Work Orders

Springbrook Software

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Work Orders Module

Overview

The Work Order module is designed to track work that interfaces with the Accounts Payable, Accounts Receivable, Fixed Assets, Payroll, and Project Management modules.

Work Order Module Process Diagram

The objects in the diagram represent processes or features in the application.

Work Order Estimates

- The Work Orders module can be set up to require that an estimate is created and approved before a work order can be created. A work order estimate allows you to create an estimate of the work that will be required to complete the work order. You can enter estimates for labor, materials, equipment and services on the work order estimate.

- Once an estimate is approved and becomes a work order, the labor, material, equipment and service activity items that were attached to the estimate will be recorded on the work order so you can compare the estimate with the actual activity items attached to the work order.
    - This graphical comparison is accessible on the Work Order Maintenance window (WO> Work Orders> Work Orders> open a work order> Estimates tab).

- Work Order estimates are created on the Estimates Maintenance window (WO> Estimates> Estimates).

- Estimates are approved and turned into work orders through the Estimate Approval process (WO> Estimate Approval).
    - This process will determine the status of the work order when it is created.

- The Print Estimates window (WO> Estimates> Print Estimates) is used to print the estimate details.
    - You can also include the estimate information on the printed version of a work order (WO> Work Orders> Work Orders> Print icon).
    - The QBE reporting tool can also be used to create reports on work order estimates.

- The work order estimates arrow in the Work Order Module Process Diagram only flows from the estimate to the work order because once a work order has been created from an estimate, you cannot add more estimates to the work order or change it back into an estimate.

Recurring Estimates

- Recurring estimates allow you to create a template for estimates that will occur again in the future.
    - If the WO module is set up to require estimates for work order creation, a recurring estimate can be used to create an estimate that, once approved, can be used to create a work order.
    - If the WO module is set up not to require estimates for work order creation, a recurring estimate can be used to create an estimate or a work order.

- Recurring estimates are created on the Recurring Estimates window (WO> Recurring Estimates> Recurring Estimates).

- Recurring estimates can be attached to Maintenance Jobs to create equipment maintenance work orders.
    - Equipment maintenance work orders are work orders that are automatically generated when an asset created in the Work Order module has reached a certain usage level. An example of this is creating a maintenance work order to change the oil of a car in the fleet every time the asset travels another 3000 miles.

- The recurring estimate arrow in the Work Order Module Process Diagram only flows from the recurring estimate to the estimate or work order because once an estimate or work order has been created from a recurring estimate, you cannot change the estimate or work order back into a recurring estimate. You will, however, be able to create another estimate or work order from the same recurring estimate.

Work Order LEMS Activity Items

- Work order activity items are used to record any activity on a work order. Each activity will have a LEMS (Labor, Equipment, Materials, or Service) designation in order to record what type of work the activity completed.

- **Labor** items record the hours that employees or positions spend working on a work order. The modules that you have set up to interface with the Work Order module will determine how the work order labor items function.
    - If you have the Work Order module set up to interface with the Payroll module, work order labor items can be created from a Payroll module time card entry or directly from the Work Order module in the Work Order Maintenance window. A labor item created from within the Work Order module will create a Payroll time card entry that can be approved and committed in the PR module. In order to bill the labor activity, you must process the labor items through the Activity process in the Work Order module.
    - If you do not have the Work Orders module set up to interface with the Payroll module, you will not be able to associate labor items with specific employees. You will only be able to associate them with general positions.
    - If the Work Order module is set up to use Flat Rate Labor, Labor activity items will not be available.

- **Equipment** items record the usage of assets on the work order. Work orders can also be used to create a fixed asset, adjust the cost of a fixed asset, or bill an AR customer for the use of an asset.

- In order to create or modify the cost of a fixed asset, you must set up a work order category. The category attached to the work order determines if the work order will create a fixed asset or modify the cost of an existing asset.
    - If you attach a New Construction type category type to a work order, and then change the work order status to Complete, the work order will create a fixed asset in the Create Fixed Assets process in the Work Order module. From the Create Fixed Asset process, you can approve the new asset and send it to the Fixed Asset module for installation.
        - The value of the fixed asset created by the Work Order module will be the total of the activity items posted to the work order. Install the created asset using the Install Assets process in the Fixed Assets module and the asset will be created.
        - If the work order status has been erroneously changed to Complete, you can always change the work order status back to *In progress* in order to add more activity items to the work order.
    - If you attach an Improvement type category to a work order, when the work order status is changed Complete, it can be added to an Adjust Fixed Assets batch.
        - Once the Adjust Fixed Assets batch has been committed, a new Value Adjustments batch will be created (FA> Adjustments). The amount of the value adjustment will be the total amount of activity items that have been attached to the work order.

- **Materials** items record the inventory items that are being consumed by a work order. Work Order inventory items are created on the WO Item Maintenance window (WO> Maintenance> Item).

    - Materials activity items are designed to interface extensively with the Inventory Control module.
    - You can use the LEMS Report to track the usage of WO items. The LEMS Report is configured on the LEMS Report window (WO> Reports> LEMS Report).

- **Service** items record the vendor related service activity attached to the work order.
    - Service activity items can be added to work orders through the AP Invoices process. When those invoices are committed, a committed service activity item will added to the work order record for the total amount on the invoice line item.
        - If you have set up the Work Order module to apply an overhead percentage to services, then the amount that is posted to the work order from the invoice will be increased by the overhead percentage.
        - The overhead percentages of an individual work order are set up on the Work Order Maintenance window (WO> Work Orders> Work Orders> open a work order> Defaults tab> Overhead Percentages section> Services field).
    - If you attach a work order number to a requisition or purchase order, the requisition or purchase order information will not post to the work order module until that requisition or purchase order becomes an Accounts Payable invoice.

- **Adjustment** items record miscellaneous charges you would like to bill to the work order. These flexible items are designed to record activity that does not fall in to one of the other LEMS types.
    - While default accounts and distributions can be specified for Adjustment items at both the module level (WO> Utilities> Setup> Defaults and Distribution tabs) and at the Category level (WO> Maintenance> Category> Default, Overhead and Credit Distribution

tabs), those defaults can be overridden when the adjustment item is actually attached to the work order.

Accounts Receivable Module Interface

- The work order activity items that accumulate on a work order can be billed using the Accounts Receivable module at any time during the life of the work order. You can bill a single work order item or adjustment, or you can bill all activity and adjustments on a work order at once. A work order does not have to be closed before you can generate a bill, but the work order activities need to be committed and processed through a WO Activity batch (WO> Activity). In order to bill a work order adjustment, the adjustment must be processed through a WO Adjustments batch (WO> Adjustments).
    - The customer that is billed for the work order activity is attached to the work order on the Work Order Maintenance window (WO> Work Orders> Work Orders> open a work order> AR Account field). You can only bill one customer AR account for the activity on a work order.
    - When a work order activity item is added to a WO Billings batch, and that Billings batch is committed, the included activity items will be added to an open AR Invoices batch.
    - Attach an AR fee code to the work order activity in order to define which general ledger accounts will be used when the invoice is billed. The AR fee code will also determine which GL accounts will be used when the AR invoice is paid and cash received through the Cash Receipts module.
    - Each work order activity item that is being billed will create a separate line item on the AR Invoice.

- Once the invoice have been created from the Work Order module, you can commit the AR Invoice from the AR module (AR> Invoice). Payment can be received just like any other AR invoice.

Project Management Module Interface

- Attach a Project Management module task to a work order in order post the activity items and adjustments of a work order to the task. In order for the activity items and adjustments of a work order to affect the Project Management module task, the adjustments must be processed through the WO Adjustments process (WO> Adjustments) and activity items must be processed through the WO Activity process (WO> Activity).

- This feature will only be enabled if the Work Order module is set up to interface with the Project Management module.
    - Check the Project Management Interface toggle (WO> Utilities> Setup Work Orders> Interfaces section) to interface the Work Order module with the Project Management module.

WO> Activity

Recording Activity on Work Orders

Summary

The Activity batch process is used to record any activity associated with a work order. These activity line items are associated with a LEMS (Labor, Equipment, Materials, Service or Adjustment) classification in order to record the type of activity that took place. By specifying the activity units, amount per unit, base amount, and overhead amount, each activity line item will contain a total cost that is incurred on the work order.

Step by Step

1 Create or edit an Activity batch.

- Select the Activity palette (WO> Activity). This will expand the Activity palette and display the steps of the batch process.
- Modify an existing batch or create a new Activity batch.
    - Select a batch number from the drop-down menu at the top of the Activity palette to select an existing batch.

- Select New from the Activity batch number drop-down menu to create a new batch. This will open the **New Batch** window.
- If there are open batches in the Activity process, you can create a new batch without affecting the open batches.
- Enter a **Batch Month** and **Batch Year**. These fields default to the current calendar period and are for reference only. The fiscal period of the transactions in the batch is determined by the Journal Entry Date entered during the Generate step.
- Click the Generate icon  to populate the **Batch Number** field with the next available batch number. Batch numbers are limited to five digits and must be unique within the batch month of the batch year.
    - You can also manually create a new batch by entering a Batch Number and clicking the Save icon  .
- Highlight the batch in the batch number drop-down menu on the Activity palette and press DELETE to delete a batch. Any uncommitted activities in the batch will be deleted.

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2 Specify the Settings for the batch.

- Open the **Settings** window (WO> Activity> Settings).
- Select a **Journal Entry Date** from the drop-down menu. This field will default to today's date.
- Click the Save icon  when complete.

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3 Select the Activities to include in the batch.

- Open the **Activity Selection** window (WO> Activity> Activity).
- The Activity Selection window will display all of the activities included in the batch.
- Highlight an activity and click the Delete icon  to delete the selected activity.
- Highlight an activity and click the Modify icon  to edit the selected activity.
- Click the Create icon  to create a new activity. This will open the **Activity Maintenance** window.

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4 Create an Activity.

- The **Reference Number** field is used to enter a work order reference number.
  - This field will only be enabled if the **Require unique reference number** toggle is checked on the WO Setup window (WO> Utilities> Setup).
    - Unique reference numbers can help Springbrook users easily attach work orders to activity line items without having to remember specific work order numbers or use the work order selection window.
  - If this toggle is not checked the Reference Number field will not be enabled. If a reference number is attached to the work order selected below, that reference number will automatically populate.

- Enter a **WO Number** or click the field label to select one from a list.
    - If the selected work order is already attached to an activity line item in the batch, the line item will display in the data grid below.
    - Work orders are created and maintained on the Work Order Maintenance window (WO> Work Orders> Work Orders).
        - If the selected work order is locked, you will not be able to commit the activity batch (WO> Work Orders> Work Orders> General tab> **Locked** toggle).
    - The **Description** field will automatically populate with the description attached to the selected work order.
- Once a WO Number is specified, a new editable line will appear in the data grid below.
- The new row grid design of this window allows the user to quickly tab through the columns, key in the activity information, and press ENTER to begin creating the next activity line item.
- Select an activity type from the **LEMS** drop-down menu.
    - The LEMS selection will determine what will display in the **Reference Type** field and what can be selected in the **Reference Code** field.
        - If Labor is selected, the Reference Type field options will be Employee and Position. Click the Reference Code Ellipsis icon  to select an employee or position.
            - Labor will not be available from the LEMS drop-down menu if the **Use Flat Rate Labor** toggle is checked on the WO Setup window (WO> Utilities> Setup).

- If Equipment is selected, the Reference Type field will also display Equipment. Click the Reference Code Ellipsis icon to select an equipment code.
- If Materials is selected, the Reference Type field will display Item. Click the Reference Code Ellipsis icon to select an item.
- If Services is selected, the Reference Type field will display Vendor. Click the Reference Code Ellipsis icon to select a vendor.
    - For Labor, Equipment, Materials and Services, a Reference Code must be selected before the activity line item can be added to the batch.
- If Adjustment is selected, the Reference Type field will be disabled. Adjustment activity types are used to bill miscellaneous charges to the work order, and therefore do not need and attached reference code.
- The **Reference Description** field will populate with the description attached to the selected reference code.

- Click the Ellipsis icon  in the **Asset Code** field to attach a fixed asset to the activity line item.
    - Attaching a fixed asset to an activity line item can be useful when, for example, an improvement type work order is meant to provide improvements to multiple fixed assets. By creating an activity line item for each fixed asset, you can keep all of the improvement activity on the same work order but still track the costs associated with improving each asset.
    - Fixed assets are created and maintained on the Fixed Asset Maintenance window (FA> Maintenance> Fixed Assets).

- The **Units** column is used to specify the number of units required by the Labor, Equipment, or Materials action item.
    - The Units column is disabled for Services and Adjustments.
- The **Amount Per Unit** column will automatically populate if the selected item in the Reference Code field has an attached rate or cost.
    - For Labor, the amount per unit is the Hourly Rate attached to the Employee or Position.
    - For Equipment, the amount per unit is the Rate attached to the selected piece of Equipment.
    - For Materials, the amount per unit is the Cost Per Item attached to the selected Item.
    - The Amount Per Unit column is disabled for Services and Adjustments.
- The **Base Amount** column will automatically populate for Labor, Equipment, and Materials activity items.
    - This amount is calculated using the following formula:

(Units) **X** (Amount Per Unit)

    - For Services and Adjustment action items, the Units and Amount Per Unit columns are disabled so the Base Amount field will be enabled for direct editing.
- The **Overhead** column will automatically populate for all action items.
    - This amount is calculated using the following formula:

(Base Amount) **X** (Overhead % specified on the General tab)

    - The Overhead column can be edited.
- The **Markup** field is used to specify an additional overhead markup amount on the activity line item.
    - This field is only enabled when generating materials activity line items that are associated with IC module inventory items.
    - This field is often used when an inventory item is issued at a per unit price that is higher than the standard per unit price.
    - The Markup amount will appear as an independent overhead line item on the GL Distribution report.
- The **Total Amount** column will automatically populate for all action items.
    - This amount is calculated using the following formula:

(Base Amount) **+** (Overhead)

    - The Total Amount field cannot be edited.
    - A Total Amount total will be provided at the bottom of the Estimates tab. Additional Total Amount totals can also be calculated if you group the data grid by clicking and dragging a column header into the space above the column headers.
- Specify a **Date** for the activity line item. This field will default to today's date.

- Check the **Billable** toggle to make the activity line item eligible for a WO Billings batch.
- Enter a **Description** for the activity line item.
- Once the line item is complete, simply press ENTER to add the activity line item to the data grid and begin creating a new line item.
    - You can export the displayed activity line items to a Microsoft Excel spread-sheet by right clicking on the grid and selecting Export grid contents to Excel.
- Click the Save icon  to add the completed activity line items to the batch.

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5 Print the Activity Proof List.

- Open the **Proof List** window (WO> Activity> Proof List).
- Select a **Sort By** option from the drop-down menu.
- The report will display the Work Order Number, LEMS designation, Activity Type, Reference Number, Reference Code, Reference Description, line item Description, Reference Units, Units, Amount Per Unit, Base Amount, Overhead, Markup and Total Amount for each line item. Totals will also be provided for the entire report and for each Work Order or LEMS designation, depending on the selected Sort By option.
- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).

- Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
- Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
- Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Spring-brook formatting found on the printed version of the report.
- Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

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6 Print the GL Distribution report.

- Open the **GL Distribution** window (WO> Activity> GL Distribution).
- The report will display the Fund, Account Number, Account Description, Debit Amount, Credit Amount, and debit or credit Description. The report will also provide fund and grand totals.
- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.

- Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
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- Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

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7 Print the PM Distribution report.

- Open the **PM Distribution** window (WO> Activity> PM Distribution).
- The report will display the Task, Work Order, and Description, and activity line item amounts by LEMS specification. The report will also provide task and grand totals by LEMS specification.
- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
  - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
  - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.

- Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
- Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

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8 Commit the Activity batch.

- Open the **Batch Commit** window (WO> Activity> Commit).
- Click the OK button to commit the batch.
- The committed activity items will now display on the Work Order Maintenance window (WO> Work Orders> Work Orders> Activity tab).

WO> Additional Billings

Processing Additional Billings

Summary

The Additional Billings process is used to apply Small Tool Rate and Admin Fee Rate fees to work orders before final billing. Because this process relies on menu items only applicable to Wisconsin users, Additional Billings will only function properly if WI is selected in the System Setup Window (SS> Utilities> Setup).

The default Small Tool and Admin Fee rates are specified on the respective maintenance windows. Those rates can be overridden on the Settings step of the Additional Billings process. These rates will be used in conjunction with the billing percentage specified in the AR Accounts field on the included work orders. For example, if an Additional Billings batch is processing $1,000 in work order details, but the AR account percentage on the work order is set to 90%, the Small Tools and Admin Fee rates will be calculated against $900 in work order details.

Step by Step

1 Create or edit an Additional Billings batch.

- Select the Additional Billings palette (WO> Additional Billings). This will expand the Additional Billings palette and display the steps of the batch process.
- Modify an existing batch or create a new Additional Billings batch.
    - Select a batch number from the drop-down menu at the top of the Additional Billings palette to select an existing batch.
    - Select New from the Additional Billings batch number drop-down menu to create a new batch. This will open the **New Batch** window.
    - If there is an open batch in the Additional Billings process, you must delete the existing batch before creating a new batch.
    - Enter a **Batch Month** and **Batch Year**. These fields default to the current calendar period and are for reference only. The fiscal period of the transactions in the batch is determined by the Journal Entry Date entered during the Generate step.
    - Click the Generate icon  to populate the **Batch Number** field with the next available batch number. Batch numbers are limited to five digits and must be unique within the batch month of the batch year.
        - You can also manually create a new batch by entering a Batch Number and clicking the Save icon  .
- Highlight the batch in the batch number drop-down menu on the Additional Billings palette and press DELETE to delete a batch. Any uncommitted billings in the batch will be deleted.

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2 Specify the Settings for the batch.

- Open the **Settings** window (WO> Additional Billings> Settings).
- Specify an activity date range for the batch in the **Activity Date From** and **Activity Date To** fields.
- Select a **Journal Entry Date** from the drop-down menu. This field will default to today's date.
    - The Fiscal Period and Fiscal Year fields will populate with the information specified in the Journal Entry Date field.
- The **Fee Type** drop-down menu is used to specify whether the Additional Billing batch will be used to bill only Small Tool Rates, only Admin Fee Rates or both.
- The **Tools Override Rate** field is used to override the rate established on the individual Small Tool Rate Maintenance window.
    - Be aware that all work orders included in the batch that already have a Small Tools Rate attached to them will have the existing rate overridden for this batch.
- The **Admin Override Rate** field is used to override the rate established on the individual Admin Fee Rate Maintenance window.
    - Be aware that all work orders included in the batch that already have an Admin Fee Rate attached to them will have the existing rate overridden for this batch.
- Click the Save icon  when complete.

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3 Generate the Additional Billings batch.

- The **Additional Billings** window (WO> Additional Billings> Generate) will display all of the work orders that will be included in the batch.
- Click the Add icon  to add a work order to the data grid below. This will open the Select Work Orders window.
    - Check the **Selected** toggle next to each work order you would like to include in the batch. Use the Select All  and Deselect All  icons to quickly select multiple work orders.
    - Click the Confirm icon  to return the selected work orders to the Additional Billings window.
- Click the Expand button next to a work order to display the work order details.
    - The individual activity line items associated with the work order will all be selected by default. If you would like to remove an activity line item from the additional billings batch, uncheck the toggle in the **Selected** column.
    - If one of the activity line items has already been billed in an additional billings batch, the Admin Fee Billed or Small Tools Fee Billed toggles will be checked.
- When all of the desired work orders are displayed on the Additional Billings window, click the Confirm icon  to continue to the next step.

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4 Print the Proof List.

- Open the **Proof List** window (WO> Additional Billings> Proof List).
- The Proof List will display the WO Number, Description, Activity Total, Labor Total, Small Tools Fee, and Administrative Fee.
- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
    - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Spring-brook formatting found on the printed version of the report.
    - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

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5 Print the GL Distribution report.

- Open the **GL Distribution** window (WO> Additional Billings> GL Distribution).
- The GL Distribution report will display the Fund, Account Number, Account Description, Debit Amount, Credit Amount, and transaction Description. The report will also provide fund totals and a grand total.

- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
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    - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

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6 Print the PM Distribution report.

- Open the **PM Distribution** window (WO> Additional Billings> PM Distribution).
- The report will display the PM Task, Work Order number, Work Order Description, and Labor, Equipment, Materials, or Services amount for each line item. The report will also provide a total for each LEMS category.
- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You

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can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).

- Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
- Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
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- Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

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7 Commit the Additional Billing batch.

- Open the **Batch Commit** window (WO> Additional Billings> Commit).
- Click the OK button to commit the Additional Billings batch.
- After the batch is completed, a new line item will appear on the Work Order Maintenance window (WO> Work Orders> Work Orders> open a work order> Activity tab> LEMS: O line item).

WO> Adjustments

Enter Adjustments in WO

Summary

Once work order activity line items have been committed, these items can be adjusted through the WO Adjustments process.

Step by Step

1 Open or create an adjustments batch.

- Select the Adjustments palette in WO> Adjustments. This will expand the Adjustments palette and display the steps of the Adjustments batch process.
- Modify an existing batch or create a new Adjustments batch.
  - Select a batch number from the drop-down menu at the top of the Adjustments palette to select an existing batch.
  - Select New from the Adjustments batch number drop-down menu to create a new batch. This will open the **New Batch** window.
  - If there are open batches in the Adjustments process, you can create a new batch without affecting the open batches.
  - Enter a **Batch Month** and **Batch Year**. These fields default to the current calendar period and are for reference only. The fiscal period of the transactions in the batch is determined by the Journal Entry Date entered during the Generate step.

- Click the Generate icon  to populate the **Batch Number** field with the next available batch number. Batch numbers are limited to five digits and must be unique within the batch month of the batch year.
    - You can also manually create a new batch by entering a Batch Number and clicking the Save icon  .
- Highlight the batch in the batch number drop-down menu on the Adjustments palette and press DELETE to delete a batch. Any uncommitted adjustments in the batch will be deleted.

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2 Specify the batch settings.

- Open the **Settings** window (WO> Adjustments> Settings).
- Select a **Journal Entry Date** from the drop-down menu. This field will default to today's date.
    - The Fiscal Period and Fiscal Year fields will populate with the information specified in the Journal Entry Date field.
- Check the **Allow overwriting of activity date** toggle if any of the adjustments included in the batch will need to overwrite existing activity dates.
- Click the Save icon  when complete.

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3 Enter or edit the adjustments.

- Open the **Edit Adjustments** window (WO> Adjustments> Adjustments).
- This will display all of the uncommitted adjustments in the open batch.
- Click the Create icon  drop-down menu to specify the type of activity line item adjustment you would like to create.

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4 Create a New Adjustment.

- Select New Adjustment from the Create icon  drop-down menu. This will open the **Adjustments** window.
- The Adjustments window displays the original and adjusted line item details.
- Click the **Line Item** field label to select the line item you would like to adjust. This will open the Adjustment Line Selection window.
  - Enter a **WO Number** or click the field label to select one from a list.
  - Click the Refresh icon  to populate the window with the committed activity line items attached to the selected work order.
  - Highlight the desired line item and click the Confirm icon  to return to the Adjustments window.
- Edit the line item details in the **Adjusted** section.
- Click the Save icon  to save the adjustment.

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5 Create a New Transfer.

- Select New Transfer from the Create icon  drop-down menu. This will open the **Transfers** window.
- The Transfers window displays the activity line items that will be transferred from one work order to another.
- Enter the **From Work Order** or click the field label to select the work order from a list.
- Enter the **To Work Order** or click the field label to select the work order from a list.
- Click the Generate icon  to populate the data grid below with all of the activity line items attached to the work order selected in the From Work Order field.
    - Activity line items are attached to work orders in the Activity process (WO> Activity> Activity).
- Check the **Selected** toggle in each of the activity line items that you would like to transfer to the To Work Order.
- Click the Save icon  to save the transfer.
    - This will create a transfer from transaction on the From Work Order record and a transfer to transaction on the To Work Order record.
    - You will not be able to save the transfer if either of the work orders selected is locked (WO> Work Orders> Work Orders> General tab> **Locked** toggle).

6 Create a New Reversal.

- Select New Reversal from the Create icon  drop-down menu. This will open the **Reversals** window.
- The Reversals window displays the activity line items that will be reversed.
- Enter the **From Work Order** or click the field label to select the work order from a list.
- Click the Generate icon  to populate the data grid below with all of the activity line items attached to the work order selected in the From Work Order field.
    - Activity line items are attached to work orders in the Activity process (WO> Activity> Activity).
- Check the **Selected** toggle for each of the activity line items that you would like to reverse.
- Click the Save icon  to save the reversal.
    - You will not be able to save the reversal if the work order selected is locked (WO> Work Orders> Work Orders> General tab> **Locked** toggle).

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7 Create a new CIAC (Contribution in Aid of Construction) Adjustment.

- Select New CIAC Adjustment from the Create icon drop-down menu. This will open the **CIAC Adjustment** window.
- Enter a **WO Number** or click the field label to select one from a list.
    - CIAC funds only apply to Improvement or New Construction type work orders.
- Enter a new CIAC value in the **CIAC Adjustment** field. This will automatically update the Final CIAC field with the new total.
    - CIAC adjustments will also affect the value of any fixed assets created or improved by the selected work order.
- If a valid **GL Account** was not already specified, one must be selected before the adjustment can be saved.
- Click the Save icon to save the adjustment.

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8 Print the Adjustments Proof List.

- Open the **Adjustments Proof List** window (WO> Adjustments> Proof List).
- Specify a **Sort By** option for the report.
- The report will display the Transaction Type, WO Number, LEMS value, Line Number, Reference WO Number, and line item Description. The report will also provide original, adjusted, and Net change values for Activity Types, Units, Amount Per Unit, Base Amount, Benefits cost, Overhead, Markup and Total Amount for each transaction. Additional totals will be provided for each work order or transaction type and the report as a whole.

- Click the Print icon to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to pre-view the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
    - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
    - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

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9 Print the GL Distribution report.

- Open the **GL Distribution** window (WO> Adjustments> Proof List).
- The report will display the Fund, Account Number, Account Description, Debit Amount, Credit Amount, and transaction Description. The report will provide Fund Totals and a Grand Total.
- Click the Print icon to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You

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can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).

- Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
- Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
- Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Spring-brook formatting found on the printed version of the report.
- Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

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10 Print the PM Distribution report.

- Open the **PM Distribution** window (WO> Adjustments> PM Distribution).
- The report will display the PM Task, Work Order number, Work Order Description, and Labor, Equipment, Materials, or Services amount for each line item. The report will also provide a total for each LEMS category.
- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).

- Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
- Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
- Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
- Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

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11 Commit the adjustments batch.

- Open the **Batch Commit** window (WO> Adjustments> Commit).
- Click the OK button to commit the batch.
- Once the adjustments batch is committed, a new adjustment line item will be created on the work order (WO> Work Orders> Work Orders> Open a work order> Activity tab).

WO> Adjust Fixed Assets

Adjust Fixed Assets

Summary

The Adjust Fixed Assets process allows you to create value adjustments on any fixed assets attached to a filtered group of work orders. The Adjust Fixed Assets batch does not actually create the adjustment on the fixed asset. Instead, once a batch is committed, all of the fixed assets that were included in that batch will be added to a new FA Value Adjustments batch (FA> Adjustments). When the Value Adjustments batch is committed, the fixed asset value will be updated.

Step by Step

1 Open or create an Adjust Fixed Assets batch.

- Select the Adjust Fixed Assets palette in WO> Adjust Fixed Assets. This will expand the Adjust Fixed Assets palette and display the steps of the Adjust Fixed Assets batch process.

- Modify an existing batch or create a new Adjust Fixed Assets batch.
    - Select a batch number from the drop-down menu at the top of the Adjust Fixed Assets palette to select an existing batch.
    - Select New from the Adjust Fixed Assets batch number drop-down menu to create a new batch. This will open the **New Batch** window.
    - If there are open batches in the Adjust Fixed Assets process, you can create a new batch without affecting the open batches.
    - Enter a **Batch Month** and **Batch Year**. These fields default to the current calendar period and are for reference only. The fiscal period of the transactions in the batch is determined by the Journal Entry Date entered during the Generate step.
    - Click the Generate icon  to populate the **Batch Number** field with the next available batch number. Batch numbers are limited to five digits and must be unique within the batch month of the batch year.
        - You can also manually create a new batch by entering a Batch Number and clicking the Save icon  .
- Highlight the batch in the batch number drop-down menu on the Adjust Fixed Assets palette and press DELETE to delete a batch. Any uncommitted adjustments in the batch will be deleted.

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2 Select the Work Orders to include in the batch.

- Open the **Select Work Orders** window (WO> Adjust Fixed Assets> Select Work Orders).
    - This window will display all of the work orders that meet the Adjust Fixed Assets batch requirements.
    - Each work order must be an Improvement category work order that has been updated to Complete status.
        - Work order categories are established when the work order is created on the Work Order Maintenance window (WO> Work Orders> Work Orders> create a work order> **Category** field).
    - Each work order must have an attached, active status fixed asset.
        - Fixed assets are attached to work orders on the Work Order Maintenance window (WO> Work Orders> Work Orders> create a work order> **Asset** field).
        - The fixed assets status can be updated to active in the Install Fixed Assets process (WO> Install Fixed Assets).
    - Work orders that have already been processed in an Adjust Fixed Assets batch or are included in an existing batch will not be included.
- Check the **Selected** toggle next to each of the work orders you would like to include in the batch.
    - Each fixed asset attached to the included work orders will be added to a new FA Value Adjustments batch (FA> Adjustments). The new batch will automatically be assigned the next available batch number.
- Click the Save icon  once all of the desired work orders are selected.

3 Print the Proof List.

- Open the **Proof List** window (WO> Adjust Fixed Assets> Proof List).
- Specify how the report will be displayed with the **Sort By** drop-down menu.
- The report will display the Asset Code, Work Order Number, Work Order Description, and Adjustment amount. The report will also display the total adjustment on the fixed asset or work order and a report total.
- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
    - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
    - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

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4 Generate Work Flows. This is an optional step.

- The Generate Work Flows step applies if only certain employees are allowed to commit an Adjust Fixed Assets batch. For example, if you are a department clerk, but only the department head is allowed to actually commit an Adjust Fixed Assets batch, then run the Generate Work Flows step to notify the department head that an Adjust Fixed Assets batch is ready to be committed. If you do not use work flows, skip to the Commit step and commit the batch.
- Select Generate Work Flows on the palette. This will open an information window asking you to confirm your selection. Press ENTER or click the OK button to generate the work flows. This will create a job on the Jobs Viewer window. Once the job is complete, the work flow will be created.
- Work flows are created and maintained on the Work Flow Maintenance window (SS> Work Flow> Work Flow Templates).

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5 Review Work Flows. This is an optional step.

- The Review Work Flows step is used to view the Adjust Fixed Assets batch before it is committed and is used in conjunction with the Generate Work Flows step. For example, a department clerk runs the Generate Work Flows step to notify the department head that the Adjust Fixed Assets batch is ready to be approved. The department head receives an email that the batch is ready to be committed, so they review the Adjust Fixed Assets proof list and then commit the batch.
- Open the Review Work Flows window to review the adjustments in the batch (WO> Adjust Fixed Assets> Review Work Flows).

- The Review Work Flows window displays the work flow generated by the Generate Work Flows step (WO> Adjust Fixed Assets> Generate Work Flows).
- The **Status** column displays the status of the work flow. If the work flow is waiting to be approved, the Status will be New.
- The **Author** column displays the department clerk that created the work flow (this is the employee that ran the Generate Work Flows step). If the Adjust Fixed Assets batch is rejected, this is the employee that will receive the notification email that the batch has been rejected.
- The type of work flow generated during the Generate Work Flows step determines what needs to be done to the adjustments before the batch can be committed.
    - If the work flow is set up as an action step on your role (SS> Work Flow> Work Flow Templates), you will have to approve or reject the adjustments in the batch before you can commit the batch.
    - If the work flow is set up as an information step on your role (SS> Work Flow> Work Flow Templates), the commit step will be enabled and the batch will be ready to commit. When the work flow is set up as an information step, skip the Review Work Flows step and commit the Adjust Fixed Assets batch.
- If you have to approve or reject the Adjust Fixed Assets batch, highlight the work flow in the Review Work Flows window and press ENTER. This will open the specified Adjust Fixed Assets reports for approval.

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6 Commit the Adjust Fixed Assets batch.

- Open the **Batch Commit** window (WO> Adjust Fixed Assets> Commit).
- Click the OK button to commit the batch.
- Once the Adjust Fixed Assets batch has been committed, a new Value Adjustments batch will be created (FA> Adjustments).

WO> Billing

Billing Work Order Activity Items

Summary

The work order activity items that accumulate on a work order can be billed through the WO Billings process. Any committed activity items marked as Billable, including those attached to Not Billable work orders, can be pulled into a Billings batch. When the Billings batch is committed, the activity items will be sent to the Accounts Receivable module.

If the committed activity items have not previously been processed through a previous Billings batch, they will be sent to AR Invoices. If the committed activity items were part of previous Billings batch, but were then adjusted in a WO Adjustments batch, they will be sent to AR Adjustments.

Follow this process to create, edit, and commit a Billings batch.

Step by Step

1 Open or create a Billings batch.

- Select the Billings palette in WO> Billings. This will expand the Billings palette and display the steps of the Billings batch process.
- Modify an existing batch or create a new Billings batch.
    - Select a batch number from the drop-down menu at the top of the Billings palette to select an existing batch.
    - Select New from the Billings batch number drop-down menu to create a new batch. This will open the **New Batch** window.
    - If there are open batches in the Billings process, you can create a new batch without affecting the open batches.
    - Enter a **Batch Month** and **Batch Year**. These fields default to the current calendar period and are for reference only. The fiscal period of the transactions in the batch is determined by the Journal Entry Date entered during the Generate step.
    - Click the Generate icon  to populate the **Batch Number** field with the next available batch number. Batch numbers are limited to five digits and must be unique within the batch month of the batch year.
        - You can also manually create a new batch by entering a Batch Number and clicking the Save icon  .
- Highlight the batch in the batch number drop-down menu on the Billings palette and press DELETE to delete a batch. Any uncommitted billings in the batch will be deleted.

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2 Specify the Billings batch settings.

- Open the **Settings** window (WO> Billings> Settings).
- Select a **Transaction Date** from the drop-down menu.
    - The Transaction Date will default to today's date.
- Select a **Due Date** from the drop-down menu.
    - This date will automatically populate based on how the Work Orders module was set up. The **AR Terms** field on the WO Setup window (WO> Utilities> Setup> AR Terms field) will determine the length of time between the Transaction Date and the Due Date.

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3 Add the billable items to the batch.

- Open the **Billings** window (WO> Billings> Billings).
    - The Billings window will display any billable items that have already been added to the selected batch.
- Click the Add icon  to add additional items to the Billings batch. This will open the Select Work Order Activity window.
    - Click the Refresh icon  to display all the billable activity items. Use the Search Criteria fields to filter the displayed results.
    - Only committed, billable activity items attached to work orders that are associated with both a GL Account and an AR Account will be displayed on this window. Activity items that have already been processed in a Billings batch will not be displayed.

- Activity items that are included in an existing Billings batch will be displayed, but if you attempt to add these items to a batch you will receive an error message that displays the open Billings batch number that the activity line item is already a part of.

- Check the **Selected** toggle next to each activity item you would like to include in the batch.
  - All activity items will be checked by default.
  - Use the Select All  and Deselect All  icons to select or deselect multiple activity items at once.
- Click the Confirm icon  when all of the desired activity items have been selected. This will return the selected activity items to the Billings window.

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4 Edit the items included in the Billings batch.

- The Billings window will now display the activity items selected in the previous step.
- The **Transaction Date**, **Due Date** and **Fee Code** specified on the Settings step can all be edited by individual activity item in this window.
  - If the Transaction Date is updated, the Due Date will automatically update to reflect the length of time specified in the AR Terms field on the WO Setup window. The Due Date field can be changed to override this standard term.
    - When the Billings batch is committed, the activity line items will be added to an open AR Invoices or AR Adjustments batch. These activity items will be grouped as AR line items by Transaction and Due Date.

- If the Fee Code is updated, the Debit Account Number field will automatically update with the debit account set up on the selected fee code.
    - The specified account number can be overridden by clicking the Ellipsis icon  in the Debit Account Number column and selecting a different account.
    - Debit account numbers are attached to fee codes on the AR Fee Maintenance window (AR> Maintenance> Fees> open a fee> AR Account field).
    - An active Fee Code must be specified for each activity line item.
- The **Reference Number** and **Description** columns can also be edited at this point.
    - These columns will appear as the Reference Number and Billing Description on the Billings Proof List.
- Click the Delete icon  to remove an activity item from the batch.
- Click the Save icon  to add all of the displayed activity items to the batch and proceed to the next step.
    - You will not be able to save if any of the selected activity items are already included in an existing Billings batch.

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5 Print the Proof List.

- Open the **Proof List** window (WO> Billings> Proof List).
- Specify a **Sort By** option for the report from the drop-down menu.
    - The report will display and group by the Work Order Number, Work Order Description, AR Account Number and AR Account Description. The report will include the LEMS category, Line Number, Reference Description, Billing Description, Reference Number, Fee Code, Due Date, Transaction Date, and Amount for each activity line item included in the batch. The report will also provide a total by either Work Order or AR Account and a report total.
- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
    - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Spring-brook formatting found on the printed version of the report.
    - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

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6 Commit the Billings batch.

- Open the Billing batch **Commit** window (WO> Billings> Commit).
- Committed, billable activity line items that have not been billed will be added to an AR Invoices batch when the Billings batch is committed. This is not the case for activity line items resulting from a WO Adjustment on an activity line item that has been processed in a previous Billings batch. These activity line items will be added to an AR Adjustments batch when the Billings batch is committed.
    - If both of these types of activity line items are included in the batch, both the Invoice Batch and Adjustment Batch fields will be enabled. If only one of these types of activity line items is included, only that field will be enabled.
- Enter an open **Invoice Batch** number or click the field label to select one from a list.
    - The Invoice Batch Selection window will only display open AR Invoices batches. You cannot create a new batch from this window. If you would like to add this Billings batch to its own AR Invoices batch, create a new AR Invoices batch and then click the Invoice Batch field label again. The new batch should be available for selection.
- Enter an open **Adjustment Batch** number or click the field label to select one from a list.
    - The Adjustment Batch Selection window will only display open AR Adjustment batches. You cannot create a new batch from this window. If you would like to add this Billings batch to its own AR Adjustments batch, create a new AR Adjustments batch and then click the Adjustment Batch field label again. The new batch should be available for selection.
- Click the Confirm icon  to commit the batch.
    - The committed activity line items will be added to the specified AR Invoices or AR Adjustments batch. The work order number and LEMS category will

populate the AR line item description field. If a WO activity line item is deleted from an AR batch, the activity line item Billing status will be reset and the activity must be processes through a new Billing batch in order to be billed.

WO> Create Fixed Assets

Create Fixed Assets in WO

Summary

The Create Fixed Assets process allows you to take fixed assets created in the Work Orders module and process them through the depreciation and adjustments processes in the Fixed Assets module.

New Construction category work orders can be set up to create a fixed asset when the status on the work order is changed to Complete. The Create Fixed Assets process will then take this Work Order module fixed asset and create a New status fixed asset in the Fixed Assets module. Once this fixed asset is installed, it can be adjusted and depreciated in the FA module.

Step by Step

1 Create a Create Fixed Assets batch.

- Select the Create Fixed Assets palette in WO> Create Fixed Assets. This will expand the Create Fixed Assets palette and display the steps of the Create Fixed

Assets batch process.

- Modify an existing batch or create a new Create Fixed Assets batch.
    - Select a batch number from the drop-down menu at the top of the Create Fixed Assets palette to select an existing batch.
    - Select New from the Create Fixed Assets batch number drop-down menu to create a new batch. This will open the **New Batch** window.
    - If there are open batches in the Create Fixed Assets process, you can create a new batch without affecting the open batches.
    - Enter a **Batch Month** and **Batch Year**. These fields default to the current calendar period and are for reference only. The fiscal period of the transactions in the batch is determined by the Journal Entry Date entered during the Generate step.
    - Click the Generate icon  to populate the **Batch Number** field with the next available batch number. Batch numbers are limited to five digits and must be unique within the batch month of the batch year.
        - You can also manually create a new batch by entering a Batch Number and clicking the Save icon  .
- Highlight the batch in the batch number drop-down menu on the Create Fixed Assets palette and press DELETE to delete a batch. Any uncommitted fixed assets in the batch will be deleted.

---

2 Select the Work Orders to include in the batch.

- Open the **Select Work Orders** window (WO> Create Fixed Assets> Select Work Orders).
    - This window will display all New Construction category work orders that have been updated to Complete status.
    - Work orders that have already been processed or are included in an existing Create Fixed Assets batch will not be included.
- Check the **Selected** toggle next to each of the work orders that you would like to include in the batch.
- The value in the **Fixed Assets** field will determine how many fixed assets are created from the selected work order.
    - The value in the Total Amount column will be distributed equally across the fixed assets, so as the number of fixed assets is increased, the value of each fixed asset will decrease. As the number of fixed assets is decreased, the value of each will increase.
        - This Total Amount value is the sum of all activity and overhead amounts associated with the fixed assets. This amount does not include additional charges, such as markup and fixed rate labor, intended to generate revenue.
    - The original value in the Fixed Assets field is determined on the Work Orders Maintenance window (WO> Work Orders> Work Orders> open/create a work order> General tab> Default Assets field).
- Click the Save icon  once all of the desired work orders are selected and updated.

3 Edit the fixed assets on the selected work orders.

- Open the **Edit** window (WO> Create Fixed Assets> Edit).
- The Edit window will display one line item for each fixed asset that will be created when the batch is committed.
- The Work Order Number and Total Amount values for each fixed asset are the only columns that cannot be edited. All other information associated with the fixed assets can be changed. There are, however, some limits on what changes can be made.
    - The **Asset Code** attached to each fixed asset can be edited, but each asset code must be unique.
    - The **Original Cost** associated with each fixed asset can be edited, but the total original cost value must match the original WO Total Amount. For example, if the original cost on one fixed asset is adjusted down by $100, the original cost on another fixed asset attached to the same work order would need to be adjusted up by $100.
    - The **Life** column will default to zero and must be edited in order to save the fixed assets to the batch.
    - The **Mass Asset** toggle and **Quantity** fields should only be used if the asset should be installed as a mass asset.
- Click the Save icon  when complete.

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4 Print the Proof List.

- Open the **Proof List** window (WO> Create Fixed Assets> Proof List).
- Specify how the report will display with the **Sort By** drop-down menu.
- The report will display the Fixed Asset code, Work Order Number, Asset Description, Original Cost, Location, Life, Life Unit, Mass Asset status, Mass Asset Quantity, Class and Department.
- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
    - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
    - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

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5 Generate Work Flows. This is an optional step.

- The Generate Work Flows step applies if only certain employees are allowed to commit a Create Fixed Assets batch. For example, if you are a department clerk, but

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only the department head is allowed to actually commit a Create Fixed Assets batch, then run the Generate Work Flows step to notify the department head that a Create Fixed Assets batch is ready to be committed. If you do not use work flows, skip to the Commit step and commit the batch.

- Select Generate Work Flows on the palette. This will open an information window asking you to confirm your selection. Press ENTER or click the OK button to generate the work flows. This will create a job on the Jobs Viewer window. Once the job is complete, the work flow will be created.
- Work flows are created and maintained on the Work Flow Maintenance window (SS> Work Flow> Work Flow Templates).

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6 Review Work Flows. This is an optional step.

- The Review Work Flows step is used to view the Create Fixed Assets batch before it is committed and is used in conjunction with the Generate Work Flows step. For example, a department clerk runs the Generate Work Flows step to notify the department head that the Create Fixed Assets batch is ready to be approved. The department head receives an email that the batch is ready to be committed, so they review the Create Fixed Assets proof list and then commit the batch.
- Open the Review Work Flows window to review the fixed assets in the batch (WO> Create Fixed Assets> Review Work Flows).
- The Review Work Flows window displays the work flow generated by the Generate Work Flows step (WO> Create Fixed Assets> Generate Work Flows).

- The **Status** column displays the status of the work flow. If the work flow is waiting to be approved, the Status will be New.
- The **Author** column displays the department clerk that created the work flow (this is the employee that ran the Generate Work Flows step). If the Create Fixed Assets batch is rejected, this is the employee that will receive the notification email that the batch has been rejected.
- The type of work flow generated during the Generate Work Flows step determines what needs to be done to the fixed assets before the batch can be committed.
    - If the work flow is set up as an action step on your role (SS> Work Flow> Work Flow Templates), you will have to approve or reject the fixed assets in the batch before you can commit the batch.
    - If the work flow is set up as an information step on your role (SS> Work Flow> Work Flow Templates), the commit step will be enabled and the batch will be ready to commit. When the work flow is set up as an information step, skip the Review Work Flows step and commit the Create Fixed Assets batch.
- If you have to approve or reject the Create Fixed Assets batch, highlight the work flow in the Review Work Flows window and press ENTER. This will open the specified Create Fixed Assets reports for approval.

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7 Commit the Create Fixed Assets batch.

- Open the **Batch Commit** window (WO> Create Fixed Assets> Commit).
- Click the OK button to commit the batch.

- Once the batch is committed, the new fixed assets can be installed in the Fixed Assets module Install Assets process (FA> Install Assets> Install Assets).

WO> Create Inventory Items

Create Inventory Items in WO

Summary

The Create Inventory Items process allows you to use work orders to generate IC module inventory items. New Inventory category work orders can be set up to create an inventory item when the status on the work order is changed to Complete. The Create Inventory Items process will then create an inventory item that can be received through the Inventory Transactions process in the Inventory Control module.

Step by Step

1 Create a Create Inventory Items batch.

- Select the Create Inventory Items palette in WO> Create Inventory Items. This will expand the Create Inventory Items palette and display the steps of the Create Inventory Items batch process.
- Modify an existing batch or create a new Create Inventory Items batch.
  - Select a batch number from the drop-down menu at the top of the Create Inventory Items palette to select an existing batch.

- Select New from the Create Inventory Items batch number drop-down menu to create a new batch. This will open the **New Batch** window.
- If there are open batches in the Create Inventory Items process, you can create a new batch without affecting the open batches.
- Enter a **Batch Month** and **Batch Year**. These fields default to the current calendar period and are for reference only. The fiscal period of the transactions in the batch is determined by the Journal Entry Date entered during the Generate step.
- Click the Generate icon  to populate the **Batch Number** field with the next available batch number. Batch numbers are limited to five digits and must be unique within the batch month of the batch year.
    - You can also manually create a new batch by entering a Batch Number and clicking the Save icon  .

- Highlight the batch in the batch number drop-down menu on the Create Inventory Items palette and press DELETE to delete a batch. Any uncommitted inventory items in the batch will be deleted.

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2 Select the Work Orders to include in the batch.

- Open the **Select Work Orders** window (WO> Create Inventory Items> Select Work Orders).
    - This window will display all New Inventory category work orders that have been updated to Complete status.

        - Work order activity that has already been processed or is included in an existing Create Inventory Items batch will not be included.
- Check the **Selected** toggle next to each of the work orders that you would like to include in the batch.
    - Click the Expand button next to a work order in order to display the individual activity items that make up that work order. Check the Selected toggle next to each activity line item that should be included in the batch. All activity items will be checked by default.
        - Activity line items that are not selected can be added to a future Create Inventory Items batch.
- Click the Save icon  once all of the desired work orders are selected and updated.

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3 Edit the inventory items on the selected work orders.

- Open the **Edit** window (WO> Create Inventory Items> Edit).
- The Edit window will display one line item for each work order included in the batch.
- The Work Order Number, Description and Value columns are the only columns that cannot be edited. All other information associated with the inventory items can be changed. There are, however, some limits on what changes can be made.
    - The **Item Number** field is used to specify which inventory item is being created in the batch.

        - Inventory items that are in Delete status cannot be selected. Inventory items are created and maintained on the Item Maintenance window (IC> Maintenance> Item).
    - The **Category Code** field is used to specify how the new items will be processed in the IC Transactions batch.
        - Only category codes set up to generate Receipt transactions can be selected when creating inventory items. Category transactions are set up on the Category Maintenance window (IC> Maintenance> Category> Action field).
    - The **Location** field determines where the new inventory items will be received.
        - Locations are created and maintained on the Location Maintenance window (IC> Maintenance> Location).
    - The **Quantity** field is used to specify the number of inventory items that will be created when the batch is committed. This value must be greater than zero.
    - The **Unit Type** field is used to specify the unit type associated with the new inventory items.
        - Unit types are created and maintained on the Units Maintenance window (IC> Maintenance> Units).
    - The **Transaction Date/Time** field will default to the current date and time.
- Click the Save icon  when complete.

---

4 Print the Proof List.

- Open the **Proof List** window (WO> Create Inventory Items> Proof List).
- The report will display the Work Order Number, Work Order Description, Item Number, Transaction Date/Time, Category Code, Location, Quantity, Unit Type and Total Value for each line item.
- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
    - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
    - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

---

5 Commit the Create Inventory Items batch.

- Open the **Batch Commit** window (WO> Create Inventory Items> Commit).
- Enter an uncommitted Inventory Control module **Transaction Batch** number or click the field label to select one from a list.

- Click the Confirm icon  to commit the batch.
- Once the batch is committed, the new inventory items can be received in the Inventory Control module Enter Transactions process (IC> Enter Transactions).

WO> Equipment Analysis

Equipment Analysis

Summary

The Equipment Analysis batch process is used to generate the Equipment Analysis report required by the Wisconsin Department of Transportation.

Step by Step

1 Create an Equipment Analysis batch.

- Select the Equipment Analysis palette in WO> Equipment Analysis. This will expand the palette and display the steps of the batch process.
- Modify an existing batch or create a new Equipment Analysis batch.
  - Select a batch number from the drop-down menu at the top of the Equipment Analysis palette to select an existing batch.
  - Select New from the Equipment Analysis batch number drop-down menu to create a new batch. This will open the **New Batch** window.
  - If there are open batches in the Equipment Analysis process, you can create a new batch without affecting the open batches.

- Enter a **Batch Month** and **Batch Year**. These fields default to the current calendar period and are for reference only. The fiscal period of the transactions in the batch is determined by the Journal Entry Date entered during the Generate step.
- Click the Generate icon  to populate the **Batch Number** field with the next available batch number. Batch numbers are limited to five digits and must be unique within the batch month of the batch year.
    - You can also manually create a new batch by entering a Batch Number and clicking the Save icon  .
- Highlight the batch in the batch number drop-down menu on the Equipment Analysis palette and press DELETE to delete a batch. Any uncommitted equipment analyses in the batch will be deleted.

---

2 Generate the Equipment Analysis batch.

- Open the **Generate** window (WO> Equipment Analysis> Generate).
- Select the **Year** you would like to report on.
- The **Insurance Cost** field is used to enter the total amount paid for on-road vehicle insurance in the selected year. For reporting purposes, this amount will be distributed equally among all the vehicles in the fleet.
- The **Shop Overhead** field is used to enter the overhead percentage that will be applied to the total labor costs for the selected year.
    - This percentage cannot exceed 1000%.

- Click the Confirm icon  to generate the batch immediately or select a date from the drop-down menu if you would like the batch to generate at a later time.

---

3 Edit the equipment analysis.

- Open the **Edit** window (WO> Equipment Analysis > Edit).
- Each eligible piece of equipment will be displayed when the Edit window is opened. While the values in the columns are populated when the window is opened, these values can be edited.
    - The **Fuel** column value is calculated by tracking the fuel inventory issued to the piece of equipment through inventory transactions.
    - The **Labor** column value is calculated by tracking labor activity on maintenance work orders for the piece of equipment.
    - The **Materials** column value is calculated by tracking the materials issue to the piece of equipment through inventory transactions.
        - The **Lube**, **Tires** and **Sundry** column values are materials values differentiated by the user-defined misc_attribute_1 field attached to each of the materials subcategories.
    - The **Overhead** column value is calculated by tracking overhead amounts attached to usage activity on any work orders that include the piece of equipment.

- The **Depreciation** column value is calculated by the Fixed Asset module and represents the total depreciation on the piece of equipment for the selected year.
- The **Hours Used** column value is calculated by tracking equipment usage activity on any work orders that include the piece of equipment.
- The **Revenue** column value is calculated by tracking the total amount billed for usage activity on any work orders that include the piece of equipment.

- Make any desired changes and click the save icon to proceed to the next step.

---

4 Print the Equipment Analysis report.

- Open the **Proof List** window (WO> Equipment Analysis> Proof List).
- Click the Print icon to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
  - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
  - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
  - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Spring-brook formatting found on the printed version of the report.

- Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

- The Equipment Analysis report will display the Equipment Year and Code/Description as well as the amounts specified during the Edit step for Fuel, Lube, Labor, Materials, Overhead, Tires, Sundry, Depreciation, Hours Used and Revenue. A Total Value amount will also be provided for each piece of equipment included in the batch.

---

5 Commit the Equipment Analysis batch.

- Open the **Batch Commit** window (WO> Equipment Analysis> Commit).
- Click the Confirm icon  to commit the batch.

WO> Equipment Readings

Equipment Readings

Summary

Equipment readings allow you to track the usage of equipment that has been created in the Work Orders module. The primary function of entering equipment readings on an asset is to automatically generate work orders based on the usage of that asset. An example of this would be creating a work order to change the oil of a car each time the car reaches 3000 miles. If you attach a maintenance job to the asset type that is attached to the asset, work orders will be generated for the maintenance of that asset as equipment readings accumulate.

Step by Step

1 Open or create an Equipment Readings batch.

- Select the Equipment Readings palette in WO> Equipment Readings. This will expand the palette and display the steps of the batch process.

- Modify an existing batch or create a new Equipment Readings batch.
    - Select a batch number from the drop-down menu at the top of the Equipment Readings palette to select an existing batch.
    - Select New from the Equipment Readings batch number drop-down menu to create a new batch. This will open the **New Batch** window.
    - If there are open batches in the Equipment Readings process, you can create a new batch without affecting the open batches.
    - Enter a **Batch Month** and **Batch Year**. These fields default to the current calendar period and are for reference only. The fiscal period of the transactions in the batch is determined by the Journal Entry Date entered during the Generate step.
    - Click the Generate icon  to populate the **Batch Number** field with the next available batch number. Batch numbers are limited to five digits and must be unique within the batch month of the batch year.
        - You can also manually create a new batch by entering a Batch Number and clicking the Save icon  .
- Highlight the batch in the batch number drop-down menu on the Equipment Readings palette and press DELETE to delete a batch. Any uncommitted equipment readings in the batch will be deleted.

---

2 Generate the Equipment Readings batch.

- Open the **Generate** window (WO> Equipment Readings> Generate).
- Click the Confirm icon to generate the batch immediately or select a date from the drop-down menu if you would like the batch to generate at a later time.

---

3 Import existing readings.

- Open the **Import Equipment Readings** window (WO> Equipment Readings> Import).
- Enter a **File Name** path or click the field label to browse to the import file.
  - The import file must be in comma-separated value (.csv) format.
- Click the Display icon to display the expected .csv file layout.
  - The expected import will include the Equipment Code, Unit Type, Date, Current Reading, Consumption and Notes as separate columns on the .csv spreadsheet.
- Click the Confirm icon to import the equipment readings immediately or enter a date and time in the field next to the Confirm icon to schedule the import to process at a later time. You can view the progress of the import on the Jobs Viewer window (SS> Utilities> Show Scheduled Jobs).

---

4 Edit the equipment readings.

- Open the **Edit** window (WO> Equipment Readings> Edit).
- The new row grid design of this window allows the user to quickly tab through the columns, key in the equipment reading information, and press ENTER to begin creating the next equipment reading line item.
- Click the Ellipsis icon  in the **Equipment Code** field to select the equipment that will be included in the readings batch.
    - Equipment codes are created and maintained on the Equipment Code Maintenance window (WO> Maintenance> Equipment).
- Click the Ellipsis icon  in the **Unit Type** field to select the unit of measure that the reading will refer to.
    - Unit types are created and maintained on the Unit Maintenance window (WO> Maintenance> Units).
- The **Date** field will default to today's date but can be edited.
- The **Sequence** field will automatically populate with the sequence number of the new reading.
    - The first equipment reading for a piece of equipment associated with a particular read date will be zero. Each sequential reading on that piece of equipment for that particular read date will increase by one.
- Enter the **Current Reading** on the equipment.
    - The **Consumption** field will automatically update after the current reading is entered. Consumption is calculated by subtracting the Previous Reading value from the Current Reading value.

- Enter any optional **Notes** related to the equipment reading.
    - This field can accommodate up to 1000 characters, but only 60 will display on the proof list and only 30 will display on the equipment history record.
- Once the line item is complete, simply press ENTER to add the equipment reading line item to the data grid and begin creating a new line item.
    - You can export the displayed equipment reading line items to a Microsoft Excel spreadsheet by right clicking on the grid and selecting Export grid contents to Excel.
- If an equipment reading line item is deleted, any dependent readings will automatically update. Current readings will remain the same, but consumption amounts will be recalculated to reflect the total consumption between the first Previous Reading and the last Current Reading. For example, a piece of equipment could have three readings:
    - 1 - Previous Reading = 0, Current Reading = 25, Consumption = 25.
    - 2 - Previous Reading = 25, Current Reading = 35, Consumption = 10.
    - 3 - Previous Reading = 35, Current Reading = 55, Consumption = 20.
    - If reading number two is deleted, the recalculated equipment readings would look like this:
    - 1 - Previous Reading = 0, Current Reading = 25, Consumption = 25.
    - 2 - Previous Reading = 25, Current Reading = 55, Consumption = 30.
- After all of the equipment readings have been entered, click the Save icon  to continue to the next step.

---

5 Print the proof list.

- Open the **Proof List** window (WO> Equipment Readings> Proof List).
- Click the Print icon to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
    - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
    - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).
- The Proof List will display the Equipment Code, Unit Type, Consumption Date, Previous Read, Consumption, Current Read, and Notes.

---

6 Commit the Equipment Reading batch.

- Open the **Batch Commit** window (WO> Equipment Readings> Commit).
- Click the OK button to commit the batch.

- The new equipment readings will display on the Equipment Maintenance window (WO> Maintenance> Equipment> Meter History tab).

WO> Estimates> Estimates

Create an Estimate

Summary

The Work Orders module can be set up to required that all work orders are preceded by approved estimates. These estimates can contain the estimated costs associated with labor, equipment, materials, services or adjustments (miscellaneous charges) that will be used on the work order. Once an estimate has been created, it can be approved to create a work order. Estimates are approved in the Estimate Approval process (WO> Estimate Approvals).

Step by Step

1 Open the Estimate Selection window.

- The **Estimate Selection** window displays all of the estimates created in the application.
- Enter the desired estimate information on the Estimate, Other, Address, and Misc tabs and click the Refresh icon  to filter the displayed estimates.

- Highlight an estimate and click the Delete icon  or press DELETE to delete the selected estimate.
    - Estimates that have generated work orders or that are included in an open estimate approval batch cannot be deleted.
- Highlight an estimate and click the Modify icon  or press ENTER to edit the selected estimate.
- Click the Generate icon  to create a new estimate from an existing recurring estimate. This will open a recurring estimate selection window.
    - All of the default values set up on the selected recurring estimate will automatically populate the new estimate. Recurring estimates are created and maintained on the Recurring Estimate Maintenance window (WO> Recurring Estimates> Recurring Estimates).
- Click the Create icon  or press INSERT to create a new estimate. This will open the Estimate Maintenance window.

---

2 Create an estimate.

- The **Estimate Maintenance** window is used to create and edit work order estimates.
- Click the Send Form icon  at any point in the estimate creation process to send a notification to another Springbrook user. The notification will include the Estimate number, any notes you include, and a link to the estimate in question.

---

3 Complete the General tab.

- The **General** tab is designed to contain all of the general information about a work order estimate. Any information entered on this tab will carry over to the Work Order when it is created from this work order estimate.
- Enter a unique **Estimate Number**.
    - If the **Automatically number work orders** toggle is checked on the WO Setup window (WO> Utilities> Setup), the Estimate Number will be disabled.
- The **Reference Number** is an optional field used for tracking purposes.
    - Reference numbers can be used to filter the estimates displayed on the Estimate Selection window.
- Enter an estimate **Description**. The description can be up to 30 alphanumeric characters.
    - If you are creating a fixed asset with this work order, this field will be the description of the fixed asset when it is created.
- Select an estimate **Status** from the drop-down menu.
    - If the **Require Estimate Approvals** toggle is checked on the WO Setup window, the available options include:
        - New - The default status for all new estimates.
        - Ready for Approval - Indicates that the estimate could be approved and allows the estimate to be automatically pre-selected for the Estimate Approval process.

        - Under Review - Indicates that the estimate is included in an Estimate Approval batch.
        - Returned - Indicates that the estimate was rejected from an Estimate Approval batch.
        - Approved - Indicates that the estimate was processed and approved in an Estimate Approval batch. Approved estimates will also be converted into work orders.
        - Void - Indicates that the estimate was voided.
    - If the **Require Estimate Approvals** toggle is not checked, the options are New, Returned, Approved, and Void.
- The **Priority**, **Start Date**, **Due Date** and **Completion Date** fields are optional fields used for reporting purposes. For example, when printing estimates (WO> Estimates> Print Estimates), the output can be sorted by Priority or Due Date.
- Enter a **Department** code or click the field label to select a department to associate with this estimate.
    - Assigning a department to the estimate will allow you to track and search estimate activity by the department responsible for completing the work.
    - Departments are created and maintained on the Department Maintenance window (SS> Maintenance> Department).
- Enter a **GL Account** for the estimate or click the field label to select one from a list.
- Enter an **AP Account** or click the field label to select one from a list.
    - When a resulting work order is attached to an AP Invoices line item, the account in the AP Account field will populate the GL Account field (AP> Invoices> Invoices> Create an invoice line item> GL Account field).

- Enter a **PR Account** or click the field label to select one from a list.
    - When a resulting work order is attached to a PR Timesheet or Timecard, the account in the PR Account field will populate the GL Account field (PR> Timesheets> Quick Time Entry or Timesheets and PR> Computer Checks> Timecards).
    - This field can also be used to populate partial account numbers in the event that work order associated labor costs need to be distributed to different accounts within the same fund.
- Enter a **Category** code or click the field label to select a category to attach to the estimate.
    - Categories are used to define if the work order will create a fixed asset or will create an adjustment to an existing asset. They also allow you to group work order types together and define the general ledger account attached to the work order.
    - New Construction type categories will create a new Fixed Asset module asset when the work order status is changed to Complete.
    - Improvement type categories will create a Fixed Asset module Original Cost Adjustment when the work order status is changed to Complete.
    - Maintenance type categories are used to maintain assets that are created from the Work Order module.
    - After selecting a category, you will be prompted to override the default estimate Activity Types, Category Distribution, Overhead Percentages, and Overhead Distribution with the defaults associated with the selected category. These defaults are set up on the Category Maintenance window (WO> Maintenance> Category).

- The **Default Assets** field is used to specify the number of assets that a resulting work order will create upon completion. This field will only be enabled if the Category attached to the resulting work order is a New Construction type category.
    - When a New Construction category work order's status is changed to Completed, that work order will be available for selection in the Create Fixed Assets process (WO> Create Fixed Assets> Select Fixed Assets).
- Select a **Billable** status from the drop-down menu. The billable status of an estimate is primarily used for reporting and filtering purposes.
    - Activity line items added to Not Billable estimates will default to Not Billable. This can be edited for each activity line item.
    - Activity line items added to Periodic and Upon Completion estimates will default to Billable.
    - The billable status will default to the status set up on the selected category.
- Enter a **Task Code** or click the field label to select one from a list.
    - Attach a Project Management module task to an estimate in order to post the activity items and adjustments of the resulting work order to the task. In order for the activity items and adjustments of a work order to affect the Project Management module task, the adjustments or activity items must be processed through the PM Distribution step of the Activity or Adjustments processes in the Work Order module.
    - The Task Code field will only be enabled if the **PM Interface** toggle is checked on the WO Setup window (WO> Utilities> Setup).
    - Tasks are created and maintained on the Task Maintenance window (PM> Maintenance> Task).

- Enter a **Lot** number or click the field label to select one from a list.
    - Once a lot is selected, the customer and address fields below will automatically populate with the customer and address information attached to the selected lot. Lots are created and maintained on the Lot Maintenance window (SS> Maintenance> Lot Master Search).
- Select an **Asset Type** from the drop-down menu.
    - The selected asset type will determine what can be selected when the **Asset** field label is clicked.
    - Disposed fixed assets and inactive equipment cannot be attached to an estimate.
- If this estimate is an improvement on an existing asset, you can enter the Asset ID in the **Asset** field. Click on the field label to select an asset from a list.
    - Attach a work order asset to the estimate if the work order will be used to generate an original cost adjustment to a Fixed Asset module asset or if the work order is a maintenance work order on an asset that was created in the Work Order module.
    - If the work order will be used to create a new asset, do not attach an asset to the work order estimate. The asset will be created when the work order status is changed to Complete.
    - An asset cannot be attached to the estimate if the specified category is a New Construction category type.
- Enter an **AR Account** number if this is a work order that will be billed to someone through the Accounts Receivable module.
- Select an **Assigned To Type** from the drop-down menu.

- The **Assigned To** field is used to determine the user, role or queue that will be associated with the estimate.
    - Assigning a User, Role, or Queue to the estimate will allow you to track and search work order activity by the employee or group responsible for completing the work.
    - The selection in the Assigned To Type field will determine which selection window opens when the Assigned To field label is clicked.
- The **CIAC** field will display the Contribution in Aid of Construction amount associated with the estimate.
    - The CIAC value will default to zero. Use the WO Adjustments process (WO> Adjustments) to adjust the CIAC value.
    - The CIAC amount will be subtracted from the final value of any fixed assets created when any resulting work orders are completed.
- The **Issue Category** field is used to specify a default issue category for resulting work orders.
    - When the work order is associated with an Inventory Control module issue transaction, the issue category attached to the work order will populate the Category field on the IC transaction if no issue category was previously specified.
- The **Locked** toggle is not enabled on the Estimate Maintenance window.

---

4 Complete the Defaults tab.

- While you can specify the default information for each work order, the Defaults tab will automatically populate with the defaults established on the WO Setup window (WO> Utilities> Setup).
    - If a category was attached to the work order on the General tab, and the default settings were overridden, then the Defaults tab will be automatically populated with the defaults established on the selected category.
        - Categories are created and maintained on the Category Maintenance window (WO> Maintenance> Category).
- Check the toggle next to each **Activity Type** you would like to associate with the work order.
    - Activity types are user defined groups used to classify activities that are recorded on work orders. By associating a work order with specific activity types, you can limit the activities that can then be attached to that work order.
    - Activity types are created and maintained on the Activity Type Maintenance window (WO> Maintenance> Activity Type).
- Click the Create icon  drop-down menu and select Add a Category Distribution line to add a new line item to the **Category Distribution** section.
    - More than one account can be added to the Category Distribution section, but the total distribution percentage across all accounts must equal 100%.
- The **Overhead Percentages** section is used to determine the amount of overhead that will be applied to any LEMS activity line items attached to the work order.
    - For example, if Equipment overhead is set up at 20%, any equipment use attached to the work order will bill an additional 20% on top of the equipment rate.

- Click the Create icon drop-down menu and select Add Overhead Distribution line to add a new line item to the Overhead Distribution section.
    - At least one account must be specified for each LEMS category.
    - Edit the **Percent** column to specify what percentage of the overhead will be distributed to the selected account. While more than one account can be specified for each LEMS category, the total percentage for each LEMS category must be 100%.

---

5 Complete the Credit Accounts tab.

- The Credit Accounts tab is used to specify credit accounts on the estimate.
    - The Work Order Distribution step in the AP, IC, PR and WO modules will direct credit to the expense account entered on the original transaction by default. By specifying credit accounts on the estimate itself, you can control credit distribution at the individual work order level.
- Click the Create icon to add a credit account to the tab. This will open the Chart of Account Selection window.
    - Highlight the desired account and click the Confirm icon to add the account to the tab.
- Use the **LEMS** column drop-down menu to specify the LEMS designation of the credit account.

- Enter a distribution **Percent** for the new credit account.
    - While you are not required to attach a credit account for each LEMS designation, the total distribution for each LEMS designation included must equal 100%.

---

6 Complete the Notes tab.

- The **Notes** tab is used to add notes to the work order estimate. This field is limited to 1024 characters and will display on the printed estimate.

---

7 Complete the Estimates tab.

- The **Estimates** tab is used to add LEMS activity line items to the work order estimate.
- The new row grid design of this tab allows the user to quickly tab through the columns, key in the activity information, and press ENTER to begin creating the next activity line item.
- Click the **Activity Type** Ellipsis icon  to create a new line item.
    - Activity Types are user defined groups used to classify activities that are recorded on work orders. By associating a work order with specific activity types, you can limit the activities that can then be attached to a work order or estimate.

- Activity Types are created and maintained on the Activity Type Maintenance window (WO> Maintenance> Activity Type).

- Select a **LEMS** type from the drop-down menu.
    - The selected LEMS type will determine the available options in the remaining activity line item columns.
    - Select **Labor** to create a labor activity item.
        - Click the **Reference Type** drop-down menu to specify how this labor estimate will be classified.
            - Select Employee to attach the activity item to a specific employee.
            - Click the **Reference Code** Ellipsis icon  to select an employee.
                - Employees are created and maintained on the Employee Maintenance window (PR> Maintenance> Employee).
            - Select Position to attach the activity item to a position.
            - Click the **Reference Code** Ellipsis icon  to select a position.
                - Positions are created and maintained on the Position Maintenance window (WO> Maintenance> Position).
    - Select **Equipment** to create an equipment activity item.
        - The **Reference Type** field will populate with Equipment.
            - Click the **Reference Code** Ellipsis icon  to select an equipment code.
                - Equipment codes are created and maintained on the Equipment Maintenance window (WO> Maintenance>

Equipment).

- Select **Materials** to create a materials activity item.
    - The **Reference Type** field will populate with Item.
        - Click the **Reference Code** Ellipsis icon  to select an item.
            - Items are created and maintained on the Item Maintenance window (WO> Maintenance> Item).
- Select **Services** to create a services activity item.
    - The **Reference Type** field will populate with Vendor.
        - Click the **Reference Code** Ellipsis icon  to select a vendor.
            - Vendors are created and maintained on the Vendor Maintenance window (AP> Maintenance> Vendor).
- Select **Adjustments** to create an adjustments activity item.
    - Adjustment activity items are used to bill miscellaneous charges to the estimate. The only required field when entering an adjustment activity item is **Total Amount**.
        - The Total Amount field is determined by the sum of the **Base Amount** and **Overhead** fields.
- Click the **Asset Code** Ellipsis icon  to attach an asset to the LEMS activity item estimate if the work order will result in a Fixed Asset Original Cost Adjustment.
    - Attaching a fixed asset to an activity line item can be useful when, for example, an improvement type work order is meant to provide improvements to multiple fixed assets. By creating an activity line item for each fixed asset, you can keep all of the improvement activity on the same work order but still

track the costs associated with improving each asset.

    - Fixed assets are created and maintained on the Fixed Asset Maintenance window (FA> Maintenance> Fixed Assets).

- The **Units** column is used to specify the number of units required by the Labor, Equipment, or Materials action item.
    - The Units column is disabled for Services and Adjustments.
- The **Amount Per Unit** column will automatically populate if the selected item in the Reference Code field has an attached rate or cost.
    - For Labor, the amount per unit is the Hourly Rate attached to the Employee or Position.
    - For Equipment, the amount per unit is the Rate attached to the selected piece of Equipment.
    - For Materials, the amount per unit is the Cost Per Item attached to the selected Item.
    - The Amount Per Unit column is disabled for Services and Adjustments.
- The **Base Amount** column will automatically populate for Labor, Equipment, and Materials activity items.
    - This amount is calculated using the following formula:

(Units) **X** (Amount Per Unit)

    - For Services and Adjustments action items, the Units and Amount Per Unit columns are disabled so the Base Amount field will be enabled for direct

editing.

- The **Overhead** column will automatically populate for all action items.
    - This amount is calculated using the following formula:

(Base Amount) **X** (Overhead % specified on the General tab)

    - The Overhead column can be edited.
- The **Markup** field is used to specify an additional overhead markup amount on the activity line item.
    - This field is only enabled when generating materials activity line items that are associated with IC module inventory items.
    - This field is often used when an inventory item is issued at a per unit price that is higher than the standard per unit price.
- The **Total Amount** column will automatically populate for all action items.
    - This amount is calculated using the following formula:

(Base Amount) **+** (Overhead)

    - The Total Amount field cannot be edited.
    - A Total Amount total will be provided at the bottom of the Estimates tab. Additional Total Amount totals can also be calculated if you group the data grid by clicking and dragging a column header into the space above the column headers.

- Check the **Billable** toggle to make the activity line item eligible for a WO Billings batch.
- Enter an optional activity line item **Description**. The description can be up to 48 characters.
- The **Committed** and **Billed** toggles will be checked only after the activity line item is committed or billed.
- Once the line item is complete, simply press ENTER to add the activity line item to the data grid and begin creating a new line item.
    - You can export the displayed activity line items to a Microsoft Excel spread-sheet by right clicking on the grid and selecting Export grid contents to Excel.
- Highlight an existing activity line item and click the Delete icon  to remove that line item from the estimate.
- Click the Save icon  to add the completed activity line items to the estimate.

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8 Complete the Comments tab.

- The **Comments** tab will display the comments attached to the estimate.
    - Each comment will include the User Name of the user that created the comment, the Comment Date, and the full text entered in the Comment field.
- Click the Delete icon  to delete an existing comment.
- Click the Create icon  to create a new comment.
    - Each comment can be up to 1024 characters long.

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9 Complete the Miscellaneous tab.

- The **Miscellaneous** tab will display the miscellaneous fields attached to the estimate.
- The labels of the miscellaneous fields are set up in the Miscellaneous Field Labels window (SS> Utilities> Miscellaneous Field Labels).
- Click the Save icon  when complete.

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10 Print and approve the estimates.

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11 Track any changes made to the estimate.

- Click the Audit Trail icon  to open the Audit Trail window.
- Use the **Search Criteria** section to sort the displayed audit trail.
- The **Audit Trail History** section will provide details about any changes made to the estimate including the date of the change, type of change made, user that made the change, and data table that was edited.

WO> Estimates> Print Estimates

Print Estimates

Summary

Estimates can be printed after they are created (WO> Estimates> Estimates). This is an optional step as you do not need to print the estimates before the approval and work order creation steps. You can only print estimates that have not been approved. Once the estimate has been approved, you will need to print the resulting work order (WO> Work Orders> Print Work Orders).

The printed estimate will display the information that was included in the General tab of the estimate and the activity item estimates that are attached to the work order estimate.

Step by Step

1 Open the Print Estimates window (WO> Estimates> Print Estimates).

- The **Print Estimates** window is used to select unapproved estimates and configure how they will be printed.

- Click the Add icon  to display all the estimates available for printing.
    - You can limit the estimates displayed in the window by entering the relevant information in the Filter tab fields before clicking the Add icon  .
- Highlight an estimate and click the Remove icon  if the selected estimate should not be printed.

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2 Complete the Options tab.

- The **Report Type** drop-down menu will default to Estimates. This is the only option.
- Select a **Sort By** option to configure how the report will be displayed.
- Check the **Print Attachments** toggle to print any attachments associated the selected estimates.
- Check the **Print Comments** toggle to include the estimate comments in the printed output.

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3 Print the estimates.

- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show

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Scheduled Jobs).

- Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
- Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
- Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Spring-brook formatting found on the printed version of the report.
- Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

WO> Estimate Approvals

Approve Estimates

Summary

The Work Orders module can be set up to require that estimates be approved before they can become active work orders. Once estimates are turned into work orders, the estimates cannot be revised. You will not be able to add more estimates to a work order, and you will not be able to change a work order back into an estimate, so be sure you are certain you want to change the estimate into a work order before you approve it.

Step by Step

1 Create an Estimates Approvals batch.

- Select the **Estimate Approvals** palette in WO> Estimate Approvals. This will expand the Estimate Approvals palette and display the steps in the batch process.
- Select New from the Estimate Approvals batch number drop-down menu to create a new batch. This will open the **New Batch** window.
    - If there are open batches in the Estimate Approvals process, you can create a new batch without affecting the open batches.

- Enter a **Batch Month** and **Batch Year**. These fields default to the current calendar period and are used for reference only.
- Click the Generate icon  to populate the **Batch Number** field with the next available batch number. Batch numbers are limited to five digits and must be unique within the batch month of the batch year.
    - You can also manually create a new batch by entering a Batch Number and clicking the Save icon  .
- You can delete batches by selecting a batch and pressing DELETE.

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2 Select the requisitions to approve.

- Open the **Select Estimates** window (WO> Estimate Approvals> Select Estimates).
- The Select Estimates window will display all of the estimates currently available for approval. If you do not see the desired estimate, confirm that the estimate status has been set to Ready for Approval (WO> Estimates> Estimates> open the estimate> **Status** field).
- Check the **Selected** toggle for each of the estimates you would like to approve.
- Click the Save icon  when complete.

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3 Approve Requisitions.

- Open the **Estimates Approvals** window (WO> Estimate Approvals> Estimates).
- The Estimates Approvals window will display all the estimates selected in the previous step.
- Highlight an estimate and click the Modify  icon to edit the selected estimate.
- Click the Return icon  to reject a highlighted estimate.
    - This will return the estimate to the Estimates process (WO> Estimates> Estimates). The estimate status will be changed from Ready for Approval to Returned. After the appropriate changes are made, the estimate can be resubmitted for approval.
    - Once resubmitted, the estimate can be approved in the original approval batch by running the Select Estimates step again.
- Click the Save icon  when complete.

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4 Print the Proof List.

- Open the **Print Proof List** window (WO> Estimate Approvals> Proof List).
- The Proof List will display the Estimate Number, Description, Start Date, Due Date, Category, Billable status, and estimate and report totals for Labor, Equipment, Materials, and Services.
- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You

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can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).

- Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
- Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
- Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
- Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

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5 Generate Work Flows.

- The Generate Work Flows step applies if only certain employees are allowed to commit an Estimate Approvals batch. For example, if you are a department clerk, but only the department head is allowed to actually commit an Estimate Approvals batch, then run the Generate Work Flow step to notify the department head that an Estimate Approvals batch is ready to be committed. If you do not use work flow, skip to the Commit step and commit the batch.
- Select Generate Work Flows on the palette. This will open an information window asking you to confirm your selection. Press ENTER or click the Confirm icon  to

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generate the work flows. This will create a job on the Jobs Viewer window.

- Once the job is complete, the work flow will be created.

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6 Review Work Flows.

- The Review Work Flows step is used to view the estimates before committing the batch and is used in conjunction with the Generate Work Flow step. For example, a department clerk runs the Generate Work Flow step to notify the department head that estimates are ready to be approved. The department head receives an email that the batch is ready to be committed, so they go into the Estimate Approvals batch, review the estimates, and then commit the batch.
- Open the Review Work Flows window to review the estimates in the batch (WO> Estimate Approvals> Review Work Flows).
    - The work flow approver can also access the requisitions batch directly from the notification email or from the My Tasks window (My Tasks icon  on the application main menu).
    - Work flows are processed on the My Tasks window in the same manner as on the My Work Flows window (SS> Work Flows> My Work Flows).
- The Review Work Flow window displays the work flow generated by the Generate Work Flows step (WO> Estimate Approvals> Generate Work Flow).
- The **Status** column displays the status of the work flow. If the work flow is waiting to be approved, the Status will be New.

- The **Author** column displays the department clerk that created the work flow (this is the employee that ran the Generate Work Flow step). If the estimates are rejected, this is the employee that will receive the notification email that the estimates have been rejected.
- The type of work flow generated during the Generate Work Flow step determines what needs to be done to the estimates before the batch can be committed.
    - If the workflow is set up as an action step on your role (SS> Work Flow> Work Flow Templates), you will have to approve or reject the estimates in the batch before you can commit the batch.
    - If the workflow is set up as an information step on your role (SS> Work Flow> Work Flow Templates), the commit step will be enabled and the batch will be ready to commit. You will not be able to view the estimates in the batch or view the estimates detail. When the workflow is set up as an information step, skip the Review Work Flows step and commit the Estimate Approvals batch.
- If you have to approve or reject the estimates in the batch, highlight the workflow in the Review Work Flow window and press ENTER. This will open the Work History Proof List, displaying all of the estimates in the batch.
    - Review the estimates. Click the Print icon  to generate a printed copy of the report.
    - From the Work History Proof List, click either the Approve icon  or the Reject icon  .
        - If you select Accept, the Commit step on the Estimate Approvals batch will be enabled.

- If you select Reject, the author of the estimates (the department clerk that creates the estimates) will get an email notification that the estimates have been rejected. This will not reset the batch step of the Estimate Approvals process, but you will not be able to commit the batch (the Commit step will not be enabled). The department clerk will then go back into the Estimate Approvals batch, modify the estimates, and run the Generate Work Flows step again.

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7 Commit the Estimate Approvals batch.

- The Commit step will not be enabled if the Generate Work Flows step creates an action work flow and the estimates in the batch have either not been approved or the estimates have been rejected.
- Open the **Batch Commit** window (WO> Estimate Approvals> Commit). Press ENTER or click the OK button to commit the Estimate Approvals batch. Use the Jobs Viewer window to view the progress of the Commit step.
- The approved estimate will now be accessible on the Work Order Maintenance window (WO> Work Orders> Work Orders).

WO> Maintenance> Activity Type

Activity Type Maintenance

Summary

Activity Types are user defined groups used to classify activities that are recorded on work orders. By associating a work order with specific activity types, you can limit the activities that can then be attached to a work order or estimate.

Default activity types can be specified on the WO Setup window and then automatically associated with newly created categories, work orders, and estimates.

Step by Step

1 Open the Activity Type Maintenance window (WO> Maintenance> Activity).

- The **Activity Type Maintenance** window displays all of the activity types created in the application.
- Highlight an activity type and click the Delete icon  or press DELETE to delete the selected activity type.
    - An activity type that is associated with a work order cannot be deleted.

- Click the Create icon  or press the INSERT key to create a new activity type. This will create a new line item and clear the Maintenance fields to the right.

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2 Create an Activity Type.

- Enter a unique **Code** for the new activity type.
  - This required field can be up to 10 characters long. Once the activity type has been saved, the Code field cannot be edited.
- Enter an optional **Description** for the activity type.
- The remaining fields are user defined and maintained on the Miscellaneous Field Label Maintenance window (SS> Utilities> Miscellaneous Field Labels).
- Click the Save icon  to save the new activity type.
- Activity types can be specified as Default on the WO Setup window (WO> Utilities> Setup). Default activity types will be automatically associated with newly created work orders and estimates.

WO> Maintenance> Admin Fee Rate

Wisconsin Admin Fee Rate Maintenance

Summary

The Admin Fee Rate Maintenance window is used to apply an additional administrative fee to any billable work order LEMS activity processed through the Additional Billings process. Because this menu item is only applicable to Wisconsin users, this item will only be available if WI is selected in the System Setup Window (SS> Utilities> Setup).

Step by Step

1 Open the **Admin Fee Rate Maintenance** window (WO> Maintenance> Admin Fee Rate).

- The Admin Fee Rate Maintenance window will display all of the admin fee rates created in the application.
- Highlight an admin fee rate in the left section of the window and the rate details will populate in the Maintenance section to the right.
- Highlight an admin fee rate and click the Delete icon to delete the selected rate.
- Click the Create icon to create a new admin fee rate. This will create a new line item on the left and activate the details fields in the Maintenance section to the right.

2 Create a new Admin Fee Rate.

- Select an **Effective Date** for the new rate. This will default to today's date.
  - Only one admin fee rate can be specified for any given Effective Date. If you attempt to add a second rate to the same effective date, you will receive an error message.
- Enter an optional **Description** for the new rate. This field can be up to 24 characters long.
- Specify a **Rate** for the new admin fee rate.
  - The specified fee will be applied to all billable LEMS activity on the work order. If a work order includes $1000 in labor activity and $3500 in materials activity, and the admin fee Rate is set to 7.5, the admin fee that would be applied to the work order would be $337.50 (($1000 + $3500) x 7.5%).
  - This admin rate value must be greater than zero in order to save the new admin fee rate.
- Click the Save icon  when complete to save the new admin fee rate.
- When the admin fee is applied through the Additional Billings process, a new line item will appear on the Work Order Maintenance window (WO> Work Orders> Work Orders> open a work order> Activity tab> LEMS: O line item).

WO> Maintenance> Category Maintenance

Create a Category in WO

Summary

Categories are attached to work order estimates and recurring work orders in order to define what type of transaction will be created for the asset that is attached to the work order. It is not required to attach a category to a work order.

- New Construction type categories will create a new Fixed Asset module asset when the work order status is changed to “Complete”.
- Improvement type categories will create a Fixed Asset module Original Cost adjustment when the work order status is changed to “Complete”.
- Maintenance type categories are used to maintain equipment and assets that are created from the Work Order module.
- New Inventory type categories are used to create new Inventory Control module inventory items when the work order status is changed to "Complete" and the work order is processed through a Create Inventory Items batch.
- Other type categories will vary from user to user and are used for information tracking purposes.

When you attach a category to a new work order or estimate, you will be given the option to populate the work order or estimate with the category details.

Categories also allow you to group assets together. This guarantees work orders that are part of the same category will be attached to the same general ledger accounts. Follow this process to create a work order category.

This process will also provide instruction on how to change the category type and attach general ledger accounts to a category type.

Step by Step

1 Open the WO Category Selection window (WO> Maintenance> Category).

- The **Category Selection** window will display all of the work order categories that have been created in the application.
- Enter information into the Search Criteria section and click the **Refresh** icon  to filter the categories displayed in the window.
- Click the Delete icon  or press DELETE to delete the selected category.
    - Categories that are attached to work orders, recurring work orders, and estimates cannot be deleted.
- Click the Modify icon  or press ENTER to edit the selected category.
- Click the Create icon  or press the INSERT key to create a new category. This will open the Category Maintenance window.

2 Create a new Category.

- Enter a unique **Category Code** for the new category.
    - This is a required field and can be up to 10 alphanumeric characters. Once the Category Code is saved it cannot be edited.
- Enter a **Description** for the new category code. This field can be up to 30 alpha-numeric characters.
- Select a **Default Billing** option from the drop-down menu.
- Select the appropriate **Type** from the drop-down menu.
    - Select New Construction if you would like this category type to create a new Fixed Asset module asset when the work order status is changed to “Complete”.
    - Select Improvement if you would like to use this category to create a Fixed Asset module asset original cost adjustment.
    - Select Maintenance if you would like to use this category to maintain equipment and assets that are created from the Work Order module.
    - Select New Inventory if you would like this category type to create a new Inventory Control module Item when the work order status is changed to "Complete".
    - Select Other if your organization uses this type for information tracking purposes.
    - Once a **Type** is specified and the category code is saved, the Type cannot be edited.

- Specify a number of **Default Assets** for the category. This is the number of depreciable fixed assets that the work order will create when completed.
    - This field will only be enabled if New Construction is selected in the Type drop-down menu.
- The **Inventory Item** field is used to specify which existing inventory item will be created when a resultant work order is closed and processed through the Create Inventory Items process.
    - The inventory item specified here will automatically populate the Asset field on any work orders associated with this category.
    - This field will only be enabled if New Inventory is selected in the Type drop-down menu.
- The **Issue Category** field is used to specify a default issue category for any work orders that the new category is attached to (WO> Work Orders> Work Orders> General tab> Issue Category field).
- **GL Account**
- Enter an **AP Account** or click the field label to select one from a list. This account will populate the AP Account field on any work orders the new category is attached to.
    - When a work order is attached to an AP Invoices line item, the account in the AP Account field will populate the GL Account field (AP> Invoices> Invoices> Create an invoice line item> GL Account field).
- Enter a **PR Account** or click the field label to select one from a list. This account will populate the PR Account field on any work orders the new category is attached to.
    - When a work order is attached to a PR Timesheet or Timecard, the account in the PR Account field will populate the GL Account field (PR> Timesheets>

Quick Time Entry or Timesheets and PR> Computer Checks> Timecards).

- This field can also be used to populate partial account numbers in the event that work order associated labor costs need to be distributed to different accounts within the same fund.

- The **Active** toggle is checked by default when creating a new category. If this toggle is unchecked, the category will not be available when creating a new work order or estimate.
- Check each of the **Activity Types** toggles you would like to associate with the new category.
  - Any activity types that are selected as Default on the WO Setup window (WO> Utilities> Setup) will be automatically selected.
  - Activity types are created and maintained on the Activity Type Maintenance window (WO> Maintenance> Activity Type).

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3 Set up the default distribution.

- The **Default Distribution** tab is used to specify the default GL distribution details for the category.
- Click the Create icon  or press the INSERT key to add a general ledger account to the Default Distribution tab. When you attach a category to a work order, you will be given the option to override the GL accounts attached to the work order with the GL accounts attached to the category. At least one default distribution account must be specified.

- Click the Ellipsis icon  if you would like to change the selected GL account.
- The **Percent** column is used to create a distribution across the displayed accounts. The total value in these fields must equal 100%.

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4 Set up the category overhead.

- The **Overhead Distribution** tab is used to set up overhead percentages and distributions.
  - The default Overhead Percentages and Overhead Distribution are established on the WO Setup window (WO> Utilities> Setup> Default tab and Overhead Distribution tab).
- Click the Create icon  drop-down menu and select Create new overhead revision add a new revision to the **Overhead Percentages** section.
  - Specify the **Effective Date** for the revision. When that date is reached, the percentages specified in the revision will become active.
  - Edit the **Percent** column in the Overhead Percentages section to specify how much overhead will be applied to each LEMS category.
    - For example, if Equipment overhead is set up at 20%, any equipment use attached to the work order will bill an additional 20% on top of the equipment rate.
- Click the Create icon  drop-down menu and select Create new overhead distribution to add a general ledger account to the **Overhead Distribution** section.

- Select the desired **LEMS** category and edit the **Percent** column to specify what percentage of the overhead will be distributed to the selected account. While more than one account can be specified for each LEMS category, the total percentage for each LEMS category must be between 1 and 100.

---

5 Set up the credit distribution.

- The **Credit Distribution** tab is used to specify credit accounts on the resulting work orders.
  - The Work Order Distribution step in the AP, IC, PR and WO modules will direct credit to the expense account entered on the original transaction by default. By specifying credit accounts on the work order itself, you can control credit distribution at the individual work order level.
- Click the Create icon  or press the INSERT key to add a general ledger account to the Credit Distribution section.
- Edit the **Percent** column to specify what percentage of the credit will be distributed to the selected account.
  - While you are not required to specify credit accounts for each LEMS designation, the percentage total across all accounts for each LEMS designation specified must equal 100%.
  - Click the Generate icon  to populate the data grid with the same distribution accounts and percentages specified on the Default Distribution tab. This will overwrite any distribution details previously specified on the tab.

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6 Specify the additional billing accounts.

- The Additional Billings tab is used to set up the Admin Fee and Small Tools Fee details required to process any work orders generated by this category through the Additional Billings process (WO> Additional Billings).
- Specify the **CR Account** and **DR Account** in both the Admin Fee and Small Tools Fee sections.
- Check the **Admin fee billable** and **Small tools billable** toggles to enable generated work orders to be included in an Additional Billings batch.
- Click the Save icon  to save the new category.

WO> Maintenance> Composite Equipment

Composite Equipment Maintenance

Summary

The Composite Equipment Maintenance window is used to combine multiple pieces of equipment into a single, composite piece of equipment. This can help simplify billing transactions on work orders that regularly use combinations of equipment. For example, an organization may have a dump truck with a rate of $35.00 per hour, a snow plow attachment with a rate of $20.00 per hour, and a salt spreader attachment with a rate of $18.00 per hour. Because these three pieces of equipment are consistently used together during the winter, they can be combined into a single piece of composite equipment called a Snowplow with a single rate of $73.00 per hour.

Step by Step

1 View the existing Composite Equipment.

- Open the **Composite Equipment Selection** window (WO> Maintenance> Composite Equipment).

- The Composite Equipment Selection window will display all of the composite equipment created in the application.
- Highlight a composite equipment item and press DELETE or click the Delete icon  to delete the selected composite equipment.
- Highlight a composite equipment item and press ENTER or click the Modify icon  to edit the selected composite equipment.
- Press INSERT or click the Create icon  to create a new composite equipment item. This will open the **Composite Equipment Maintenance** window.

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2 Create new Composite Equipment.

- Enter a unique **Code** for the composite equipment item. This required field can be up to 20 characters long.
- Enter an optional **Description** for the composite equipment item.
- Enter a **Default Unit** for the equipment item or click the field label to select one from a list.
  - A rate for the specified default unit will need to be attached to each component added to the new composite equipment.
  - Work order units are created and maintained on the **WO Unit Maintenance** window (WO> Maintenance> Units).
- Click the Create icon  to add a piece of equipment to the **Components** section. This will open the Equipment Selection window.

- As additional pieces of equipment are added or removed from the Components section, the Rate column total will automatically update with the new total rate value.
    - When a component piece of equipment is set up with more than one metered unit rate, the rate unit selected in the Default Unit field above will be used.
- Equipment codes are created and maintained on the Equipment Maintenance window (WO> Maintenance> Equipment).

- Click the Save icon  when complete to save the new composite equipment item.

WO> Maintenance> Equipment

Equipment Maintenance

Summary

The Equipment Maintenance window is used to create and maintain equipment that can then be attached to work orders and estimates. By attaching rates to equipment, you can calculate the equipment usage cost and track the total equipment expenditures on each work order.

The Equipment Maintenance window is also where equipment can be attached to Equipment Types. This allows you to flag a piece of equipment for a maintenance job generated by the attached equipment type.

Step by Step

1 View the existing equipment.

- Open the **Equipment Selection** window (WO> Maintenance> Equipment).
- The Equipment Selection window will display all of the existing equipment codes created in the application.

- Enter information in the fields in the Search Criteria section of the window and click the Refresh icon  to filter the equipment that will display in the window.
- Highlight an equipment code and click the Delete icon  to delete the selected equipment code.
    - You will not be able to delete a piece of equipment that is attached to a work order, estimate, or maintenance job.
- Highlight an equipment code and click the Modify icon  to edit the selected equipment code.
- Click the Create icon  to create a new equipment code. This will open the Equipment Maintenance window.

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2 Create new Equipment Codes.

- The **Equipment Maintenance** window is used to create or edit equipment codes, attach rates and types to those codes, and track equipment history.
- The Equipment Maintenance window consists of nine tabs, but only the information on the General tab is required to create a new equipment code.
- Real-time revenue and maintenance expenses are displayed at the bottom of the window.
- Click the Attachments icon  to attach a document or file to the piece of equipment. This icon is available from any of the equipment tabs.

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3 Complete the General tab.

- Enter a unique **Code** for the new equipment.
    - The equipment code can be up to 20 characters in length. This is the only field required to create and save a new equipment code.
    - Once you have created and saved the new equipment code it cannot be changed on the Equipment Maintenance window. In order to update the code in the future, you will need to use the Change Equipment Code tool (WO> Utilities> Change Equipment Code).
- Enter a **Description** for the equipment code. This field can be up to 30 characters long.
- Enter an **Account Number** or click the field label to select one from a list.
    - The functionality of this field has not yet been implemented.
- Enter a **Fixed Asset** or click the field label to select one from a list.
    - If a fixed asset is attached to a piece of equipment, all activity items and adjustments associated with that piece of equipment will also be associated with the fixed asset.
    - A fixed asset can only be attached to one piece of equipment.
    - Fixed Assets are created in the WO module through the Create Fixed Assets process (WO> Create Fixed Assets).
- Enter a **Default Unit** or click the field label to select one from a list.
    - If you specify a Default Unit, you must add a rate revision for that unit to the Rates section below.

    - Units are created and maintained on the Units Maintenance window (WO> Maintenance> Units).
- Check the **Active** toggle if you would like the equipment code to be immediately available.
- Click the Create icon drop-down menu and select New Metered Unit to add a unit code to the equipment code. This will open the Units Selection window.
    - Select a unit and click the Confirm icon. This will create a new line item in the **Metered Units** section.
        - The Metered Units section is used to specify which units will be used to track equipment usage.
    - Enter the **Initial Reading** for the equipment code.
        - The value represents the baseline upon which usage figures and scheduled maintenance jobs will be base.
    - All included metered units will be available when the equipment is processed in an Equipment Readings batch (WO> Equipment Readings> Edit> Unit Type field).
    - For example, if the piece of equipment you are creating is a vehicle, you could specify Miles as the metered unit. When the vehicle is used, the change in mileage can then be tracked through the Equipment Readings process. Maintenance Jobs can also be generated to create work orders at specific metered units intervals, such as 3,000 miles for oil changes or 30,000 miles for brake pads.
- Click the Create icon drop-down menu and select New Rate to attach a rate revision to the equipment code. This will open the Units Selection window.

- Select a unit and click the Confirm icon  . This will create a new line item in the **Rates** section.
- Specify an **Effective Date**, **Description**, and **Rate** for the attached rate revision. The Rate cannot be set to zero.
- When this piece of equipment is attached to an activity line item, the most recent rate revision will be used to calculate the cost of the activity line item.

- Click the Create icon  drop-down menu and select New Type to attach an equipment type to the equipment code. This will open the Equipment Type Selection window.
  - Select an equipment type and click the Confirm icon  . This will create a new line item in the **Equipment Types** section.
  - Equipment types are created and maintained on the Equipment Type Maintenance window (WO> Maintenance> Equipment Types).

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4 Complete the Jobs tab.

- The **Jobs** tab displays each of the maintenance jobs that the equipment code has been attached to.
  - The Progress column will display a progress bar that displays a graphical representation of the job status. The column will display the progress in green until the job is overdue, at which point the column will display the progress in red.

    - Click the Expand button next to a job to display job details such as individual job type progress and the number of units remaining before the job is over-due.
- Highlight a maintenance job and click the Generate icon  to generate a work order to complete the maintenance job at the current reading.
- Equipment codes are attached to maintenance jobs on the Maintenance Job Maintenance window (WO> Maintenance> Maintenance Jobs> open a maintenance job> **Code** field).
- This tab will remain blank until the equipment is attached to a maintenance job.

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5 Complete the Attributes tab.

- The **Attributes** tab displays the user-defined attributes that have been attached to the piece of equipment.
    - Attributes are created and maintained on the Equipment Attribute Maintenance window (WO> Maintenance> Equipment Attribute).
- Highlight an attribute and click the Delete icon  to remove the selected attribute from the equipment.
- Click the Create icon  to attach a new attribute to the equipment. This will launch the Equipment Attribute Selection window.
    - Highlight an attribute and click the Confirm icon  to attach the attribute to the equipment.

- Once you have added an attribute to the equipment, the **Value** field can be edited. This value can be then used to filter the equipment displayed on the Equipment Selection window.

---

6 Complete the Parts tab.

- The **Parts** tab is used to attach parts and their related maintenance jobs to equipment. Because the parts will include inventory data such as location, aisle and bin, this data grid can be exported to create a picklist for common maintenance jobs.
  - For example, engine oil and oil filters could be added as parts. When the related oil change maintenance job is due, the parts tab can be printed to provide the mechanic with the location and quantity on hand details for the parts needed.
  - This tab will only be displayed if you have the Inventory Control module installed.
- Highlight a part and click the Delete icon  drop-down menu and select Delete Part to remove the selected part from the piece of equipment.
- Click the Create icon  drop-down menu and select New Part to add a new part to the piece of equipment. This will launch the Item Selection window.
  - Highlight an inventory item and click the Confirm icon  to attach it to the piece of equipment as a part.
  - Inventory items are created and maintained on the Item Maintenance window (IC> Maintenance> Item).

- Once a part has been added to the tab, a maintenance job can be associated with the part.
- Click the Create icon drop-down menu and select New Job to associated a maintenance job with the selected part. This will launch the Maintenance Job Selection window.
    - Highlight a maintenance job and click the Confirm icon to associate the job with the part.
    - Only maintenance jobs that are already attached to the piece of equipment can be associated with a part. Maintenance jobs are attached to equipment on the Maintenance Jobs Maintenance window (WO> Maintenance> Maintenance Jobs> Equipment tab).
- The Last Used column will display the last time the part was issued for the equipment.
- Parts can be automatically added to this tab if the Automatically attach items to WO equipment toggle is checked on the IC Setup window (IC> Utilities> Setup).
    - These parts will only be automatically added when issuing an inventory item that includes a work order that the current piece of equipment is attached to.

---

7 Complete the Extra Info tab.

- The **Extra Info** tab is used to record additional information on the equipment code. Enter any desired details in the available fields.
- Click the Select Photo icon to attach a photograph to the tab.

---

8 Complete the Comments tab.

- The **Comments** tab is used to record comments on the equipment code.
- Click the Create icon  to attach a comment to the tab. This will create a new line item in the data grid below and enable the Comment section of the tab.
  - Enter a **Subject** for the comment. This field can be up to 128 characters long.
  - Enter the **Comment**. This field can be up to 1024 characters long.

---

9 Complete the Meter History tab.

- The **Meter History** tab will display equipment usage recorded through the Equipment Readings process (WO> Equipment Readings).
- This tab will remain blank until a reading history is established.

---

10 Complete the WO History tab.

- The **WO History** tab displays the work order history of the equipment code. Each work order that the equipment code was attached to will be displayed.

- The bottom of this window will display the revenue generated by the equipment.

- Equipment is attached to a work order on the Work Order Maintenance window (WO> Work Orders> Work Orders> open a work order> **Asset** field).
- This tab will remain blank until a work order transaction history is established.

---

11 Complete the Miscellaneous tab.

- The **Miscellaneous** tab will display the miscellaneous fields attached to the equipment code.
- The labels of the miscellaneous fields are set up in the Miscellaneous Field Labels window (SS> Utilities> Miscellaneous Field Labels).
- Click the Save icon  when the equipment code is complete.

WO> Maintenance> Equipment Attribute

Equipment Attribute Maintenance

Summary

The Equipment Attribute Maintenance window is used to create and maintain equipment attributes. These equipment attributes are user-defined equipment characteristics that can be attached to pieces of equipment in order to improve equipment sorting and organization.

Step by Step

1 Open the **Equipment Attribute Maintenance** window (WO> Maintenance> Equipment Attribute).

- The Equipment Attribute Maintenance window will display all of the equipment attributes created in the application.
- Highlight an attribute in the left section of the window and the attribute details will populate in the Maintenance section to the right.
- Highlight an attribute and click the Delete icon  to delete the selected attribute.
    - Equipment attributes that are attached to equipment cannot be deleted.

- Click the Create icon  to create a new equipment attribute. This will create a new line item on the left and activate the details fields in the Maintenance section to the right.

---

2 Create a new Equipment Attribute.

- Enter a **Name** for the attribute.
  - This is a required field and can be up to 32 characters long. Once the new attribute is saved, this field cannot be edited.
- Enter an optional **Description** for the attribute.
  - This field can accommodate up to 64 alphanumeric characters.
- Check the **Default** toggle if the attribute should be automatically attached to any new piece of equipment created.
- Click the Save icon  when complete to save the new equipment attribute.
- Once the attribute has been saved, it can be attached to a piece of equipment on the Equipment Maintenance window (WO> Maintenance> Equipment> Attributes tab).

WO> Maintenance> Equipment Type

Equipment Type Maintenance

Summary

Equipment types are tags you can add to any piece of equipment. These types can be used for classification as well as the generation of maintenance jobs. You can attach as many types to a piece of equipment as you like. You can also attach equipment directly to the types.

Step by Step

1 View the existing Equipment Types.

- Open the **Equipment Type Selection** window (WO> Maintenance> Equipment Type).
- The Equipment Type Selection window will display all of the existing equipment types created in the application.
- Highlight an equipment type and click the Delete icon  to delete the selected type.
    - Equipment types attached to an existing Maintenance Job cannot be deleted.

- Highlight an equipment type and click the Modify icon  to edit the selected type.
- Click the Create icon  to create a new equipment type code. This will open the **Equipment Type Maintenance** window.

---

2 Create a new Equipment Type.

- Enter a unique **Type** code for the new equipment type.
  - This field can be up to 20 characters long and cannot be edited once the equipment type is saved.
- Enter an optional **Description** for the new equipment type.
  - This field can be up to 30 characters long.
- The **Maintenance Jobs** section will populate with each maintenance job that the equipment type is attached to.
  - Equipment types are attached to maintenance jobs on the Maintenance Job Maintenance window (WO> Maintenance> Maintenance Jobs> open a maintenance job> **Code** field).
- Click the Create icon  to add an equipment code to the **Equipment** section. This will open the Equipment Selection window.
  - Highlight an equipment code and click the Confirm icon  to add the selected equipment code to the equipment type. The new equipment type will now appear in the Equipment Types section on the selected equipment code (WO> Maintenance> Equipment> Equipment Types section).

- Click the Save icon  to complete the new Equipment Type.

WO> Maintenance> Flat Rate Labor

Flat Rate Labor Maintenance

Summary

The Flat Rate Labor feature is used to create Work Order module labor activity items using a different rate than the rate attached to the employee's pay code when a time card is created. The flat rate labor rate will be applied to the labor activity item by modifying the overhead applied to the labor activity item. When a time card line item is attached to a work order, the overhead applied to the activity item will calculate based on the flat rate set up in the WO module.

The flat rate labor feature will not affect the Payroll module time card. The PR time card line item will be generated using the rate on the PR employee record multiplied by the pay code multiplier, but the WO module labor item created by the time card line item will be applied based on the flat rate set up in the WO module on the employee account. The difference between the PR employee rate and the WO flat rate will be posted to the Work Order labor item as overhead.

The total amount of a WO module labor item is calculated using the following formula:

Hours **x** Pay Code Rate **+** Overhead **=** WO Labor Item Total

When Flat Rate Labor is not enabled in the WO Setup window, the overhead is calculated based on the labor overhead set up on the work order (WO> Work Orders> Work Orders> Open a work order> Defaults tab> Overhead Percentages section). By default, this will be the same overhead amount that was set up on the WO Setup window (WO> Utilities> Setup> Default Overhead section).

When the Flat Rate Labor is enabled the overhead will calculate based on the formula below.

(Hours **x** WO module Flat Rate) **-** (Hours **x** Pay Code Rate) **=** Overhead

The Flat Rate Labor feature uses Overhead to store the difference between calculating the total amount based on the Pay Code and the flat rate in the Work Order module. If the WO module flat rate is greater than the pay code amount on the employee timecard, the overhead will be positive. If the WO module flat rate is less than the pay code amount, the overhead amount will be negative.

Follow this process to set up the Work Order module to use Flat Rate Labor and then create a flat rate for an employee and pay code.

Step by Step

1 View the Flat Rate Labor codes.

- Open the **Flat Rate Labor Selection** window (WO> Maintenance> Flat Rate Labor).
    - The Flat Rate Labor menu item on the Work Order Maintenance palette will only be enabled if the **Use flat rate labor** toggle is checked on the WO Setup window (WO> Utilities> Setup).
- The Flat Rate Labor Selection window will display all of the flat rate labor codes created in the application.
- Highlight a flat rate labor code and click the Delete icon  to delete the selected rate code.
    - Flat rate labor codes that are attached to work orders cannot be deleted.
- Highlight a flat rate labor code and click the Modify icon  to edit the selected rate code.
- Click the Create icon  to create a new flat rate labor code. This will open the **Flat Rate Labor Maintenance** window.

---

2 Create a Flat Rate Labor code.

- Enter a unique flat rate labor **Code**.
    - This is a required field and can be up to 16 characters long.
- Enter a **Description** for the new code.
    - This field can be up to 48 characters long.

- Enter a **Pay Code** or click the field label to select one from a list.
    - Flat rates are created by employee and will be applied by pay code. A flat rate will not be applied to the WO activity item if the employee and pay code on the time card are not set up in the Flat Rate Maintenance window.
    - Pay codes are created and maintained on the Pay Code Maintenance window (PR> Maintenance> Pay Code).
- Enter a **Rate** for the flat rate labor code.

---

3 Attach employees to the Flat Rate Labor code.

- In order to use the new flat rate labor code, you will need to attach at least one employee.
- Click the Create icon  to open the Employee Selection window.
    - Use the Search Criteria fields to filter the displayed employees.
    - Click the Confirm icon  once all of the employees you would like to associate with the new flat rate labor code are selected.
    - Employees can be associated with multiple flat rate labor codes. However, if two flat rate labor codes are associated with the same pay code, an employee can only be associated with one of them.
- The Employees section will now display all of the employees associated with the flat rate labor code. You can add additional employees to the code by repeating the previous steps.

- Click the Delete icon  to remove an employee from the code.
- Click the Save icon  when complete.

WO> Maintenance> Item Maintenance

Create a Materials Item in WO

Summary

If you do not have the Inventory Control module interfaced with the Work Order module, the Item maintenance menu item will be enabled on the work orders maintenance palette. Item Maintenance allows you to create items in the Work Order module that are similar to inventory control items. The Work Order module inventory items will not have the inventory count or costing features like Inventory Control module items, but this window will allow you to track the use of items that will be used on a work order.

The items you create in this menu option are available for reporting using the QBE reporting tool (WO> Maintenance> Query by Example). The items are stored in the Materials Item table. Each of the fields associated with the item can be used in a report.

Follow this process to create or modify the items in the Work Order module.

Step by Step

1 View the existing Items.

- Open the **Item Maintenance** window (WO> Maintenance> Item).
- The Item Maintenance window will display all of the items created in the WO module.
- Select an item in the left section of the window and the fields in the Maintenance section will update with the information attached to the selected item.
- Right click on the items in the left section of the window and select Export grid contents to Excel if you would like to create an MS Excel spreadsheet of the items in the window.
- Highlight an item and click the Delete icon  or press DELETE to delete the selected item. This will open a confirmation information box.
    - Items that are attached to work orders cannot be deleted.
- Click the Create icon  or press INSERT if you would like to create a new record. This will create a new line item in the left section of the window and enable the fields to the right.

---

2 Create or modify an Item.

- Enter a unique **Item ID** code.
    - The item identification code can be up to 20 characters long. When selecting items to attach to a Materials activity item in the work order module, the list window will display the Item ID and the Description fields.
    - This field cannot be edited after the item is saved.

- Enter an item **Description**.
    - This field can be up to 30 characters long.
- Enter a **Cost Per Item**.
    - This is the default unit cost that will be used for a Materials activity on this item. This unit cost can be modified when the Materials activity is being created.
- Enter a general ledger account number in the **Account Number** field or click the field label to select one from a list.
    - The account you select is only a default value. You can change this account when you are creating the Materials Activity.
    - The **Account Description** field will automatically populate with the description attached to the selected GL account.
- The remaining fields are user defined. These field labels are edited on the Miscellaneous Field Label Maintenance window (SS> Utilities> Miscellaneous Field Labels).
- Click the Save icon  when complete to save the work order item.

WO> Maintenance> Maintenance Jobs

Maintenance Jobs

Summary

The Maintenance Job Maintenance window is used to create maintenance jobs and to specify when they should be triggered.

When an equipment code is associated with a maintenance job, the job schedule can be set up to automatically trigger a maintenance work order when the equipment surpasses a specified usage point. For example, you could create a Change Oil maintenance job and attach the Police Cruiser 3 equipment code to the job. On the Scheduling tab of the maintenance job, you could then specify that the oil in Police Cruiser 3 should be changed every 3000 miles.

Each time an officer uses Police Cruiser 3, that usage could be recorded in the Equipment Readings process (WO> Equipment Readings).

Once the mileage on Police Cruiser 3 surpasses the next 3000 mile mark, the associated maintenance job would be flagged for inclusion in the next Maintenance Jobs batch (WO> Maintenance Jobs). When the next Maintenance Jobs batch is committed, a work order will be generated directing a technician to change the oil in Police Cruiser 3.

Step by Step

1 Open the Maintenance Job Selection window (WO> Maintenance> Maintenance Jobs).

- The **Maintenance Job Selection** window will display all of the maintenance jobs created in the application.
- The **Type** and **Code** fields are used to filter the displayed maintenance jobs.
- Highlight a maintenance job and press DELETE or click the Delete icon  to delete the selected maintenance job.
- Highlight a maintenance job and press ENTER or click the Modify icon  to edit an existing maintenance job.
- Press INSERT or click the Create icon  to create a new maintenance job. This will open the Maintenance Job Maintenance window.

---

2 Create a new Maintenance Job.

- The General tab is used to record the maintenance job details.
- Enter a unique job name in the **Job Description** field.
  - This required field can be up to 30 characters long.

- Enter a recurring **Estimate** number or click the field label to select one from a list.
    - Each maintenance job must be attached to a recurring estimate. The system compares the usage records with the maintenance job schedules and determines that a maintenance job has been triggered. The attached recurring estimate will be used as a template for the resulting work order.
    - The **Estimate Description** field will automatically populate with the description attached to the selected recurring estimate.
- Select a maintenance job **Type** from the drop-down menu.
    - Select Equipment to assign the maintenance job to a specific piece of equipment.
        - Equipment is created and maintained on the Equipment Maintenance window (WO> Maintenance> Equipment).
    - Select Equipment Type to assign the maintenance job to all equipment associated with the selected equipment type.
        - Equipment types are created and maintained on the Equipment Type Maintenance window (WO> Maintenance> Equipment Type).
- Enter any optional **Notes** you would like to attach to the maintenance job. This field can accommodate up to 1000 characters.

---

3 Set up a schedule for the Maintenance Job.

- The Scheduling tab is used to establish how often the maintenance job is performed.

- Specify a **Frequency** for the maintenance job.
    - Select Once to create a maintenance job that will only be performed once.
    - Select Every to create a maintenance job that will be performed each time the equipment or equipment type reaches the unit mark specified in the Quantity field.
- Enter a **Quantity** to specify at what point in the equipment or equipment type life cycle the maintenance job should be performed.
- Select a **Units** value from the drop-down menu.
    - Units are created and maintained on the Units Maintenance window (WO> Maintenance> Units).
- Use the **Alternately** drop-down menu to specify when the maintenance job should be performed if the quantity entered has not been reached.
    - For example, when creating a maintenance job for changing the oil on a vehicle, the Frequency could be set at Every, the Quantity at 3000, and the Units at Miles. In this example, the maintenance job would be assigned any time the vehicle reached another 3000 miles. If the Alternately field is set to Quarterly, the maintenance job would alternately be assigned three months after the previous oil change if the specified 3000 mile mark was not reached.

---

4 Select the equipment or equipment type that will be included in the maintenance job.

- The Equipment tab is used to specify which pieces of equipment or which equipment type will be maintained by the maintenance job.

- Click the Create icon  to open the Equipment Selection or Equipment Type Selection window.
    - The value in the Type field on the General tab will determine which window opens.
    - Select the desired equipment or equipment type and click the Confirm icon  to add them to the Equipment tab.
        - While multiple pieces of equipment can be added to a single maintenance job, only one equipment type can be added.
- Highlight a piece of equipment or an equipment type and click the Delete icon  to remove it from the maintenance job.
- Enter a **Start Date** for the maintenance job.
    - Only activity recorded on the equipment or equipment type after the specified start date will contribute to the total activity required to trigger the maintenance job.
- Click the Save icon  to save the new maintenance job.

WO> Maintenance> Position Maintenance

Create a Position in WO

Summary

Specific employees can be attached to work orders or estimates when entering labor costs. These employees can be selected from the employee records maintained in the Payroll module if the PR interface toggle is checked on the WO Setup window. If the Work Orders module is not set up to interface with the Payroll module, you can use the WO Position Maintenance window to maintain a position record table within the Work Order module. The rates associated with these positions can then be used to calculate work order labor costs.

Step by Step

1 Open the WO Position Maintenance window (WO> Maintenance> Position).

- The **Position Maintenance** window will display all of the Positions created in the WO module.

- Highlight a position in the left section of the window and the position details will populate the Maintenance section to the right.
- You can use the Copy PR Positions tool (WO> Utilities> Copy PR Positions) to import PR employee information into the WO module without enabling the PR/WO interface.

- Click the Delete icon  or press DELETE to delete the selected position.
  - Positions attached to estimates or work orders cannot be deleted.
- Click the Modify icon  or press ENTER to edit the selected position.
- Click the Create icon  or press the INSERT key to create a new position. This will create a new line item and enable the fields in the Maintenance section to the right.

---

2 Create a new Position.

- Enter a **Position** code for the new position. This is a required field and can be up to 30 alphanumeric characters long.
  - Once this position code is saved, it cannot be edited.
- Enter a **Description** for the new position. This field can be up to 30 alphanumeric characters long.
- In the **Hourly Rate** field enter the amount you want to charge per hour on this position.
  - Overhead is usually calculated separately. However, you can include overhead in this rate and then have a labor overhead rate multiplier of zero when

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creating an estimate (WO> Estimates> Estimates> Create an estimate> Default tab> Overhead Percentages section> Labor line).

- Enter an **Account Number** or click the field label to choose one from a list. The functionality of this field has not yet been implemented.
    - The **Account Description** field will populate with the description attached to the selected GL account.
- Click on the Save icon  when complete. This will close the Position Maintenance window.
- The Position has now been created.

WO> Maintenance> Query by Example

Create a QBE Report in WO

Summary

The QBE Builder reporting tool is used to create customized reports in the Work Order module. Reports are created in the QBE Builder by selecting columns, creating arguments to remove records (Transaction Date < 01/01/2020), selecting how the report will group and sort, and then defining the totals that will display on the report. After the report has been created, it can be printed out or exported into an MS Excel, MS Access or CSV format. Reports that have been created using the QBE Builder tool can be saved and generated at any point.

This document will cover how to create a specific example report that provides an explanation of primary tables, secondary tables, arguments and totals. When creating your own QBE reports, it is helpful to know the general structure of the database and how the information entered into the fields on a window will be stored in the database fields and tables.

The Table/Field help feature (Help> Table/Field) is designed to be used in conjunction with database security (SS> Security> DB Security), but it can be helpful when building QBE Reports to help you determine where the information entered into a field on a window is stored. This tool will not always be helpful because it will display the exact name of the table and field where the information is stored, but QBE Builder uses simplified and more intuitive field and table names.

The report we will create in this example is a report that displays all work orders with a due date of 01/01/2021. Every module with a QBE reporting tool offers a different example report, so if the report you want to create is different than the report created in this example, refer to the QBE examples in other modules for more help. The QBE Report feature works the same in all of the modules, but the information that is available to report on is different from module to module.

Step by Step

1 View the QBE Reports.

- Open the **QBE Maintenance** window (WO> Maintenance> Query by Example).
- The QBE Maintenance window will display all of the reports that have been created in the WO module. Select a report in the left section of the window and the customized report information will populate in the right section of the window just like many of the other maintenance windows in the application.
- Highlight a report and press DELETE to delete the highlighted report.
- Click the Create icon  or press INSERT to create a new QBE report.
- Highlight a report and click the Print icon  to print an existing QBE report. The QBE report will be generated as soon as the resources are available on the server. You can view the progress of the print job using the Jobs Viewer window (Jobs Viewer icon  on the main application window).

- Highlight a report and click the Export icon  drop-down and select Export Report to export the highlighted report data.
- Highlight a report and click the Export icon  drop-down and select Export Definition to export the report definitions of the highlighted report. This exported report definition file can then be imported using the Import icon  . This allows organizations to share QBE reports.

---

2 Select the tables that contain the information you would like to include on the report.

- The first step in creating a customized report is selecting the information you would like to display on the report. Information in a database is organized into tables and fields. Fields are used to store specific information, such as customer names. Fields are then grouped into tables. For example, a grouping could consist of a customer table that contains all of the general customer information, such as address and phone number. When information is entered into a window in the application, that information is stored in a specific field within a specific table. When creating a QBE report, select the tables that contain the information you would like to include on the report and then select the fields.
- Select a table from the **Table Name** drop-down menu in the Primary Table section. The Available Fields section will populate with the fields grouped into that table. If the table you select does not contain all of the fields you want to report on you will have to select a secondary table.

- Some tables in the database are linked together because they share a common field called a key. The key connects the data in the two tables together and defines how the data in one table is related to the data in another table. If the table you selected in the Table Name drop-down menu in the Primary Table section is linked to other tables, you can select a secondary table in the Secondary Table section. As you select a secondary table from the Table Name drop-down menu, new fields will be added at the bottom of the Available Fields section. If you need information from two different tables, but those tables are not linked together, you will not be able to create the report.
- From the **Table Name** drop-down menu in the Primary Table section, select **Due Date**.
- This example report does not use the Secondary Table section.

---

3 Select the fields you would like to include in the report.

- After you have selected the tables you can pull the fields from those tables onto the report. Check the toggles of the fields you would like to include on the report in the **Available Fields** section. Only fields with a check will display on the report.
- In the Available Fields section, check the Work Order Number, Due Date, Description, and Assigned To toggles for the Primary Table. These fields will display the Primary Table icon  . Secondary Table fields will display the Secondary Table icon  .

---

4 Create a filter argument for the report.

- The fields below the **Table Name** drop-down menu are used to create an argument that will filter the information that will display on the report. These arguments are limited to 2048 characters.
- While many reports will be filtered by both the Primary and Secondary Tables, our example will only be filtered by the Primary Table. The process for entering arguments is the same for both tables.
- Enter the arguments in the Primary Table section.
    - When you enter an argument in the Primary Table and the Secondary Table section the arguments will be joined with an AND statement, meaning records must meet the conditions in both sections before they will display on the report. This argument will filter the report to only include work orders that display a date prior to 01/01/2021 in the Due Date field.
        - Select **Due Date** from the first drop-down menu directly below the Table Name field. Selecting a value for this field activates the two fields to the right.
        - The next field contains the operators that will give the argument meaning. Select **< (Less Than)** from this drop-down menu.
        - Enter **01/01/2021** in the third argument field.
        - Click the Add button to save the argument to the Primary Table field.
        - Click the Test Query icon  to confirm that the query is valid.
    - The AND and OR buttons will be enabled after you add the argument to the report. The AND and OR buttons are used to link the conditions of an argu-

ment together so you can build more complicated filtering. We do not need to add any additional conditions to our argument.

- The brackets are used to define the order in which the AND and OR statements will be applied. Arguments within brackets will be calculated before arguments outside of brackets. For example, you can create an OR statement inside an AND statement using the following format: (statement 1 OR statement 2) AND (statement 3 OR statement 4). The OR statements inside the brackets will be processed first, and then the AND statement will be applied. We will not be using the brackets in our example.

---

5 Set the number of records that will display on the report.

- The **Limit** field in the Primary Table section is used to define the maximum number of records that will display on the report. If you set this value to a very large number (99,999,999,999) you run the risk of creating a report that will take a long time for your server to process. If you set this value too low, you risk excluding results that meet the filter argument requirements.
- Enter **100** in the Limit field to limit our included work order report to 100 results. If this produces a report with 100 results, you may want to adjust this number up in order to be sure that all results are included.

---

6 Modify the report layout.

- After the fields have been selected and the arguments have been entered on the report you are ready to set up the report layout. The report layout allows you to define how the report will be grouped and totaled, and also allows you to select which fields will total.
- Click the Modify Report Layout icon  to open the **QBE Layout** window.
- Move the columns that display in the QBE Report Layout section to change the order in which the information will display on the report.
- Move column headings to the section above the column headings to change how the information is grouped on the report.
- The **Column Totals** section is used to select which columns should be totaled on the report. Check the toggle of the totals you would like to include on the report.
    - Only columns that would provide a meaningful total will be available in the Column Totals section.
    - Our example does not include any columns that would provide a meaningful total.
- Click the Save icon  when complete to save the report layout. The QBE report will print in the saved format when the report is generated.

---

7 Save the report.

- Enter a name for the report in the **Report Name** field.
- Click the Save icon  when complete.

---

8 Print or export the report.

- Press ENTER or click the Print icon  to generate the report.
- Click the drop-down arrow next to the Export icon  to select the export format. A window will open allowing you to select the path where the exported file will be created.
- If your report appears to be missing information but your filters seem to be correct, make sure the **Limit** field in the Primary Table section contains a large enough number to contain all of the records you want to include in the report.

WO> Maintenance> Queue

Queue Maintenance

Summary

Work Order Queues are user defined groups of employees used to specify who is responsible for completing a work order or estimate. Queues are attached to work orders and estimates on the Work Order/Estimate Maintenance window (WO> Work Orders/Estimates> Work Orders/Estimates> create a work order/estimate> **Assigned To** field). You can then filter work orders or estimates by which queue they are assigned to.

Step by Step

1 Open the Queue Selection window (WO> Maintenance> Queue).

- The **Queue Selection** window will display all of the existing Queues in the application.
- Click the Delete icon  to remove a highlighted queue.
  - You will not be able to delete a queue that is attached to a work order.
- Highlight a queue and click the Modify icon  to edit the selected queue.

- Click the Create icon  to create a new queue. This will open the **Queue Maintenance** window.

---

2 Create a new queue.

- Enter a **Queue** name. This is the name that will be used to recognize the queue when selecting it.
  - This field can be up to 32 characters long.
  - Once you save the new queue, you will not be able to modify this field.
- Enter an optional queue **Description**.
  - The description field can be up to 128 characters long.
- The **Queue Members** section is used to add Springbrook users to the queue. You must have at least one user attached to a queue.
  - Click the Create icon  to add a new user to the queue. This will open a list of users to select from. The user information will display in the window.
  - To delete a user from the queue, highlight the user and click the Delete icon  .
- Click the Save icon  when complete.

WO> Maintenance> Small Tool Rate

Small Tool Rate Maintenance

Summary

The Small Tool Rate Maintenance window is use to add a small tools fee to any billable work order labor activity processed through the Additional Billings process. Because this menu item is only applicable to Wisconsin users, this item will only be available if WI is selected in the System Setup Window (SS> Utilities> Setup).

Step by Step

1 Open the **Small Tool Rate Maintenance** window (WO> Maintenance> Small Tool Rate).

- The Small Tool Rate Maintenance window displays all of the small tool rates created in the application.
- Highlight a small tool rate in the left section of the window and the rate details will populate in the Maintenance section to the right.
- Highlight a small tool rate and click the Delete icon  or press DELETE to delete the selected code.

- Click the Create icon  or press the INSERT key to create a new small tool rate. This will clear the Maintenance fields to the right.

---

2 Create a new small tool fee rate.

- Specify an **Effective Date** for the new small tool rate. This will default to today's date.
  - Only one small tool rate can be specified for any given Effective Date. If you attempt to add a second rate to the same effective date, you will receive an error message.
- Enter an optional **Description** for the new rate. This field can be up to 24 characters long.
- Specify a **Rate** for the new small tool rate.
  - The specified fee will be applied to all billable labor activity on the work order. If a work order includes $1500 in labor activity, and the small tool rate is set to 7.5, the small tool fee that would be applied to the work order would be $112.50 ($1500 x 7.5%).
  - Small tool rates must be greater than zero in order to save the new rate.
- Click the Save icon  to save the new Small Tool Rate.
- When the small tools fee is applied, a new line item will appear on the Work Order Maintenance window (WO> Work Orders> Work Orders> open a work order> Activity tab> LEMS: O line item).

WO> Maintenance> Units

Units Maintenance

Summary

Units are attached to equipment in order to track equipment usage on work orders. Units are attached to pieces of equipment on the Equipment Maintenance window (WO> Maintenance> Equipment> Default Units field).

Step by Step

1 View the existing Unit Types.

- Open the **Units Maintenance** window (WO> Maintenance> Units).
- Select a unit type in the left section of the window and the fields in the Maintenance section will update with the information attached to the selected unit type.
- Right click on the unit types in the left section of the window and select Export grid contents to Excel if you would like to create an MS Excel spreadsheet of the unit types in the window.
- Highlight a unit type and click the Delete icon  or press DELETE to delete the selected unit type. This will open a confirmation information box.

- Unit type codes that are attached to equipment codes cannot be deleted.

- Click the Create icon  or press INSERT if you would like to create a new record.

  This will create a new line item in the left section of the window and enable the maintenance fields to the right.

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2 Create a Unit Type code.

- Enter a unique **Unit Type** code.
  - This field can be up to 10 characters long and cannot be edited once the unit type code is saved. This is a required field.
- The **Multiplier** field functionality has not yet been implemented. The multiplier value should be set at 1.00.
- Enter a **Description** for the unit type code.
  - The Unit Type code and the Description will appear in the Rates section of the Equipment Maintenance window. This optional field can be up to 128 characters long.
- Click the Save icon  to save the new unit type.

WO> Maintenance Jobs

Process Maintenance Jobs

Summary

The Maintenance Jobs batch process is used to generate equipment maintenance work orders. When the Work Orders module is set up, a maintenance schedule is specified so that the system will roll through all new equipment usage records and compare the usage to the maintenance job associated with the equipment codes.

This process can be very useful when tracking fleet maintenance. For example, a vehicle could be assigned an equipment code and that equipment code could be tied to a maintenance job that requires an oil change after 3000 miles. When that vehicle passes the next 3000 mile interval, the associated maintenance job will be pulled into a Maintenance Jobs batch. When that batch is committed, a work order will be generated, the work can be assigned, and the work can be completed.

Step by Step

1 Open or create a Maintenance Jobs batch.

- Select the Maintenance Jobs palette in WO> Maintenance Jobs. This will expand the Maintenance Jobs palette and display the steps of the batch process.
- Modify an existing batch or create a new Maintenance Jobs batch.
    - Select a batch number from the drop-down menu at the top of the Maintenance Jobs palette to select an existing batch.
    - Select New from the Maintenance Jobs batch number drop-down menu to create a new batch. This will open the **New Batch** window.
    - If there are open batches in the Maintenance Jobs process, you can create a new batch without affecting the open batches.
    - Enter a **Batch Month** and **Batch Year**. These fields default to the current calendar period and are for reference only. The fiscal period of the transactions in the batch is determined by the Journal Entry Date entered during the Generate step.
    - Click the Generate icon  to populate the **Batch Number** field with the next available batch number. Batch numbers are limited to five digits and must be unique within the batch month of the batch year.
        - You can also manually create a new batch by entering a Batch Number and clicking the Save icon  .
- Highlight the batch in the batch number drop-down menu on the Maintenance Jobs palette and press DELETE to delete a batch. Any uncommitted maintenance jobs in the batch will be deleted.

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2 Specify the batch settings.

- Open the **Settings** window (WO> Maintenance Jobs> Settings).
    - The Settings window is used to specify the settings for the work orders that will be created when the Maintenance Jobs batch is committed.
- Select a **Status** from the drop-down menu. When creating a new work order, this field will default to New, but you can override this default by selected a different status for the created work order.
    - New, Not Started, In Progress, Closed, and Void statuses are used for filtering and reporting purposes.
    - When a New Construction type work order's status is changed to Closed, a new fixed asset will be created.
    - When an Improvement type work order's status is changed to Closed, an original cost adjustment is created for the attached asset.
- Select a **Creation Date** and **Due Date** from the drop-down menu. These are primarily used for filtering and reporting purposes.
    - The Creation Date field will automatically populate with today's date.
- Click the Save icon  when complete.

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3 Generate the Maintenance Job.

- Open the **Maintenance Jobs** window (WO> Maintenance Jobs> Generate). The three fields on this window can be used to filter the maintenance jobs that are pulled into the batch. If you do not use these filter fields, all available maintenance jobs will

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be pulled into the batch.

- Enter an **Equipment Type** or click the field label to select one from a list.
    - Equipment types are used to classify equipment.
    - Equipment Types are created and maintained on the Equipment Type Maintenance window (WO> Maintenance> Equipment Type).
- Enter an **Equipment** code or click the field label to select one from a list.
    - Equipment codes are created and maintained on the Equipment Maintenance window (WO> Maintenance> Equipment).
- Enter a **Job** code or click the field label to select one from a list.
    - Maintenance Job codes are used to specify how frequently a maintenance job should be completed.
    - Maintenance Jobs are created and maintained on the Maintenance Jobs Maintenance window (WO> Maintenance> Maintenance Jobs).
- Click the Confirm icon  when complete.

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4 View the batch exceptions.

- Open the **Exceptions** window (WO> Maintenance Jobs> Exceptions).
- The Exceptions window will only display if the batch generate step resulted in one or more maintenance job exceptions.
- If the generate step did not produce any exceptions, an information window will appear.

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5 Edit the Maintenance Jobs included in the batch.

- Open the **Edit** window (WO> Maintenance Jobs> Edit).
- The Edit window will display all of the filtered maintenance jobs that are ready to be completed. If this window does not display any maintenance jobs, then no maintenance jobs were triggered for the equipment type, equipment, or maintenance job codes specified on the Generate step.
- Check the **Selected** toggle next to each of the maintenance jobs you would like to include in the batch.
- All displayed maintenance jobs will be selected by default.
- Edit the **Work Order Number** column to specify the number that will be assigned to the new work order.
    - If the **Automatically number work orders** toggle is checked on the WO Setup window (WO> Utilities> Setup), this field will not be enabled. When the Maintenance Jobs batch is committed, the next available number will be assigned to the new work order.
- Click the Save icon  once all of the desired maintenance jobs are selected.

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6 Print the proof list.

- Open the **Proof List** window (WO> Maintenance Jobs> Proof List).
- Use the **Group By** field to specify how you would like the report to display.

- The proof list will display the Job, Equipment Code, Consumption, Unit Type, Last Generate date, WO Number, and Description.
- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
    - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Spring-brook formatting found on the printed version of the report.
    - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

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7 Commit the Maintenance Jobs batch.

- Open the **Commit** window (WO> Maintenance Jobs> Commit).
- Click the OK button to commit the batch.
- The committed batch will create a new work order for each maintenance job associated with each equipment code included in the batch. The description attached to

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the recurring estimate associated with the maintenance job will populate the new work order description field.

WO> Recurring Estimates> Recurring Estimates

Create a Recurring Estimate

Summary

Recurring estimates are estimate templates that can be used to create new estimates or work orders. The Estimate Maintenance window (WO> Estimates> Estimates) and the Work Order Maintenance window (WO> Work Orders> Work Orders) both offer the option to create a new estimate or work order from an existing recurring estimate. By creating recurring estimates for the most commonly used estimates or work orders, you can increase efficiency by decreasing data entry.

Step by Step

1 Open the Recurring Estimate Selection window.

- The **Recurring Estimate Selection** window displays all of the recurring estimates created in the application.

- Enter the desired estimate information on the Recurring Estimate, Other, Address, and Misc tabs and click the Refresh icon to filter the displayed recurring estimates.
- Highlight a recurring estimate and click the Delete icon or press DELETE to delete the selected recurring estimate.
- Highlight a recurring estimate and click the Modify icon or press ENTER to edit the selected recurring estimate.
- Click the Create icon or press INSERT to create a new recurring estimate. This will open the Recurring Estimate Maintenance window.

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2 Create an estimate.

- The **Recurring Estimate Maintenance** window is used to create and edit recurring work order estimates.
- Click the Send Form icon at any point in the estimate creation process to send a notification to another Springbrook user. The notification will include the Recurring Estimate number, any notes you include, and a link to the recurring estimate in question.

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3 Complete the General tab.

- The **General** tab is designed to contain all of the general information about a recurring work order estimate. Any information entered on this tab will carry over to the Work Order when it is created from this recurring estimate.
- Enter a unique **Estimate Number**.
    - If the **Automatically number work orders** toggle is checked on the WO Setup window (WO> Utilities> Setup), the Estimate Number will be disabled.
- Enter a **Reference Number** for the recurring estimate.
    - Reference numbers are user defined numbers that can be used to group and report on estimates in the Query by Example reporting tool.
    - This field will not be enabled if the **Require unique reference number** toggle is checked on the WO Setup window.
- Enter an estimate **Description**. The description can be up to 30 alphanumeric characters.
    - If this recurring estimate will be used to create a fixed asset, this field will be the description of the fixed asset when it is created.
- The **Status** field will default to New.
- Specify a **Priority** for the recurring estimate.
    - This is primarily used for reporting purposes. For example, when printing work orders created by this recurring estimate (WO> Work Orders> Print Work Orders), the output can be sorted by Priority.
- The **Start Date**, **Due Date**, and **Completion Date** fields will all be disabled and must be specified when the recurring estimate is used to create a work order.
- Enter a **Department** code or click the field label to select a department to associate with this recurring estimate.

    - Assigning a department to the recurring estimate will allow you to track and search estimate activity by the department responsible for completing the work.
    - Departments are created and maintained on the Department Maintenance window (SS> Maintenance> Department).
- Enter a **GL Account** for the estimate or click the field label to select one from a list.
- Enter an **AP Account** or click the field label to select one from a list.
    - When a resulting work order is attached to an AP Invoices line item, the account in the AP Account field will populate the GL Account field (AP> Invoices> Invoices> Create an invoice line item> GL Account field).
- Enter a **PR Account** or click the field label to select one from a list.
    - When a resulting work order is attached to a PR Timesheet or Timecard, the account in the PR Account field will populate the GL Account field (PR> Timesheets> Quick Time Entry or Timesheets and PR> Computer Checks> Timecards).
    - This field can also be used to populate partial account numbers in the event that work order associated labor costs need to be distributed to different accounts within the same fund.
- Enter a **Category** code or click the field label to select a category to attach to the recurring estimate.
    - Categories are used to define if the resulting work order will create a fixed asset or will create an adjustment to an existing asset. They also allow you to group work order types together and define the general ledger account attached to the work order.

    - New Construction type categories will create a new Fixed Asset module asset when the work order status is changed to Complete.
    - Improvement type categories will create a Fixed Asset module Original Cost Adjustment when the work order status is changed to Complete.
    - Maintenance type categories are used to maintain assets that are created from the Work Order module.
    - After selecting a category, you will be prompted to override the default estimate Activity Types, Category Distribution, Overhead Percentages, and Overhead Distribution with the defaults associated with the selected category. These defaults are set up on the Category Maintenance window (WO> Maintenance> Category).
- The **Default Assets** field is used to specify the number of assets that a resulting work order will create upon completion. This field will only be enabled if the Category attached to the resulting work order is a New Construction type category.
    - When a New Construction category work order's status is changed to Completed, that work order will be available for selection in the Create Fixed Assets process (WO> Create Fixed Assets> Select Fixed Assets).
- Select a **Billable** status from the drop-down menu. The billable status of an estimate is primarily used for reporting and filtering purposes.
    - Activity line items added to Not Billable estimates will default to Not Billable. This can be edited for each activity line item.
    - Activity line items added to Periodic and Upon Completion estimates will default to Billable.
    - The billable status will default to the status set up on the selected category.

- Enter a **Task Code** or click the field label to select one from a list.
    - Attach a Project Management module task to a recurring estimate in order to post the activity items and adjustments of the resulting work order to the task. In order for the activity items and adjustments of a work order to affect the Project Management module task, the adjustments or activity items must be processed through the PM Distribution step of the Activity or Adjustments processes in the Work Order module.
    - The Task Code field will only be enabled if the **PM Interface** toggle is checked on the WO Setup window (WO> Utilities> Setup).
    - Tasks are created and maintained on the Task Maintenance window (PM> Maintenance> Task).
- Enter a **Lot** number or click the field label to select one from a list.
    - Once a lot is selected, the customer and address fields below will automatically populate with the customer and address information attached to the selected lot. Lots are created and maintained on the Lot Maintenance window (SS> Maintenance> Lot Master Search).
- Select an **Asset Type** from the drop-down menu.
    - The selected asset type will determine what can be selected when the **Asset** field label is clicked.
    - Disposed fixed assets and inactive equipment cannot be attached to a recurring estimate.
- If this recurring estimate is an improvement on an existing asset, you can enter the Asset ID in the **Asset** field. Click on the field label to select an asset from a list.
    - Attach a work order asset to the recurring estimate if the work order will be used to generate an original cost adjustment to a Fixed Asset module asset or

if the work order is a maintenance work order on an asset that was created in the Work Order module.

    - If the work order will be used to create a new asset, do not attach an asset to the recurring estimate. The asset will be created when the work order status is changed to Complete.
    - An asset cannot be attached to the recurring estimate if the specified category is a New Construction category type.

- Enter an **AR Account** number if the work orders that this recurring estimate will generate will be billed to someone through the Accounts Receivable module.
- Select an **Assigned To Type** from the drop-down menu.
- The **Assigned To** field is used to determine the user, role or queue that will be associated with the recurring estimate.
    - Assigning a User, Role, or Queue to the estimate will allow you to track and search work order activity by the employee or group responsible for completing the work.
    - The selection in the Assigned To Type field will determine which selection window opens when the Assigned To field label is clicked.
- The **CIAC** field will display the Contribution in Aid of Construction amount associated with the estimate.
    - The CIAC value will default to zero. Use the WO Adjustments process (WO> Adjustments) to adjust the CIAC value.
    - The CIAC amount will be subtracted from the final value of any fixed assets created when any resulting work orders are completed.

- The **Issue Category** field is used to specify a default issue category for resulting work orders.
    - When the work order is associated with an Inventory Control module issue transaction, the issue category attached to the work order will populate the Category field on the IC transaction if no issue category was previously specified.
- The **Locked** toggle is not enabled on the Recurring Estimate Maintenance window.

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4 Complete the Defaults tab.

- While you can specify the default information for each work order, the Defaults tab will automatically populate with the defaults established on the WO Setup window (WO> Utilities> Setup).
    - If a category was attached to the work order on the General tab, and the default settings were overridden, then the Defaults tab will be automatically populated with the defaults established on the selected category.
        - Categories are created and maintained on the Category Maintenance window (WO> Maintenance> Category).
- Check the toggle next to each **Activity Type** you would like to associate with the work order.
    - Activity types are user defined groups used to classify activities that are recorded on work orders. By associating a work order with specific activity types, you can limit the activities that can then be attached to that work order.

- Activity types are created and maintained on the Activity Type Maintenance window (WO> Maintenance> Activity Type).

- Click the Create icon  drop-down menu and select Add a Category Distribution line to add a new line item to the **Category Distribution** section.
    - More than one account can be added to the Category Distribution section, but the total distribution percentage across all accounts must equal 100%.
- The **Overhead Percentages** section is used to determine the amount of overhead that will be applied to any LEMS activity line items attached to the work order.
    - For example, if Equipment overhead is set up at 20%, any equipment use attached to the work order will bill an additional 20% on top of the equipment rate.
- Click the Create icon  drop-down menu and select Add Overhead Distribution line to add a new line item to the **Overhead Distribution** section.
    - At least one account must be specified for each LEMS category.
    - Edit the **Percent** column to specify what percentage of the overhead will be distributed to the selected account. While more than one account can be specified for each LEMS category, the total percentage for each LEMS category must be 100%.

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5 Complete the Credit Accounts tab.

- The Credit Accounts tab is used to specify credit accounts on the estimate.
    - The Work Order Distribution step in the AP, IC, PR and WO modules will direct credit to the expense account entered on the original transaction by default. By specifying credit accounts on the estimate itself, you can control credit distribution at the individual work order level.
- Click the Create icon  to add a credit account to the tab. This will open the Chart of Account Selection window.
    - Highlight the desired account and click the Confirm icon  to add the account to the tab.
- Use the **LEMS** column drop-down menu to specify the LEMS designation of the credit account.
- Enter a distribution **Percent** for the new credit account.
    - While you are not required to attach a credit account for each LEMS designation, the total distribution for each LEMS designation included must equal 100%.

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6 Complete the Notes tab.

- The **Notes** tab is used to add notes to the work order estimate. This field is limited to 1024 characters and will display on the printed estimate.

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7 Complete the Estimates tab.

- The **Estimates** tab is used to add LEMS activity line items to the work order estimate.
- The new row grid design of this tab allows the user to quickly tab through the columns, key in the activity information, and press ENTER to begin creating the next activity line item.
- Click the **Activity Type** Ellipsis icon to create a new line item.
    - Activity Types are user defined groups used to classify activities that are recorded on work orders. By associating a work order with specific activity types, you can limit the activities that can then be attached to a work order or estimate.
    - Activity Types are created and maintained on the Activity Type Maintenance window (WO> Maintenance> Activity Type).
- Select a **LEMS** type from the drop-down menu.
    - The selected LEMS type will determine the available options in the remaining activity line item columns.
    - Select **Labor** to create a labor activity item.
        - Click the **Reference Type** drop-down menu to specify how this labor estimate will be classified.
            - Select Employee to attach the activity item to a specific employee.
            - Click the **Reference Code** Ellipsis icon to select an employee.
                - Employees are created and maintained on the Employee Maintenance window (PR> Maintenance> Employee).

        - Select Position to attach the activity item to a position.
        - Click the **Reference Code** Ellipsis icon  to select a position.
            - Positions are created and maintained on the Position Maintenance window (WO> Maintenance> Position).
- Select **Equipment** to create an equipment activity item.
    - The **Reference Type** field will populate with Equipment.
        - Click the **Reference Code** Ellipsis icon  to select an equipment code.
            - Equipment codes are created and maintained on the Equipment Maintenance window (WO> Maintenance> Equipment).
- Select **Materials** to create a materials activity item.
    - The **Reference Type** field will populate with Item.
        - Click the **Reference Code** Ellipsis icon  to select an item.
            - Items are created and maintained on the Item Maintenance window (WO> Maintenance> Item).
- Select **Services** to create a services activity item.
    - The **Reference Type** field will populate with Vendor.
        - Click the **Reference Code** Ellipsis icon  to select a vendor.
            - Vendors are created and maintained on the Vendor Maintenance window (AP> Maintenance> Vendor).

    - Select **Adjustments** to create an adjustments activity item.
        - Adjustment activity items are used to bill miscellaneous charges to the recurring estimate. The only required field when entering an adjustment activity item is **Total Amount**.
            - The Total Amount field is determined by the sum of the **Base Amount** and **Overhead** fields.
- Click the **Asset Code** Ellipsis icon  to attach an asset to the LEMS activity item estimate if the work order will result in a Fixed Asset Original Cost Adjustment.
    - Attaching a fixed asset to an activity line item can be useful when, for example, an improvement type work order is meant to provide improvements to multiple fixed assets. By creating an activity line item for each fixed asset, you can keep all of the improvement activity on the same work order but still track the costs associated with improving each asset.
    - Fixed assets are created and maintained on the Fixed Asset Maintenance window (FA> Maintenance> Fixed Assets).
- The **Units** column is used to specify the number of units required by the Labor, Equipment, or Materials action item.
    - The Units column is disabled for Services and Adjustments.
- The **Amount Per Unit** column will automatically populate if the selected item in the Reference Code field has an attached rate or cost.
    - For Labor, the amount per unit is the Hourly Rate attached to the Employee or Position.
    - For Equipment, the amount per unit is the Rate attached to the selected piece of Equipment.

    - For Materials, the amount per unit is the Cost Per Item attached to the selected Item.
    - The Amount Per Unit column is disabled for Services and Adjustments.
- The **Base Amount** column will automatically populate for Labor, Equipment, and Materials activity items.
    - This amount is calculated using the following formula:

(Units) **X** (Amount Per Unit)

    - For Services and Adjustments action items, the Units and Amount Per Unit columns are disabled so the Base Amount field will be enabled for direct editing.
- The **Overhead** column will automatically populate for all action items.
    - This amount is calculated using the following formula:

(Base Amount) **X** (Overhead % specified on the General tab)

    - The Overhead column can be edited.
- The **Markup** field is used to specify an additional overhead markup amount on the activity line item.
    - This field is only enabled when generating materials activity line items that are associated with IC module inventory items.

    - This field is often used when an inventory item is issued at a per unit price that is higher than the standard per unit price.
- The **Total Amount** column will automatically populate for all action items.
    - This amount is calculated using the following formula:

(Base Amount) **+** (Overhead)

    - The Total Amount field cannot be edited.
    - A Total Amount total will be provided at the bottom of the Estimates tab. Additional Total Amount totals can also be calculated if you group the data grid by clicking and dragging a column header into the space above the column headers.
- Check the **Billable** toggle to make the activity line item eligible for a WO Billings batch.
- Enter an optional activity line item **Description**. The description can be up to 48 characters.
- The **Committed** and **Billed** toggles will be checked only after the activity line item is committed or billed.
- Once the line item is complete, simply press ENTER to add the activity line item to the data grid and begin creating a new line item.
    - You can export the displayed activity line items to a Microsoft Excel spreadsheet by right clicking on the grid and selecting Export grid contents to Excel.
- Highlight an existing activity line item and click the Delete icon  to remove that

line item from the estimate.

- Click the Save icon  to add the completed activity line items to the estimate.

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8 Complete the Comments tab.

- The **Comments** tab will display the comments attached to the estimate.
  - Each comment will include the User Name of the user that created the comment, the Comment Date, and the full text entered in the Comment field.
- Click the Delete icon  to delete an existing comment.
- Click the Create icon  to create a new comment.
  - Each comment can be up to 1024 characters long.

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9 Complete the Miscellaneous tab.

- The **Miscellaneous** tab will display the miscellaneous fields attached to the estimate.
- The labels of the miscellaneous fields are set up in the Miscellaneous Field Labels window (SS> Utilities> Miscellaneous Field Labels).
- Click the Save icon  when complete.

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10 Track any changes made to the estimate.

- Click the Audit Trail icon  to open the Audit Trail window.
- Use the **Search Criteria** section to sort the displayed audit trail.
- The **Audit Trail History** section will provide details about any changes made to the estimate including the date of the change, type of change made, user that made the change, and data table that was edited.

WO> Reports> Audit Data Report

Audit Data Report

Summary

The Work Orders Audit Data Report will display a list of work orders filtered by a series of user defined fields as an Excel spreadsheet. This allows you to display only the work orders that satisfy your defined criteria rather than your entire work order history.

Step by Step

1 Open the **Audit Data Report** window (WO> Reports> Audit Data Report).

2 Configure the report.

- Check the toggle next to each work order **Status** you would like to include in the report.
  - At least one status must be selected in order to run the report. All statuses will be selected by default.
- Select a **LEMS Code** from the drop-down menu to filter the report by LEMS code.

- Enter a work order number range in the **Work Order From** and **Work Order To** fields.
- Enter an **AR Account Number** or click the field label to select one from a list.
    - AR accounts are attached to work orders on the Work Order Maintenance window (WO> Work Orders> Work Orders> Open a work order> General tab> AR Account field).
- Enter a **Category Code** or click the field label to select one from a list.
    - Category codes define what type of transaction will be created for the asset that is attached to the work order. Category codes are created and maintained on the Category Maintenance window (WO> Maintenance> Category).
- Enter a **GL Account** or click the field label to select one from a list.
    - GL accounts are attached to work orders on the Work Order Maintenance window (WO> Work Orders> Work Orders> Open a work order> General tab> GL Account field).
- Select a **Fiscal Year** for the report.
- Filter the report by period with the **Period From** and **Period To** fields.
- Filter the report by activity with the **Activity From Date** and **Activity To Date** fields.
- The standard report will display the Work Order number, Description, LEMS amount, Activity amount, Billed amount, and Outstanding amount. The report will also provide a report total for each amount.
- Check the **Include work order activity** toggle to include the Units, Amount per Unit, Overhead, Date, Description, and Reference number of the activity associated with each work order. The overhead column will also be totaled.

- Check the **Include uncommitted amounts** toggle to include any uncommitted amounts for each work order on the report.
- Check the **Include user defined fields** toggle to include any user defined information attached to the work order. This information is entered on the Work Order Maintenance window (WO> Work Orders> Work Orders> open a work order> Miscellaneous tab).
    - The column titles used for the user defined fields are set up on the Miscellaneous Field Labels window (SS> Utilities> Miscellaneous Field Labels).

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3 Generate the report.

- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
    - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.

- Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

WO> Reports> Billing Detail

Billing Detail Report

Summary

The Billing Detail Report displays information about billed work order details including AR Invoice and AR Adjustment information.

Step by Step

1 Open the **Billing Detail Report** window (WO> Reports> Billing Detail).

2 Configure the report.

- Enter a **WO Number** or click the field label to select one from a list.
- Enter an **AR Account** or click the field label to select one from a list.
- Enter a **WO Billings Batch** or click the field label to select one from a list.
- Specify a billing date range in the **Billing Date From** and **Billing Date To** fields.
- Check the **Page break by invoice** toggle if you would like every invoice to start on a new page.

- Check the **Include uncommitted invoices** toggle to include invoices in the report that have not been committed.
- Check the **Include activity billing details** toggle to include these details in the report.
    - This will include the Units, Amount Per Unit, Benefit Cost, Overhead, and Base Amount on the report.
- Check the **Include reference codes** toggle to include reference code descriptions on the report. This toggle will only be active if the Include activity billing details toggle is checked.
    - Reference codes are used for informational purposes and my not necessarily be utilized by your organization.
- The report will display the Account Number, account Description, Customer, Invoice or Adjustment Number, invoice or adjustment Description, Reference Number, Transaction Date, and Due Date, all sorted by Account Number. Under each invoice or adjustment, the Work Order Number, Line Number, Description, and Total Amount for each line item. The report will also provide an invoice total and report total.

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3 Print the report.

- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show

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Scheduled Jobs).

- Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
- Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
- Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
- Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

WO> Reports> Consumption Report

Consumption Report

Summary

The Consumption Report displays consumption information associated with WO Equipment and Equipment Types.

Step by Step

1 Open the **Outstanding Balances Report** window (WO> Reports> Outstanding Balances).

2 Configure the report.

- Select a **Report Type** from the drop-down menu.
  - The Summary report will display the Equipment code, Meter, Previous reading, Consumption amount, and Current reading.
  - The Detail report will display everything included in the Summary report as well as the reading Date details and Notes.

- Enter an **Equipment Type** or click the field label to select one from a list.
    - Equipment types are created and maintained on the Equipment Type Maintenance window (WO> Maintenance> Equipment Type).
- Enter an **Equipment Code** or click the field label to select one from a list.
    - Equipment codes are created and maintained on the Equipment Maintenance window (WO> Maintenance> Equipment).
- Use the **Units** drop-down menu to filter the included records by unit.
    - Units are created and maintained on the Units Maintenance window (WO> Maintenance> Units).
- Use the **Date From** and **Date To** fields to filter the report by a specified date range.

---

3 Print the report.

- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.

- Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Spring-brook formatting found on the printed version of the report.
- Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

WO> Reports> LEMS

LEMS Report

Summary

The LEMS Report will display LEMS transactions on a filtered set of work orders.

Labor - The work orders Labor Report will display the labor entries and labor adjustments that have been made to a filtered range of work orders. The Labor report will display the Work Order Number, Line Number, Employee or Position, Pay Code, Activity Date, Hours, Hourly Rate, Base Amount, Benefit Cost, Overhead, and Total Amount for each labor entry that is filtered into the report. The report will be sorted by work order and totals will be provided for the Base Amount, Benefit Cost, Overhead, Activity Total and Total Amount for each work order and the report as a whole. The report can also include labor adjustments and uncommitted labor entries if those toggles are checked.

Equipment - The work orders Equipment Report will display the Work Order Number, Line Number, Equipment Code, Meter, Activity Date, Units, Hourly Rate, Base Amount, Overhead, and Total Amount for each equipment entry that is filtered into the report. The report will be sorted by work order and totals will be provided for the Base Amount, Overhead, Activity Total and Total Amount for each work order and the report as a whole. Since you cannot create an equipment activity item directly from a work order, this report is mainly used to list the equipment adjustments on a work order.

Materials - The work orders Material Report will display the material activity items and adjustments that have been applied to work orders. The report will display the Work Order Number, Line Number, Item ID, Activity Date, Units, Cost Per Item, Base Amount, Overhead, Activity Total and Total Amount for each materials entry that is filtered into the report. The report will be sorted by work order and totals will be provided for the Base Amount, Overhead, Activity Total and Total Amount for each work order and the report as a whole.

Services - The work orders services report is a list of services that are attached to work orders on Accounts Payable Invoices. If you have attached work order information to requisitions or purchase orders, that information will not display on this report until the requisitions or purchase orders have become invoices. The report will display the Work Order Number, Line Number, Vendor Number, Activity Date, Amount, Overhead, Activity Total and Total Amount for each services entry that is filtered into the report. The report will be sorted by work order and totals will be provided for the Amount, Overhead, Activity Total and Total Amount for each work order and the report as a whole.

Adjustment - The work orders adjustment report will display the adjustment activity line items that have been applied to work orders. Adjustment line items are used to bill miscellaneous charges to work orders. The report will display the Work Order Number, Line Number, Activity Date, Base Amount, Overhead and Total Amount for each adjustments entry that is filtered into the report. The report will also provide Base Amount, Overhead, Total Amount and Report totals. The report can be sorted by work order, activity date, activity type, reference code or reference unit.

Step by Step

1 Open the **LEMS Report** window (WO> Reports> LEMS).

2 Configure the report.

- Check the toggle next to each **Activity Type** you would like to report on.
    - Activity types are crated and maintained on the Activity Type Maintenance window (WO> Maintenance> Activity Type).
- Check the toggle for each **Status** you would like to include in the report.
    - Work order status is determined on the Work Order Maintenance window (WO> Work Orders> Work Orders> open a work order> General tab> **Status** field).
- Check the toggle next to each **LEMS Code** that you would like to report on.
- Specify a work order range in the **Work Order From** and **Work Order To** fields.
- Enter a **Category Code** or click the field label to select one from a list.
    - Category codes are created and maintained on the Category Code Maintenance window (WO> Maintenance> Category).
- Enter a **Department** or click the field label to select one from a list.
    - Departments are created and maintained on the Department Maintenance window (SS> Maintenance> Department).
- Specify an activity date range in the **Activity Date From** and **Activity Date To** fields.

- Select a **Sort By** option for the report.
    - The sort by options will be determined by which LEMS Code was selected above.
- Check the **Include uncommitted activity** toggle to include WO LEMS entries that have not been committed.
- Check the **Display all adjustment lines** toggle to include all adjustment details in the report.
- Check the **Subtotal by LEMS** toggle to include a subtotal of each LEMS category included in the report.

---

3 Print the report.

- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
    - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Spring-brook formatting found on the printed version of the report.

- Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

WO> Reports> Maintenance Jobs Report

Maintenance Jobs Report

Summary

The Maintenance Jobs Report displays the details associated with a filtered range of maintenance jobs.

Step by Step

1 Open the **Maintenance Jobs Report** window (WO> Reports> Maintenance Jobs Report).

2 Configure the report.

- Specify a **Report Type** from the drop-down menu.
  - The Summary report will display the Maintenance Job, the Recurring Estimate that generated the maintenance job, and the specified Schedule.
  - The Detail report will display everything included in the Summary report as well as the resulting Work Order Number, Status, Creation Date, Start Date, and Completion Date.

- Enter an **Equipment Type** or click the field label to select one from a list. This will limit the maintenance jobs included in the report to those that affected the specified equipment type.
    - Equipment Types are created and maintained on the Equipment Type Maintenance window (WO> Maintenance> Equipment Type).
- Enter an **Equipment Code** or click the field label to select one from a list. This will limit the maintenance jobs included in the report to those that affected the specified piece of equipment.
    - Equipment codes are created and maintained on the Equipment Maintenance window (WO> Maintenance> Equipment).
- Enter a **Maintenance Job** or click the field label to select one from a list. This will limit the report to a single maintenance job.
    - Maintenance Jobs are created and maintained on the Maintenance Jobs Maintenance window (WO> Maintenance> Maintenance Jobs).
- Specify a **Creation Date** range for the report.
    - The Creation Date is the date that the Maintenance Job batch was committed and the resulting work order was created.
    - The Creation Date fields will only be enabled if Detail is selected in the Report Type drop-down menu.

---

3 Print the report.

- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
    - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Spring-brook formatting found on the printed version of the report.
    - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

WO> Reports> Outstanding Balances

Outstanding Balances Report

Summary

The Outstanding Balances Report will display any LEMS level outstanding balances for each work order included in the report.

Step by Step

1 Open the **Outstanding Balances Report** window (WO> Reports> Outstanding Balances).

2 Configure the report.

- Select a **Report Type**.
  - The Summary report will display the Work Order Number, Description, Status, Category, Billable Status, and AR Account. Each Work Order will also display a breakdown of the Beginning Balance, Activity, Billing, and Total amounts for each LEMS category on the work order, all LEMS categories combined on the work order, and all LEMS categories on the report as a whole.

    - The Detail report will display everything included in the Summary report as well as the Transaction Date, LEMS category for the transaction, Line Number, Reference Type, Reference Code, Reference Description, Activity amount, and Billing amount.
- Enter a **Work Order** or click the field label to select one from a list.
- Select a work order **Status** from the drop-down menu.
    - The work order status is specified on the Work Order Maintenance window (WO> Work Orders> Work Orders> open a work order> Status drop-down menu).
- Select a **Billable Status** from the drop-down menu.
    - The work order billable status is specified on the Work Order Maintenance window (WO> Work Orders> Work Orders> open a work order> Billable drop-down menu).
- Enter a work order **Category** code or click the field label to select one from the list.
    - Category codes are created and maintained on the Category Code Maintenance window (WO> Maintenance> Category).
- Specify an activity date range in the **Activity From** and **Activity To** fields.
- Check the **Include uncommitted activity** toggle to include entries that have not been committed.
- Check the **Include uncommitted billings** toggle to include pending billing transactions in the report.
- Check the **Page break by work order** toggle if you would like each work order to start on a new page.

---

3 Print the report.

- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
    - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Spring-brook formatting found on the printed version of the report.
    - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

WO> Utilities> Setup

Set up the Work Orders Module

Summary

Follow this process to set up the Work Orders module.

Step by Step

1 Open the **Work Orders Setup** window (WO> Utilities> Setup).

2 Complete the General tab.

- Select a billing term from the **AR Terms** drop-down menu.
  - The specified term length will be used to calculate the due date when billings are generated (WO> Billings).
- Enter an **Issue Category** or click the field label to select one from a list. This field will only be active if the IC Interface toggle is checked below.
  - The Issue Category is used to define which transactions will take place when an IC inventory item is issued to a work order. Many users will use the standard Issue category that is set up in the IC module.

    - IC Categories are created and maintained on the Category Maintenance window (IC> Maintenance> Category).
- Enter an optional **AP Account** and **PR Account** number or click the field label to select one from a list. These accounts will automatically populate the AP and PR Account fields on any work orders or estimates you create, but they can be edited on each individual work order or estimate.
    - When a work order is attached to an AP Invoices line item, the account in the AP Account field will populate the GL Account field (AP> Invoices> Invoices> Create an invoice line item> GL Account field).
    - When a work order is attached to a PR Timesheet or Timecard, the account in the PR Account field will populate the GL Account field (PR> Timesheets> Quick Time Entry or Timesheets and PR> Computer Checks> Timecards).
    - This field can also be used to populate partial account numbers in the event that work order associated labor costs need to be distributed to different accounts within the same fund.
- The **PR Comp Earned Acct** field is used to specify the account that will be debited when labor transactions are recorded on a PR timecard line item that is associated with a work order.
- The **State Sup Cat** field is used to specify a State Supervisor Category. This is a Wisconsin-specific field that is used in conjunction with the Admin Fee and Small Tools Fee billing process.
    - When this field is populated, any work orders that include this category will bill the first AR account attached to the category at 100%.

- Check the **Automatically number work orders** toggle if you would like the system to auto number new work orders. If this toggle is not checked, you will need to enter a specific work order number every time you create a new work order.
- Check the **PM interface** toggle if you would like to attach PM module task codes to work orders in the Work Order module.
    - You will only be able to change the selection of the Project Management toggle if there are no open Adjustment or General Ledger Distribution batches in the Work Order module.
    - If you check the Project Management Interface toggle, a PM Distribution step will be added to both the Adjustments and GL Distribution process.
- The **IC interface** toggle is used to enable Material items created in the Work Order module to create Inventory Control transactions.
    - If you do not check this toggle, you can create inventory items in the Work Order module that have a few basic features such as cost per unit.
        - Work Order inventory items are created on the Item Maintenance window (WO> Maintenance> Item Maintenance).
- Check the **PR interface** toggle if you want the option of interfacing the Work Order module with the Payroll module.
    - If you check this toggle, you will be able to attach employees to labor activity items created in the Work Order module. When the labor activity items are processed in the GL Distribution step, the process will use the GL accounts set up on the employee distribution as the credit accounts.
        - Employee distribution is set up on the Employee Maintenance window (PR> Maintenance> Employee> Distribution tab).

        - If you do not check this toggle, you will only be able to attach labor activity items created in the work order module to positions that are set up in the WO module. When you create the labor activity item in the Work Order module, you will have to select the credit account.
            - Positions are set up on the Position Maintenance window (WO> Maintenance> Positions).
- Check the **Timesheets interface** toggle to allow work orders to be associated with employee timesheets.
    - This will activate the Work Order field on the Timecard Line Item (PR> Computer Checks> Timecards> Create icon), Timesheet Line Item (PR> Timesheets> Timesheets> Create icon), and Quick Time Entry windows (PR> Timesheets> Quick Time Entry).
    - This toggle will only be active if the PR interface toggle is checked.
- Check the **Use flat rate labor** toggle if you would like to use flat rate labor on labor activity items rather than the pay rate attached to the employee.
    - Flat rate labor rates are created and maintained on the Flat Rate Labor Maintenance window (WO> Maintenance> Flat Rate Labor).
    - This toggle will only be active if the PR interface toggle is checked.
    - Check the **Use activity code for flat rate labor** toggle if you would like the option to associate flat rate labor with activity codes rather than pay codes.
        - This toggle will only be enabled if the Use flat rate labor toggle above is checked.
        - Activity Type Codes are created and maintained on the Activity Type Code Maintenance window (WO> Maintenance> Activity Type).

- Check the **Allow work order creation without estimates** if you do not want to require that every work order is preceded by an approved estimate.
    - If this toggle is not checked, you will not be able to create new work order on the Work Order Selection window (WO> Work Orders> Work Orders).
- Check the **Enable automatic maintenance job generation** toggle to allow the system to roll though equipment usage records and generate the appropriate maintenance jobs.
    - Checking this toggle will enable the Scheduling tab and allow you to set up when the system rolls through the usage records.
- Check the **Require estimate approvals** to require that any estimate be passed though the Estimate Approvals process before they can become work orders.
    - If this toggle is checked, you will not be able to create new work orders from estimates on the Work Order Selection window (WO> Work Orders> Work Orders).
- Check the **Copy Attachments** toggle if you want all documents attached to an estimate to be copied to the work orders generated from the estimate.
- Check the **Calculate benefit cost** toggle to include benefit costs when creating labor activity line items.
- Check the **Require activity types** toggle to require that an activity type is specified every time a work order is attached to a transaction.
- Check the **Require unique reference number** toggle to require that reference numbers attached to new work orders and estimates are unique.
    - By checking this toggle, you can ensure that reference numbers can be effectively used to track, sort and report on new work orders and estimates. While this toggle will not apply to existing work orders or estimates that have the

same reference number, the system will prevent a new work order or estimate from being saved if the reference number matches an existing record.

    - Checking this toggle will disable the Reference Number field on all new recurring estimates.

- Check the **Enable additional billing** toggle to enable the batch processes associated with additional billings requirements.
    - This will enable the Additional Billings batch process (WO> Additional Billings) as well as the Exclusions tab on the WO Setup window.
- Check the **Wisconsin highway** toggle if processing work orders associated with the Wisconsin State Highway Department.
    - When this toggle is checked, work order detail lines created by AP invoices will be assigned a Materials LEMS code and all overhead calculations will be based on Materials overhead settings.

---

3 Complete the Defaults tab.

- Select the **Activity Types** that should be set up as default.
- If the Work Order module is set up to interface with the Project Management module, select the Project Management type codes that will be attached to activity items in the **Default PM Types** field.
    - Project Management type codes are set up and maintained on the Type Maintenance window (PM> Maintenance> Type).

- The **Default Overhead** section determines the default overhead percentages as work orders are created. These percentages can be changed on the individual work orders when they are created.
    - This section is used to determine the amount of overhead that will be applied to any LEMS activity line items attached to a work order. For example, if Equipment overhead is set up at 20%, any equipment use attached to a work order will bill an additional 20% on top of the equipment rate. Edit the **Percent** column as needed.
    - Click the Create icon  to create a new default overhead revision. Specify the **Effective Date** for the new revision and when that date is reached, the percentages specified in the revision will become active.
    - Highlight a revision and click the Delete icon  to deleted the selected revision.

---

4 Complete the Scheduling tab.

- The Scheduling tab is used to establish default recurring work order schedules. Based on this schedule, the system will roll though equipment usage records, compare them to the maintenance job schedules, and generate the appropriate maintenance jobs.
    - The **Enable automatic maintenance job generation** toggle on the General tab must be checked in order to edit these fields.

- Because this process can require a large percentage of the Springbrook system resources, it is often scheduled to begin after normal business hours.
- Maintenance jobs are created and maintained on the Maintenance Job Maintenance window (WO> Maintenance> Maintenance Jobs).

---

5 Complete the Distribution tab.

- The Distribution tab is used to establish the default overhead and credit accounts and distribution that will be used when creating new estimates and work orders.
  - Because the overhead distribution can be set up independently on each new work order or estimate, you are not required to specify default overhead or credit distribution accounts. This tab is simply meant to provide a template for new work orders or estimates and to help minimize data entry.
- Click the Create icon  to add an account to the distribution field. This will open an account selection window.
  - Select an account and click the Confirm icon  to return to the Setup window.
- Click the **LEMS** column drop-down menu to specify the LEMS category for the new distribution or credit account.
  - Multiple accounts can be specified for each LEMS category. However, the distribution percentage total across all accounts cannot exceed 100% for each LEMS category.

- You are not required to specify an overhead or credit distribution account for each LEMS category on the Setup window. However, when creating a new work order or estimate, you will be required to specify at least one overhead distribution account for each LEMS category in order to save the work order or estimate.

- The specified distribution account can be changed by clicking the Ellipsis icon  in the **Account** column and selecting a different account.
- Enter a distribution percentage in the **Percent** column.
  - The total distribution percentage total across all accounts cannot exceed 100% for each LEMS category.
  - While you can specify a distribution percentage of less than 100% for each LEMS category, you will not be able to save a new work order or estimate unless the overhead and credit distribution for each LEMS category equals 100%.

---

6 Complete the Exclusions tab.

- The Exclusions tab is used to exclude inventory items from the Additional Billings process.
- Click the Create icon  to add a new fee exclusion to the tab. This will launch the Item Selection window.
  - Select the item that should be excluded and click the Confirm icon  . The selected item will be added to the Fee Exclusions data grid.

- This tab will only be enabled if the **Use additional billings** toggle is checked on the General tab.
- Click the Save icon when the setup is complete.

---

7 Complete the Analysis tab. This tab is specific to Wisconsin Highway Departments.

- The Analysis tab is used to set up the Equipment Analysis process. This process generates an equipment usage report required by the State of Wisconsin. The settings specified on the tab will determine how the system records data for the Equipment Analysis process.
- Highlight a report category in the data grid to enable the Maintenance section to the right.
- The **Description** field will populate with the description associated with the selected report category.
- The **Section** and **Search** fields are used to associate accounts with report categories.
    - The Section field specifies which section of the account will be used to associate work order activity with the selected report category. Once the section is selected, the Search field is used to select the specific Fund, Department, Account or Sub Account that will be associated with the report category.
- Click the Save icon when the setup is complete.

- Once the Analysis tab has been set up, the system will record any work order activity associated with one of these report categories. That activity can then be categorized and reported on in the Equipment Analysis process.

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8 Track any changes made to the WO Setup window.

- Click the Audit Trail icon  to open the Audit Trail window.
- Use the **Search Criteria** section to sort the displayed audit trail.
- The **Audit Trail History** section will provide details about any changes made to the setup window including the date of the change, type of change made, user that made the change, and data table that was edited.

WO> Utilities> Change Equipment Code

Change Equipment Codes

Summary

Once new pieces of equipment are saved on the Equipment Maintenance window, the specified Equipment Code field is no longer enabled for editing. The Change Equipment Code tool is used to update this code should it need to be changed in the future.

Step by Step

- Open the **Change Equipment Code** window (WO> Utilities> Change Equipment Code).
- Enter the equipment code you would like to update in the **Equipment Code From** field or click the field label to select one from a list.
- Enter the new equipment code in the **Equipment Code To** field.
    - The new equipment code can be up to 20 characters long and must be unique.
- Click the Confirm icon  to update the equipment code.

WO> Utilities> Copy PR Positions

Copy PR Positions

Summary

Follow this process to copy positions that have been set up in the Payroll module to the Work Orders module.

Step by Step

- Open the **Copy PR Positions** window (WO> Utilities> Copy PR Positions).
- Click the OK button to copy the positions.
- Positions that already exist in the WO modules will not be overwritten by the copy process.

WO> Utilities> Highway Setup

Highway Setup

Summary

The Highway Setup tool is used to overwrite the current activity types, equipment attributes, equipment types and module settings with the types and settings required to use the Work Orders module with the Wisconsin Department of Transportation. This tool is most often used when the application is initially installed. Because this tool will reconfigure existing types and setups, Springbrook recommends contacting our toll-free Customer Support Team at 1-866-777-0069 for assistance.

WO> Utilities> Import Fixed Assets

Import Fixed Assets

Summary

The Import Fixed Assets window is used to import and convert existing FA module fixed assets into WO module equipment items.

Step by Step

- Open the **Import Fixed Assets** window (WO> Utilities> Import Fixed Assets).
- The Import Fixed Assets window will display all of the active FA module fixed assets that have not already been attached to WO module equipment items.
    - Check the **Selected** toggle next to each fixed asset you would like to import.
        - All of the displayed fixed assets will be selected by default.
    - The fixed asset **Equipment Code** and **Description** can both be edited before being imported.
        - The default equipment code will be the FA module Item Number associated with the fixed asset when it was created. This will also be associated with the new WO equipment as the **Item ID**.
- Click the Save icon  to import the selected fixed assets.

- The imported fixed assets will now be available in the Equipment Maintenance window (WO> Maintenance> Equipment).

WO> Utilities> Import Rates

Import Rates

Summary

The Import Rates window is used to create a new rate revision for each existing piece of WO equipment within a specified equipment type.

Step by Step

- Open the **Import Rates** window (WO> Utilities> Import Rates).
- Enter a **File Name** path or click the field label to browse to the import file.
  - The import file must be in comma-separated value (.csv) format.
- Click the Display icon  to display the expected .csv file layout.
  - The expected import will include the Equipment Type, Unit Type, Effective Date, Rate and Description as separate columns on the .csv spreadsheet.
- Click the Confirm icon  to import the updated equipment rate revisions immediately or enter a date and time in the field next to the Confirm icon to schedule the import to process at a later time. You can view the progress of the import on the Jobs Viewer window (SS> Utilities> Show Scheduled Jobs).

WO> Utilities> Import Work Orders

Import Work Orders

Summary

The Import Work Order process is used to import pre-existing work order information.

Step by Step

- Open the **Import Work Orders** window (WO> Utilities> Import Work Orders).
- Enter a **File Name** path or click the field label to browse to the import file.
- Click the Display icon  to display the expected .txt or .csv file layout.
- Click the Confirm icon  to import the pre-existing work orders immediately or enter a date and time in the field next to the Confirm icon to schedule the import to process at a later time. You can view the progress of the import on the Jobs Viewer window (SS> Utilities> Show Scheduled Jobs).

WO> Utilities> Update Overhead Rates

Update Overhead Rates

Summary

The Updated Overhead Rates tool is designed to decrease data entry by allowing users to update the overhead percentage rates on groups of work orders rather than updating rates one work order at a time.

Step by Step

1 Create a new overhead percentage revision.

- Open the **Update Overhead Rates** window (WO> Utilities> Update Overhead Rates).
- The **Effective Date** field is used to specify when the new overhead percentage revision should take effect.
    - Only those work orders that do not have a revision associated with the effective date will be updated. If you need to update the overhead rates on a work order that already has a revision with the desired effective date, update the

rates on the work order itself (WO> Work Orders> Work Orders> Defaults tab> Overhead Percentages section).

- The Overhead Percentages section is used to specify the details of the revision.
- Check the **Selected** toggle next to each LEMS category that should be updated when the Effective Date is reached.
- Enter the desired overhead rate in the **Percentage** column for each of the selected LEMS categories.

---

2 Select the work orders that will be included in the revision.

- The Work Orders section will display all of the work orders that will be updated when the Effective Date is reached.
- Click the Create icon  to add a work order to the Work Orders section. This will open the Work Orders Selection window.
  - Specify the desired filter details and click the Refresh icon  to display the eligible work orders.
  - You can use the CTRL or SHIFT keys while selecting work orders if more than one work order needs to be selected.
  - Once all the desired work orders are selected, click the Confirm icon  . The selected work orders will populate the Work Orders section of the Update Overhead Rates tool.

- Highlight a work order and click the Delete icon  if the work order should not be included in the overhead rate update.
- Click the Confirm icon  to run the Update Overhead Rates tool.
    - If any of the work orders included in the tool already have a revision with an effective date that matches the effective date specified above, those work orders will not be updated. A detailed Jobs Viewer error message will display any work orders that were not updated.
- The updated rates will now appear on the Work Order Maintenance window as a new revision in the Overhead Percentages section of the Defaults tab (WO> Work Orders> Work Orders> Default tab> Overhead Percentages section).

WO> Work Orders> Work Orders

Create a Work Order

Summary

Follow this process to create a new work order.

Step by Step

1 View the existing Work Orders.

- Open the **Work Order Selection** window (WO> Work Orders> Work Orders).
- The Work Order Selection window will display all of the work orders created in the application.
- Use the Work Order, Other, Address, and Misc tab fields to filter the displayed work orders.
    - If you access a particular work order often, you might find it useful to create a desktop shortcut to that work order. Hold the CTRL key and use the mouse to drag the work order from the selection grid to your desktop to create the short-cut.

- Highlight a work order and click the Delete icon  or press DELETE to delete the selected work order.
    - Work orders with any associated activity and work orders created from estimates cannot be deleted.
- Highlight a work order and click the Modify icon  or press ENTER to edit the selected work order.
- Click the Create icon  or press INSERT to create a new work order. This will open the **Work Order Maintenance** window.
    - If the **Allow work order creation without estimates** toggle is not checked on the WO Setup window, the Create icon will not be enabled.
    - Click the Generate icon  drop-down menu to create a work order from an estimate or a recurring estimate.
        - If the **Require estimate approvals** toggle is checked on the WO Setup window, the Generate icon will not be enabled.

---

2 Complete the General tab for the new Work Order.

- Click the Send Form icon  at any point in the work order creation process to send a notification to another Springbrook user. The notification will include the work order number, any notes you include, and a link to the work order in question.

- Enter a unique **WO Number** for the work order.
    - If the **Automatically number work orders** toggle is checked on the WO Setup window, the WO Number field will not be enabled and the work order will be assigned the next available number when it is saved.
- The **Reference Number** is an optional field used for tracking purposes.
    - Reference numbers can be used to filter the work orders displayed on the Work Order Selection window.
- Enter a **Description** for the work order.
    - This optional field can be up to 30 characters in length.
    - If you are creating a fixed asset with this work order, this field will be the description of the fixed asset when it is created.
- Select a **Status** from the drop-down menu. When creating a new work order, this field will default to New.
    - When a New Construction type work order's status is changed to Closed, a new fixed asset will be created.
    - When an Improvement type work order's status is changed to Closed, an original cost adjustment is created for the attached asset.
    - The remaining statuses are used for reporting and filter purposes only.
- The **Priority**, **Start Date**, **Due Date**, and **Completion Date** are optional fields that are used for reporting purposes in the Query by Example report (WO> Maintenance> Query by Example).
- Click the **Department** field label to attach a department to the work order.
    - Assigning a department to the work order will allow you to track and search work order activity by the department responsible for completing the work.

    - Departments are created and maintained on the Department Maintenance window (SS> Maintenance> Department).
- Enter a **GL Account** for the work order or click the field label to select one from a list.
    - This account represents the revenue account in billing transactions.
- Enter an **AP Account** or click the field label to select one from a list.
    - When a work order is attached to an AP Invoices line item, the account in the AP Account field will populate the GL Account field (AP> Invoices> Invoices> Create an invoice line item> GL Account field).
- Enter a **PR Account** or click the field label to select one from a list.
    - When a work order is attached to a PR Timesheet or Timecard, the account in the PR Account field will populate the GL Account field (PR> Timesheets> Quick Time Entry or Timesheets and PR> Computer Checks> Timecards).
    - This field can also be used to populate partial account numbers in the event that work order associated labor costs need to be distributed to different accounts within the same fund.
- Specify a **Category** for the new work order.
    - Categories are attached to work orders in order to define what type of transaction will be created for the asset that is attached to the work order.
    - New Construction type categories will create a new Fixed Asset module asset when the work order status is changed to Complete.
    - Improvement type categories will create a Fixed Asset module Original Cost Adjustment when the work order status is changed to Complete.

    - Maintenance type categories are used to maintain assets that are created from the Work Order module.
    - After selecting a category, you will be prompted to override the default work order Activity Types, Category Distribution, Overhead Percentages, and Overhead Distribution with the defaults associated with the selected category. These defaults are set up on the Category Maintenance window (WO> Maintenance> Category).
- The **Default Assets** field is used to specify the number of assets that the work order will create upon completion. This field will only be enabled if the Category attached to the work order is a New Construction type category.
    - When a New Construction category work order's status is changed to Completed, that work order will be available for selection in the Create Fixed Assets process (WO> Create Fixed Assets> Select Fixed Assets).
- Select a **Billable** status from the drop-down menu. The billable status of a work order is primarily used for reporting and filtering purposes.
    - Activity line items added to Not Billable work orders will default to Not Billable. This can be edited for each activity line item.
    - Activity line items added to Periodic and Upon Completion work orders will default to Billable.
    - The billable status will default to the status set up on the selected category.
- Enter a **Task Code** or click the field label to select one from a list.
    - Attach a Project Management module task to a work order in order to post the activity items and adjustments of a work order to the task. In order for the activity items and adjustments of a work order to affect the Project Management module task, the activity items or adjustments must be processed

through the PM Distribution step of the Activity or Adjustments processes in the Work Order module.

    - The Task Code field will only be enabled if the **PM Interface** toggle is checked on the WO Setup window (WO> Utilities> Setup).
    - Tasks are created and maintained on the Task Maintenance window (PM> Maintenance> Task).
- Associate a **Lot** with the work order by entering a lot number or clicking the field label to select one from a list.
    - Once a lot is selected, the address fields below will automatically populate with the address information attached to the selected lot. Lots are created and maintained on the Lot Maintenance window (SS> Maintenance> Lot Master Search).
- Select Fixed Asset, Equipment or Inventory from the **Asset Type** drop-down menu.
    - The selected asset type will determine what can be selected when the **Asset** field label is clicked.
    - Disposed fixed assets and inactive equipment cannot be attached to a work order.
- Enter an **AR Account** number if this is a work order that will be billed to someone through the Accounts Receivable module.
    - You will not be able to edit this field once the work order is processed through the Billings process (WO> Billings).
- Select an **Assigned To Type** from the drop-down menu.
- The **Assigned To** field is used to determine the user, role or queue that will be associated with the estimate.

    - Assigning a User, Role, or Queue to the work order will allow you to track and search work order activity by the employee or group responsible for completing the work.
    - The selection in the Assigned To Type field will determine which selection window opens when the **Assigned To** field label is clicked.
- The **CIAC** field will display the Contribution in Aid of Construction amount associated with the work order.
    - The CIAC value will default to zero. Use the WO Adjustments process (WO> Adjustments) to adjust the CIAC value.
    - The CIAC amount will be subtracted from the final value of any fixed assets created when the work order is completed.
- The **Issue Category** field is used to specify a default issue category for the work order.
    - When the work order is associated with an Inventory Control module issue transaction, the issue category attached to the work order will populate the Category field on the IC transaction if no issue category was previously specified.
- Check the **Locked** toggle to prevent the work order from being attached to other transactions.
- Click the Create icon  to add an AR account to the **AR Accounts** field if this is a work order that will be billed to someone through the Accounts Receivable module.
    - Once an AR account has been added to the field, click the Elipses icon  in the Default Fee Code field to attach a fee code to the account.

- Specify a distribution percentage for the account/fee code line item. This percentage cannot exceed 100.
- You can repeat this process multiple times to add additional account/fee code combinations to the work order.
    - Each account/fee code combination must be unique. For example, the same AR account can be added to the work order multiple times as long as each line item uses a unique fee code.
    - When using multiple AR accounts, the total billing distribution percentage across all line items cannot exceed 100%.
- You will not be able to edit the AR Accounts field once the work order is processed through the Billings process (WO> Billings).

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3 Complete the Defaults tab.

- While you can specify the default information for each work order, the Defaults tab will automatically populate with the defaults established on the WO Setup window (WO> Utilities> Setup).
    - If a category was attached to the work order on the General tab, and the default settings were overridden, then the Defaults tab will be automatically populated with the defaults established on the selected category.
        - Categories are created and maintained on the Category Maintenance window (WO> Maintenance> Category).

- Check the toggle next to each **Activity Type** you would like to associate with the work order.
    - Activity types are user defined groups used to classify activities that are recorded on work orders. By associating a work order with specific activity types, you can limit the activities that can then be attached to that work order.
    - Activity types are created and maintained on the Activity Type Maintenance window (WO> Maintenance> Activity Type).
- Click the Create icon  drop-down menu and select Create a new Category Distribution line to add a new line item to the **Category Distribution** section.
    - At least one category distribution account must be selected for each LEMS category.
    - More than one account can be added for each LEMS category, but the total distribution percentage across all accounts must equal 100% for each category.
- Click the Create icon  drop-down menu and select Create a new Overhead Revision to add a new overhead revision to the **Overhead Percentages** section.
    - This section is used to determine the amount of overhead that will be applied to any LEMS activity line items attached to the work order. For example, if Equipment overhead is set up at 20%, any equipment use attached to the work order will bill an additional 20% on top of the equipment rate. Edit the **Percent** column as needed.
    - Specify the **Effective Date** for the revision. When that date is reached, the percentages specified in the revision will become active.

- Click the Create icon drop-down menu and select Create a new Overhead Distribution line to add a new line item to the **Overhead Distribution** section.
    - At least one account must be specified for each LEMS category.
    - Edit the **Percent** column to specify what percentage of the overhead will be distributed to the selected account. While more than one account can be specified for each LEMS category, the total percentage for each LEMS category must be 100%.

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4 Complete the Credit Accounts tab.

- The Credit Accounts tab is used to specify credit accounts on the work order.
    - The Work Order Distribution step in the AP, IC, PR and WO modules will direct credit to the expense account entered on the original transaction by default. By specifying credit accounts on the work order itself, you can control credit distribution at the individual work order level.
- Click the Create icon to add a credit account to the tab. This will open the Chart of Account Selection window.
    - Highlight the desired account and click the Confirm icon to add the account to the tab.
- Use the **LEMS** column drop-down menu to specify the LEMS designation of the credit account.

- Enter a distribution **Percent** for the new credit account.
    - While you are not required to attach a credit account for each LEMS designation, the total distribution for each LEMS designation included must equal 100%.
    - Click the Generate icon  to populate the Credit Distribution data grid with the same distribution accounts and percentages specified in the Category Distribution section of the Defaults tab. This will overwrite any distribution details previously specified on the tab.

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5 Complete the Notes tab.

- The Notes tab is used to attach notes to the work order. This tab can accommodate up to 1024 characters.

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6 Open the Estimates tab.

- The Estimates tab will display any information associated with the estimate that was used to create the work order.
- The graphs displayed in the upper section of the tab provide a comparison between estimated amounts and actual amounts. Use the **Graph** drop-down menu to specify which graph you would like to display.

- Click the slider bar at the bottom of the graph section to expand the graph display area.
- The graph can be saved to your local hard drive by right-clicking on the graph and clicking Save as Bitmap.

- The lower section of the tab will display all LEMS activity line items associated with the estimate.
  - If the selected work order was not created from an estimate, this section will be blank.

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7 Open the Activity tab.

- The Activity tab will display the full activity history of the work order. Select Committed Only from the **Show** drop-down menu to hide any uncommitted transactions.
  - Click and drag a column header to group the displayed activity by that column.
  - You can export the transactions that display in the window to a MS Excel spreadsheet by right clicking on the data in the tab and selecting Export grid contents to Excel. All transaction line items will display on the export, even line items that have not been expanded. This feature allows you to create a quick report of the history of a customer account.
  - The **Billable**, **Small Tools Billable** and **Admin Fee Billable** toggles can be edited after the activity is processed.

- Check or uncheck the Billable toggle to enable or disable the activity line item for the WO Billings process.
- Check or uncheck the Small Tools Billable and Admin Fee Billable toggles to enable or disable the activity line item for the Additional Billings process.

- This tab will be blank until an activity transaction is created for the work order.

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8 Open the Billing tab.

- The Billing tab will display the full billing history of the work order. Use the **Show** drop-down menu to specify which transactions are displayed.
  - Click and drag a column header to group the displayed billings by that column.
  - You can export the transactions that display in the window to a MS Excel spreadsheet by right clicking on the data in the tab and selecting Export grid contents to Excel. All transaction line items will display on the export, even line items that have not been expanded. This feature allows you to create a quick report of the history of a customer account.
- This tab will be blank until the first transaction is billed for the work order.

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9 Complete the Comments tab.

- The Comments tab of the Work Order Maintenance window allows you to insert and store comments about the selected work order.
- Click the Create icon  to add a comment code line item to the work order. This will create a new line item in the upper section of the tab and activate the Comment section below.
    - Each comment can be up to 1024 characters long.

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10 Complete the Miscellaneous tab.

- The Miscellaneous tab allows you to build your own tables of data if there is information you want to track on the work order. This information is optional and user-defined.
- Miscellaneous field labels are maintained on the Miscellaneous Field Label Maintenance window (SS> Utilities> Miscellaneous Field Labels).
- Click the Save icon  when the work order is complete.

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11 Open the Service Requests tab.

- The Service Requests tab is used to track the status and history of any UB Service Requests associated with the work order.

- Click the UB Service Request icon  to create a new UB service request that is associated with the work order.
    - This will open the Service Request Wizard and populate the **WO Number** field with the open work order number.
    - Once the service request is created, it will display on the Service Requests tab.

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12 Open the Additional Billings tab.

- The Additional Billings tab is used to set up the Admin Fee and Small Tools Fee details required to process the work order through the Additional Billings process (WO> Additional Billings).
- Specify the **CR Account** and **DR Account** in both the Admin Fee and Small Tools Fee sections.
- Check the **Admin fee billable** and **Small tools billable** toggles to enable the work order to be included in an Additional Billings batch.
- The Details field below will display the full additional billings history of the work order.
    - You can export the transactions that display in the window to a MS Excel spreadsheet by right clicking on the data in the tab and selecting Export grid contents to Excel. All transaction line items will display on the export, even line items that have not been expanded. This feature allows you to create a quick report of the additional billings history of a work order.

- Click the Save icon when the work order is complete.

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13 Print a work order.

- Click the Print icon to print the currently selected work order. This will open the Print Work Orders window.
    - If you would like to print multiple work orders, open the Print Work Orders window from the Work Orders palette (WO> Work Orders> Print Work Orders).
- Select a **Report Type** from the drop-down menu.
    - The Activity, Activity and Billing, Estimates, Estimates and Activity, Estimates, Activity, and Billing, and Summary report types will all display the same basic work order details. The selected report type will determine which additional columns will be displayed.
    - The Field Summary report type will display the Work Order Number, Reference Number, Description, Start Date, Due Date, and Address. If the Include Estimated Detail toggle is checked, a line item for each equipment and materials item in the estimate will be included. The report also provides a number of blank Additional Items lines that can be used by employees to enter any additional time, materials, or equipment usage on the work order.
- Specify how the report will be displayed in the **Sort By** drop-down menu.
- Check the **Print attachments** toggle to include the details associated with any attachments attached to the included work orders.

    - The attachment details that will be displayed include the file name, file type, description, date the file was attached, and work order or detail line item that the attachment was attached to.
    - This option will not be available when Field Summary is the selected report type.
- Check the **Print comments** toggle to print any comments attached to the included work orders.
    - The comment details that will be displayed include the user that created the comment, the date and time the comment was created, and the comment itself.
    - Comments are attached to work orders on the Comments tab (WO> Work Orders> Work Orders> open or create a work order> Comments tab).
- Check the **Include uncommitted detail** toggle to include any work order information associated with pending transactions.
    - Uncommitted detail line items will display in red on the work order Activity and Billing tabs (WO> Work Orders> Work Orders> open or create a work order> Activity and Billing tabs).
    - This option will not be available when Field Summary is the selected report type.
- Check the **Include estimated detail** toggle to display Equipment and Materials estimate details in the report.
    - This option will only be available when Field Summary is the selected report type.
- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You

can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).

- Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
- Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
- Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Spring-brook formatting found on the printed version of the report.
- Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

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14 Track any changes made to the work order.

- Click the Audit Trail icon  to open the Audit Trail window.
- Use the **Search Criteria** section to sort the displayed audit trail.
- The **Audit Trail History** section will provide details about any changes made to the work order including the date of the change, type of change made, user that made the change, and data table that was edited.

WO> Work Orders> Print Work Orders

Print Work Orders

Summary

The Print Work Orders window allows you to print multiple work orders at one time. You can print individual worker orders from the Work Order Maintenance window (WO> Work Orders> Work Orders> open a work order> Print icon ).

Follow this process to print a group of work orders.

Step by Step

1 Open the **Print Work Orders** window (WO> Work Orders> Print Work Orders).

2 Filter the work orders you would like to include in the report.

- The Filter tab is used to filter the work orders that will be included in the printing batch. Use the fields on this tab to filter work orders by number, who they are assigned to, due date, status, and type.

- Once you have entered the desired filter information, click the Add icon  to add all work orders that fit the search criteria to the data grid below.
    - If you change the filter criteria and click the Add icon  again, the previously added work orders will not be overwritten.

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3 Configure how the work orders will print.

- Select a **Report Type** from the drop-down menu.
    - The Activity, Activity and Billing, Estimates, Estimates and Activity, Estimates, Activity, and Billing, and Summary report types will all display the same basic work order details. The selected report type will determine which additional columns will be displayed.
    - The Field Summary report type will display the Work Order Number, Reference Number, Description, Start Date, Due Date, and Address. If the Include Estimated Detail toggle is checked, a line item for each equipment and materials item in the estimate will be included. The report also provides a number of blank Additional Items lines that can be used by employees to enter any additional time, materials, or equipment usage on the work order.
- Specify how the report will be displayed in the **Sort By** drop-down menu.
- Check the **Print attachments** toggle to include the details associated with any attachments attached to the included work orders.
    - The attachment details that will be displayed include the file name, file type, description, date the file was attached, and work order or detail line item that

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the attachment was attached to.

    - This option will not be available when Field Summary is the selected report type.

- Check the **Print comments** toggle to print any comments attached to the included work orders.
    - The comment details that will be displayed include the user that created the comment, the date and time the comment was created, and the comment itself.
    - Comments are attached to work orders on the Comments tab (WO> Work Orders> Work Orders> open or create a work order> Comments tab).
- Check the **Include uncommitted detail** toggle to include any work order information associated with pending transactions.
    - Uncommitted detail line items will display in red on the work order Activity and Billing tabs (WO> Work Orders> Work Orders> open or create a work order> Activity and Billing tabs).
    - This option will not be available when Field Summary is the selected report type.
- Check the **Include estimated detail** toggle to display Equipment and Materials estimate details in the report.
    - This option will only be available when Field Summary is the selected report type.

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4 Print the work orders.

- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
    - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Spring-brook formatting found on the printed version of the report.
    - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).