

Client & Contact Database



User Manual

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You can make contact with our support department in the following ways:

Telephone: (IRL) +353 (0)1 4597800 (UK) +44 8712843446

Email: support@relate-software.com

Opening Times for Support: 09:00 – 13.00 and 14.00 - 17.30

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CLIENT & CONTACT DATABASE

The Client & Contact Database is a central and fundamental part of the DRIVE system. It is where all of your client information is viewed and maintained. All of the contact and sub contacts are added here. Account information as well as extra information is also held under this section.

The Job structure which your firm assigns will also be maintained under this section of the program. It is vital that you are totally conversant with this section of DRIVE. Job setup is vital and you cannot have clients without jobs so discuss this with a Relate consultant as part of the implementation process.

CLIENTS, CONTACTS & PROSPECTS

From the Navigation Menu, select DRIVE Desktop and then choose Client & Contact Database. The Client & Contact browse will be displayed (see figure 1).

The screenshot shows the DRIVE (Version 2.1) software interface. The 'Client & Contact Database' is selected in the navigation menu. The main window displays a table of client records with columns for Code, Name, Address, Phone, Entity Type, and Type. Below the table, there are four summary sections: Database Summary, Client by Entity Type, Client by Entity Chart, and Client by Partner.

Code	Name	Address	Phone	Entity Type	Type
ANT01	Antiques (Universal) Limited	27 Blackstone Road Line 2	020 76544567	Company Limited By ...	Client
BUJ01	Batch Builders Limited	67 The Woodlands	01545 456789	Company Limited By ...	Client
BZG01	Bramtree Zoological Gardens	67 Forest Road	06754 654032	Company Limited By ...	Client
BK01	Bumfells Booksellers Limited	Rayleigh Lodge	020 85437654	Company Limited By ...	Client
TRT01	Charitable Trustees	67 Rutherford Avenue	020 85679543	Trust	Client
C022	Cheung Woh Ltd	23 Tuas South Street 1 Line 1 Line 2 Lin 3	065-68612804 Ext 21	Public Listed Company	Client
DNC01	Dot Net Consultancy	67 New End	03756 017510	Sole Trader	Client
SM01	Dr M Simmons Consulting	50 Bishops Road	04905 653498	Sole Trader	Client
EST01	Eastman's Estate Agency	111 The Ringland Estate	020 82347654	Partnership	Client
M011	Eric Cantona	5 Jubilee Walk	0044 123456789	Sole Trader	Client
EB01	Essex Bricks Company Limited	67 Woolmer Way	03456 345672	Company Limited By ...	Client
FLT01	Flats Limited	Ilford Business Centre	020 87230765	Company Limited By ...	Client
GAT01	Gatsby Antiques Limited	21 Old Street	020 76545678	Company Limited By ...	Client
GJ01	Guldford Jewellers	1 Gt Pound Street	06986 673451	Company Limited By ...	Client
HFA01	Harlow Financial Advisers (ABC Consulting) Limited	65 London Road	05076 439765	Company Limited By ...	Client
H023	Huseyin Ahmet	15 Carrigeendaniel, Caherslee,	066-7128429	Sole Trader	Client
D224	Jimmy Wang	1 Apex Corner	0044 987456321	Sole Trader	Client
KI01	Keg Inns Limited	New Brewery 20 Barrel Street	020 76340912	Company Limited By ...	Client
LLP01	Large Structural Design Partnership	1 The Bell Tower	020 86739401	Limited Liability Part...	Client

Database Summary

Active Clients	79
Closed Clients	0
Contacts	14
Prospects	5
Sub-Contacts	189

Client by Entity Type

Company Limited By Shares	50	CLS
Company Limited By Guarantee	3	CLG
Partnership	3	P
Limited Liability Partnership	2	OTH
Sole Trader	13	ST
Individual	10	I
Trust	3	T

Client by Entity Chart

CLG 3% OTH 7%
 CLS 58%
 ST 15%
 I 11%
 T 3%
 P 3%

Client by Partner

Laurence J Pyzer	3
Liam Murphy	32
Robert M Mansfield	21
Roland Royce	9
None	21

Figure 1

The Client & Contact Database Browse lets you view all your clients at a glance. At the bottom of the Client & Contact Database there is a summary view of the information that has been entered. The Summary includes the following;

- Database Summary
- Client by Entity Type
- Client by Entity Chart
- Client by Partner

You can hide the summary view by clicking the “Hide Summary” button (see figure 2).

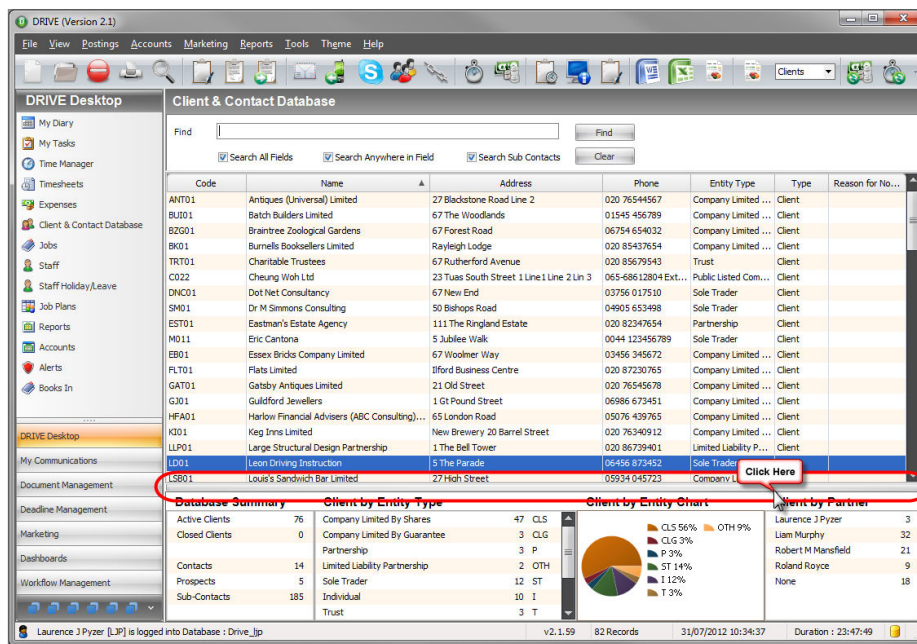
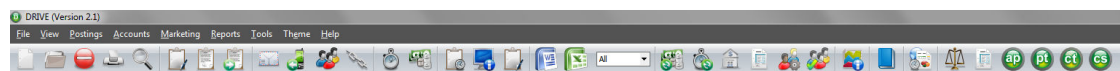


Figure 2

Note: You cannot edit what is displayed in the Summary View.

At the top of the Client & Contact Database browse you have the toolbar. The toolbar has a number of short cut icons:



- The **New** option displays the Add Client Details window and lets you enter a new client.
- The **Open** option displays the Edit Client Details window and lets you edit the client details for the selected client.
- The **Delete** option lets you delete a specific record. To delete a record, simply highlight and select the Delete button (If the Client has transactions you will not be able to delete until these have been deleted first).
- The **Print** option lets you print the details of the selected record on the screen.
- When you click the **Find** option, the Find window appears on top of the Client window. You type in some search information and click the Find Now button to begin the search.
- The **Jobs** option is used to display the job tab page for the selected client and add new job details for that client.
- The **Recurring Jobs** option is used to display the recurring jobs tab page for the selected client and add new recurring job details.
- The **Contacts** option is used to display the contact tab page for the selected client or add new contacts for that client.
- The **Links** option displays the Linked Clients window where all linked clients for the active client are displayed. You can also add new linked clients or delete existing ones from here (see Link setup under Links).
- The **Communications** option is used to display the communication tab page for the selected client and add new communication details for that client.
- The **WIP Ledger** option is used to view the WIP Ledger for the selected client.

- The **Fees Ledger** option is used to view the Fees Ledger for the selected client.
- The **Job Plans** option displays the Job Plans tab page for the selected client and adds new plans for that client.
- The Client **Status** option displays the Client Status screen.
- The **Mail Merge** option displays the Select Mail Merge Document window from which you can choose a mail merge document for the selected client. You can also add a new document by clicking the Add button.
- Select the **type** of clients to view from the drop-down list. You can view Clients, Contacts, Prospects or All.
- Click **Fees Allocation** to display the Fees Allocation window from where you can allocate previously unallocated receipts, credit notes or fees journals.
- Click **WIP Allocation** to display the WIP Allocation window from where you can allocate previously unallocated bills.
- Click **Client Bank** to display the list of bank names in which the client has an account.
- Click **Client Ledger** to view the list of receipts, payments and bank transfers for the client.
- Click **Client Deadline Date Set up** to view the list of deadlines for the client.
- Click **Fund Details** to view the list of fund for that client.
- Click **Books In** to view the books in for that client.
- Click **Workflow** to view the workflows and deadlines for that client
- Click **Trial Balance** to view the trail balance for that client (this link is dependent on having Relate Accounts Production and a set of accounts defined for the specified client)
- Click **Accounts Pages** to display the accounts pages for that client (this link is dependent on having Relate Accounts Production and a set of accounts defined for the specified client)
- Click **Accounts Production** to launch Relate Accounts Production (dependent on having Relate Accounts Production installed on the machine)
- Click **Personal Tax** to launch Relate Personal Tax (dependent on having Relate Personal Tax installed on the machine)
- Click **Corporation Tax** to launch Relate Corporation Tax (dependent on having Relate Corporation Tax installed on the machine)
- Click **Company Secretary** to launch Relate Company Secretary (dependent on having Relate Company Secretary installed on the machine)

To change from the Client list to the Contact or Prospect list, click the dropdown as shown in figure 3.

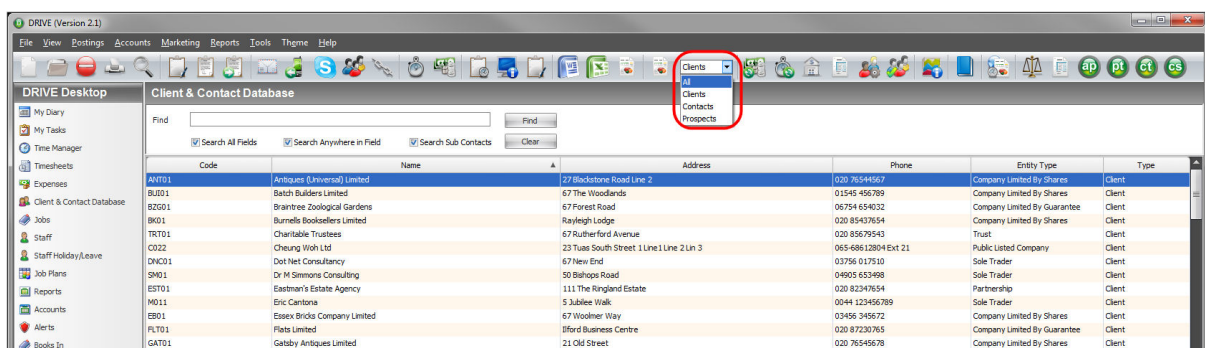


Figure 3

GENERAL INFORMATION TAB

To create a new client, click the new button as outlined earlier and the Add Client Details screen appears. The Add Client Details screen has a number of tabs with various sections of information; simply click each tab to see what is contained.

The Client General Details window holds information such as Name, Address, Phone Numbers and other primary contact details.

Entering Client General Details

From the View menu, choose the Clients option. The Client browse appears. Click New. The Add Client Details window appears showing the General tab.

Figure 4

Enter the following details:

Client / Prospect / Contact: Select whether the entry being made is for a client, a prospect or a contact. If **contact** or **prospect** is selected, then only the following tabs are displayed: General, Practice, Other Information, Communications and Contacts.

Note: When 'Allow Posting of WIP to Prospect' is enabled from Tools ► settings ► WIP Ledger, the WIP Ledger tab appears for Prospect

Entity Type: Select the entity type from the drop-down list. Alternatively, click the entity type lookup to display the Select Entity Type window

The following entity types are available: Company Limited By Guarantee, Company Limited By Shares, Individual, Limited Liability Partnership, Partnership, Sole Trader and Trust. The following fields are dependent on Entity Type.

- Company Limited by Guarantee & Company Limited by Shares: Company No., CT Ref., VAT No., PAYE Ref. field appears.
- Individual: NI No. UTR field appears.
- Limited Liability Partnership: LLP Reg. No., UTR, VAT No., PAYE Ref. field appears.
- Partnership & Trust: UTR, VAT No., PAYE Ref. field appears.
- Sole Trader: NI No., UTR, VAT No., PAYE Ref. field appears.
- User Defined: will display the same fields as the type it is based on.

Client Code: This field is enabled only if a Client is being entered. Client codes can be either manual or automatic. These codes refer to clients only and not prospects or contacts. In case of automatic coding, each code may be broken up into several segments. The client code can be based on up to six criteria, i.e. client name, office, partner, department, manager and a unique number generated by the system. For further details, refer to the DRIVE Setup document.

Other Ref: Enter any other reference for the client you want to maintain.

Business Name: Enter the name of the business or organisation. If a client with the specific name entered already exists, then the Conflict Search window appears. This displays the client with the same name. Click OK or Cancel.

File As: The drop-down list shows variations on the name. Select any one from the list. This determines how the client will be indexed and how it can be found in searches.

Name: This is only applicable to sole traders. Enter the name of the sole trader. Clicking the lookup displays an additional screen to add details on the individual such as Gender, Title, Forename and Surname, salutations (both formal and informal).

Group: Enter the name of the company, which is under the same group. Clicking the lookup displays the Select Client window. Select the client and click OK. Groups are used for Reporting purposes. Reports such as the Client Balances can be run by Group selection.

Address: Enter the client's address, using up to 256 characters. Select the individual tab to add the respective address.

- If the entity type is Company Limited By Guarantee or Company Limited By Shares, the addresses that can be added are Business, Billing and Reg Office.
- If the entity type is Individual or Sole Trader, the addresses that can be added are Business, Billing and Home.
- If the entity type is Limited Liability Partnership, Partnership or Trust, the addresses that can be added are Business, Billing and Other.

Town / City: Select the town or city from this drop-down list. Alternatively, click the Town/City lookup to display the Select Town/City window. For further details, refer to Lookups in the DRIVE setup document.

County: Select the county from this drop-down list. Alternatively, click the County lookup to display the Select County window. For further details, refer to Lookups in the DRIVE setup document.

Post Code: Enter the postcode.

Country: Select the country the client belongs to, from the drop-down list. Alternatively, click the Country lookup to display the Select Country window. For further details refer to Lookups in the DRIVE setup document.

Phone: Enter the client's main telephone number. Click the link to display the Check Phone Number window. Here, enter the numbers for country / region, city / area, then the local number and finally the extension. Click OK. The numbers entered are reflected in the phone box. Phone numbers can be used in the SMS module within DRIVE so it is important that you enter the number in the correct format. This is Country Code followed by the number.

Mobile: Enter the mobile number here. Click the link to display the Check Mobile Number window. Here, enter the number for the country / region and then the local number. Click OK. The numbers entered are reflected in the mobile box.

Fax: You can record a fax number here. Click the link to display the Check Fax Number window. Here, enter the numbers for country / region, city / area, then the local number and finally the extension. Click OK. The numbers entered are reflected in the fax box.

E-Mail: Enter the clients contact email address. Email in DRIVE auto assigns based on the Client email address.

Web: Enter the business website address here. The web address will automatically launch the web site if you are online. Email in DRIVE auto assigns based on the Client email but if no email address exists it will check for web addresses.

More.... : Click this button to display the Phone / Fax / E-Mail / Web window. Here, you can add two phone numbers, two mobile numbers, one fax number, two e-mails, a web address and two other contacts in addition to the existing numbers.

Contact 1: Enter the name of the main contact of the business. Alternatively, click the Contact 1 lookup to display the Select Contact window. Select the name of the contact and click OK. We have an option by which Contact1 will automatically be automatically picked up from client name. Please refer to DRIVE setup document.

Position: Select the main contact's position in the business. Alternatively, click the Position lookup to display the Select Position window. For further details, refer to Lookups in the DRIVE setup document.

Contact 2: Enter the name of the second contact of the business. Alternatively, click the Contact 2 lookup to display the Select Contact window. Select the name of the contact and click OK.

Position: Select the second contacts' position in the business. Alternatively, click the Position lookup to display the Select Position window. For further details, refer to Lookups in the DRIVE setup document. We have an option in Drive which will automatically pick up Contact1 in Mailing a bill or statement to Client, if the Position starts with a word 'Accountant'.

Source: Select from the drop-down list, where the client heard of the practice. The source may be Another Practice, Direct, Marketing, Partner Contact and Staff Contact. Alternatively, click the Source lookup to display the Select Client Source window. For further details refer to Lookups in the DRIVE setup document.

Campaign: Select the campaign from the drop-down list. You can also click the lookup to add a new campaign or to edit an existing campaign entry. The campaign window, which appears on clicking the lookup, shows all those campaigns that have been defined under Campaigns.

Referred By: Enter the name of the person who has referred the client. Clicking the lookup displays the Names window. Select the name of the client or contact that may have referred the new client / prospect and click OK. This will let you keep a track of any client or contact that is bringing in new business regularly.

Original Partner: Select the name of the partner from the drop-down list. Alternatively, click the Partner lookup to display the Select Partner window. Select the name of the partner and click OK.

Take on Date: Enter the date the client was taken on.

Business Type: Select the type of business from the drop-down list. Alternatively, click the Business Type lookup to display the Select Business Type window. For further details, refer to Lookups in the DRIVE setup document.

Year End: Enter the year-end date of the business. First select the year-end month and then the date.

Annual Return Date: Enter the annual return date of the business. First select the return date month and then the date. After the General Details have been entered, click the Practice tab to enter practice details for the client.

Note: It is important that you are consistent when entering data into the above fields as it will be used in other areas of DRIVE such as SMS, Data Mining and Mail Merging.

PRACTICE TAB

The **Practice Tab** displays the Billing defaults, Fees and WIP limits, Practice hierarchy e.g. Partners, Managers, Lead Staff and the services used by this client. **Office**, **Department** and **Manager** Boxes are enabled or disabled depending on the options set under Tools ▶ Settings ▶ General ▶ Setup (see documentation on DRIVE setup for more detail on this).

Figure 5

Entering Client Practice Details

Default Billing Code: Select the default billing code applicable to this client. Click the lookup to see the nominal analysis codes. This code when setup will appear automatically when posting bills to this client. For further details, refer to the DRIVE Setup documentation.

Default VAT Rate: Select the VAT rate from the drop-down list. Alternatively, click Default VAT Rate to display the Vat Rates window. Select a VAT rate from the list.

Currency: Select the currency code for the client from the drop-down list. This will default to the base currency. Alternatively, click the Currency Code lookup to display the Select Currency window. Only the Fees ledger is displayed in the base and other currency. For further details, refer to Lookups in the DRIVE setup document.

Credit Terms: Select the credit terms applicable from the drop-down list. Alternatively, click the Credit Terms lookup to display the Select Credit Terms window. For further details, refer to Lookups in the DRIVE setup document.

Settlement Days: You can give your clients a discount for early payment. If payment is received within the number of days you enter here, your client can qualify for a discount.

Settlement Discount (%): If you want to offer this client an early settlement discount, enter the percentage amount in this box.

WIP Discount (%): Select the WIP discount applicable from the drop-down list. This will allow you to offer discounts on WIP charge out rates. Alternatively, click the WIP Discount lookup to display the WIP Discount window. Select the WIP Discount you are looking for and click OK.

VAT Number: Enter the VAT Number.

Fees Limit: Enter the fees limit. This will allow you to define an amount at which the system will display a message stating that the limit has been reached.

Fees Budget: Enter a fees budget for the client or job. Clicking the Fees Budget link picks up the Fees Budget from Job Plans, if present.

Fees Budget Date: Enter the date for the fees budget that has been defined.

Fees Provisions: Enter a fees provision for the client for the year.

Fees Provision Date: Enter the date for the fees provision that has been defined.

WIP Limit: Enter the WIP limit. This will allow you to define an amount at which the system will display a message stating that the limit has been reached.

WIP Budget: Enter a WIP budget for the client or job.

WIP Budget Date: Enter a WIP budget for the client or job. Clicking the WIP Budget link picks up the WIP Budget from Job Plans, if present.

WIP Provisions: Enter a WIP provision for the client or job.

WIP Provision Date: Enter the date for the WIP provision that has been defined.

Office: Select the office from the drop-down list. Alternatively, click the Office lookup to display the Select Office window. For further details, refer to Lookups in the DRIVE setup document.

Partner: Use the drop-down list to select the partner. Alternatively, click the partner lookup to display the Select Partner window. Select the name of the partner and click OK. Partner selection is important as it can be used in a number of places in DRIVE such as Access Level, Reporting and Deadlines.

Department: Use the drop-down list to select the department the client belongs to. Alternatively, click the Department lookup to display the Select Department window. For further details refer to Lookups in the DRIVE setup document

Manager: Use the drop-down list to select the manager. Alternatively, click the manager lookup to display the Select Manager window. Select the name of the manager from the window and click OK.

Lead Staff: Select the name of the lead staff member from the drop-down list. Alternatively, click the lead staff member lookup to display the Select Staff window. Select the name of the lead staff member from the window and click OK.

Services Used: A list of all the services available is displayed here. Select all those services that the client is interested in.

Account Status: Select the account status of the client from the drop-down list. You can also define a status by clicking the lookup. For further details, refer to Lookups in the DRIVE setup document.

Reason: Enter the reason for the status selected.

Set By: Select which staff member took the decision to set the account status of the client / job / supplier. You can also select the name of the staff member from the Select Staff window, which appears on clicking the lookup.

Date Set: Enter the date the account status of the client was set.

Password: Enter the password for the individual client.

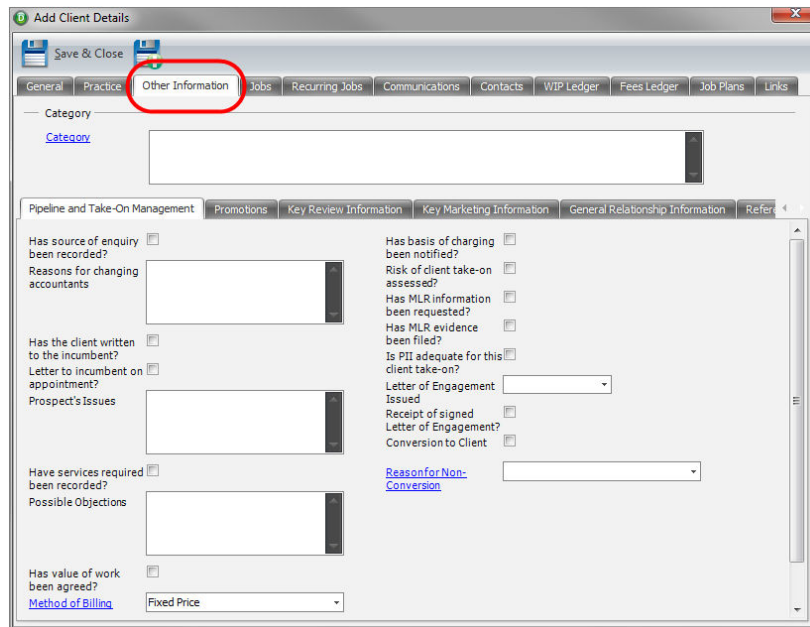
Confirm Password: Re-enter the password once again, to confirm the entry.

Note: The fields marked by asterisk (*) are mandatory.

After the Practice Details have been entered, click the Personal tab if the client entity type is Individual or Sole Trader, else click the Other Information tab.

OTHER INFORMATION TAB

The Other Information Tab displays additional fields of information that you can setup yourself about the client. As you can see from figure 6, many extra fields have been set up for this client, e.g. Pipeline and Take-On Management, Promotions etc. It is important you consider any additional fields before you set them up. The system does not come with any defined extra detail fields.



The screenshot shows the 'Add Client Details' window with the 'Other Information' tab selected. The window contains several sections of fields and checkboxes:

- General:** Category (text field)
- Pipeline and Take-On Management:**
 - Has source of enquiry been recorded?
 - Reasons for changing accountants (text field)
 - Has the client written to the incumbent?
 - Letter to incumbent on appointment?
 - Prospect's Issues (text field)
 - Have services required been recorded?
 - Possible Objections (text field)
 - Has value of work been agreed?
 - Method of Billing: Fixed Price (dropdown)
- Promotions:** (empty)
- Key Review Information:** (empty)
- Key Marketing Information:**
 - Has basis of charging been notified?
 - Risk of client take-on assessed?
 - Has MLR information been requested?
 - Has MLR evidence been filed?
 - Is PII adequate for this client take-on?
 - Letter of Engagement Issued (dropdown)
 - Receipt of signed Letter of Engagement?
 - Conversion to Client?
 - Reason for Non-Conversion (dropdown)
- General Relationship Information:** (empty)
- Refer:** (empty)

Figure 6

For more information on creating these fields, please refer to Other Information in the DRIVE setup document.

JOBS TAB

The Jobs Tab displays all the jobs that you do for a client. As we can see from figure 7, for this client jobs for Audit and Bookkeeping have been defined. Job codes can be defined by the practice.

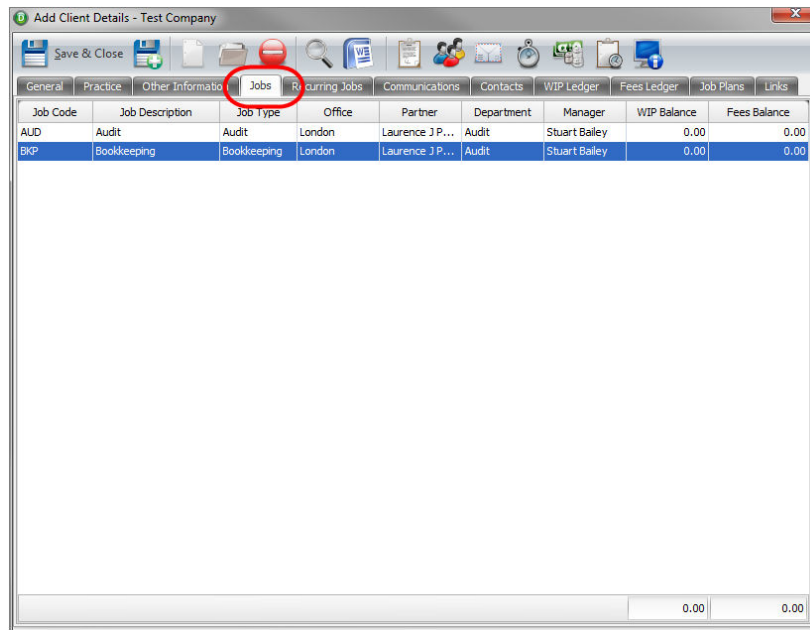


Figure 7

When you first create a Client you will be prompted to enter the jobs when you select the Jobs Tab (see figure 8).

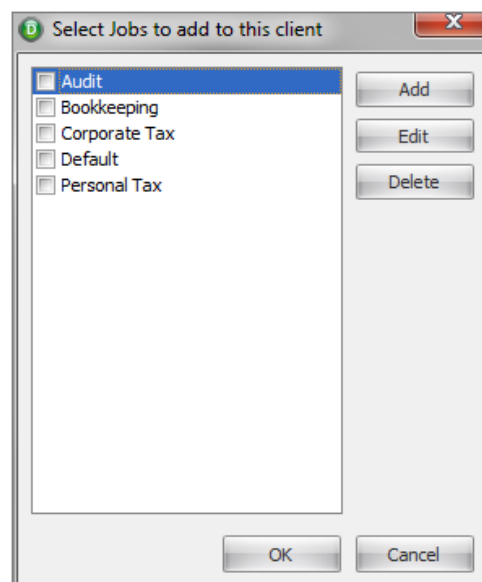


Figure 8

This prompt displays the list of Default Jobs defined in DRIVE, this prompt is dependent on the Default Job selections you have made in settings. For more information please refer to Default Jobs in the DRIVE setup document. If you do not wish to use any of these jobs simply select the cancel button to continue to the Job Tab.

Creating a New Job

To create new jobs select the 'New' icon from the Jobs toolbar, as shown in figure 9.



Figure 9

The Add Job details window will then be displayed (see figure 10). For detailed information on creating jobs, please refer to Job Setup in the DRIVE setup document.

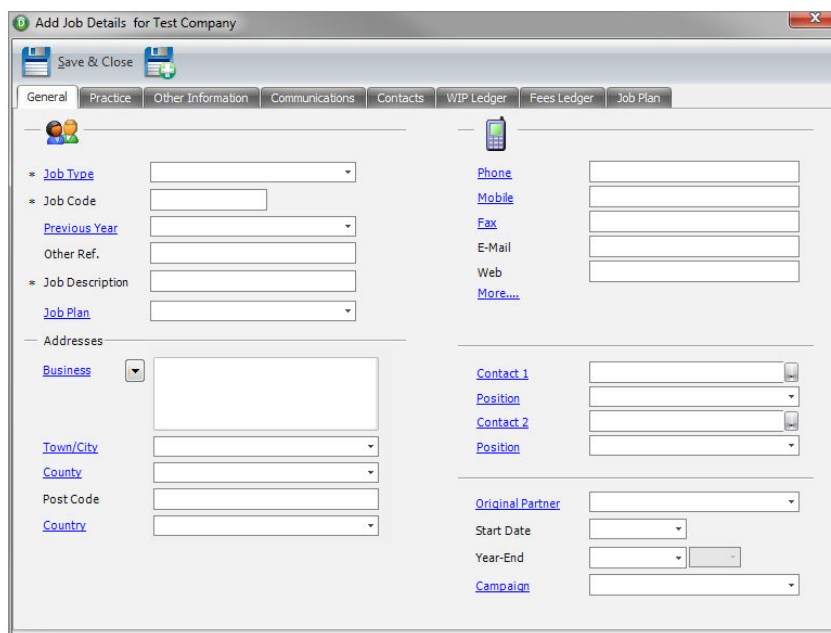


Figure 10

COMMUNICATIONS TAB

The Communications Tab displays all the communications associated with this client. For example, as we can see from figure 11, all client emails, memo's, phone calls and documents are all stored in a centralised database, available to anybody with an appropriate user access level. This is a key screen in DRIVE and shows historically every communication with the client.

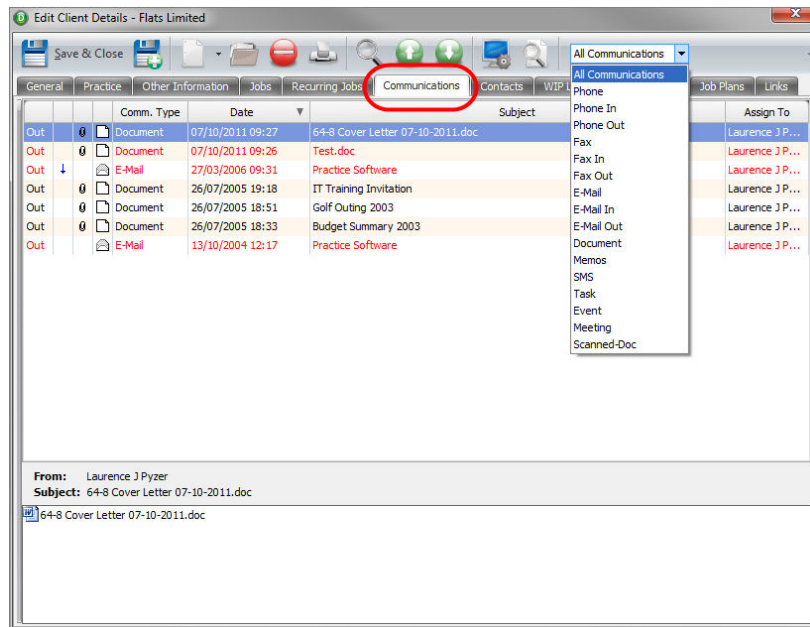


Figure 11

We can filter communications by selecting from the dropdown list of communication types.

- Red indicates an outstanding communication.
- Black bold means an unread communication.
- Light black indicates a communication that has been read.

For more information on creating communications, please refer to the documentation on Communications Management.

SUB CONTACTS

The Contacts Tab displays all the contacts associated with this client. We refer to these as the Client Contacts or Sub Contacts. You can create as many contacts as you wish for a client. There are a number of different types of Client Contacts you can create, each with their own unique information. The types include; Bankers, Company Secretary, Designated Member Directors, IFA, Member, Other, Shareholders, Solicitor, Tax Office and Vat Office.

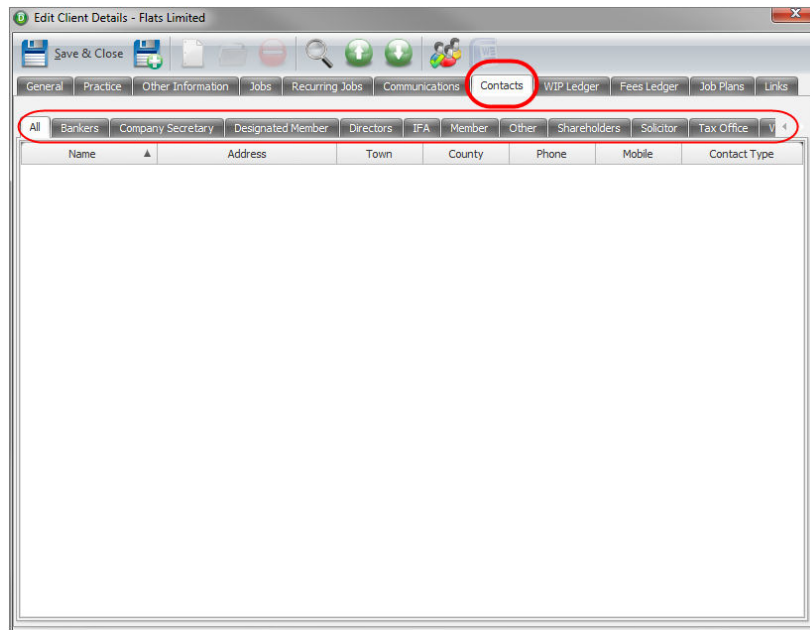


Figure 12

Creating a Client Contact

To create a new Client Contact, select the 'New' icon from the Contacts toolbar, as shown in figure 13.



Figure 13

The Add Contact Details window will be displayed (see figure 14).

The screenshot shows a window titled "Add Contact Details - Other". It has a standard Windows-style title bar with a close button. The window is divided into two main columns. The left column contains a "Contact Type" dropdown menu set to "Other", followed by text input fields for "Name", "File As", "Position", and "Job Title". Below these is an "Addresses" section with a "Business" dropdown menu and a large text area for the address. Below the address field are dropdown menus for "Town/City", "County", "Post Code", and "Country". The right column contains text input fields for "Phone", "Mobile", "Fax", "E-Mail", and "Web". Below these are checkboxes for "Send E-Mails" (checked), "Synchronise with iPhone", "Statutory Contact", and "Feedback Contact". At the bottom right of the window are "OK" and "Cancel" buttons.

Figure 14

Depending on the Contact Type you select there will be a different selection of fields available.

Send E-Mails: This option is associated with data mining in DRIVE. If you wish to email the result set in a created data mine only the contacts with this field ticked, will be emailed (see documentation on Marketing Management for more detail).

Synchronise with iPhone: This option is associated with the DRIVE iPhone App. Only contacts with this field ticked will be synchronised to the phone.

Statutory Contact: Field is available to query in data mining.

Feedback Contact: Field is available to query in data mining.

Populate the fields you want with the required information and select the OK button to complete the Client Contact setup.

WIP LEDGER

The WIP Ledger and Fees Ledger show the time and billing elements of the client. The WIP ledger shows the time and expenses generated against the client as shown in figure 15. The ledger card shows the date, type of WIP, job code, staff code and WIP values and displays the overall client WIP balance.

The screenshot shows the 'Edit Client Details - Flats Limited' window. The 'WIP Ledger' tab is selected. The 'Outstanding' view is chosen from a dropdown menu. The 'Show Unpassed WIP' checkbox is checked. The 'Cost Centre' is set to 'Combined'. The client details are: Client: FLT01 Flats Limited. Summary statistics: WIP Limit: 0.00, WIP Budget: 0.00, WIP Provision: 0.00, WIP YTD: 0.00, WIP Limit Exceeded: 1,076.25, WIP Budget Exceeded: 1,076.25, WIP Discount %: 0.00, WIP Last Year: 0.00. The main table lists WIP entries with columns: Date, Type, Bill No., Job, Staff, WIP, Description, Units, Amount, Billed, Unbilled, Balance. The bottom section shows summary statistics: WIP Balance: 1076.25, Unpassed WIP: 1352.00, Total WIP: 2428.25, WIP on Draft Bills: 0.00. A detailed summary table at the bottom right shows: Balance: 1076.25, Accrued: 0.00, Current: 0.00, Days 30: 0.00, Days 60: 0.00, +Days 90: 1076.25.

Date	Type	Bill No.	Job	Staff	WIP	Description	Units	Amount	Billed	Unbilled	Balance
09/02/2006	Time	2W012	AUD06	KM	A000	Audit	15.00	106.95	90.20	16.75	16.75
10/02/2006	Time		AUD06	KM	A000	Audit	30.00	213.90	0.00	213.90	230.65
13/02/2006	Time		AUD06	KM	A000	Audit	30.00	213.90	50.00	163.90	394.55
14/02/2006	Time		AUD06	TT	A001	Audit Planning	15.00	149.70	0.00	149.70	544.25
09/01/2012	Time		AUD06	LJP	A820	Pension Planning	3.00	228.00	0.00	228.00	772.25
10/01/2012	Time		AUD06	LJP	A820	Pension Planning	4.00	304.00	0.00	304.00	1,076.25
									140.20	1,076.25	1,076.25

WIP Balance	1076.25	Balance	Accrued	Current	Days 30	Days 60	+Days 90
Unpassed WIP	1352.00						
Total WIP	2428.25	1076.25	0.00	0.00	0.00	0.00	1076.25
WIP on Draft Bills	0.00						

Figure 15

The default view of the WIP Ledger is set to Outstanding. The drop down box in the centre allows you to change the default view. The following options are available: All, Time only, Expense only, Bill C/N & W/O only and Journal only.

Other options available include;

Show Unpassed WIP: Unpassed Entries will be highlighted in green

Cost Centre: Allows you to view only entries to the specified Cost Centre.

The bottom section of the WIP ledger screen displays the Totals and the Aged.

- WIP Balance: This is what is currently outstanding
- Unpassed WIP: WIP entries that have been posted but not yet passed.
- Total WIP: This is the Balance + the Unpassed Entries.
- WIP on Draft Bills; This is the current allocated WIP sitting on draft bills.

FEES LEDGER

The Fees Ledger displays the bills, receipts, credit notes issued and journals on a client. The ledger card shows the date, type, doc number, ref number, job code, financial values and displays the overall client Fees balance. You can also open the Word bill or credit note by clicking on the 'View Bill/Credit Note' button as circled in figure 16.

Date	Type	Doc. No.	Ref. No.	Job Code	£	Debit	Credit	Allocated	Outstanding	Balance
06/05/2006	Receipt	LD19	9	ALD06	-1,500.00	0.00	1,500.00	0.00	-1,500.00	-1,500.00
01/04/2006	Bill	RNV012	12	ALD06	0.00	2,350.00	0.00	0.00	2,350.00	850.00
					-1,500.00	2,350.00	1,500.00		850.00	850.00

Fees Balance	850.00	Balance	Unallocated	Current	30 Days	60 Days	90 Days+
Draft	0.00	850.00	-1500.00	0.00	0.00	0.00	2350.00
Total Balance	850.00						

Figure 16

The default view of the Fees Ledger is set to Outstanding. The drop down box in the centre allows you to change the default view. The following options are available: All, Bill only, Credit Note only, Receipt only, Journal only and Currency Adjustment only.

Other options available include;

Show Draft Bills/Credit Notes: Draft Entries will be highlighted in blue.

Cost Centre: Allows you to view only entries to the specified Cost Centre.

JOB PLANS

The Job Plans tab displays any Job Plans that have been created for this client. The browse shows the Job, Description, Job Type, Start Date, Finish Date, Office, Partner, Manager, Lead Staff and Staff.

Note: This has now been superseded by the DRIVE Workflow Module.

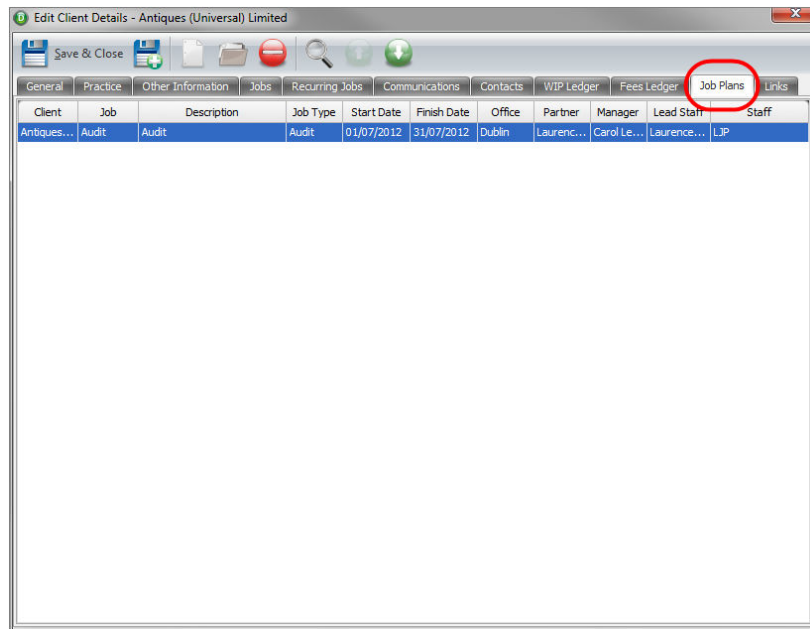


Figure 17

Creating a Job Plan

To create a new Job Plan, select the 'New' icon from the Job Plan toolbar, as shown in figure 18.



Figure 18

The Job Plan window will then be displayed (see figure 19).

Figure 19

Job: select the Job you wish to create the plan for. If you select a Job that already has a Job Plan you will be told, "Schedule for the Client/Job already exists".

Job Type: this field will be auto populated based on the selection made in Job. If no Job is selected you can choose the Job Type from the drop down menu.

Office: Select the office from the drop-down list. Alternatively, click the Office lookup to display the Select Office window. For further details, refer to Lookups in the DRIVE setup document.

Partner: Use the drop-down list to select the partner. Alternatively, click the partner lookup to display the Select Partner window. Select the name of the partner and click OK.

Department: Use the drop-down list to select the department the client belongs to. Alternatively, click the Department lookup to display the Select Department window. For further details refer to Lookups in the DRIVE setup document

Manager: Use the drop-down list to select the manager. Alternatively, click the manager lookup to display the Select Manager window. Select the name of the manager from the window and click OK.

Lead Staff: Select the name of the lead staff member from the drop-down list. Alternatively, click the lead staff member lookup to display the Select Staff window. Select the name of the lead staff member from the window and click OK.

Start Date / Finish Date: To add the Start Date and Finish Date you need to add a Staff Schedule to the Job Plan (see creating a Staff Schedule).

Notes: Allows you to enter notes.

Creating the Staff Schedule

To create a new Staff Schedule, select the 'New' icon from the Job Plan toolbar, as shown in figure 20.

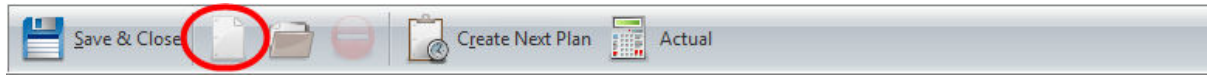


Figure 20

The Staff Schedule window will be displayed (see figure 21).

Figure 21

Staff: Allows you to select the staff member

Staff Grade: The Staff Grade will be auto populated based on the staff selection. If no staff is selected you can select the grade from the drop down menu.

WIP Analysis: Allows you to select a specific WIP analysis.

Activity: Allows you to select a specific Activity

Planned Start/Finish Date: Allows you to select your planned start and finish dates. This is a mandatory field.

Planned No Units: Allows you to enter the planned number of units. This is a mandatory field.

Chargeout Rate: Allows you to select a specific rate.

Rate Amount: Auto populates based on what rate has been selected but it can be manually changed.

Total Amount: Total based on Planned no. Units X Rate Amount.

Actual Start/Finish Date: Based on the dates of entries posted to the Staff member's timesheet for the specified Job..

Actual No. Units: Based on the number of units posted to the Staff member's timesheet for the specified Job.

Actual WIP Value: This is the value of the WIP postings made for this Job.

Estimated Unites to Completion: Auto populates based on what is entered into the ,Planned No. Units, field. This field can be changed manually.

Notes: Allows you to enter notes

Use Dates: If you tick the Use Dates option you can manually enter the Actual Start/Finish Dates.

Once you complete the setup, select the Save & close button to add the Staff Schedule. It will now be displayed in the Job Plan window (see figure 22).

Grade	Task	Start	Acti...	U...	Finish	Actual S...	Actual U...	Actual WIP V...	Actual Fi...	To Compl...	Variance U...	Variance
Part...	Bookkee...	01/07/2...		12...	31/07/2...		0.00	0.00		12.00	0.00	0.00

Figure 22

Select the Save & Close button to complete the Job Plan setup.

LINKS

DRIVE links clients by two options; Billing and Other.

The Billing option allows you to define client s who you wish to link together for billing.

The Other options allows to view communications of linked clients under the Communications tab (see figure 23)

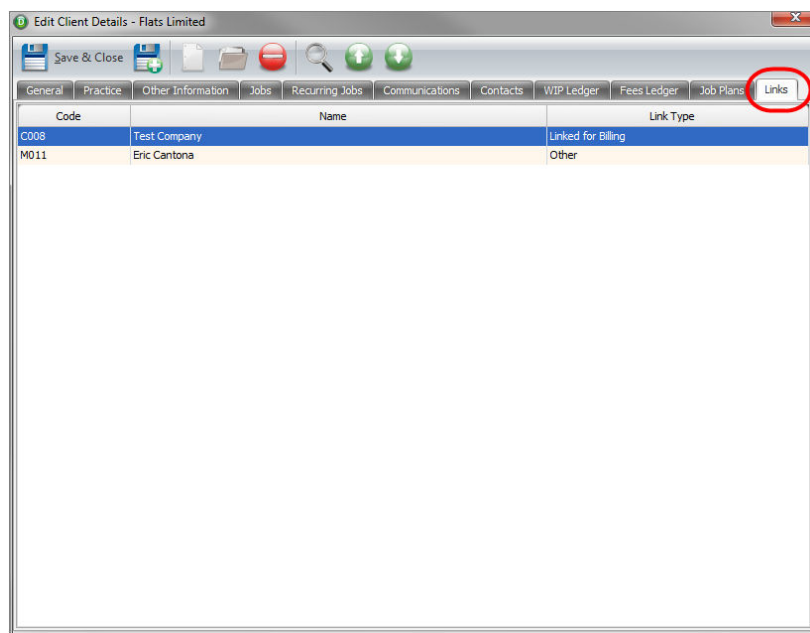


Figure 23

Creating links

To create a new link, select the 'New' icon from the Links toolbar, as shown in figure 24.



Figure 24

The Linked Client window will then be displayed (see figure 25).

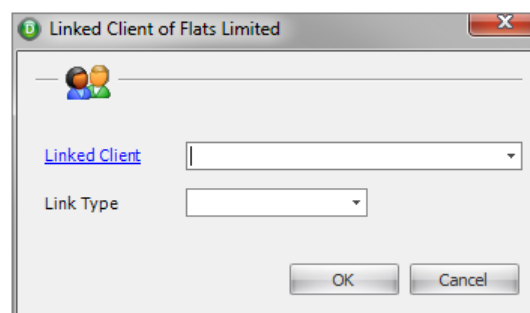


Figure 25

Simply select the client you wish to link to from the Linked Client field and the type for link you wish to create from the Link Type field. Once complete, select the OK button to complete the setup.

Note: The Clients who are linked to the main client will not display a links tab. It is not possible to link a client who is already linked.