adminsoft

Adminsoft Accounts User Guide

AutoManager

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Introduction

Adminsoft Accounts has two basic sets of terminology it uses, depending on where in the world it is installed. One set is based on USA accounting terminology, where for example the customer details

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and transactions are held in the 'A/c Receivable' ledger, while the other is based on UK terminology, where the same ledger would be referred to as the 'Sales Ledger'. This guide will use UK terminology, but with USA terminology in brackets after it.

AutoManager is actually two modules, both developed specifically for the auto trade. Although they may be suitable for other similar businesses (and are often used for none-auto trade activities). One module is called Parts Counter, and working in conjunction with Stock Control (Inventory), it handles the retail of parts and accessories. The other module is Service Counter, this deals with the servicing and repair of vehicles (or other pieces of equipment). It also works in conjunction with Stock Control (Inventory).

Parts Counter handles the following basic operations:

> Sales of goods over the counter.
> Printing of a receipt.
> Opening cash drawer.
> Recording quoted prices.
> End of day cash up.
> Raising a Purchase Order to buy goods specifically for a customer.
> Registering lost sales, including reason the sale was lost.

Service Counter handles these basic operations:

> Booking a vehicle or piece of equipment in for service or repair.
> Collection and delivery of vehicles/equipment.
> Booking in for MOTs or other tests.
> Booking in the arrival of a vehicle/equipment.
> Booking out parts to a vehicle/equipment.
> Recording the time technicians have spent working on the vehicle/equipment.
> Raising a sales invoice.
> Sending out reminders for tests and servicing.
> Maintaining a test/service history for a vehicle/equipment.
> Various reports are available to analyse the work by workshop and/or technician.

Although AutoManager is included as part of Adminsoft Accounts, it is not enabled by default. You have to enable it. This can be done during installation, when setting up your company/organization, or it can be done anytime later. To do it later, after starting Adminsoft Accounts, single click on your company/organization, and then click the 'Comp./Org. Details' button. You'll see the option for AutoManager in the section in the top righthand corner, make sure it's ticked. Click it if not, then click the 'OK' button in the bottom right corner. When you select your company/organization to work on it, you'll see that 'AutoManager' is now an option on the top menu bar, to the right of Stock Control (Inventory).

Parts Counter

This module is entirely dependent on stock items being entered into Stock Control (Inventory). That said, you can sell items (or a service) that are not in stock, you simply enter them directly into the sales invoice. Parts Counter and all related options (excluding reports) are in the 'Parts Sales' section of the AutoManager menu.

If you have already entered some stock items (see the guide on stock control for information on this), when you select the Parts Counter option, you'll see something like this:

This has defaulted to the customer account CAS001, which is a cash account setup specifically to handle miscellaneous cash sales over the counter. To set a particular account as the default, click on 'Setup' on the top menu bar, go down to 'AutoManager', and select 'Settings'.

If you are selling to a customer who has their own account (cash or on credit terms), enter their account code, or click the find button to locate them.

The list of stock items on the left always starts at the very first item in the list, this will be the item with the lowest stock code, alphabetically/numerically. You can search for a particular item by scrolling this list, or by entering the stock code, or the first part of the stock code in the '**Search for Stock Item**' input field, in the middle of the form, near the top. If you're using stock codes with a prefix to represent the supplier or manufacturer, and you include this prefix in the code you have entered, click the '**Stock Code With Prefix**' button to activate the search. If you ignored the prefix, and just entered the stock code or part of it, click the '**Stock Code Only**' button instead. If you don't use a prefix with your stock codes, you'll probably always use the '**Stock Code Only**' button. You can also search by the description of the item, by entering the first part of the description and clicking the 'Description' button. Whatever order the list appears in, the appropriate button will be highlighted.

If you're struggling to find the item you're looking for, click the '**Full Search**' button. This will display another form that allows you to do a thorough search for stock items.

As you can see, the Parts Counter form is pretty busy. The functions of the various buttons are as follows:

List Quoted Stock Items will display a list of stock items that have had their prices quoted to a customer (using the '**Add to Quote**' button). You can click on an item to select it.

List Previously Selected Items will display a list of all items that have been selected by clicking on them in the stock list on the left hand side. You can click on item to select it again. This function can be very useful.

Add to Quote adds the selected item to the list of items quoted. You can specify the price, and enter a customer name or reference.

Register a Lost Sale allows you to collect information on sales you missed. Perhaps because your price was too high, or you didn't have any in stock, or whatever the reason.

Order Stock puts you straight into the create Purchase Order option. You would create the P/O, and then click on the 'Details' tab to enter some customer details. Although this option can be used to raise any P/Os you wish, it's inclusion in the Parts Counter option is really for you to create the P/O for the supply of parts for a specific customer.

Images will display all images you have on file for the selected stock item. This can be useful if the item is not in stock, and you need to try and ascertain if you have selected the correct item.

Full Stock Item Details will display the stock item details form for the selected stock item. This can be useful for correcting any information, or to look for further information on the item.

Notes will display the notes for the selected stock item.

Alternatives will display a list of alternative items, as set up in the stock item details. As well as being able to select a stock item from this list, you can also add or remove items. This option is very useful if you are out of stock of one item, but think you may have an alternative in stock. The button will be highlighted if there are any alternatives set up.

Suppliers will list all suppliers for the stock item, as set up in the stock item details. You can add or remove suppliers from the list, and view/edit the item details for a particular supplier. The button will be highlighted if there are any suppliers set up.

Sales Analysis will display a basic analysis of the sales of the selected item. As below:

Sales History will display the sales history of the selected item. As per the next image:
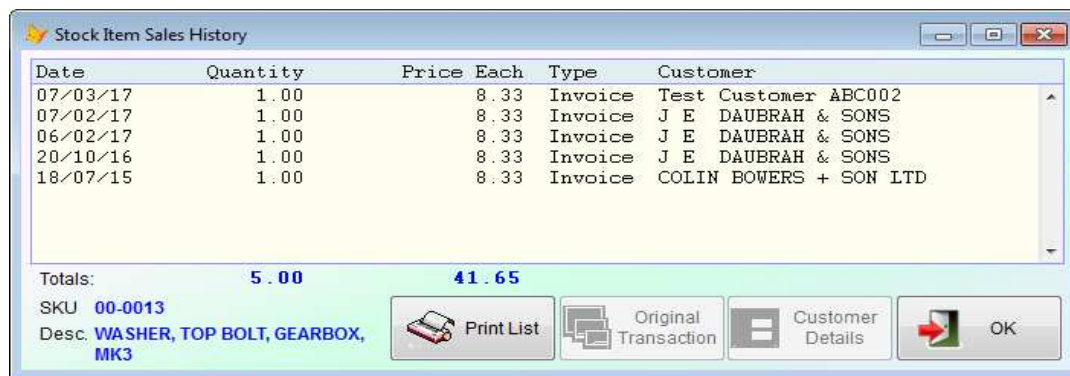
You can click on a sale and then click the '**Original Transaction**' button to view the sales invoice details, or click on the '**Customer Details**' button to view/edit the customer account.

Purch. History will display a list of your purchases of the selected item. As below:

Kit will display the details of all the items that go to make up the selected item. If the item is not a kit, this button will be greyed out. If the item is a kit, and there are none in stock, you can use this option to create some. Assuming there are sufficient parts available.

Enter/Chg Bar Code for Item allows you to enter the bar code for the item, or change its existing code. You would click this button, and either manually type in the bar code digits, or scan the bar code.

When using a bar code scanner to select items, you would just scan the bar code, and the item should be selected automatically. No need to click any buttons, or put the system into a 'bar code' mode or anything. However, this system does require that the **bar code scanner** is a keyboard wedge type. This is a type of scanner that plugs directly into the keyboard port in your PC. Most scanners now plug into the USB port, and so you must select a scanner that comes with keyboard wedge emulation software, or has keyboard wedge emulation software available for it.

Sell Part is the business end of Parts Counter. The button you will, hopefully, use a lot! This will display a small window allowing you to specify the details of the sale. As in the next screen image:

Sell Item	
Stock Code	00-0013
Description	WASHER, TOP BOLT, GEARBOX, MK3

Quantity	1.00	(negative number for a credit)
Retail Price	10.00	(Includes VAT)
Cost Price	0.15	(EXCLUDES VAT)
Discount or Markup?	Discount from Retail	
Discount from Retail	0.00	amount or 0.00 %
Price to Customer	10.00	per 2.00 items

[? Help] [✗ Cancel] [✓ OK]

Three things of note in this image. This item is priced per 2 items, and we're selling just 1. So, the price quoted is for 2. The '**Retail Price**' will appear in the sales invoice as it appears above, but the 'Amount' in the invoice will be exactly half (ie. 10.00 / 2). Also, I elected to store retail prices including VAT/Sales Tax, and so the prices above are quoted as inclusive of VAT/Sales Tax, although they will appear in the sales invoice exclusive of VAT/Sales tax, but then with a sub-total at the end for the VAT/Sales Tax amount.

When setting up the system, you will need to make a decision as to whether most of your customers will expect to be quoted prices exclusive or inclusive of VAT/Sales Tax (there is a setting in 'Setup' → 'AutoManager' → 'Settings'). Lastly, the other item of note is the discount. In this example there isn't any. But you can enter a discount based on an amount discounted from retail, or markup on cost, and either enter a fixed amount, or enter a percentage and the computer will work out the amount.

When you're happy with the details of the sale, click the '**OK**' button, and the item will be added to the sales invoice. But nothing is set in stone. If you decide the details are wrong, or your customer changes his/her mind, you can delete the item from the invoice. The item is not taken from stock until the sales invoice is posted to the customer's account (or the default cash account). This does raise an issue that you should be aware of. If you have two or more workstations running Parts Counter, and both select the same item, for which there is only one in stock, they will both be able to sell it. Setting the quantity in stock to -1. In practice, of course, only one person is going to physically get the item! In which case, you may then need to credit one of the invoices.

Default Cash Account will set the '**Customer account**' back to the default cash account.

Customer Details will display the account details of the selected customer account.

Open Till will open the cash till/drawer. It will expect you to enter a reason for opening the till. When printing a receipt, the till will open automatically. So, this option is not usually required when making a sale.

Hide Cost will make any cost figures, and options that would display the cost of the item vanish, or grey out in the case of any buttons. This is very useful if for some reason you need to show the computer screen to your customer. Once the '**Hide Cost**' button has been clicked, the caption on the button will change to 'Show Cost', and clicking it will bring the cost details back again.

Cancel Sale will clear the sales invoice, set the account back to the default cash account, and basically make the system ready for another customer.

Exclude VAT will display all retail prices exclusive of VAT/Sales Tax, if the prices were inclusive. If the prices already exclude VAT/Sales Tax, then the caption on the button will read **Include VAT**, and clicking it will display the prices inclusive of VAT/Sales Tax.

OK will exit the Parts Counter option. If it's part way through a sale, it will warn you and give you the option not to exit. If you do exit while part way through a sale, the details of that sale will be lost.

That covers the buttons in the '**Stock Items**' section of the Parts Counter form. The stock details that are displayed are pretty self explanatory. The lower part of the details shows the discounts that are available (if any). Please see the Discounts guide for a detailed explanation of how the discounts work. If a customer is set to receive a particular discount, it will be highlighted in this discounts section. Also, while in the example of the Parts Counter form shown above the discounts are simply called 'band 1', 'band 2' and so on, these can be given meaningful descriptions. Click on 'Setup' on the top menu bar, go down to 'Stock Control' (or 'Inventory'), and select 'Discount Band Descriptions'.

So, once we have used the '**Sell Part**' button to sell an item, we can select more items and sell them, or we can complete the sale. To complete the sale, you need to click onto the '**Invoice Text**' tab near the top of the Parts Counter form. This will display the sales invoice. The invoice operates much like creating a sales invoice directly from the Sales Ledger (A/c Receivable), but it does have a few extra buttons:

Save Inv. allows you to save the details of the invoice, but does NOT post it to the accounts system. There are several options within the Sales Ledger (A/c Receivable) that allow you to pick it up and start working on it again. But you cannot load it back up into the Parts Counter. Once it's saved, it's only accessible from the Sales Ledger (A/c Receivable). Also, the items will not be taken from stock until the sales invoice is posted.

Post Adv. allows you to post the transaction, such that any items will be removed from stock, but a sales invoice will not be created. Instead, an Advice Note is created and allocated to the customer account. This is useful where you have customer staff collecting items from you, and then every so often you can go into the Sales Ledger (A/c Receivable) and raise an invoice based on the Advice Notes (the option can create this invoice automatically). An Advice Note cannot be created for a cash account. No paperwork is produced when using the 'Post Adv.' button. But see the 'Print Advice' button below.

Post Inv. will post the sales invoice to the customer's account. But it will not print it out, see the 'Print Invoice' button below.

Print Delivery will print out a delivery note. However, this will be greyed out for cash accounts, as it's assumed that cash sales will be paid for at the point of purchase, and an invoice or receipt printed.

Print Advice will print an Advice Note. See '**Post Adv.**' above for an explanation of Advice Notes. If the customer account is a cash account, this option will be greyed out.

Print Invoice will print the sales invoice. This will post the invoice to the customer's account. If it's a cash account, it will ask for details of the payment being made.

Print Receipt will print out a receipt on your receipt printer, and open the till/drawer, if you have one. It can do this for account and cash customers. If it's an account customer it will ask if the customer is paying now, if it's a cash customer it will automatically request details of the payment.

NOTE: In the 'Customer Payment' form, if you click 'Cancel' this does NOT cancel the sale, it cancels the payment. If a receipt is being printed, it will print ** NOT PAID ** on the receipt.

Book Out will be greyed out if the customer does not have a vehicle or some equipment currently booked in for service or repair. If they do have something booked into the Service Counter option, the items on the sales invoice can be booked to the job. If they have more than one job, a list will appear allowing you to select a particular job.

Alternative Customer Address allows you to enter a different name and address for this sale. This will work regardless of the selected customer account, but is usually used when making sales via the default cash account. It allows to register who made the purchase. Otherwise the default cash account will contain just one long list of sales invoices and payments, with no way of identifying a particular sale, should it be necessary.

That really is all you need to know to handle sales in the Parts Counter option. Although, it does have two more tabs: '**Invoice Details**' and '**Invoice Costs**'. These are exactly the same as when raising a sales invoice via the Sales Ledger (A/c Receivable), and so I won't go into any detail here.

Cashing Up

Each workstation (if you have a network) needs to be cashed up separately. In the AutoManager menu, select the 'End of Day Cash Up' option. A form will be displayed looking something like this:

In this case, it's the first time the cash up has been run for this workstation, and it's been running a while. So you can see the various figures for takings are quite substantial! Normally, you'd run this option every day. But you can run it over any period you wish, we'd recommend no longer than a week, even if you don't do many retail sales.

You'll need to enter the '**Amount Banked**'. If using AutoManager, the payments will already be posted to the various Nominal Ledger (General Ledger) accounts as per the '**Payment Breakdown**'. If using the Shop/Cafe Manager module, it's this cash up option that will post the payments into the Nominal Ledger (General Ledger) accounts. You'll also need to confirm the '**Closing Balance**'. If the amount in the till varies, enter the amount you have in the till. The software will ask you why there is a difference (you may or may not know), and will post the variance into the Nominal

Ledger (General Ledger). The postings will be done once you click the **'OK'** button, so you can edit the figures if you realise you've made a mistake. But, once you clock **'OK'**, they're effectively written in stone. You could still make corrections via posting directly into the Nominal Ledger (General Ledger), but the cash up records themselves cannot be edited.

Cash Drawers and Receipt Printers

Usually the cash drawer (if you have one) plugs into the receipt printer. Hence there is only one output port to select when setting them up. The setup for a cash drawer and receipt printer is specific to the PC (and Windows login name if on a network), and NOT to the Adminsoft Accounts user. So for example, if you have two PCs that you're using for point of sale, and both have a cash drawer attached, you will have to do the setup on each PC. To do this, click on 'Setup' on the top menu bar, go down to 'Miscellaneous', and select 'Till & Receipt Printer'. The option is in 'Miscellaneous' and not 'AutoManager', because the Shop/Cafe Manager module uses exactly the same option. The form that appears will look something like this:

Note the **Computer ID** in the top left hand corner. This identifies the PC (in this case 'MIKE-PC') and the network login name (in this case 'Mike'). This is the unique identifier the software will use for this till/receipt printer setup. If someone else uses the same PC, but logs into the network under a different name, this option would need to be run again to create a till/receipt printer set up for them. These set ups are remembered, so only need creating once.

Till Number is the automatically generated reference number that will be used in any transactions connected with this till/receipt printer.

'N/L' is short for Nominal Ledger, and so in most countries this will actually appear as **'G/L'** (ie. General Ledger). There are three input fields for N/L accounts, and they will all have default values automatically set up for you. These can of course be edited if you wish.

N/L Bank A/c is the bank account that will be posted to when money from the till is banked during the cash up procedure.

N/L Till (float) A/c. Is the account holding the balance in the till.

N/L Sales A/c. Is the account used to post sales. However, this is ONLY used in the Shop/Cafe Manager module. It is not used in AutoManager, as this module posts in accordance with the Sales Analysis code associated with the stock item or service/job type.

Department requires a department code, even if you only have one set up. There is a default department code of '**ANY**'.

Output Port allows you to specify which physical computer port your till printer is attached to. This will usually be 'COM1' or 'LPT1'. These are for serial printers or parallel printers. If you have an old till printer, it may use a serial port (either COM1 or COM2). Note, you will have to setup the serial port in Windows to match the settings on your printer. This includes the port speed (referred to as the Baud rate), number of data bits, stop bits, etc. Parallel and USB ports are a lot easier!

Modern receipt printers connect to the computer via a USB port, or wirelessly and so are available over your local network. Either way, you will need to set up the printer in Windows. Just follow the instructions that come with your printer. In the case of these printers, leave the '**Output Port**' input field blank, and instead select the Windows printer in the input field '**or Printer**' below (click on the little down arrow to select from the list of available Windows printers).

If you are just testing the software, rather than wasting paper you can leave both the '**Output Port**' and '**or Printer**' input fields blank. Then after making a sale the text of the receipt gets displayed on screen.

You can output the receipt text to a file if you enter a file name in '**Output Port**'. This is very limited though. The file name needs to include a full stop, for example: TEST.TXT And the total maximum length of the file name is 8 characters, *including* the full stop and extension. No drive or folder can be specified, the file gets written into the 'temp' folder in the folder that Adminsoft Accounts is running from (usually 'Adminsoft Accounts'). The contents of the file will get overwritten each time a receipt is 'printed'.

If no output port or Windows printer has been specified, of course the cash drawer won't work, as it receives it's commands via the receipt printer.

Width of printer is normally set to '58mm (32 characters)'. This tends to be a standard width for receipt printers. But some printers are 'oversize', and so the other option is '80mm (40 characters)'.

Roll Out Lines allows you to specify a number of blank lines to appear at the end of the receipt. On most receipt printers, because the paper is on a continuous roll, when the receipt is printed the last line will still be in the printer, just above the print head, but probably below the tear off point. So the **Roll Out Lines** feature allows you to force the printer to roll out the receipt for a given number of lines so it's in the correct position to be torn off.

Open Cash Draw allows you to set up the control codes to open your cash draw. This is a series of one to three digit numbers (value must be in the range 0 to 255), separated by a comma. Each number is an ASCII code. The default numbers that appear (27,7,10,10,7) are the most commonly used and may open your cash drawer. If they do not, you will have to get the control codes from

your user manual or the internet. If searching on the internet, search for 'receipt printer control codes'. Some other common codes are:

Citizen: 27,112,0,50,250 or sometimes just one digit 7
Epson: 27,112,0,25,250 or 27,112,0,64,240 or 27,112,48,55,121
Star: 27,7,11,55,7 or 27,112,49,7 or 27,7,10,50,7

If you don't have a cash drawer attached to the receipt printer, leave this input field blank.

Activate Cutter operates in the same way as **Open Cash Draw** above. Except its intended function is of course to activate the paper cutter on the printer. When a receipt is printed, this cuts the paper for you. Saves having to tear it off manually. If your printer does not have a cutter, clear out any numbers in this input field and leave it blank. Some common codes are:

Citizen: 27,105 or 27,109
Epson: 27,105 or 27,109 or 27,121 or 27,112,0,75,250
Star: 27,100 or 27,105 or 27,100,48 or 27,100,51

Kitchen Printer section is for the Shop/Cafe Manager module only. It allows a separate printer to be set up for instructions to go to the kitchen. If you're just using the AutoManager module, this section will be greyed out.

Notes is intended for you to make any notes you wish about the till setup. These notes do not get printed on the receipt, or anywhere else. If you want to create a note that will appear on the receipt each time it's printed, the option to do this is in the Shop/Cafe Manager Setup Variables & Defaults option. So, I'm afraid this option, is not available to you when using the AutoManager module.

Enter Opening Balance does exactly that. It allows you to say how much money you intend to keep in the till (ie. the 'float'). Ideally, you should enter this when you set up the till. But the system will allow you to back date it, and change the opening and closing balances of each cash up that may have been done for this till accordingly.

The **Test Print** button will print a test receipt, so you can check you have set it up correctly.

The **Test Draw** button will attempt to open the cash drawer, so you can check you have set it up correctly.

The **Delete** button will delete the till/cash drawer set up record. You would only use this option if you knew the PC and/or network login were not going to be used again. But the setup record takes up very little disk space, and would not get in the way if it was created and never used. So, it's questionable whether a delete button is even necessary!

One thing I should mention, just in case you're not aware. When I refer to a **'find'** button, it won't usually say **'find'** on it. Instead it'll have a graphic that looks like a magnifying glass, like this:

You'll find **'find'** buttons like this throughout Adminsoft Accounts.

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Service Counter

As the name suggests, this is all about handling the servicing, testing, and repairs of vehicles and/or items of equipment.   To organize a service/test/repair, the vehicle/equipment must belong to a customer (ie. associated with a customer account), and then booked into a workshop.

You can have as many workshops as you wish, though in practice this tends to be between one and four, depending on how large your organization is, of course. You can specify the available time each day for each workshop. However, you need to be aware this is a fixed amount for each day. So, if a technician is on holiday, or off sick, you cannot reduce the available workshop time for a specific period.

A booking (often referred to as a 'job') can contain one or more tasks (these are also sometimes referred to as 'jobs'). For example, a vehicle may be booked in for a service and a brake repair, so although one job would appear in the workshop schedule, it would in fact be two jobs (or 'tasks'). The total time for these would be shown, and deducted from the available time in the workshop. Each job, even repairs, needs to be predefined, along with an estimated time to complete.

You can set up vehicle/equipment types, such as 'car', 'small van', 'lawn mower', etc. As well as vehicle/equipment makes (to help identify the vehicle/equipment). These can be setup when entering a new vehicle/equipment. It also maintains a list of vehicle/equipment models, these can be created when entering a new vehicle/equipment, or from the 'Equipment/Vehicle Makes' option in setup.

Now you have a very brief idea of what the Service Counter module is about, we'll look at the first thing that needs to be done, setting it up.

Setting Up

Click on 'Setup' on the top menu bar and go down to 'AutoManager'. All the options in there, except '**Settings**' are for setting up the Service Counter. So, lets pick the first one, if you click '**Equipment/Vehicle Types**' you'll get a form similar to this next image:

When you install the software, only 'CAR' and 'VAN' will be setup for you. But as you can see in the list above, we've set up quite a few.

To create a new type of vehicle/equipment, click the '**New Eqp/Veh**' button. The '**Code**' must be unique. Enter the '**Description**' for it, and select a job sheet format. There are three possible formats, which one you select depends on the nature of the type of vehicle/equipment you are entering. There is a '**General**' one, another more suited to cars and lorries, and another more suited to items of equipment or plant.

The section "**Description of each data field, leave blank if field not required**" allows you to specify whether a particular vehicle/equipment type needs additional information. For example, in '**Char 1**' you could enter 'Front – Tire Size' and in '**Char 2**' you could enter 'Rear – Tire Size'. Then when viewing the details of a particular vehicle/equipment, two additional input fields would appear, one for 'Front – Tire Size' and the other for 'Rear – Tire Size'. You can specify up to 8 extra input fields that can carry character data, and 8 input fields that are only for numeric data. This facility is very useful, as different types of vehicle/equipment do have different requirements.

The default data required for a vehicle/equipment is '**Type**', '**Make**', '**Model**', '**Reg/ID number**', '**Engine serial number**', '**Chassis serial number**', and year of manufacture. So, if you need to record any other information, you can ask the software to do so by using the "**Description of each data field....**" discussed above.

Each vehicle/equipment can have services and tests automatically scheduled if you wish. You can create a default schedule in the '**Default Service/Test schedule**' section. This will not create a schedule for a vehicle/equipment, but will create the details to allow you to easily automatically create a schedule in the vehicle/equipment details form.

The next setup option we'll look at is '**Equipment/Vehicle Makes**'. This is a simple list of vehicle/equipment manufactures. Once it's created (and new makes can be added when a new vehicle/equipment is being added), you can select a make in this option, and then click the '**Show Models**' button to view a list of models (which can also be created here or when a new

vehicle/equipment is being added).

A list of makes may appear something like this:
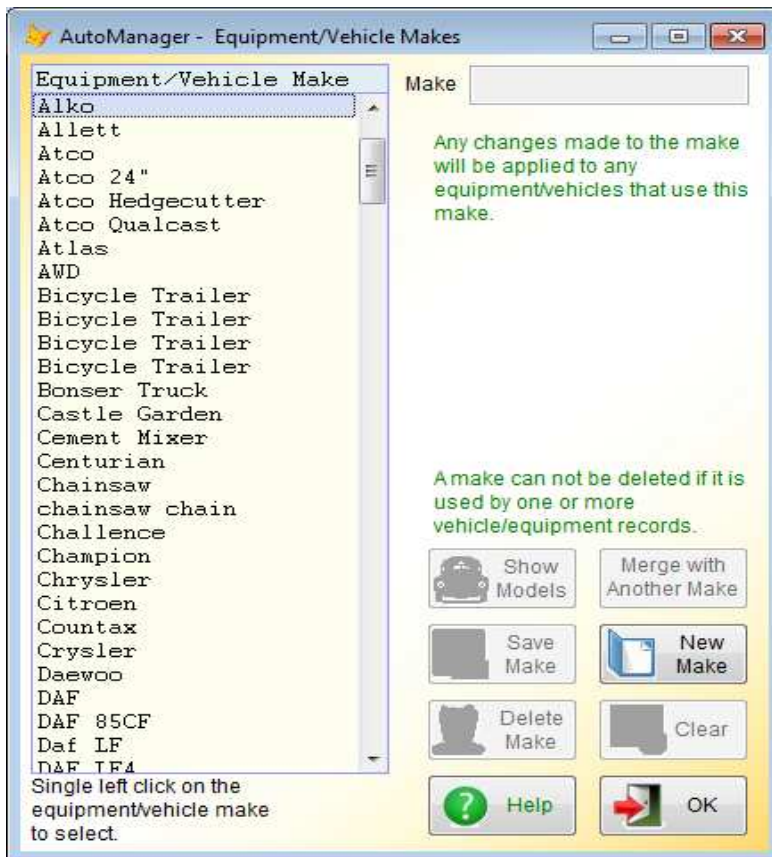
We've set up quite a few already (by default, this list will be empty). Note, some makes are duplicated in our list (this can happen when entering new vehicle/equipment). If it does, you can use the '**Merge with Another Make**' button to merge two makes together.

To view or enter models, select a make, and then click the '**Show Models**' button. We clicked on 'DAF' in the above list, and could view the models we've entered, see the next screen image:
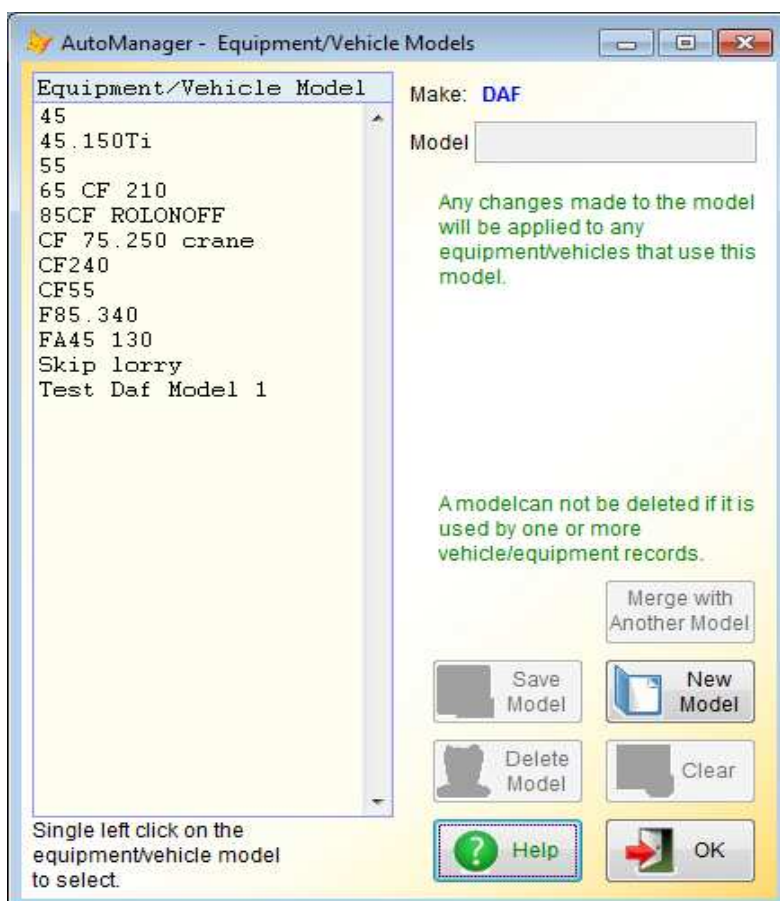
I suspect DAF have a lot more models than we have set up here! But these are just the models we've been using when testing the Service Counter software. As per the vehicle/equipment makes, if you end up with two models the same, you can use the '**Merge with Another Model**' button to merge them, and reduce the number to one.

Next up is the '**Workshops**' option. As the title suggests, this is for creating and maintaining your workshops. You may only have one, most users do, but there is virtually no limit to the number of workshops you can create if you wish. You may, for example, have technicians running around in vans servicing equipment that cannot be moved easily. You could set up each van as a workshop, in order to control the flow of work done by each.

There is one workshop called '**Main Workshop**' set up as standard when the software is installed. The '**Workshops**' option will look something like this:

In this case, we've already clicked on our one workshop '**Main Workshop**'. You can see it has some available hours setup. Eight hours a day, Monday to Friday. Obviously, if you have more than one technician in a workshop, you're going to have more hours. Maximum hours per day is 99,999 So quite a lot.

The '**Select Color**' button allows you to choose a color for this workshop that will be used when viewing some of the schedules. It makes it easier and quicker to identify workshops. Though to be honest, I'm not sure how many people bother to use it.

Below is the '**Job/Service Types**' option:

As you can see, we've entered a lot of service types in here, so you can get a good idea of what it should look like. We've also clicked service type 'vehicle check'. You can see the details of this on the right hand side. Some job/service types are applicable to any workshop, in which case the '**Workshop**' input field can be left empty, where as some are only carried out in a specific workshop (as in this case, 'top shop' has been selected).

'**Equip/Veh**' input field is used if the job/service type is specific to one type of vehicle/equipment. Many are, for example servicing the brakes on a 40 ton lorry is likely to be more time consuming than on a small family car. This field can be left empty.

'**S/Anlysis**' input field is for the Sales Analysis code that should be associated with this job type. This is mandatory, as the Sales Analysis code is eventually used when the job has been completed and a sales invoice is being raised. It's the Sales Analysis code that determines the Nominal Ledger (General Ledger) sales account to be posted.

'**VAT Code**' or it may be '**Tax Code**' input field is of course for the VAT/Sales Tax code. This input field is also mandatory, as it's used when the job has been completed and a sales invoice is being raised.

'**Hrly Rate**' input field is for the hourly rate you would normally charge for this type of job. It can be left empty if you wish. You'll get the opportunity to edit it when entering the job for a vehicle/equipment.

'**Est.Hours**' input field is to allow you to set a time (in HH.MM) you think the job should take. It can be left empty if you wish. You'll get the opportunity to edit it when entering the job for a vehicle/equipment. This is particularly useful when scheduling services/tests, as the software will use it to work out if the workshop has the available capacity on any given day to handle the job.

'**Notes**' is for your use only. They do not get printed out on job sheets or invoices.

The '**Select Color**' button allows you to select a color for this particular job type. We recommend you seldom use it, but just use it for those jobs that need to grab the user's attention when looking through a workshop schedule.

The next option in AutoManager setup is '**Change Job Status**', this produces the small form below:

This simply allows you to change the status of a job. When a job is finished, it cannot be 'unfinished' from the normal job options, and so this facility exists to allow a user with sufficient access (ie. supervisor probably if they can access the setup options) to change the status of the job.

Next we have 'Settings'. This option will look something like the following image:

Adminsoft Accounts Basic User Guide – AutoManager

Unfortunately, the image is a bit wide to fit on this page, so it's not terribly clear. You may have to open the actual form in your copy of Adminsoft Accounts to get a proper look.

Anyway, as you can see, the top section deals with **Parts Counter**. This option was discussed first, although I didn't cover this set up option. So, will go into a little detail here.

'**Default cash account**' is the customer account that will be automatically selected when you go into the Parts Counter option. This would normally be some sort of miscellaneous cash account you may have created specifically for general retail sales. This is just the default account. When running the Parts Counter option, you can change it to any account you wish. So, if a customer who has a credit account comes into your shop, you can simply select their account.

'**Default department**' is used for sales invoices created in the Parts Counter option. Can be edited in Parts Counter before the invoice is posted if you wish.

'**Default invoice description**' is used for sales invoices created in the Parts Counter option. Can be edited in Parts Counter before the invoice is posted if you wish.

'**Overriding Sales Analysis**' will override any Sales Analysis code set up in the stock item details for the item/s being sold. This option is rarely used, but if you want all Parts Counter sales to be posted to one particular Nominal/General Ledger account, this is how it's done.

'**Default invoice none-stock line**' allows you to set up a default Sales Analysis code and a VAT/Sales Tax code that will be used when entering items directly into a sales invoice in the Parts Counter option that are not in the stock database.

I'll now work through the **Service Counter** section:

'**Default cash account**' is not used at this time. By default, it's normally set to the Miscellaneous cash account automatically created then the ledgers are created.

'**Default department**' is used when a job has been completed and a sales invoice is being raised. This can be edited in the invoice details before it's posted.

'**Job Card Format**' allows you to select one of three different formats. This is the default used when creating a new vehicle/equipment type.

'**Max. for back dating jobs**' allows you to set a limit on how far back a job can be back dated. Sometimes, a job is completed without actually being booked in. It still needs to go through the system, and so the software will allow you to book in a job on a date that's past, but how far back it'll allow you to go depends on this setting.

'**Del/Collect Print Prompt**' when set to '**Y**' will prompt the user looking at the details of a job booking to print out the delivery/collection sheet for the vehicle/equipment (if collection/delivery has been booked in).

'**Test/MOT Print Prompt**' when set to '**Y**' will prompt the user looking at the details of a job booking to print out a test sheet, if the vehicle/equipment has been booked in for a test.

'**Service/Test Reminders**' this is used to set the start line for a report that lists the services/tests you have scheduled for a particular vehicle/equipment. Useful if the report is printed on your letter headed paper to be sent to your customer.

'**Overriding Sales Analysis**' will override the Sales Analysis code associated with any particular job type. But NOT any parts booked out to the job.

'**Message to appear on receipt**' is exactly that. This is used in Parts Counter when printing a receipt. This message will appear at the bottom.

'**Parts invoice message**' will appear on all sales invoices produced from Parts Counter (assuming the invoice layout has the data field for messages, as this can be removed).

'**Service invoice message**' will appear on all sales invoices produced from Service Counter (assuming the invoice layout has the data field for messages, as this can be removed).

That completes the options for setting up Parts Counter and Service Counter. We'll now get into the details of how to handle jobs.

Booking in a Job

In the AutoManager menu, in the '**Workshop/Service Sales**' section, you'll see a number of options. The first option is '**Book In For Service/Test**'. When selected, you'll get a form something like the following screen image:
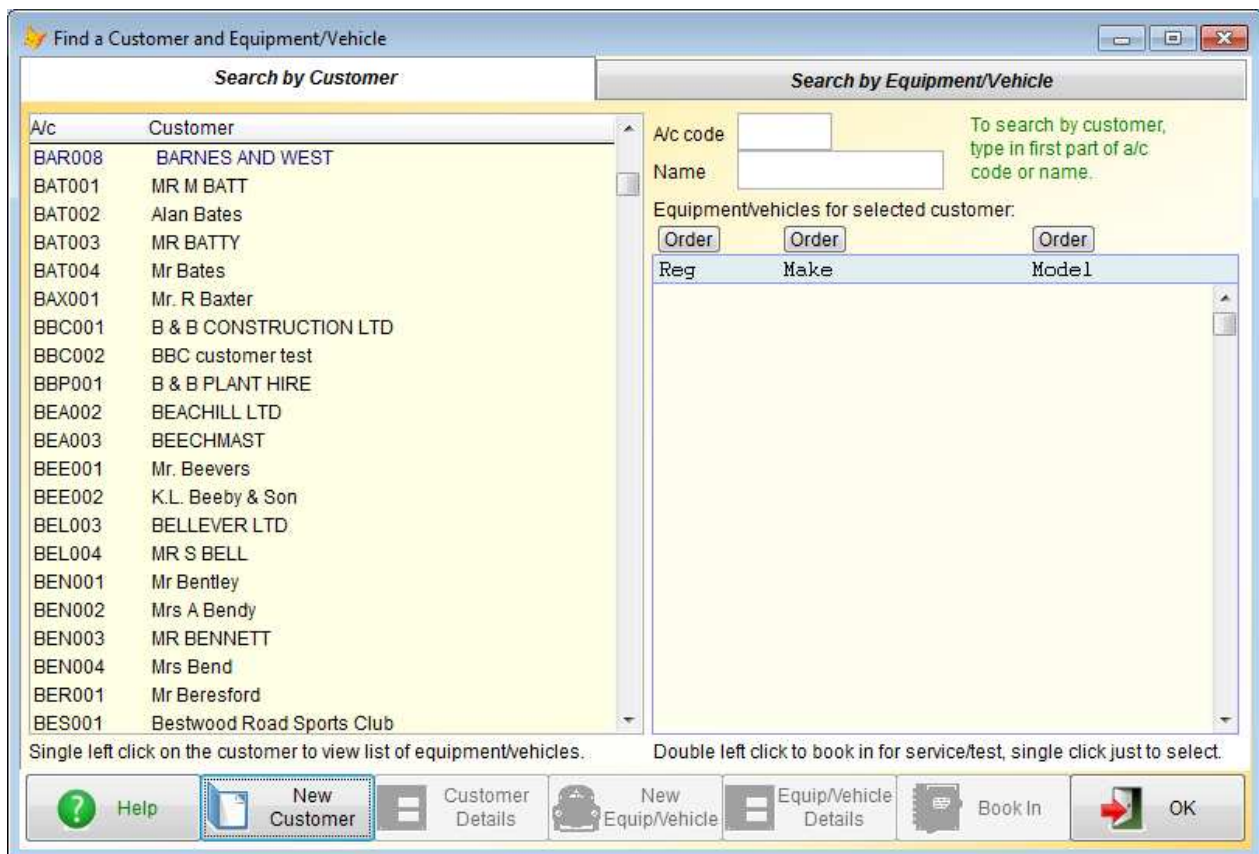
The first thing to do is to locate the vehicle/equipment. You can do that by selecting the customer from the list on the left. The customers vehicles/equipment will then be listed on the right. If you're not sure which account it is, but have some basic details about the vehicle/equipment such as registration number, click the '**Search by Equipment/Vehicle**' tab. You can then search for a vehicle/equipment by registration number, make, or model.

If you think the vehicle/equipment is not in your system, you can create it. First select a customer account (by going back to the '**Search by Customer**' tab and clicking on a customer), and then clicking the '**New Equip/Vehicle**' button. Note, you can also create a new customer from this option by clicking the 'New Customer' button.

When creating a new vehicle/equipment, the form will look something like the next image:

This form is fairly self explanatory.   The only input fields that MUST have valid information entered into them are the '**Equip/Vehicle Type**', '**Equip/Vehicle Make**', '**Equip/Vehicle Model**' (even though these last two do not have a pink background) and '**Reg./ID number**' (to help you identify the vehicle/equipment).

You will notice the input fields in the '**Details**' section have no descriptions to the left hand side of them to tell you what they are. These are user definable input fields, and are based on the '**Equip/Vehicle Type**'. Once you have selected the '**Equip/Vehicle Type**', these input fields will change, some will vanish, and with some, descriptions may appear on the left hand side. In this guide above, I presented you with a set up form for vehicle/equipment types that showed the set up for a 'Car'. If you recall, this contained two user defined input fields for tire sizes. So, if I select 'Car' as the '**Equip/Vehicle Type**' here, the form will change like the next image:

Notice all the input fields with no descriptions to the left hand side have gone, and we're left with two input fields with descriptions (using the British spelling for 'tire'). The sizes of the front and rear tires, as per the setup for 'Car'.

Anyway, we recommend you enter as much information as you have. Especially the engine and chassis number if you have them. At this stage, do not worry about the other tabs: '**Jobs Booked**', '**Previous Jobs**', '**Service/Test Schedule**'. '**Reminders**', and '**Notes**' – although you can enter some notes if you wish. When all required information is entered, and valid, then the '**OK**' button will be enabled. When done, click the '**OK**' button. You'll be returned to the booking in form, and the vehicle/equipment will now be listed as belonging to the customer you had selected. Click on it and click the '**Book In**' button. A new form will appear asking for the booking details, it'll look like the next image:

The first thing is to select the '**Workshop**'. Next you need to select a '**Booked in**' date. You can manually enter a date, but of course you may not know what the work load is on the workshop on that particular date, so click the find button to the right of it:

In this example, there are no other jobs listed for the selected workshop for the current week. Today is Thursday 3rd August. The schedule always starts on a Monday, so you can see the work load for the week. At the bottom, you can see the '**Available**' hours for this workshop, '**Used**', and the '**Balance**', which of course is the hours left for new jobs. It is down to your judgement as to when there is sufficient time to complete the job/s you want to book in. If there isn't sufficient time this

week, click the '**Next Week**' button to look at next weeks schedule. You can click backwards and forwards a week as much as you wish. When you've found a date you think you can make the booking, click on the date. The form will vanish, and the date will be inserted into the '**Booked in**' input date field.

If the vehicle/equipment requires a test, you can enter the date of this in the '**Test Date**' input field. This works in a similar way to the '**Booked in**' input field. Including clicking the find button to view a schedule. Although the schedule that appears looks similar to that that appeared for the '**Booked in**' date, it is different, in that it's specifically for the booking in of tests.

In the '*Customer Details*' section, the customer details will be there, you can click the '**Details**' button to view the account details. It will assume the sales invoice will go to the customer, but if it's to go to a different account, click the '**Invoice To**' button. This allows you to select a different account for the invoice (this sometimes happens when a vehicle/equipment is leased, or a repair is being carried out under insurance).

The '*Collection/Delivery*' section allows you to set up a collection and/or delivery for this vehicle/equipment. The date is necessary, but entering a time is optional.

One of the most important bits on this form is the '**Job Details**' section. In this section you can set out what the job entails by selecting tasks. To confuse things a little, these tasks are sometimes referred to as 'jobs', and are set up in the 'Jobs/Service Types' option (discussed a few pages back). You can add as many tasks as you like, simply click the '**Add Task**' button to select one, the form will look like this:

First select the '**Task Type**' by clicking the little down arrow to the right hand side of the input field. This will list all tasks ('Job/Service Types') that are relevant to that workshop and vehicle/equipment type. If the task you require is not listed, click the '**Setup Task Types**' button to create it.
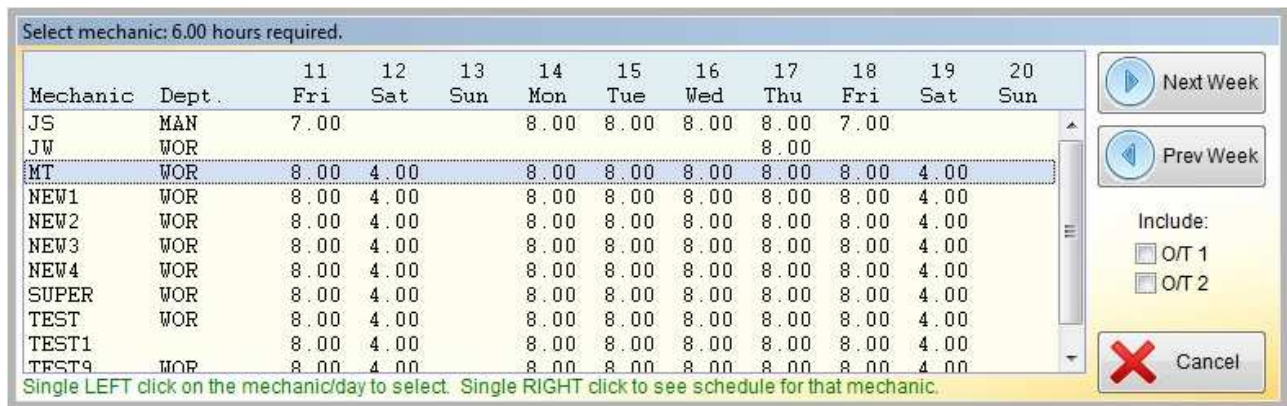
Here, I've selected the task 'Full Service & Fit Cam Belt':

The '**Expected Date**' is taken from the '**Booked in**' date on the main job details form. It can be changed. If you do change it, you may wish to change the '**Days required**' input field, as the vehicle/equipment will obviously be in the

workshop for more than one day.

The '**Estimated Hours**' and '**Hourly Rate**' are taken from the task (as set up in the 'Jobs/Service Types' option). They can be edited for this particular task if you wish. Next, you need to select the technician/s that will actually carry out the work. One task can be allocated to up to three technicians. If you know who to give it to, simply enter their ID (probably their initials) in the '**Mechanic**' input field and press the Enter or Tab keys on your keyboard, the '**Expected Date**' and '**Est. Hrs**' will be filled in automatically, you can edit the date and hours to accommodate more than one technician, or if you think the job will require more/less time to complete. If you're not sure which technician to use, click the find button to the righthand side of the '**Est. Hrs.**' input field. The following form will appear:

In this form you can see all your technicians/mechanics, which workshop they're in (listed under '**Dept.**') and how many hours they have available. The time shown is for normal working hours, if you want to view time available if they worked overtime, click the '**O/T 1**' and/or '**O/T 2**' selections on the righthand side of the list as appropriate. The time shown is based on the technicians/mechanics working hours as set up in their employee details (in the 'HR' module), less any time already booked to other jobs.

You can see a list of exactly what jobs a technician/mechanic has scheduled for a particular day by placing the mouse pointer over the day on the technicians/mechanics line in the list. The date at the top of the list should be highlighted (ie. the text will be in bold), you can then right click, and a small form will appear listing the technicians/mechanics schedule for the day. It's important you make sure the date does highlight, otherwise when you click, nothing will happen. The same goes for selecting a particular technician/mechanic on a particular day to work on the task we're setting up. Position the mouse pointer over the technician/mechanic at the point of the required date, and left click. A small form will appear in the middle of the list asking the for number of hours you want to allocate to this technician/mechanic, it will default to the total number of hours for the task, but of course you may want to reduce that if you intend to use more than one technician/mechanic.

You can actually ignore the selection of technicians/mechanics at this time. It depends on whether you want to use the workload/scheduling part of the Service Counter option. If you do not want the software to assist you in controlling the workflow (and many users don't, they're happy to decide which jobs/task to book in when), you can enter which technicians/mechanics worked on the task at the end of the job. Even then, that only applies if you want to monitor how many hours each technician/mechanic has worked over a given period. If you don't want to do that, then you can completely ignore the allocation of tasks/time to specific technicians/mechanics.

Anyway, once we've completed entering the task details, the form will look something like the next image:

You can enter some notes into the '**Notes**' input field if you wish. They are purely for your use, they will not get printed on any document that goes to the customer.

If you click the '**OK**' button, the details of this task will be applied to the job. So, our job form now looks something like this:

The task we just entered you can now see listed, along with the technicians/mechanics who will be completing the task. I also entered a second task, a 'Brake Repair', which I did not allocate to any particular technician/mechanic, and this is listed below it.

In the top righthand side there is a '**Summary**' section, where you can see the cost of the job starting to build up. At the moment we have 300.00 for labor. At this point, we could click on the '**OK**' button to save the job to the workshop schedule. Awaiting the arrival/collection of the vehicle/equipment. However, if we already know what parts will be required for the job, we could select them now. To do this, click on the '**Parts Required/Used**' tab.

In this section, you can click the '**Add Parts**' button to add parts to the list of parts required, or you can click the '**Order Parts**' button. This later button will display a Purchase Order, allowing you to select a supplier and the parts required. This option is useful if you know the job will require parts that you do not have in stock. The Purchase Order will carry the job details, so when the stock comes in, staff will know that it's for a specific job.

I'm not going to get into the details of Purchase Order Processing here, as that is covered in another guide.

So, let's assume the parts this job will require are in stock (or probably in stock), and we click the '**Add Parts**' button. The following form will appear:

You'll notice that it looks very similar to a sales invoice, but without the extra bits required for invoicing. It works in much the same way. Enter the quantity of a part required, then click the '**F**' button to find it, or type in the stock code if you know it. The rest of the details will be automatically filled in for you. Below, I've added a couple of parts to our list:

The '**Sell Each**' and '**Cost Each**' input fields can be edited if you wish. If the stock item you require does not exist in the stock database, you can enter the quantity and the stock code, and the software will ask you if it's a new item to be created. Of course, creating the stock item means you probably have none in stock, so you may still need to raise a Purchase Order at some point.

The parts you enter here are not actually booked out of stock at that point, that's a separate function. Here, you're simply listing the parts the job will require. The list can be changed at any time, so nothing is fixed is stone. When the list is complete, as far as you know, click the '**OK**' button and they'll be added to the job. So, our job details form will now look like this:


You'll see the '*Summary*' section has now been updated with the value of the parts we've just added. Also, you'll notice in the parts list that item '00-3322C' is not in stock. There are three things you can do about this: 1) if the part has just been purchased, click on the part and then click the '**Part Purch**' button, this will allow you to enter the details of the purchase. 2) you could click the '**Order Parts**' button, and a Purchase Order form will appear, and any parts that are not in stock will appear on it. 3) you could simply do nothing at this stage, and wait for the vehicle/equipment to arrive or be collected, and then obtain the part/s.

We'll do nothing further with the parts at this stage. In which case our job is complete, and waiting to be entered into the workshop schedule. Just click on the '**OK**' button, and we're done. At least until the vehicle/equipment arrives at the workshop. Which is the next step.

There are two options in the 'AutoManager' menu, in the 'Workshop/Service Sales' section for check for scheduled jobs. The first one is '**Service Counter**', this will list all jobs due in 'today', or jobs that are still being worked on. The date range can be edited, so you can expand it to cover whatever time period you wish. The other option is '**Work Schedule**'. This shows a 'week to view' type planner, listing the jobs for each day in the current week, for all workshops. A specific workshop

can be selected if required. Also, the planner can be moved backwards and forwards a week at a time. A typical planner might look something like this, although it would normally have a lot more jobs listed:
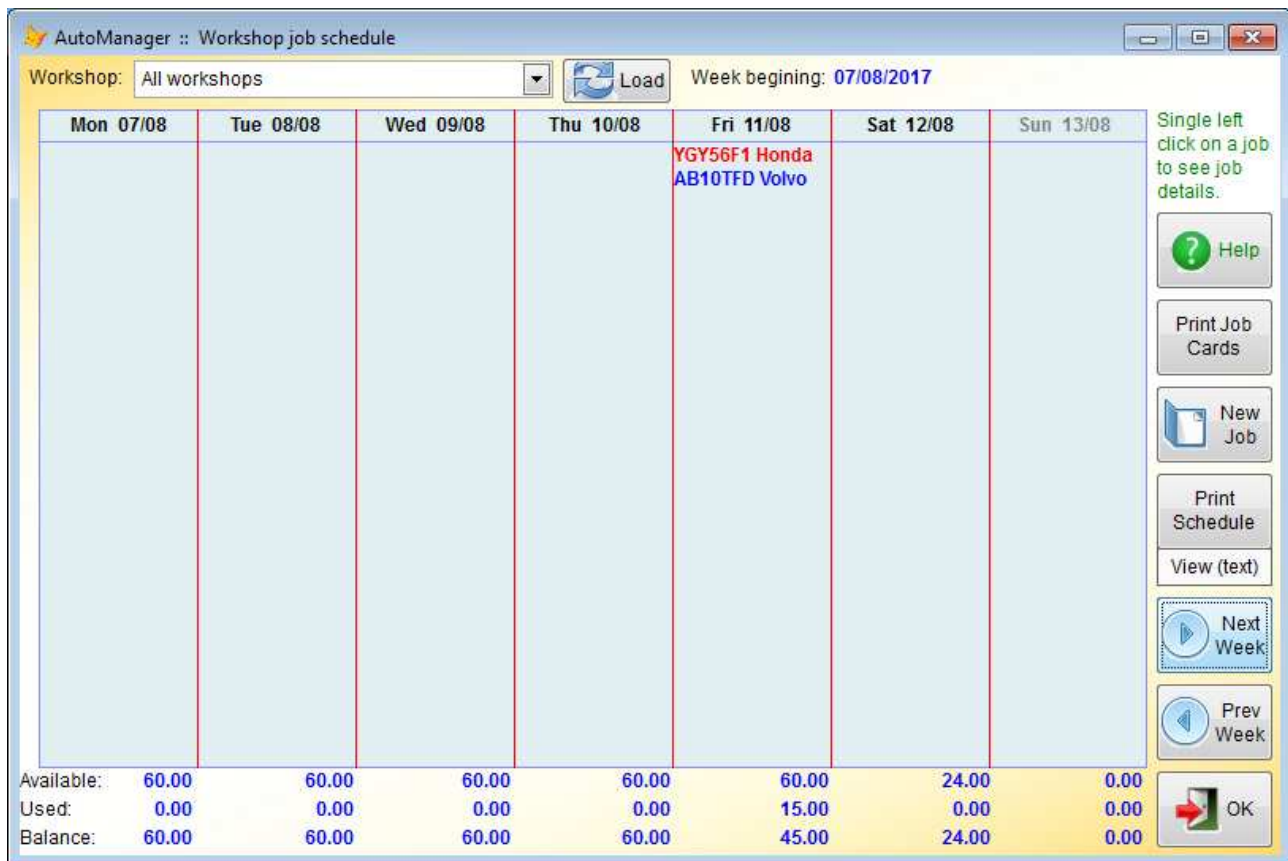
In this planner, we only have two jobs scheduled, both for Friday. They are different colors because they're for different workshops. Along the bottom, you can see the total available hours (for all workshops in this example), total hours used (as in jobs booked in), and the '**Balance**', which of course is the remain unused hours. If there are insufficient hours in any one day to complete the jobs required, the '**Balance**' will appear in red, to bring it to your attention.

When the vehicle/equipment arrives on the premises, we may want record this, even if the job has not been started. Single left click on the vehicle/equipment, and the job details will appear. Set the '**Job Status**' input field to '**Arrived**', or '**Job in Progress**' if work on the job has started right away. The input field '**Arrived**' showing the date and time of arrival will be filled in automatically. The only date you may need to edit at this point, is the '**Est Finish**'. This date will be automatically calculated based on the '**Booked in**' date and the tasks that have been set for this job. Note, it's based on the '**Booked in**' date and NOT the '**Arrived**' date, because it assumes some vehicles/equipment may arrive early, so as to ensure they are available for when the job is due to start. If work on the job does start early, you can edit the '**Est Finish**' date at any time.

Once the vehicle/equipment has arrived, we can also start booking out parts to it. This involves selecting parts in the '**Parts Required/Used**' list that we built up earlier, and clicking the '**Book Out**' button. This takes the part out of stock. In the job show below, I've booked out part 00-0482

You can see the '**Status**' of part 00-0482 is now set to '**Booked out**'. Whether a part is booked out or not, does not alter the figures in the '**Summary**'. But it WILL affect the sales invoice. At this point, if I click the '**Invoice Preview**' button, part 00-0482 will appear in the invoice, but 00-3322C will not. The invoice preview will look like this:

Note, although the tasks are included in the invoice, there is no charge yet. This is because we need to inform the software which tasks have been finished, and how long they actually took to complete.

At some point, probably when the vehicle/equipment arrives on the premises, you may print out a

job card. Click the '**Print Job Card**' button at the bottom of the job details form.   This will contain details of the tasks to be completed, and the parts required (as set up in the '**Parts Required/Used**' list). Your technician/mechanic may then hand the job card back into the office when the job is finished, with suitable notes regarding how long the tasks actually took, and any additional parts that were used, and/or any parts that were not used but returned back into stock (use the '**Parts Returned**' button to do this). To tell the software what actually happened regarding the tasks that had been set, click on a task, and click the '**Finish Task**' button. A small form will appear, asking you to confirm a few details. Based on the task we set earlier on, 'Full Service & Fit Cam Belt', the form may appear like this:

It looks similar to the form we used to create the task. But this one has an extra input field, '**Actual Hours**' that you can edit (it defaults to the estimated hours). It is this figure that will be used when raising the sales invoice. You can also edit the '**Hourly Rate**', as this will also be used in the invoice.

For the purpose of our demonstration, I'll change the '**Actual Hours**' to 7.00 I can leave the '**Act. Hrs**' for each technician/mechanic as they are, or I can increase them. I'll increase the hours for 'MT' from 3.00 to 4.00 At this stage, it is still possible to change/remove/add technicians/mechanics, to reflect what actually happened to the job.

Note, the examples I've provided all show whole hours. But in practice, you will often work to the nearest half an hour or quarter of an hour. The software does NOT work in HH:MM but in hours and fractions of an hour. So for example, 3 hours 30 minutes would have to be entered as 3.50 And 2 hours 15 minutes, say, as 2.25

Once all parts have been booked out or returned as required, and all tasks have either been finished, or removed if they were not required (using the '**Remove Task**' button), the '**Job Status**' can be set to '**Completed**'. The software will require the '**Act. Finish**' date to be entered. The status of the job can always be changed again if something else comes to light. But when a job is '**Completed**' the '**Invoice**' button is enabled. Once this button has been clicked, a sales invoice will be raised for the job (you will be able to edit it before posting). At this point there's no going back. Once the sales invoice is raised, the '**Job Status**' is automatically set to '**Invoiced**'. The status cannot then be changed again. Except via an option '**Change a Job Status**' which has been deliberately placed out of the way in the AutoManager setup menu. We do not recommend you change the job status after it's been invoiced, but sometimes things happen...... So, if you absolutely have to, you can.

The sales invoice that is raised uses exactly the same form as the Sales Ledger / A/c Receivable ledger. So, if you're unsure about how to handle/process sales invoices, please check out the guide on getting started with Adminsoft Accounts.

So, we've now finished with the job, raised the sales invoice, and posted it to the customer's account. That is really the end of the process, at least as far as the Service Counter module is concerned.

End of Document