record's Company

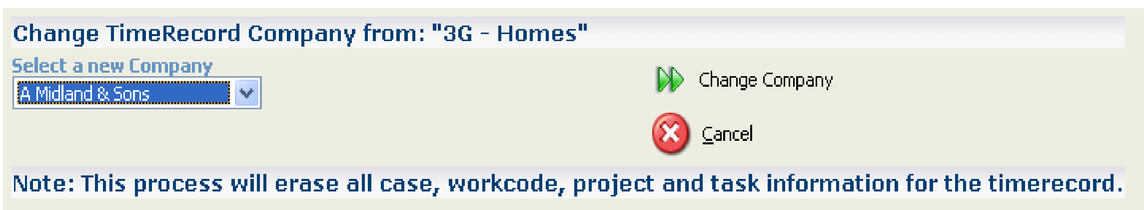
New!

If a consultant input the wrong Company for a Time Record, Time & Billing allows you to change the Company a Time Record is entered against.

On viewing a saved Time Record in Global Mode, a button labeled "Change Company" will appear on the right side:



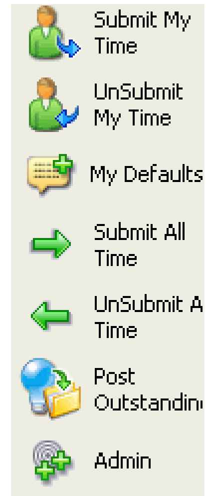
Clicking the "Change Company" button will bring up a screen that allows you to choose a different company:



As the screen shows, this will erase all information that could be specific to the previous company alone, such as WorkCode, project, etc. Pressing the "Change Company" button will bring you to the Edit Time Record screen where you will be able to choose new information that match the new Company.

This process saves a lot of time compared to having to delete a bad Time Record and re-enter all the details for a new one.

Submitting



When you have finished editing your time, or on a regular basis, you will want to “Submit” it, to make it eligible for billing purposes.

The process of “Submitting” time simply changes each entry’s status to “Submitted”. This is the same as manually pressing the “submit” workflow for each record and changing its status.

Depending on your security rights, you will have the ability to “Submit my time” or “Submit all time”

- Submit my time – submits all of your outstanding (entered) time depending on the mode you are in.
- Submit all time – submits all time (yours or as otherwise specified) depending on the mode you are in.

UnSubmitting

Occasionally, you may wish to ‘Unsubmit’ your entries, which works on those that are in ‘Submitted’ status. This will place them back in ‘Entered’ status and make them ineligible for billing purposes. (This is the reverse process of the above mentioned ‘Submitting’ feature.

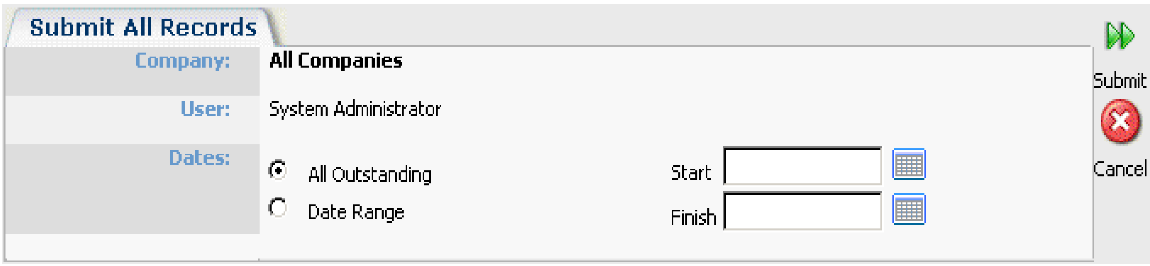
If you have appropriate security rights, you will see the “UnSubmit My Time” button and the “UnSubmit All Time”

- UnSubmit my time - unsubmits all of your submitted time (changes from submitted to entered status).
- UnSubmit all time – unsubmits all time (yours or others, as specified), depending on the mode you are in.

The screens are very similar for unsubmitting as for submitting.

Global Mode

In Global Mode when you select "Submit all time", you are presented with the following screen:



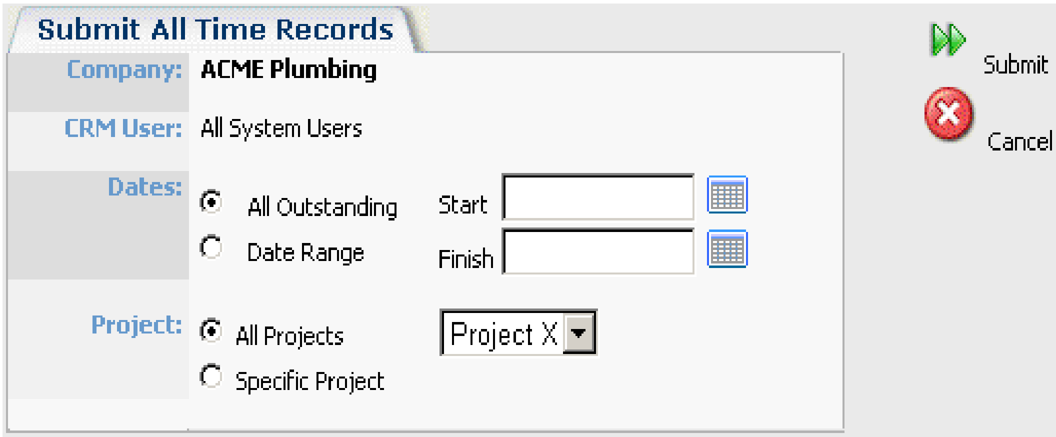
You can choose to submit all outstanding entries, or only those in a given date range. You can also select to submit for all users, or only a specific user.

Choose your options and press "Submit" to complete the process.

If you selected "Submit my time", the screen will only allow you to submit for yourself.

Company Mode

In *Company Mode* when you select "Submit all time" you are presented with the following screen:

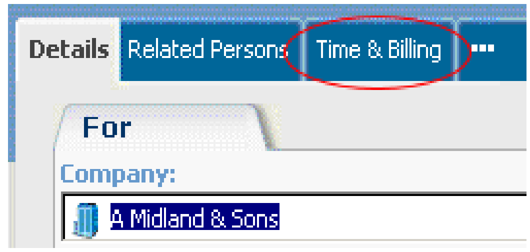


Here you can submit based on a date range, or by project. Select your options and press the "Submit" button to complete the process.

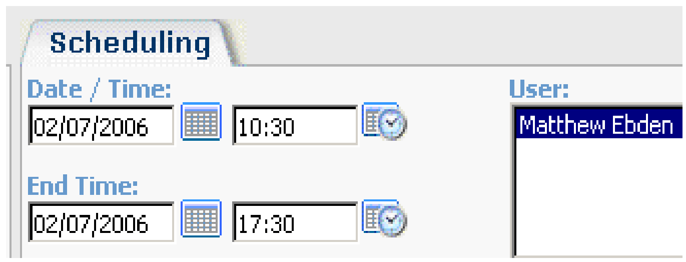
If you selected "Submit my time" the screen will only allow you to submit for yourself.

Converting Communications to Time

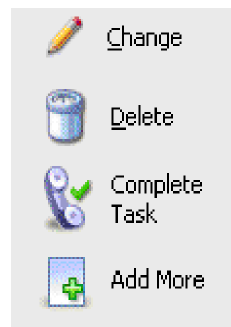
Time & Billing allows you to convert Communications to Time. When you select one of the Communications for a company, you will see a “Time & Billing” tab beside the Communication’s “Details” and “Related Persons” tabs:

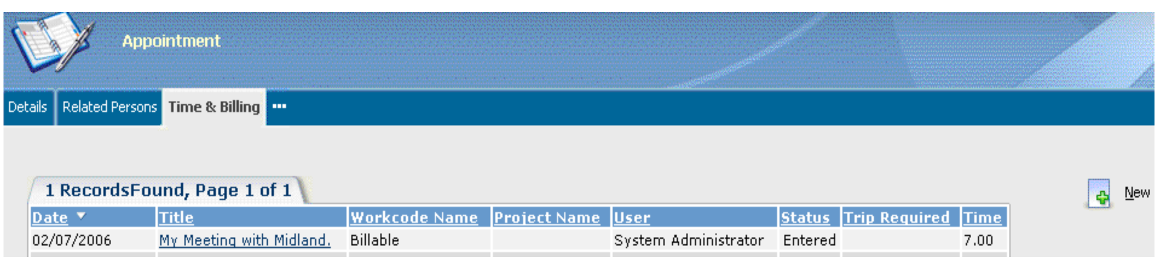


In this example, the CRM user Matthew Ebden had a meeting scheduled from 10:30 to 17:30. Clicking on the “Time & Billing” Tab will show a page with all Time Records for this Appointment. Clicking on the “New” button will allow you to enter Time for this Communication.



Using Time & Billing through the Communication screen is helpful because it pre-populates the Company, the Time (End minus Start), and any defaults. After you have entered Time, you can choose to complete the Task or Appointment by pressing “Complete Task”, or you may “Add More” time if you desire. Once complete, you can view the Time entered by clicking the Communication “Time & Billing” tab, or doing a search through Company or Global mode.





Use this functionality for efficient Communication Time Entry.

Converting Cases to Time

Time & Billing v3.0 allows you to convert Cases to Time quickly and efficiently. As is the case with Communications, a Tab is added when viewing an individual Case.

Click on the “Time & Billing” Tab (while in the Case context).
Click on the “new” button.

The Case Conversion automatically populates the Title and Description of the case in the Time Record. Enter or change any details for the Time entry.

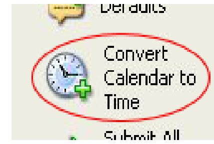
Click “Save”.

As with other entry modes, you may click the “Add More” button to add more Time for this Case, or click on the “Time & Billing” tab displayed in the Case context to view all times entered against this case.

Time & Billing makes converting Cases to Time quick and easy.

Calendar Conversion Wizard

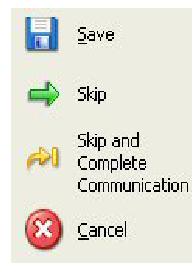
Time & Billing has the ability to enter time against CRM communications (Appointments and Tasks). The Calendar Conversion Wizard is a quick and easy way to convert these Communications into time record entries in bulk.



After clicking on the “Convert Calendar to Time” button from the global search Time & Billing screen, you are presented with a configuration screen. To decide which Calendar items to enter time against the possible criteria are:

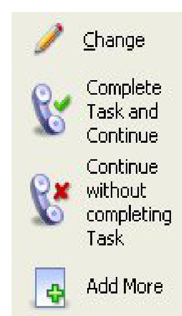
- Dates (All outstanding or range)
- Types (Appointments, Tasks, Both)
- Status (Pending, Complete, Both)
- Other (choose to ignore communications that are related to bulk emails)

After choosing these criteria, clicking Continue will pull up Time Entry screens very similar to that in Company mode. Most of the fields are pre-populated based on the values in the Communication. The few differences are related to controlling what to do with the Communication after (or before) saving a Time Record.



The editing mode will present the user with these menu buttons:

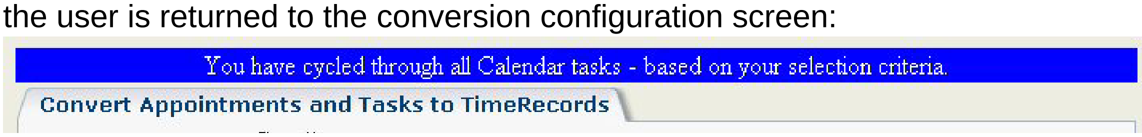
- “Save” saves the time record (if all required fields are filled in).
- “Skip” does nothing with the Communication or the dependent Time Record, but populates a new Time Record based on the next Calendar Appointment or Task from the search criteria.
- “Skip and Complete Communication” is the same as “Skip” but will complete the communication so it is no longer displayed on the Calendar.
- “Cancel” returns the user to the Conversion configuration screen.



If “Save” was clicked, the Time Record is now saved in the system, and the menu buttons are:

- “Change” is the normal Time Record editing button
- “Complete Task and Continue” is essentially the same as the “skip and complete communication” button mentioned above
- “Continue without completing Task” is equivalent to the “skip” button.
- “Add More” allows the user to add additional Time entries against the current Communication.

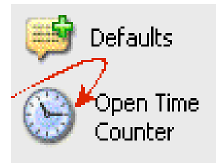
After all Calendar items meeting the search criteria have been cycled through, the user is returned to the conversion configuration screen:



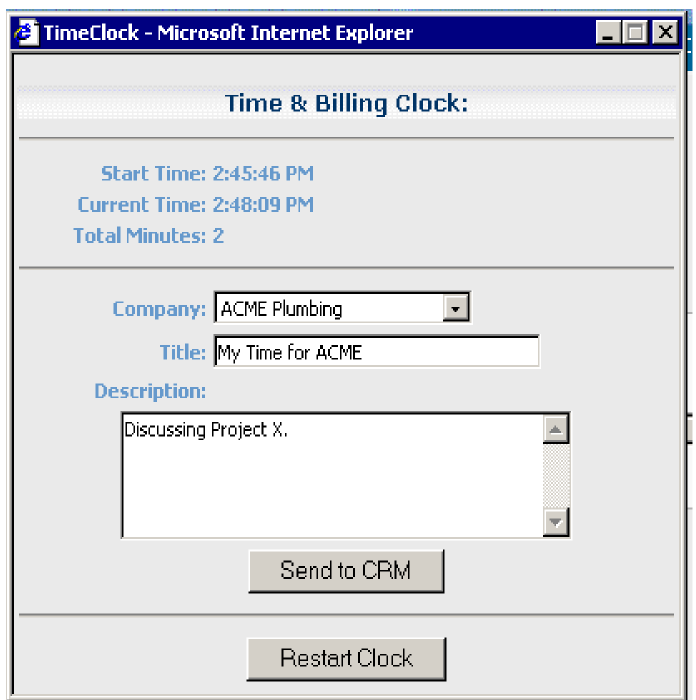
Time Counter

New!

Time & Billing includes a “time clock” that consultants can use to keep track of their time spent with a client and then quickly enter the time into the system. For instance, if they are on the phone, they can click the “Open Time Counter” button in the Global context search screen, and a new window will pop up that enables the consultant to choose a client and even make comments that will be transferred to the Time Record.



The following screenshot shows the basic layout of the Time Counter:



The Total Minutes will be rounded to the next nearest 10^{th} of an hour (so for example, 2 minutes would be rounded to 6 minutes ($1/10^{th}$ of an hour). This setting is configurable by the Time & Billing administrator in the System Config screen.

The “Send to CRM” button will load the Global Entry screen for with the Company, Time, Title and Description pre-loaded based on the values in the Time & Billing Clock.

The “Restart Button” simply restarts the clock and clears all the fields.

Once opened, the Clock will sit in the background until you need it, close it, or close CRM.

The Time & Billing Clock is a handy way to keep track of your day, and ensuring you bill for all of your time – even the time on the phone!

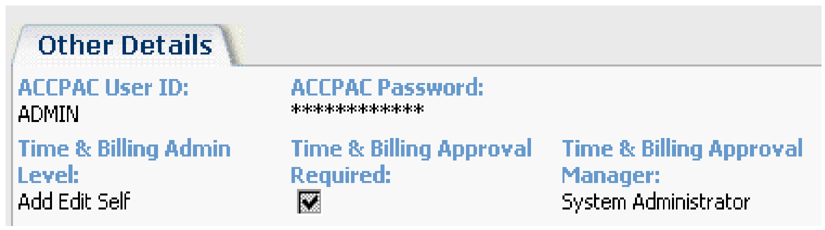
Important:
For the Time & Billing Clock to function properly, you must enable popups.

Time Confirmation

New!

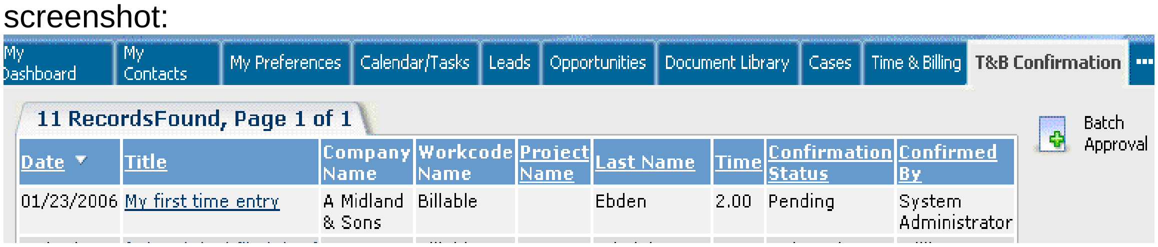
In Time & Billing, before any time can be posted, it must be approved. Consultants can each be configured to be either automatically approved by the system or to require a manager's approval. This is done in the User's CRM configuration screen:

An administrator will setup whether the user requires approval and who is the approving manager.

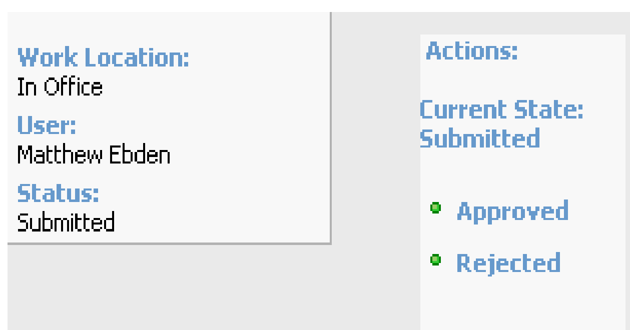


The "Time Confirmation" tab is used by Managers to approve or reject consultant Time and it is used by consultants to re-submit rejected time (for whatever reason).

When a manager clicks on the tab, they will see all Time Records that require approval. The Time Record state will show as "pending". Below is an example screenshot:

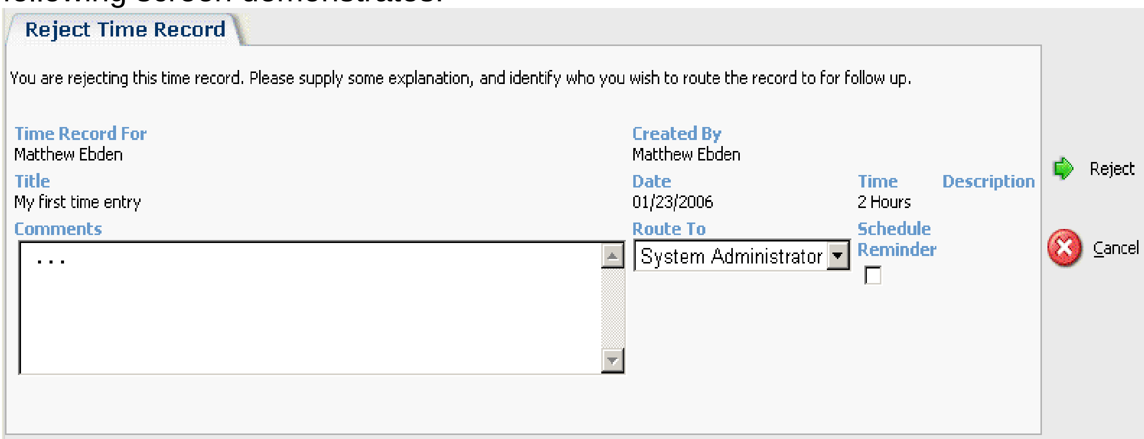


When the manager clicks on the Title link, they will be taken to the Time Record Entry view screen. Workflow buttons will appear that show "Approved" or "Rejected".

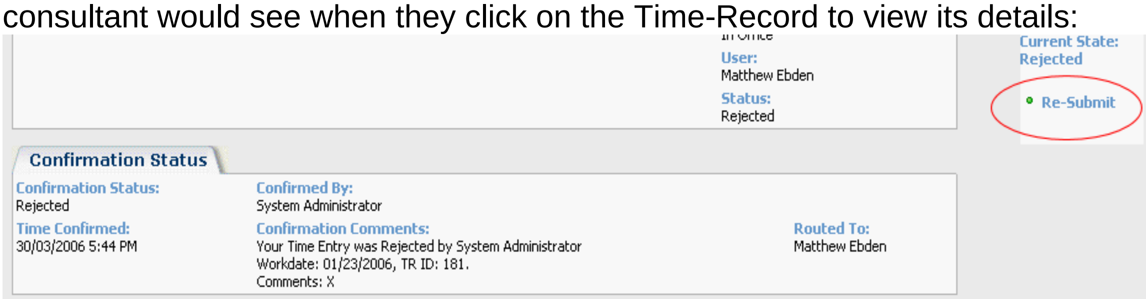


If the "Approved" workflow button is clicked, the Time Record will be changed to Approved status and be ready for Posting. The manager will be re-routed back to the Confirmation page.

If the “Rejected” workflow button is clicked, a screen will display that lets the manager enter information for the reason the Time Record was rejected, as the following screen demonstrates:



The “Route To” selection allows the manager to choose who the Time Record will be routed to for re-submission (the default is the consultant whom the Time Record was entered for – not necessarily the user who actually entered it into the system). A manager may also choose to schedule a reminder in CRM when the message is routed, to let the consultant know a Time Record needs re-submission. The following screen shows what additional information the consultant would see when they click on the Time-Record to view its details:

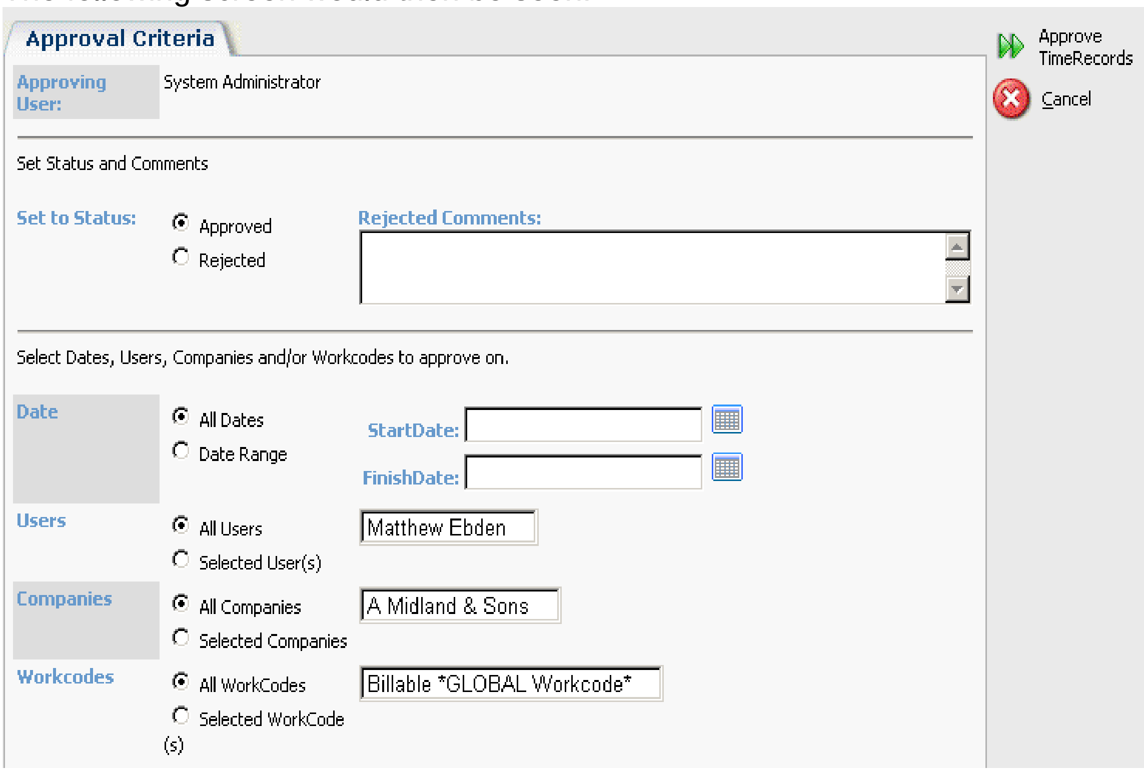


The consultant who has a rejected Time Record routed to them can then click on the “Time Confirmation” tab to see all Time Records waiting to be re-submitted.

Note:
The “Time Confirmation” page can display both Time Records waiting to be approved by the user, as well as Time Records that have been rejected by the user’s manager. This would occur if the user was a mid-level manager that both approved other user’s time, and required their own time to be approved by someone else.
Note: The time-records this mid-level person approves from their employees is NOT then routed to the next level manager for approval. Once they are approved, they are approved overall.

If a manager would like to approve multiple records at once, they should click on the “Batch Approval” button.

The following screen would then be seen:



The screen includes 3 sections.

1. Shows the current manager who is approving the Time Records.
2. What status to set all the time records. If “Rejected” is chosen, comments can be entered.
3. This section lets the manager select criteria to limit which Time Records to approve or reject. The section dynamically shows all Users, Companies and Workcodes from all the Time Records the manager is set to confirm. From this dynamic list, the manager can then select all, or use a multi-selected list.

Confirm the Batch TimeRecord approval by clicking “Approve TimeRecords” button.

Once Time Records are in approved states, Time & Billing is ready to Post to the accounting system.

Posting

> **Note:**
> This section is extensively changed from previous versions. Please review it thoroughly.

> **Note:**
> Depending on how your system administrator has configured the system, Time & Billing may perform a “System Checkup” as the first step in posting. If this is the case, see the section titled “System Checkup” for more details.

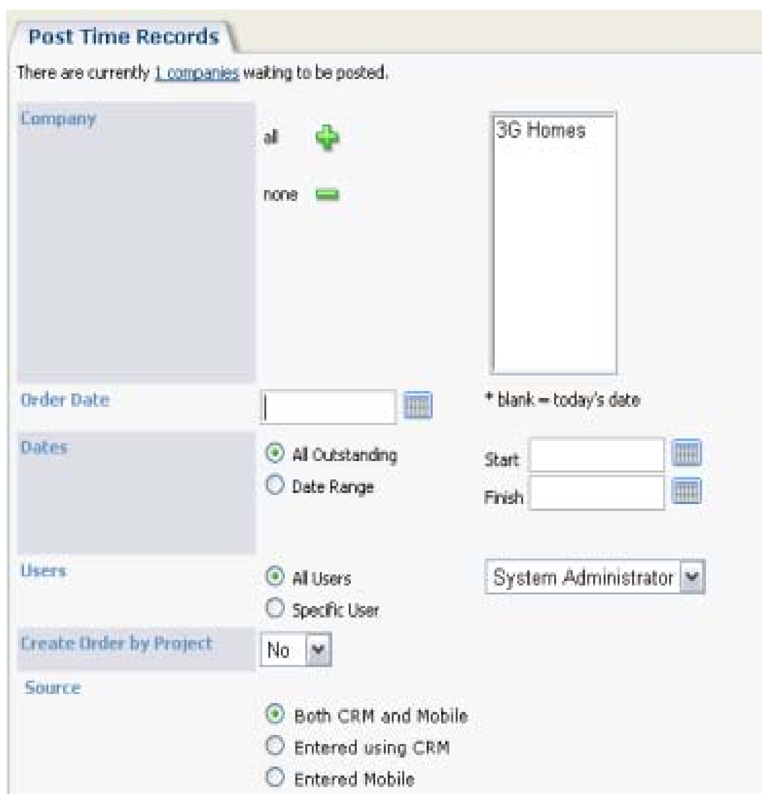
Posting is the process of preparing Time Record entries in Time & Billing for import into Sage Accpac ERP, or another accounting system.

You will only have the option to “Post Outstanding” if you have the necessary security rights.

The posting process for *Company Mode* and *Global Mode* is basically the same, except that in *Global Mode* posting you will be able to select which companies to post, and in *Company Mode* you can select a specific project to post from.

To post your items, in either the Global Mode or Company Mode, select
”Post Outstanding” if the option is available.

You will see the following screen from Global Mode:



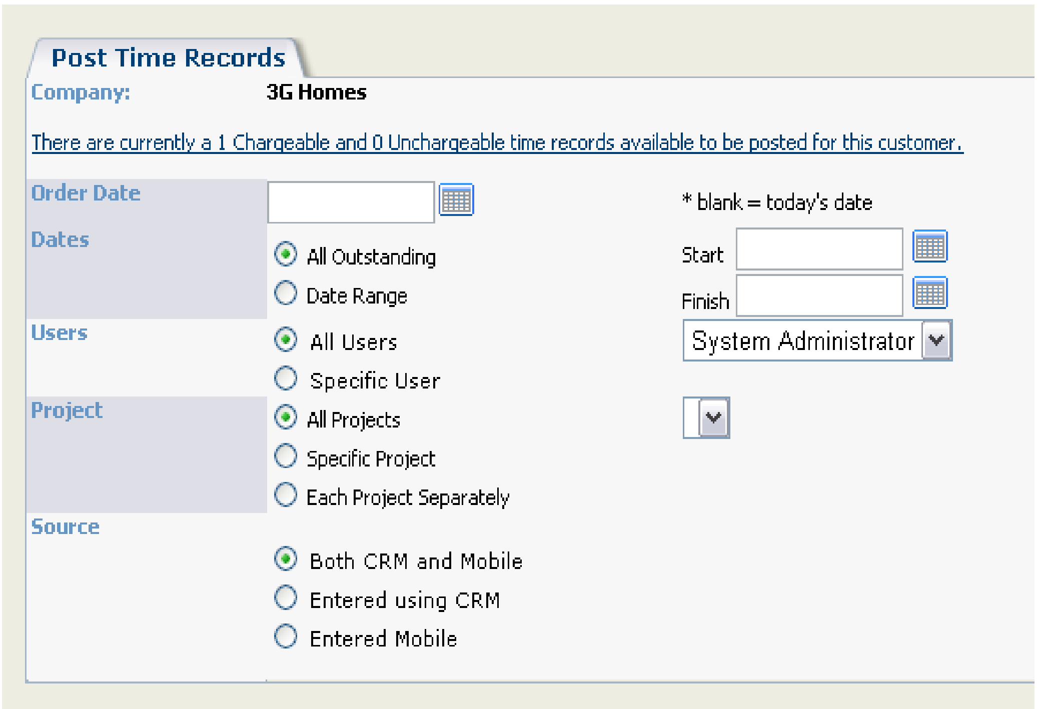
If there are multiple companies, they may be selected by using the all or none buttons, or you can use the mouse to just select the companies you want to post.

If, as in this example, there are companies to post, you can click on the link (here “1 companies”) to be able to see a summary of all Time Records, by Company, that are to be posted.

The following screen shows an example of the summary:

Company Name	Time Records To Post					
	Title	Project	Work Code	User	Entered Date	Time
A Midland & Sons	My first time entry		Billable	Matthew Ebden	01/23/2006	2.00 Hours

When in the Company Mode, you will see the following screen:



Under the Company name for which you are posting, is a link that will show a summary of the Time Records for the company, grouped by Chargeable or Unchargeable status. An example screenshot is as follows:

Chargeable Time Records To Post					
Title	Project	Work Code	User	Entered Date	Time
My first time entry		Billable	Matthew Ebden	01/23/2006	2.00 Hours

UnChargeable Time Records To Post					
Title	Project	Work Code	User	Entered Date	Time

The fields (from both modes) are:

- Order Date – The date that will appear in the header of your OE Order. If no date is specified, the system will use the current date.
- Dates – If Date Range is selected, the start date is the date you wish to begin posting from, and the finish date is the date you wish to finish on. This formula is used to capture the relevant time entries: StartDate <= WorkDate >= FinishDate
- Users – if Specific User is selected, select the CRM user you wish to post for. If All Users is selected, entries for all users that have entered time will be captured.
- Project – only available in Company Mode. If Specific Project is selected, choose the project you want to capture for. If all projects is selected, all projects for this company will be captured.
- Source – Choose Time records that were entered using a mobile device, within CRM or both.

Note:
You can combine the selection criteria to enhance the power of your selection.

For all integration modes, you will be prompted with the following message:

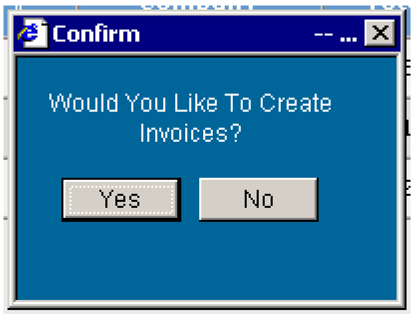
Depending on the size of your CRM database, this process could take several minutes. In general, however, it will only take a few seconds. Click OK.

Note:
If the date formats of the IIS virtual directory user and the SQL Server do *not* match, ***posting will fail.*** Ensure the system administrator has configured this default windows user accordingly.

CRMOE Integration Mode

New!

An exciting new addition to Time & Billing v3.0 is CRMOE integration mode. If you are using this mode, you will also see the following prompt:



Since CRMOE posting creates a quote for each company and detail lines for each Time record to be posted, you can track this information with Invoices.

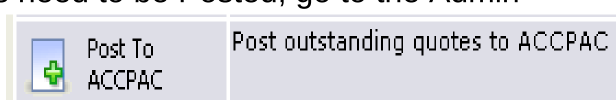
After CRMOE has successfully created the Quotes, you will be presented with a screen that shows all the Quotes (created from Time & Billing) that can be posted to ACCPAC. An example screen is as follows:

Order #	Customer #	Company	Total	# Of Lines	Send To ACCPAC
1218	44	A Midland & Sons	$111.23	1	☐
1222	44	A Midland & Sons	$222.45	1	☐

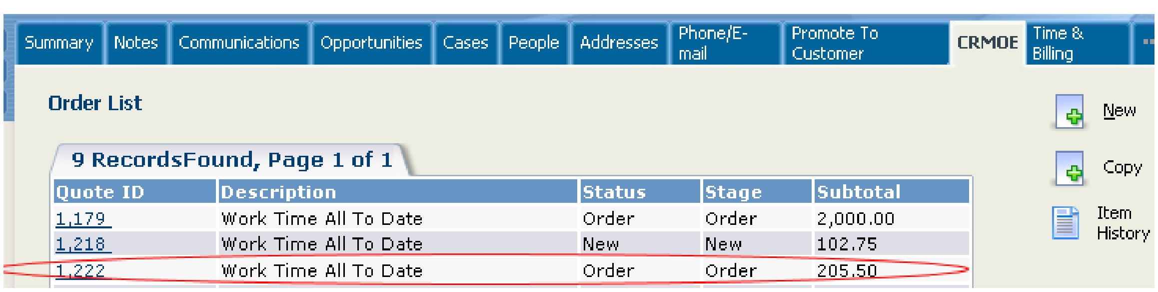
Post To ACCPAC
Continue

Selecting which to "Send to ACCPAC" and then clicking on "Post to ACCPAC" will Post those quotes into ACCPAC using Time & Billing's integrated CRMOE functionality. After this is complete, you will be directed back to the Global Mode Search page.

If you want to go back to see which quotes need to be Posted, go to the Admin menu and select the "Post to Accpac" button. You will be redirected to the screen showed above.



After successfully creating a CRMOE Quote, you can click on the CRMOE tab in a Company context and view the Order, as the following screen demonstrates:

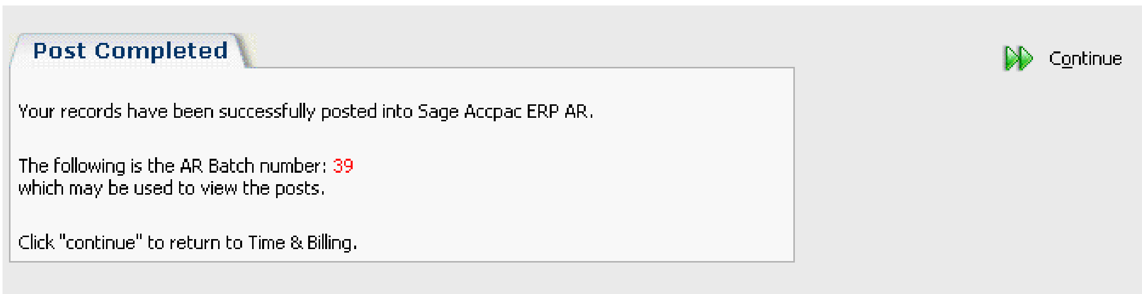


Which links to a detailed screen, similar to the following:

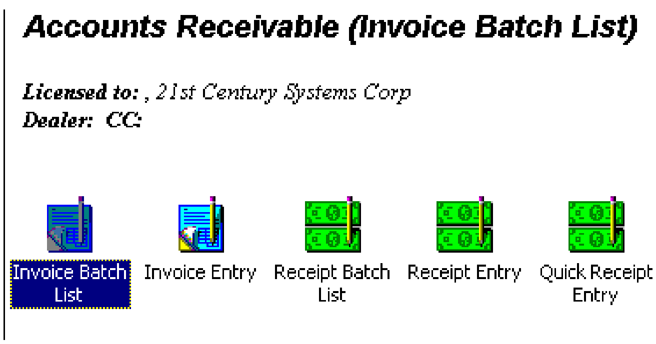
AR Integration Mode

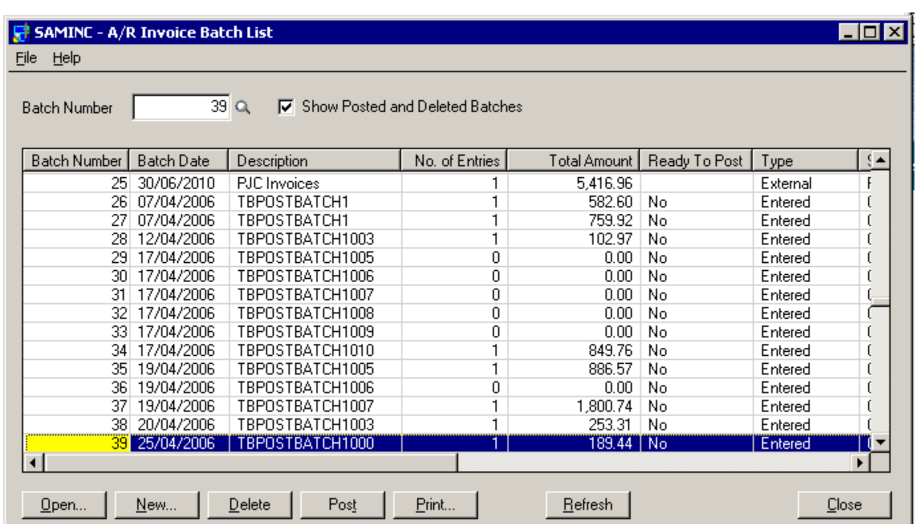
Time & Billing v3.0 has been implemented to work directly with Sage Accpac ERP when in AR integration mode.

Therefore, after you have clicked "OK" to confirm the Post start, the system will directly create AR Batches in the accounting system. In this way, one batch is created with a detail line for each Time Record.



After Time & Billing has completed the Post, you may view the posted records in Sage Accpac ERP.

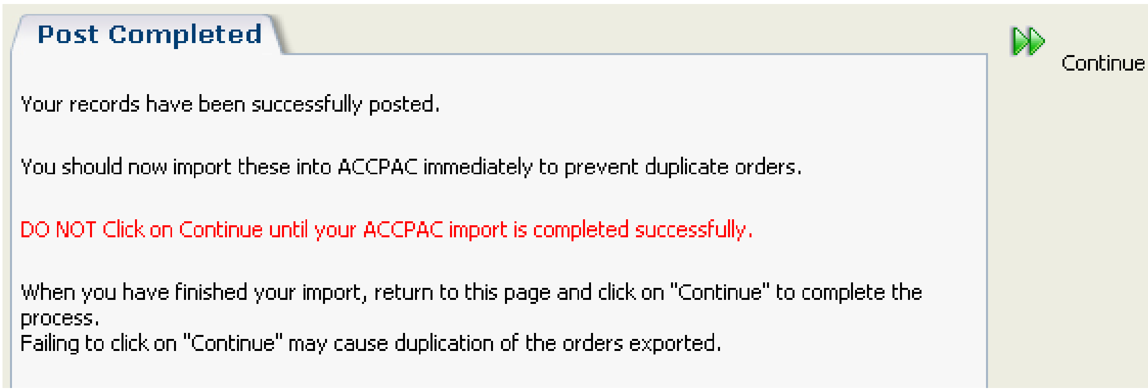




Batch Number	Batch Date	Description	No. of Entries	Total Amount	Ready To Post	Type
25	30/06/2010	PJC Invoices	1	5,416.96		External
26	07/04/2006	TBPOSTBATCH1	1	582.60	No	Entered
27	07/04/2006	TBPOSTBATCH1	1	759.92	No	Entered
28	12/04/2006	TBPOSTBATCH1003	1	102.97	No	Entered
29	17/04/2006	TBPOSTBATCH1005	0	0.00	No	Entered
30	17/04/2006	TBPOSTBATCH1006	0	0.00	No	Entered
31	17/04/2006	TBPOSTBATCH1007	0	0.00	No	Entered
32	17/04/2006	TBPOSTBATCH1008	0	0.00	No	Entered
33	17/04/2006	TBPOSTBATCH1009	0	0.00	No	Entered
34	17/04/2006	TBPOSTBATCH1010	1	849.76	No	Entered
35	19/04/2006	TBPOSTBATCH1005	1	886.57	No	Entered
36	19/04/2006	TBPOSTBATCH1006	0	0.00	No	Entered
37	19/04/2006	TBPOSTBATCH1007	1	1,800.74	No	Entered
38	20/04/2006	TBPOSTBATCH1003	1	253.31	No	Entered
39	25/04/2006	TBPOSTBATCH1000	1	189.44	No	Entered

Sage Accpac OE Integration Mode

If you are using AAS, after pressing the “Post” button, you will see the following screen:



This indicates the Posting process is complete, and you can now import your entries into ACCPAC Advantage Series.

You should leave this screen as it is, and proceed to open Sage Accpac ERP. Navigate to OE, and to Order Entry.

You should do an “Import” from the File menu. As your data source, select “ODBC Data Source”. Your system administrator should have previously set up an ODBC source. Choose the DNS that was configured for your use. Our example uses a data source named “ecrm”.
After selecting the data source, and clicking OK, you are ready to complete the import.

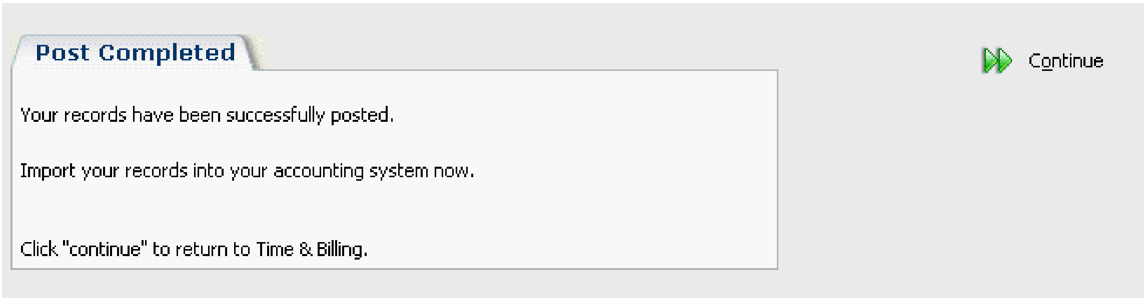
Press the “Import” button in Sage Accpac. The entries posted in CRM will be imported and one order will be created for each Customer that had entries that matched your criteria.

In *Company Mode*, of course, there is only 1 company, meaning one order.

Complete your import process. You can leave Sage Accpac ERP open if you want.

Non Integrated Mode

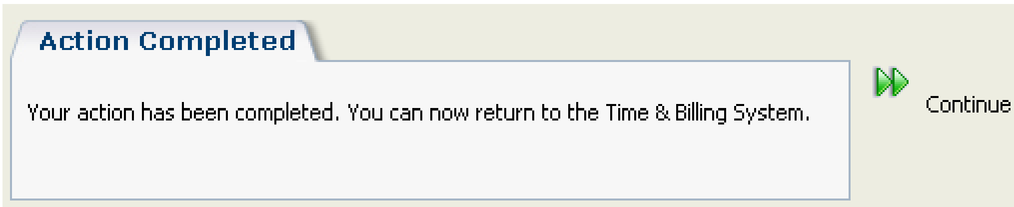
If you are posting in Non Integrated mode, your screen will look like this:



You can import your posted time records into your system of choice.

Completing Posting

Regardless of the posting mode, once you complete your posting and click "Continue" you will see the following screen:



This will clean up any outstanding entries, and complete the process. You should not skip this step. However, if you do, Time & Billing will automatically perform this action the next time you post, prior to posting your new records.

How Posting Works

CRMOE Mode

Each time you post Time Records in CRMOE mode, a quote header gets created for each Company in the “posting batch”. For each header, each Time record becomes a quote detail.

Managing or Posting a quote to Sage Accpac ERP is then exactly the same as a regular quote created using your CRMOE software. Instructions on how to do this are in the CRMOE manual.

When Time & Billing posts Time Records (that is, converts them to CRMOE quotes), it changes the status and workflow state of your records to “Posted”. This makes them ineligible for further editing, as it is assumed they are “controlled” by CRMOE quotes.

Only companies in your CRM database that are properly configured as Active Customers, with an ACCPAC Customer Id will be posted when you press the Post button.

Integration with 21CRM System’s CRMOE module provides you with a powerful Time & Billing solution.

Sage Accpac ERP Integration Mode

The posting process creates 5 temporary tables in the CRM database. These tables are populated with copies of the time records that match your posting criteria.

These tables are:
Orders
Order_Details
Order_Comments_Instructions
Order_Payment_Schedules
Order_Serial_Numbers

At the same time, Time & Billing changes the status of your records to "Posted". This makes them ineligible for further editing, as it is assumed they are now in Sage Accpac ERP.

Entries sent to Sage Accpac ERP are sent as ordered but NOT shipped. This means you can create order confirmations or perform further editing on records within the Sage Accpac workspace.

The Long Description field you supplied for each time record entry is broken into chunks no longer than 75 characters. These chunks are entered in Sage Accpac as Detail Description lines for each line item of the OE order. This is a limitation of Sage Accpac. If the 75 character break occurs in the middle of a word, Time & Billing will break the line at the space immediately preceding the first character of the last word prior to the 75 character length. This prevents words from being split onto 2 lines.

Settings (such as order / ship to) that are not contained in Time & Billing are entered in your OE order based on your defaults in Sage Accpac ERP.

Only companies in your CRM database that are properly configured as Active Customers, with a Sage Accpac Customer Id will be posted when you press the Post button.

Non Integrated Mode

Non-Integrated Versions of Time & Billing post their entries to two tables in the database, specifically:

TBNonIntOrder
TBNonIntOrderDetail

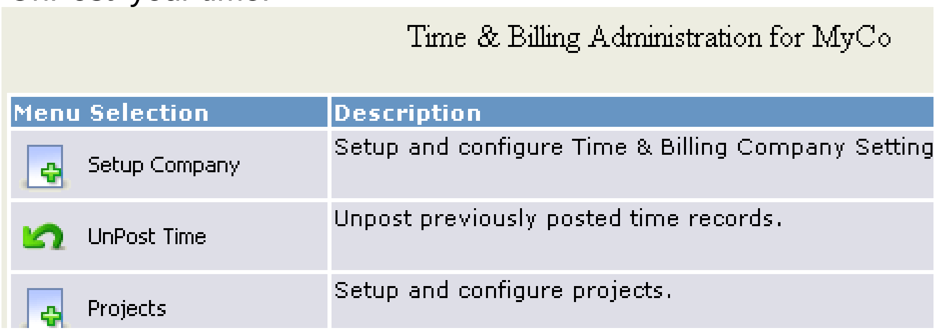
You can access posted data from these tables through whatever means you like (ODBC, ADO, exports).

Note: These tables are emptied each time a posting is done. You must obtain your data prior to doing another posting, or the data will be lost.

UnPosting

Note:
This section is extensively changed from previous versions. Please review it thoroughly.

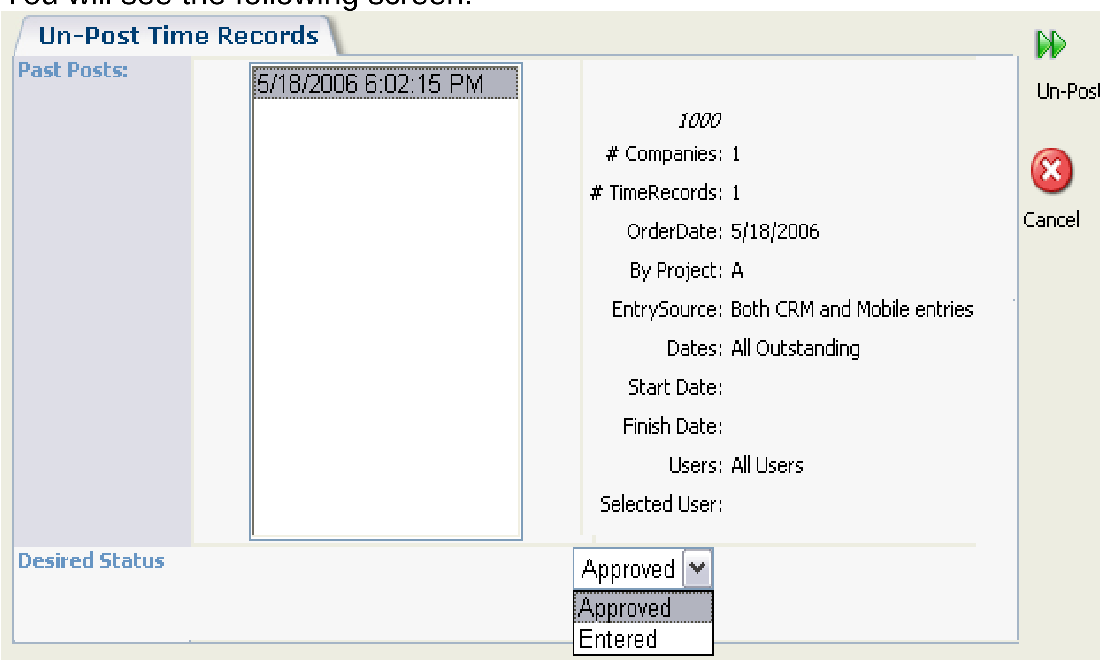
In the ‘Admin’ area for a company, (or in Global mode), you may choose to ‘UnPost’ your time:



This places Time that has been posted to your accounting system back into either ‘Approved’, ‘Submitted’ or ‘Entered’ status. (This is the reverse process of the above mentioned ‘Posting’ feature.

To UnPost your time if you have sufficient security privileges, select ‘UnPost Time’ from the Time & Billing Administration menu.

You will see the following screen:



Posted time records are grouped by when they were Posted in the system. The Un-Post screen shows some summary information for details relating to the options chosen when those Time Records were posted, along with how many Companies and Time Records would be un-posted.

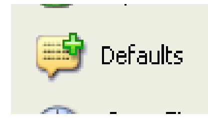
You simply select which date and the Desired Status, and click the “UnPost” button.

You will be prompted with the following message:

Once the system has completed the UnPosting process you will be presented with something similar to the following screen:

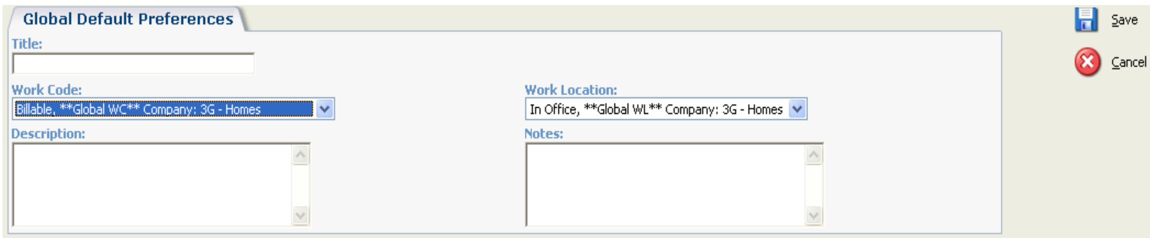
You may then press the continue button to be returned to the Time & Billing system, or the “Unpost more” button to continue Un-posting Time Records.

Defaults



To increase the speed for which one may enter time, we have implemented the ability to enter defaults for both the company and global modes.

Both modes have the same screen:



If you enter any information in the Global defaults, these will be loaded when you make a new time entry.

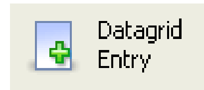
If you enter defaults in any field for a specific company, this will cause a new Time Entry to override all Global Defaults with the Company Defaults, when you select a company to enter time against, or are in *Company* mode. (There is no merging, if one of the Company default fields is left blank).

What's New?
We've changed Defaults so they are now a drop-down list instead of requiring an integer to be entered. The drop-down in company mode will have all Global WorkCodes *and* WorkCodes for the current Company.

Datagrid Entry

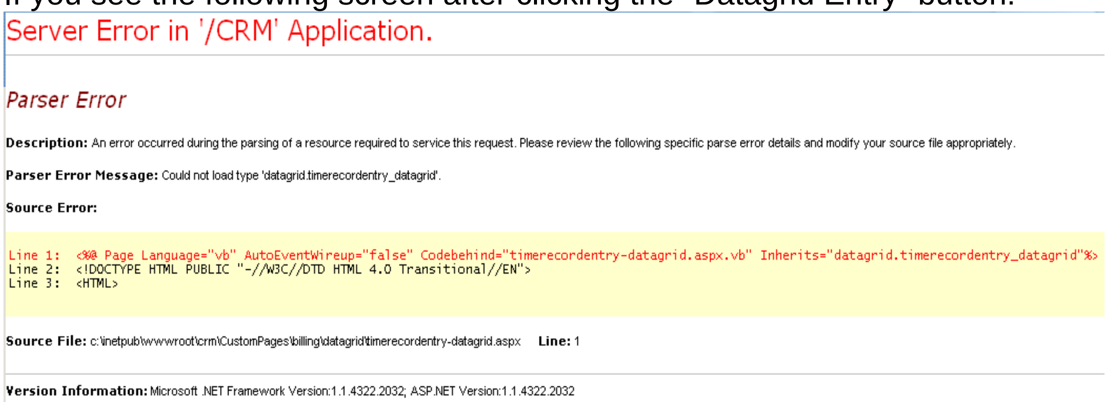
New!

Time & Billing includes the ability to enter bulk time. While in the company mode, click on the button labeled “Datagrid Entry”.



Note:
The first user to click on the “Datagrid Entry” button may experience a delay while the .NET engine initializes. Also, the first time the Datagrid loads, if you press “Cancel”, the CRM session may be lost. This should work normally after the first attempt.

If you see the following screen after clicking the “Datagrid Entry” button:



Server Error in '/CRM' Application.

Parser Error

Description: An error occurred during the parsing of a resource required to service this request. Please review the following specific parse error details and modify your source file appropriately.

Parser Error Message: Could not load type 'datagrid.timerecordentry_datagrid'.

Source Error:

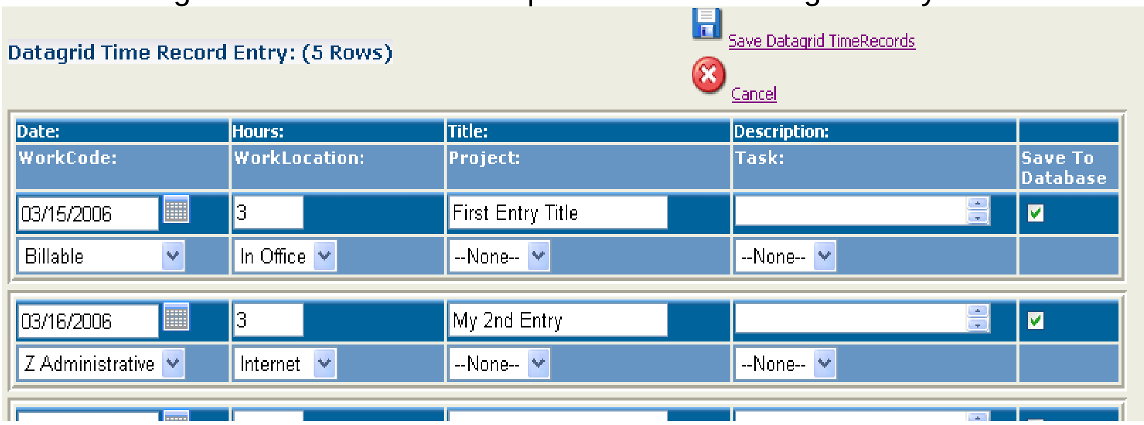
```
Line 1:  <%@ Page Language="vb" AutoEventWireup="false" Codebehind="timerecordentry-datagrid.aspx.vb" Inherits="datagrid.timerecordentry_datagrid"%>
Line 2:  <!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.0 Transitional//EN">
Line 3:  <HTML>
```

Source File: c:\inetpub\wwwroot\crm\CustomPages\billing\datagrid\timerecordentry-datagrid.aspx **Line:** 1

Version Information: Microsoft .NET Framework Version:1.1.4322.2032; ASP.NET Version:1.1.4322.2032

A System Administrator must manually setup the CRM/Custompages/Billing/Datagrid folder as its own virtual directory in IIS. The Time & Billing installer will have done this if CRM is running under the “Default website”.

The following screen shows an example of how the Datagrid entry works:



An administrator configures how many rows will show in the datagrid. You may use any or all rows to enter time (for *one* company). However, you must click on the “Save To Database” for each row (Time Record) that you want to enter. If there is a requirement missing for that row, you will be given an error message.

Currently, there are eight fields that are available for datagrid entry. The following five are **required**: (Refer to the Time Entry section for explanations of what each field is for).

- Date, Hours, Title, WorkCode and WorkLocation

The following three fields **may** be entered:

- Description, Project, Task (dependent on Project)

The datagrid entry is a quick way to enter multiple times against a specific company.

Reports

Several reports are included with Time & Billing. They can be found in the “Time & Billing” reports context.

CRM Time & Billing ships with available Crystal Reports as well.

The Time & Billing Extensions add 4 relevant tables to CRM:

Project
TimeRecord
WorkCode
WorkLocation

As well as several relevant views:

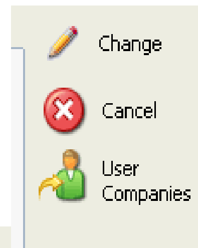
vProject
vProjectSummary
vTimeRecord
vTimeRecordList
vTimeRecordsToPost
vWorkCode
vWorkLocation

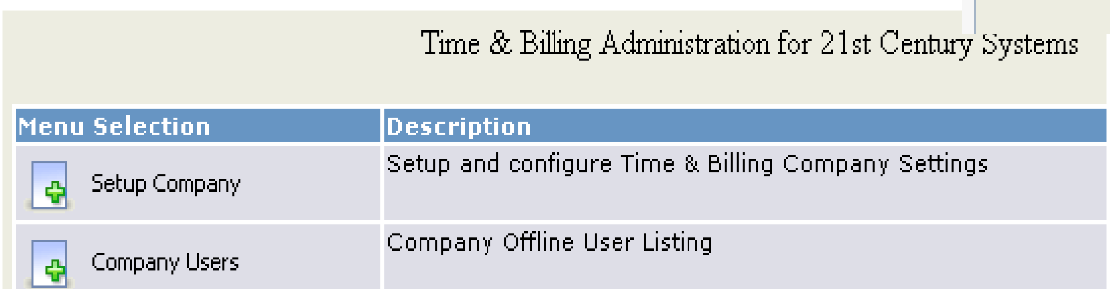
You can use these in order to create CRM or Crystal Reports tailored to your needs.

Time & Billing Offline

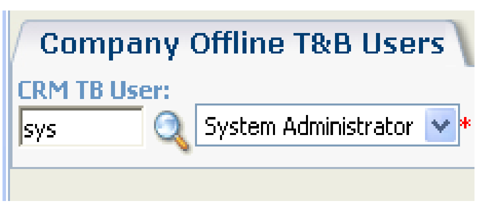
Time & Billing offers the ability to enter time while ‘offline’, either on your laptop or a Pocket PC. This is an add-on application by 21CRM Systems used in conjunction with Time & Billing.

When you have a key enabled for Time & Billing Offline, you can either choose which companies a user can enter time for offline (from the global admin screen), or you can choose which users can enter time for a particular company while in that companies Time & Billing admin menu:





Once the ‘New’ button has been clicked, you will see something similar to one of the two screens below:



You can use the smart select fields to find the users or companies you want to add for use with Time & Billing offline.

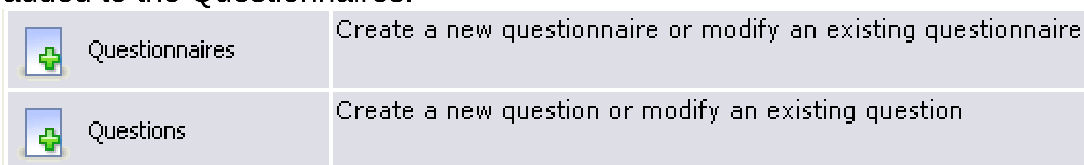
An additional software license is required to perform time & billing offline.

Time & Billing Survey

New!

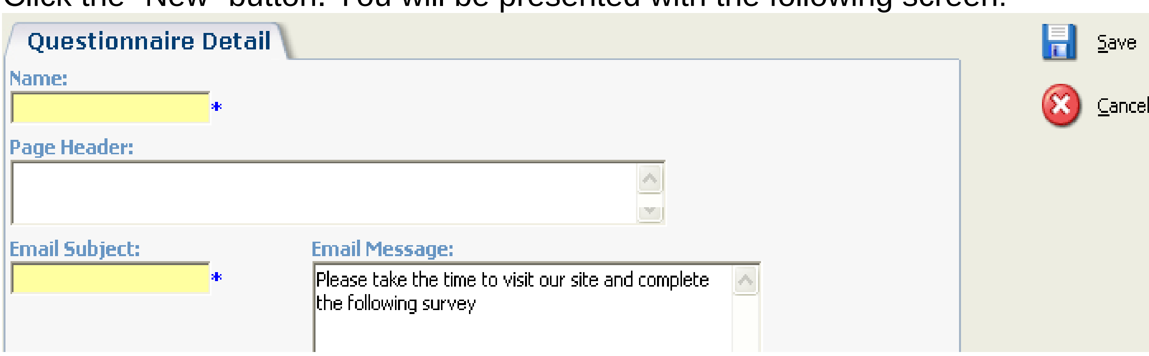
Time & Billing offers the ability to create, configure and send out surveys to clients on an automated basis for statistical and customer satisfaction purposes.

After configuring the Survey basics (covered in the installation guide), you move on to creating unique Surveys. This is accomplished from the Time and Billing administration page, by creating Questionnaires and Questions that can be added to the Questionnaires.



Click on the “Questionnaires” button.

Initially, you will be presented with a blank list.
Click the “New” button. You will be presented with the following screen:

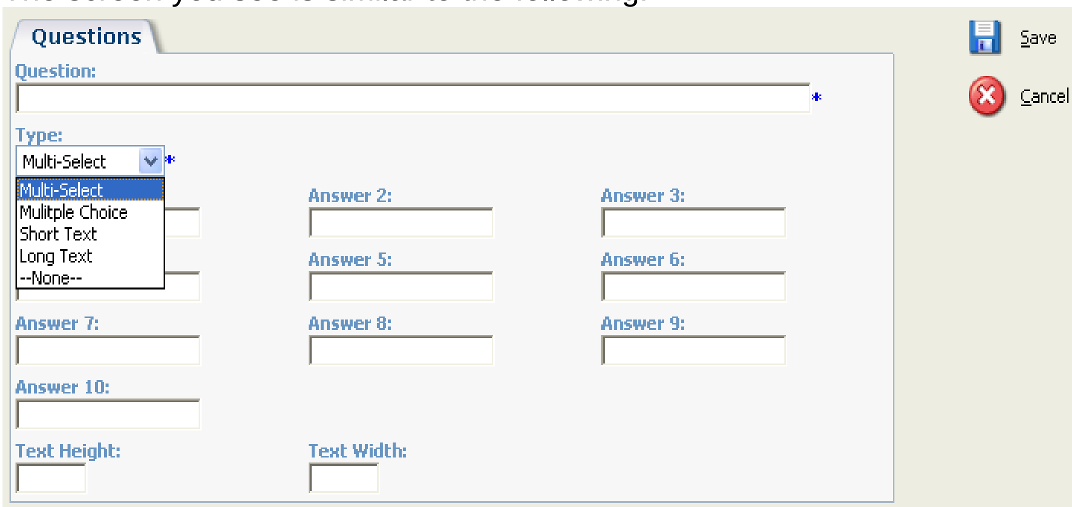


You will here create a Questionnaire and later add Questions.

- Name – distinguishes the Questionnaire for future reference
- Page Header – Used for the Questionnaire header. This is HTML so you can include links to company images on the web. This is displayed beneath the page header configured on the “Survey Configuration” page.
- Email Subject – The subject of the email that is sent out the user.
- Email Message – This message is displayed above the link to the survey in the email that is sent to the recipient.

After clicking “Save” you can then add Questions. Back in the Time & Billing Admin screen; click the “Questions” button.

Again, if you click on “New” you will be able to add Questions that will then be added to the Questionnaire. Questions *can* be used for multiple Questionnaires. The screen you see is similar to the following:

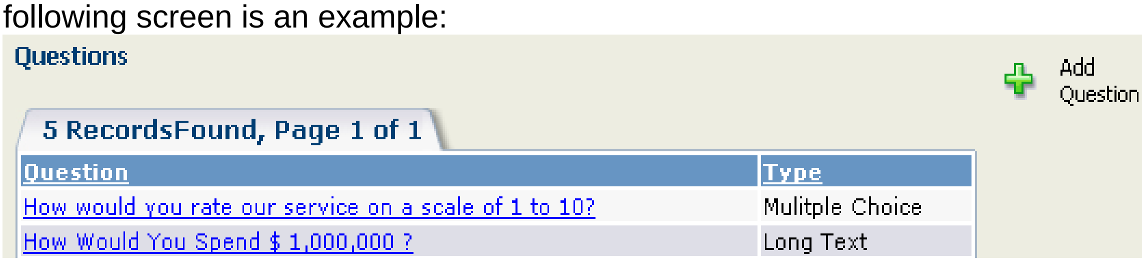


You must enter a Question and then the Question Type. The possible choices are:

- Multi-Select – such as services they would like to see from your company.
- Multiple Choice – Only one answer can be selected for the question.
- Short Text – A short text answer.
- Long Text – A long text answer.

Multi-Select and multiple choice questions can have up to 10 different answers to choose from. You can also configure the Text Height and Width that the Question will appear on the screen.

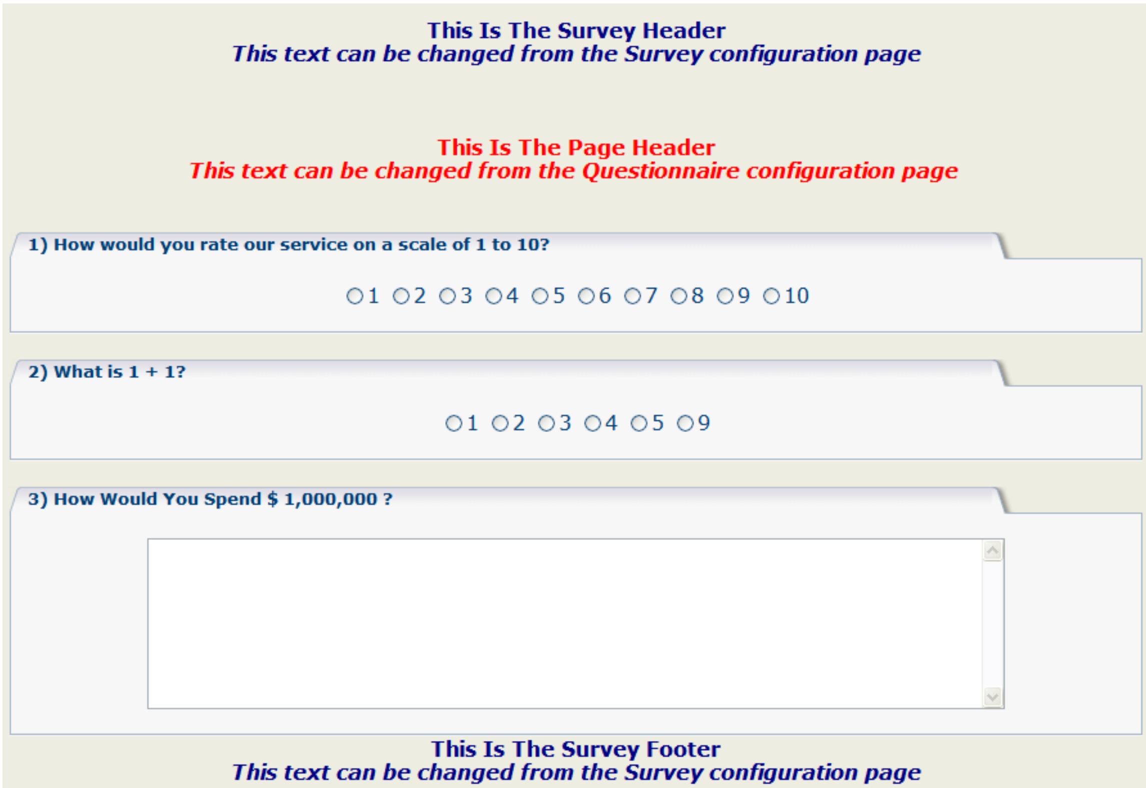
Once you have added questions to your system, they can now be added to the Questionnaire. Click on the “Questionnaire” button once again in the Admin screen. Click on one of the listed Questionnaires you created. You will see a new button for adding questions and a list of any questions already added. The following screen is an example:



Clicking the “Add Question” button will pop-up a screen with questions that you can add to the Questionnaire (it ignores questions already added).

Clicking on a Question link (in the list) will take you to the Question screen where you can view or edit the question.

After you have added all your questions, you can click the “Preview” button to see a survey the Client will see when they click on the link in their email. The survey will look similar to the following.



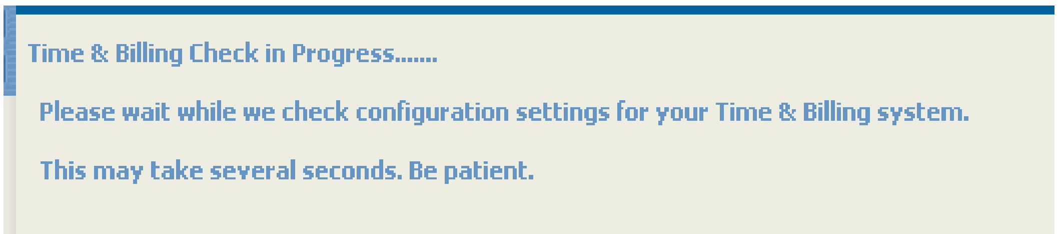
Surveys can be used for creating reports and providing valuable customer feedback.

System Checkup

New!

The admin section of Time & Billing includes a “System Check-Up” feature. You can run a scan of your Time & Billing configurations, and it will display information on the status of your system.

Clicking the “System Check-Up” button will bring up the following screen, Depending on the speed of your system:



After the check is complete, a summary page will be displayed.

The System Check will look at Time & Billing itself, Companies, WorkCodes, WorkLocations, and Users and determine if there is missing information or incorrect information. Depending on the Time & Billing integration mode, the System Check will compare information entered to information in the Sage Accpac ERP System.

An example screen from a Time & Billing system with AAS OE integration follows:

112	-----	----------
113	WorkLocation Configuration	****** Complete ****** Time to run (ms): 15
114	-----	----------
115	CRM User Configuration	Table: Users field: user_accpacitemno (ACCPAC OE Unformatted Item No) is required and is currently empty. UserId: 2, Name: John Finch
116	CRM User Configuration	****** Complete ****** Time to run (ms): 0
117	-----	----------
118	TB Check Completed.	****** Time to run (ms): 578

You can see in this example that the CRM User “John Finch” has no accpacitemno which Time & Billing uses for posting.

The System Check-Up section is a great way to ensure your Time & Billing system will run smoothly.

Customization

CRM Time & Billing Extensions can be customized in the same way as other screens in CRM.

Click “Admin” on the menu bar, select “Customization” from the Admin drop-down list, and choose the relevant Time & Billing Extension table, ie, “Project”.

You can add fields, change the details of a field, etc.

You can similarly add or remove fields from the pre-defined screens. For example, companies that do not want to record the start and end datetimes for each TimeRecord could remove these fields from the “Time Record Detail Screen”, and simplify the form for Time & Billing users.

For information on customizing the logic behind the Time & Billing Extensions, consult your EULA, and or contact us at info@21crmsystems.com. We would be happy to assist in customizing your installation. We may also consider adding your functionality request to the next version of the extensions.