



# Preparing for TrueXpro



**Cavendi Limited  
TrueXpro Manual**

**Preparing for TrueXpro**

**INTRODUCTION**

Migrating to TrueXpro Enterprise Resource software is a significant corporate decision often requiring the refinement of your business methods.

Considerable planning needs to take place before TrueXpro can be successfully implemented. A typical implementation is comprehensive. In most businesses, installation and deployment will take anywhere from 2-4 months.

Implementing TrueXpro requires one or more people with an intimate knowledge of your company, especially day-to-day hands-on experience. They will need to work closely with our enterprise analysts who can help them interpret your business processes.

Their first task will be to carefully review your company's activities in terms that describe how you conduct business and serve your clients. The primary purpose of this analysis is to define:

- What do you do for your Clients?
- What do your Suppliers do for your Clients?
- What do your staff do to help run your business?
- What do your Suppliers do to help you run your business?

To assist with this analysis, TrueXpro provides a powerful and flexible tool for classifying and organising content in many different ways, connecting all aspects of your business within one system.

Categorisation, sometimes referred to as tagging, is a unique feature of TrueXpro. Users can find and share relevant data faster and more efficiently, whether or not they created it or know where it resides.

Tagging also makes it easier to discover linkages between the various kinds of information stored across all modules of TrueXpro. Effective findability retrieves content in context and provides intuitive interaction between users and the content.

Categories are created using personal vocabulary rather than having to work with predefined terms or codes set up by an accountant. Using the same categories for all data capture reduces learning time, improves data integrity and reporting quality, and allows analysis of data from different sources.

By using TXP Categories you will soon notice an improvement on how you carry out your business in the world of today.

### **TrueXpro uses many types of Categories:**

- Business Transaction Categories (BTC)
  - Purchases Categories to record external resources (Suppliers)
  - Services Categories to track time (Staff)
- Agreement Categories to classify written contracts with Suppliers and Clients
- Assets Categories to designate items owned or serviced by your company
- General Classifications to group together people and projects into categories
- Payroll Categories; collective name given to the list of wages, deductions and taxes

The purpose of this document is to help you prepare for setting up the various categories in TrueXpro. Special attention will be given to Business Transaction Categories.

### **1. Business Transaction Categories (BTC)**

Business Transaction Categories manage record tracking across all modules of TrueXpro:

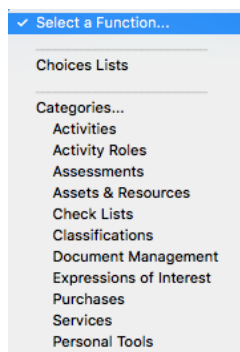
- Job Costing and Project Administration
- Supplier Services and Purchase Orders
- Customer Relationship Management
- Human Resources
- Accounting
- Workflow Management
- Communications

They provide exceptional flexibility for recording income and tracking expenses.

Here are some examples of where BTC's are used:

- Quoting on a Job
- Entering Timesheets
- Invoicing Clients
- Recording Accounts Payable (Supplier Invoices)
- Creating Work Orders, Purchase Orders and Change Notices
- Posting Banking and other Financial Transactions
- Creating Appointments & Assigning Tasks
- Diarising activities such as meetings, phone calls, sales leads and project status

Managing Categories is done through the Administration / Setup menu. From here you add categories for Agreements, Assets, Classifications, Payroll, Purchases and Services.



It is the 3<sup>rd</sup> and 2<sup>nd</sup> last two categories that we will concentrate on, Purchases and Services. These are used to define your business processes as either Contracted-Out or In-House Services.

**1.1 In-House Services (Service Categories)**

A service here means something that someone asks for and you provide to them that is measured in units of work. It can also be any activity a staff person does to help run your business. The level of detail you go into is largely up to you, but you need to make sure that all business activities are covered.

**Service Categories** hold the information on staff-time resources for a project or job. They are unique to each business and may be as general or as detailed as you prefer. Each service or activity a staff person performs is assigned to a broad category and can be further sub-divided into optional sub-categories. Categories are then linked to General Ledger accounts, allowing for a further level of analysis.

Service Categories should be used whether or not the service is chargeable. This provides a more ‘complete picture’ of what is happening in your business.

By using categories it is possible to track:

- How much time is being spent on a project by category
- Which staff are being used for specific tasks
- How your business interacts with Clients
- The hourly rate being charged for their service
- Where mistakes and errors are made

To arrive at a full analysis of your resources, something more needs to be said about tracking mistakes, errors and under-estimating. Mistakes cost you in terms of time, productivity and rework. Unfortunately, most people are reluctant to track errors and systematically under-report them. Why? Because mistakes make us feel bad. Additionally, many people are afraid that if they keep track of mistakes, management will come down hard on them. In reality, keeping track of mistakes, errors, and under quoting is a very useful thing. It helps you see where you can improve.

Here are some examples of Service Categories that are common to most business sectors. A more comprehensive list is available at the end of this document.

Administration	Analysis	Appointment	Bookkeeping	Budgeting
Clerical	Conference	Consultation	Coordination	Data Processing
Demonstration	Entertaining	Installation	Instruction	Interviewing
Meetings	Paperwork	Personal Time	Photocopying	Planning
Presentation	Project Management	Proposal Writing	Purchasing	Reception
Report Writing	Sales	Scheduling	Shipping	Support

Once you have defined your Categories, then you need to do the following:

- Determine the unit rate for each of the five Customer Pricing Types that each Service will be charged out at
- Identify which of your Staff are qualified to perform each Service
- Calculate the cost per hour for each Staff person
- Select the General Ledger Income account that the Service is to be linked to when billing the Client
- Determine the GST rate that the Service is subject to when billing the Client

Here is a sample screen shot of a Service Category where the broad category is 'Consulting and the sub-categories are 'Accounting' and 'Case Preparation'.

Edit Service Categories (1602)
**Consulting**
List ID: 00002
Close

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Item to Add: 
Add Sub Category

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Sub Category Name	Staff Cost	Charge Out Rates	GST Rate	GL Income AC
<p><b>Accounting</b></p> <p>Link To: <input style="width: 50px;" type="text"/></p>	<p>wstorms: <input style="width: 50px;" type="text" value="\$40.00"/> <span style="color: red;">-</span></p> <p>LS: <input style="width: 50px;" type="text" value="\$40.00"/> <span style="color: red;">-</span></p> <p>KP: <input style="width: 50px;" type="text" value="\$40.00"/> <span style="color: red;">-</span></p> <p>Donald: <input style="width: 50px;" type="text" value="\$24.00"/> <span style="color: red;">-</span></p>	<p>Standard: <input style="width: 50px;" type="text" value="\$50.00"/></p> <p>Educational: <input style="width: 50px;" type="text" value="\$0.00"/></p> <p>Corporate: <input style="width: 50px;" type="text" value="\$0.00"/></p> <p>Sales Type4: <input style="width: 50px;" type="text" value="\$0.00"/></p> <p>Sales Type5: <input style="width: 50px;" type="text" value="\$0.00"/></p>	<p>10.00 %</p>	<p><input style="width: 50px;" type="text"/></p> <p style="text-align: center;">4100 Bookkeeping</p>
<p><b>Case Preparation</b></p> <p>Link To: <input style="width: 50px;" type="text"/></p>	<p>wstorms: <input style="width: 50px;" type="text" value="\$40.00"/> <span style="color: red;">-</span></p>	<p>Standard: <input style="width: 50px;" type="text" value="\$100.00"/></p> <p>Educational: <input style="width: 50px;" type="text" value="\$0.00"/></p> <p>Corporate: <input style="width: 50px;" type="text" value="\$0.00"/></p> <p>Sales Type4: <input style="width: 50px;" type="text" value="\$0.00"/></p> <p>Sales Type5: <input style="width: 50px;" type="text" value="\$0.00"/></p>	<p>10.00 %</p>	<p><input style="width: 50px;" type="text"/></p> <p style="text-align: center;">4400 Consulting</p>

## 1.2 Contracted-Out Services (Purchase Categories)

To manage your business effectively, it is also necessary to track expenses. These include not only your own day-to-day running expenses (internal) but also those purchased for projects on behalf of your clients (recoverable costs).

**Purchase Categories** hold the information on what your Suppliers do for your Clients and what they do to help you run your business. They are directly related to the type of expenses your company incurs and may be as general or as detailed as you prefer.

Sometimes described as managed services or ‘outsourcing’, Purchase Categories are defined as business-to-business (B2B) services that are purchased from specialist providers (i.e. they are ‘contracted out’).

Each purchased resource is assigned to a broad category and can be further sub-divided into optional sub-categories. All purchase categories are then linked to both an expense account and an income account. This allows you to monitor and analyse the use of purchased resources and recoup part or all of such expenses from your Client.

Here are some examples of Purchase Categories that are common to most business sectors. A more comprehensive list is available at the end of this document.

Accounting	Advertising	Cleaning Services	Computer Repair	Construction
Courier Svcs	Debt Collection	Desktop Publishing	Equipment Servicing	Graphical Design
Internet Svcs	Landscaping	Legal Services	Marketing	Pest Control
Photography	Research	Security	Training	Website

Once you have defined your Categories, then you need to do the following:

- Estimate the unit rate for each of the five Customer Pricing Types that the contracted service will be charged out at <sup>1</sup>
- Estimate the unit cost that each contracted service will be purchased for <sup>2</sup>
- Select the General Ledger Income account that the contracted-out service is to be linked to when billing the Client
- Select the General Ledger account that the contracted-out service is to be linked to when recording the Supplier invoice <sup>3</sup>
- Determine the GST rate that the contracted-out service is subject to when billing the Client

Notes 1 & 2: Entering rates may not always be practical because estimating the value is difficult. Values may change depending on the Project & the Supplier from whom the service is purchased.

Note 3: Contracted-out services must be linked to a General Ledger account to handle the posting of Accounts Payable. Depending on the use of the purchased resource, the Category is linked to:

- An Expense account, if the purchase is to be used internally during the current financial year
- An Asset account, if the purchase is to be used internally but benefits future periods; ie inventory
- A Cost of Sales account if the purchase is to be used directly for the production of goods or services supplied to your Customers

Here is a sample screen shot of a Purchase Category where the broad category is 'Marketing' and the sub-categories are 'Advertising & Promotion', 'Printing', 'Restaurants' and 'Travel Expenses'.

Edit Purchase Categories (2302)

Marketing

List ID: 00100

Close

Item to Add:

Add Sub Category

Sub Category Name	Cost	Charge Out	GST Rate	GL Income AC	GL Expense AC
Advertising & Promotion	\$0.00	\$0.00	10.00 %	<input type="text"/> 4100 Sales - Commercial	<input type="text"/> 6120 Advertising & Promotion
Printing	\$0.00	\$0.00	10.00 %	<input type="text"/> 4100 Sales - Commercial	<input type="text"/> 6320 Printing
Restaurants	\$0.00	\$0.00	10.00 %	<input type="text"/> 4100 Sales - Commercial	<input type="text"/> 6350 Restaurants
Travel Expenses	\$0.00	\$0.00	10.00 %	<input type="text"/> 4100 Sales - Commercial	<input type="text"/> 6450 Travel



### 1.3 How are Business Transaction Categories Used?

There are three ways to link a Transaction to a Category:

- a. Enter a six digit Category Code directly into the Category Code field:

Purchase Category Code  Service Category Code

- b. or, Select an item from a Category Group pick list:

Purchase Category Code  Purchase Cat Group

- If the selected Category has an optional sub-category, the Sub Group pick list will be enabled, allowing you to choose a Sub Category:

Service Category Code  Service Category Group

Service Category Code  Service Category Group

Category Description

Notes

- 001-010 In House
- 001-020 On Site
- 001-030 Analysis

- c. or, if the Transaction is linked to another Transaction:

- Click the 'Link' button

- Select an item to link to

Select a Quote Line to link to...					
Qt N°	Line ID	Cat Code	Item	C	Description
00065	00237	105-020			Hardware — Cabling
00065	00238	105-040			Hardware — Computer Supplies
00065	00230	710-125			IT - Workstations

- The Category Code and Description will be automatically be entered.

Purchase Category Code  Purchase Cat Group

Category Description

The use of Category Codes is mandatory in all Project Management modules and if the transaction is to be linked to the General Ledger for accounting purposes.

The following chart cross references where the various Categories are used:

Mandatory

- Quote Details – 5, 6
- Change Order Details – 5, 6
- Worksheet Details – 5, 6
- Invoice Details – 5, 6
- Purchase Order Details – 5
- Accounts Payable Details – 5
- Bank Register Details – 5, 6
- Assets – 2
- Agreements – 1
- Payroll – 4
- Staff – 6

Optional

- Suppliers – 5
- Contacts – 3
- Worksheets – 3
- General Journal Details – 5, 6
- Diaries – 5, 6
- Tasks – 5, 6
- Emails – 5, 6
- Appointments – 5, 6
- Recurring Transaction Details – 5, 6

Agreements - 1, Assets – 2, Classifications - 3, Payroll – 4, Purchases - 5, Services - 6

## Addendum

This section provides lists of sample Service Categories for the following Business Sectors:

- Accommodation and Food Services
- Administrative and Support Services
- Arts, Education and Recreation Services
- Construction Services
- Educational Services
- Health Care and Social Assistance Services
- Information Services
- Information Technology Services
- Professional and Technical Services
- Real Estate, Rental and Leasing Services
- Remediation Services
- Transportation and Warehousing Services
- Other Services

### Services Common to Most Businesses

Accounting	Administration	Advising	Analysis	Appointment
Assembling	Assessment	Assisting	Banking	Bookkeeping
Budgeting	Certifying	Clerical	Communication	Conference
Configuration	Consultation	Coordination	Customisation	Data Processing
Demonstration	Development	Documentation	Editing	Entertaining
Evaluation	Facilitation	Forecasting	General Office	Implementation
Inspection	Installation	Instruction	Interviewing	Lead Generation
Lead Management	Mail Handling	Maintenance	Management	Marketing
Meetings	Monitoring	Negotiation	Ordering	Organisation
Orientation	Paperwork	Parking	Personal Time	Photocopying
Photography	Planning	Preparation	Presentation	Printing
Processing	Procurement	Production	Project Management	Promoting
Proofreading	Proposal Writing	Purchasing	Reception	Reorganisation
Report Writing	Research	Reviewing	Sales	Scheduling
Searching	Servicing	Setup	Shipping	Social Networking
Sorting	Statistics	Strategising	Studying	Supervision
Support	Teaching	Phone Answering	Testing	Training