

# Solution-IV™ Reprographics Service Contract



*Version 8.70*

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Published by:  
Thoroughbred Software International, Inc.  
285 Davidson Ave., Suite 302  
Somerset, New Jersey 08873-4153

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Document Number: RSC8.70M01

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# 1 Introduction

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This chapter explains how the manual is organized and how the manual should be used. It also provides you with an overall view of the Solution-IV Reprographics Service Contract features.

## **Thoroughbred Solutions**

Thoroughbred Software develops and internationally markets software products for small through Fortune 500 sized businesses. Thoroughbred products are true multi-user solutions and are installed at thousands of worldwide sites.

Solving everyday accounting problems has never been a simple task. Thoroughbred Solution-IV Reprographics modules are Object-based providing the quality and versatility you need to bring your business accounting needs into the new millennium. Thoroughbred software is always at the forefront of our industry's rapidly changing technology. Thoroughbred Solution-IV Reprographics sets the pace for Object-based applications and is a result of more than 25 years of application development and design experience. This product was built using one of the most powerful 4GL-application development environments available today – Thoroughbred OPENworkshop.

OPENworkshop provides a comprehensive set of productivity tools designed to be easy to understand and use. Solution-IV Reprographics is built on top of this robust development platform, which provides the perfect foundation for construction of a feature rich solution to your accounting problems. The Thoroughbred OPENworkshop development environment makes it easy and practical to customize complex applications.

Thoroughbred Solution-IV Reprographics is a completely integrated accounting solution. Each module provides a seamless integration and sharing of common data with each of the other modules.

## **Thoroughbred Solution-IV Reprographics: Service Contract**

The Solution-IV Reprographics Service Contract module helps manage service contract customers and equipment information. Equipment details, service and maintenance billings and calls, dispatch and technician scheduling are supported by the Solution-IV Reprographics Service Contract Module.

The proper management of service contracts is a necessary element in supporting your customers and maintaining maximum up-time of their equipment. Detailed customer and equipment history including preventative maintenance calls, upgrades, consumables and their timely management will lead to improved customer satisfaction, and higher profits. Detailed service call information provides time, materials and service technician information that can determine the profitability of the service call, and the pre and post warranty reliability of the equipment.

## **Service Contract Features**

### **Contract Information**

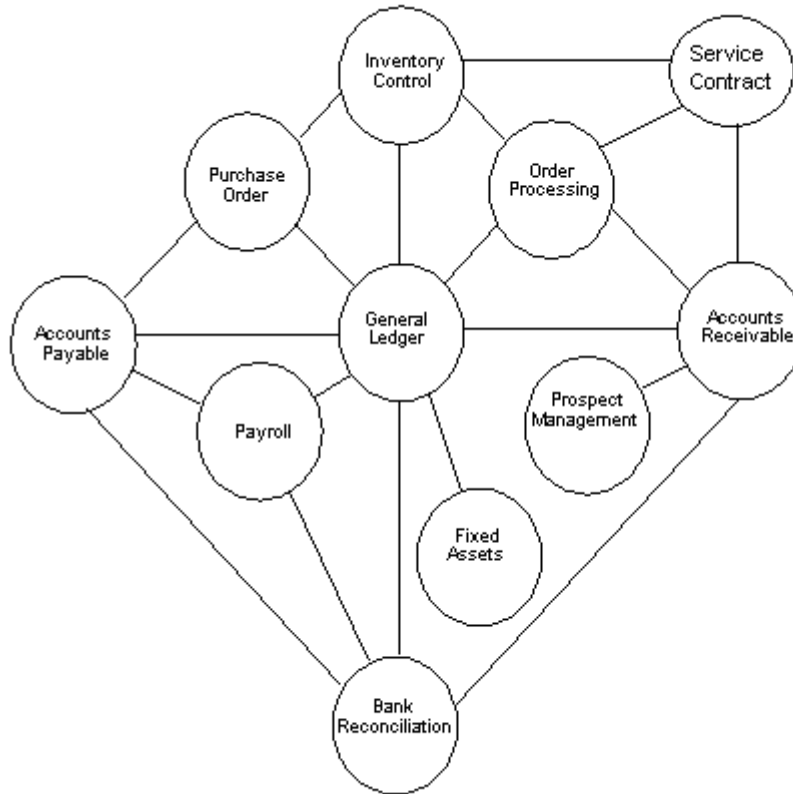
- Customer Information
- Machine Detail
- Warranty Dates
- Meter Reading
- Recurring Invoicing
- Start/End Date

### **Service Calls**

- View Open Calls
- Track Start/Ending Time
- How long a job took
- Invoicing from parts
- Detail service notes
- Technician
- Schedule

## Thoroughbred Solution-IV Accounting Flowchart

This chart is showing how Service Contract interacts with the Solution-IV accounting modules.





## How to Make the Greatest use of this Manual

### ***Introduction***

With this manual we have created reference material that is easy to read, yet contains all of the information needed to set up and run the Thoroughbred Solution-IV Reprographics Service Contract system.

This manual introduces you to the capabilities of Solution-IV Reprographics Service Contract, gives you ideas to help you get started with the initial setup, provides complete processing instructions, and also serves as a reference guide once you are up and running.

### ***Suggested Steps***

In order to make the greatest use of this manual and to provide the easiest transition to your new system, we suggest you complete the following before actually entering your own data into the system.

- **Know how your computer works.** Users who are familiar with the functions of their computer will have an easier time using the system.
- **Read, or at least browse, the entire manual.** Become familiar with the options and capabilities before starting to use the software.
- **Install the system.** Make sure both the programs and demonstration data have been installed on your computer so you can begin looking at the system.
- **Use the demonstration data.** Demonstration data has been provided to allow you to get a look and feel of the operations of the system and reports without using your company's information.
- **Begin using the system.** Use this manual to begin entering and/or converting your information into the Solution-IV Accounting system.
- **Keep the manual handy.** Once you are up and running, you will find the manual helpful as a reference guide. A complete Table of Contents has been provided for your assistance.

## How this Manual is Organized

This manual has been organized to take you through normal Service Contract activity. As a supplement to the day-to-day procedures we have included a brief explanation of accounting theory, an extensive glossary of accounting terms, and several helpful setup ideas and design hints.

### **Chapter 1**

**Introduction**-Explains how the manual is organized and how the manual should be used. It also provides you with an overall view of the Solution-IV Service Contract features.

### **Chapter 2**

**Service Contract Menus**-Describes the options available on the Service Contract Main Menu, Code File Maintenance Menu, and Monthly Reports Menu.

### **Chapter 3**

**Service Contract Setup**-Explains how to get started with your Service Contract system. This chapter contains all of the options on the Code File Maintenance Menu.

### **Chapter 4**

**Transactions**- Describes the options that are available when processing transactions. They include Equipment Entry, Meter Reading, Service Call Entry/Billing, and Dispatching,

### **Chapter 5**

**Inquiry** – Discusses all the inquiry functions, include Equipment, Service Call, and Meter Reading History

### **Chapter 6**

**Reports** – Describes how to execute the Solution-IV Service Contract reports.

### **Glossary**

**Glossary**-Provides a list of terms used in the Solution-IV manuals.

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# 2 Service Contract Menus

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Thoroughbred Solution-IV Reprographics Service Contract uses options that can be selected from the following menus:

- Transactions Menu
- Inquiry Menu
- Code File Maintenance Menu
- Reports Menu

This section gives an overview of each of the individual menu options. A detailed explanation of how to use each option appears in later chapters.

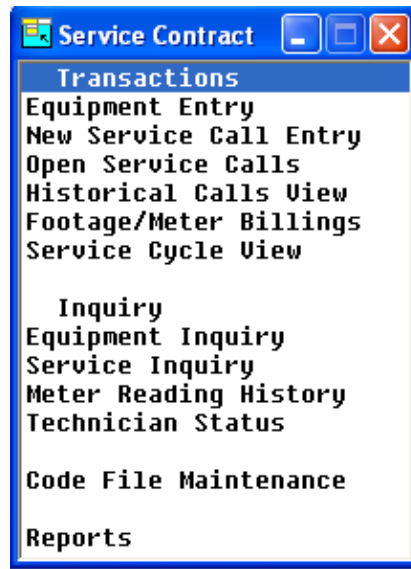
## Service Contract Main Menu

### **Introduction**

The Service Contract Main Menu allows you to perform lookups, maintenance and print reports

### **How to Execute**

From the Solution-IV Master Menu, select **Service Contract** and you will get the following menu.



## Transactions

### **Equipment Entry**

This option is used to maintain detailed records for each piece of equipment.

### **New Service Call Entry**

Allows the entry of new service call information, which includes time of call, Issue Code, Technician, Comments, Contract person.

### **Open Service Calls**

This option is used to view and dispatch all open and pending service calls.

### **Historical Calls View**

This option is used to view all services calls sorted by date.

### **Footage/Meter Billings**

This option is used to build the work file, entry of new meter readings, and building the invoice for the readings as well as the associated contract.

### **Service Cycle View**

This option will display all the contracts with the service cycle.

## Inquiry

### ***Equipment***

This option allows quick access to view information about a piece of equipment. The information shown includes Equipment, Warranty, Contract Information, Meter Reading History, and Service Calls. New calls can also be entered from the menu.

### ***Service Inquiry***

This option allows quick access to viewing/changing information about a service call. The information that can be access includes Status, Start/End Time, Travel Miles/Time, Purchase Order, Parts, and Notes. If Parts are added, invoicing of those parts may also be done from this menu option.

### ***Meter Reading History***

This option displays all of the meter readings that have been billed.

### ***Technician Status***

This option provides you with a view of all technicians and some of the information associated with those technicians.

## Code File Maintenance

### ***Parameters***

The parameters allow you to customize the Service Contract package to meet the specific needs of your company. Here you will be able to define your next contract number, ticket report, dispatchers email address, etc.

### ***Issue Code File***

This option is used to create the issue codes. These codes are used during the Service Call Entry to define what the problem is.

### ***Technician File***

This function maintains the technician codes. These codes contain the name, email address, warehouse, and status for each technician.

### ***Contract Type File***

This function maintains the contract types. These codes contain the description, and item code used when billing a contract.

### ***Delete Equipment***

This option is used to delete a piece of equipment. This will remove the Equipment record as well as any service calls.

### ***Remove Invoice***

This option removes the invoice number, from the Service Call, used to bill the parts.

## Reports

**Service Ticket**

This option prints selected Service Call Tickets.

**Open Service Contract**

This option prints selected Service Contracts, based on Expiration Date.

**Open Service Calls**

This option prints a list of all open calls and their status.

**Equipment Listing**

This option prints a list of selected Equipment.

**Equipment Listing (All)**

This option prints all Equipment.

**Equipment/Calls**

This option prints Equipment information as well as all Service Calls.

**Equipment Calls Summary**

This option prints a summarized list of service calls, select by Customer and Date range.

**Contract Renewal**

This option prints a list of Contracts that will be up for renewal.

**Last Meter Reading**

This option prints the Last Meter reading for selected contract.

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# 3 Service Contract Setup

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This chapter explains how to design and set up your Service Contract module.

It also explains how to perform code file maintenance setup parameters that should help you decide what information you need to gather and how you should enter it into your new system.

You will want to modify these parameters to fit your particular company.

## Service Contract Parameters Maintenance

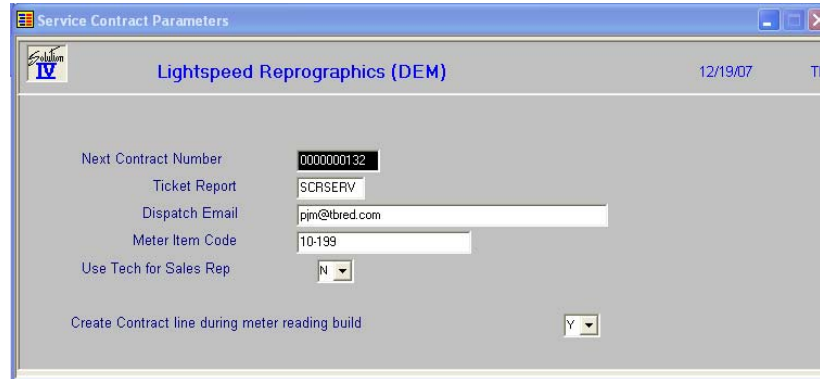
### Introduction

The parameters allow you to customize the Service Contract package to meet the specific needs of your company.

**Note:** The parameters must be set up before entering anything else into the system.

### How to Execute

From the Code File Maintenance Menu, select **Parameters**.



Next Contract Number	000000132
Ticket Report	SCRSESV
Dispatch Email	pjm@tbred.com
Meter Item Code	10-199
Use Tech for Sales Rep	N
Create Contract line during meter reading build	Y

### Description of Fields

#### Next Contract Number

Type up to 10 alphanumeric characters for the service contract number format you wish to use.

#### Ticket Report

Contains the name of the report used to print Service Tickets.

#### Dispatch Email

An email will be sent to this address when a tech is assign.

#### Meter Item Code

This item is used by the Meter Reading Invoice for the item on the Invoice. Press **F2** for lookup.

#### Use Tech for Sales Rep

This option will use the Service Tech ID for the Sales Rep when building an invoice from the Service Call.

#### Create Contract line during meter reading build

Will allow the Invoice build for Meter Reading to also build a line for the Contract billing.



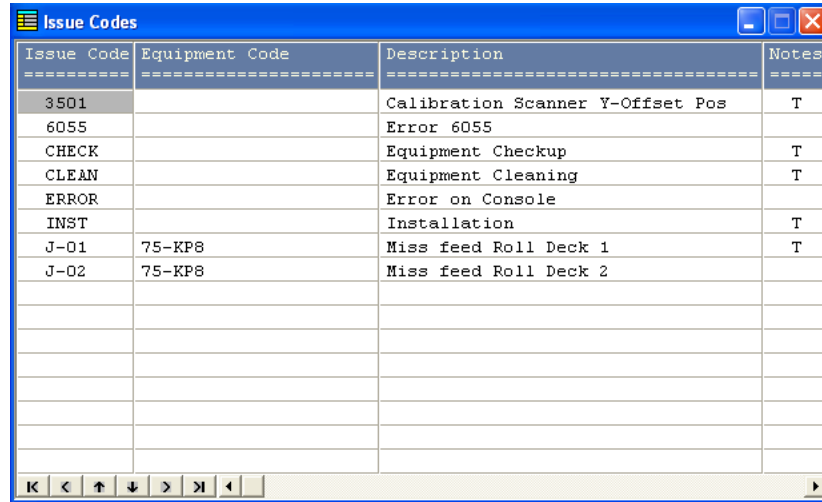
## Issue Code File

### Introduction

The Issue Code File allows you to define and describe codes to be used when entering Service Calls.

### How to Execute

From the Code File Maintenance Menu, select **Issue Code File**.



Issue Code	Equipment Code	Description	Notes
3501		Calibration Scanner Y-Offset Pos	T
6055		Error 6055	
CHECK		Equipment Checkup	T
CLEAN		Equipment Cleaning	T
ERROR		Error on Console	
INST		Installation	T
J-01	75-KP8	Miss feed Roll Deck 1	T
J-02	75-KP8	Miss feed Roll Deck 2	

### Description of Fields

#### Issue Code

Enter up to 6 alphanumeric characters for the Contract Type.

Examples: ERROR - Error on Console

000061 - Error code 61

#### Description

Enter up to 35 characters for the description of the issue.

## Technician Code File

### **Introduction**

The Technician Code File allows you to define technicians that will be assigned to server calls.

### **How to Execute**

From the Code File Maintenance Menu select **Technician File**.

The screenshot shows a window titled "Service Contract Tech" with a sub-header "Lightspeed Reprographics (DEM)" and a date "12/19/07". The form contains the following fields:

- Technician Code: JFM
- Name: [Redacted]
- Email: [Redacted]
- Warehouse: [Redacted]
- Status:

### **Description of Fields**

#### **Technician Code**

Enter up to 3 alphanumeric characters for the Operator Code.

#### **Name**

Enter up to 35 characters for the full name of the technician.

#### **Email**

Enter email address used to notify the technician that a call has been assigned to him.

#### **Warehouse**

Enter the warehouse code used when creating the invoice lines from part billing. Press **F2** for lookup.

#### **Status**

Enter the current status of the technician, in, out, sick, vacation, etc.

## Contract Type File

### **Introduction**

The Service Contract Type allows you to define a contract type and associate it with an inventory control item.

### **How to Execute**

From the Code File Maintenance Menu, select **Contract Type File**. You will see a Mode window to the upper right. Here you can elect to add, change, delete or just perform an inquiry on the Service Contract Type.

The screenshot shows a software window titled "Service Contract Contract" from the application "Lightspeed Reprographics (DEM)". The window includes a logo for "Solution IV" and a date of "12/19/07" with the user initials "TF". The main area contains a form with the following fields:

- Type Code: A small text box containing a blacked-out value.
- Description: A larger text box.
- Billing Item Code: A text box.
- Meter Item Code: A text box.

### **Description of Fields**

#### **Type Code**

Enter up to 3 alphanumeric characters for the Contract Type.

Examples: PPC - Plain Paper Copier Maintenance

PMA - Preventative Maintenance Agreement

#### **Description**

Enter up to 35 characters for the description of the contract.

#### **Billing Item Code**

Enter up to 22 characters representing the Inventory Control item code. or **F2** for lookup.

#### **Meter Item Code**

Enter up to 22 characters for the meter item code.

## Delete Equipment

### Introduction

Delete Equipment allows you to delete a contract.

### How to Execute

From the Code File Maintenance Menu, select **Delete Equipment**.

The screenshot shows a software window titled "Service Contract Entry" for "Lightspeed Reprographics (DEM)" dated 12/19/07. The form contains the following data:

Contract Number	000000100	Entry Date	09/14/05	Ship to	CO
Customer Code	H001	Zone			
Name	High Mountain Engineering		High Gear Bikes & Trikes		
Address	1153 Valley Road		1122 Mountain Ave.		
	Shop Rite Plaza		Bear Valley Shopping Cent		
City	Bedminster		Denver		
State	NJ	Zip	97787	CO	90237
Contact	SUSAN	Susie Jones	201 585 9389		
Item Code	75-KP8	Description	Kip 6000		
Serial Number	5263521452563	Warranty	Y	Type	
Last Meter Reading	3000	Measurement	SQFT	Start Date	
Primary Tech	TSI	Secondary Tech		End Date	
Comment		Service Cycle	M	Contract	Y PD N

### Description of Fields

#### Contract Number

Enter contract number to be deleted or **F2** for lookup.

After you answer Yes or No to the **Delete Equipment Contract** question, you will be returned to the Code File Maintenance Menu.

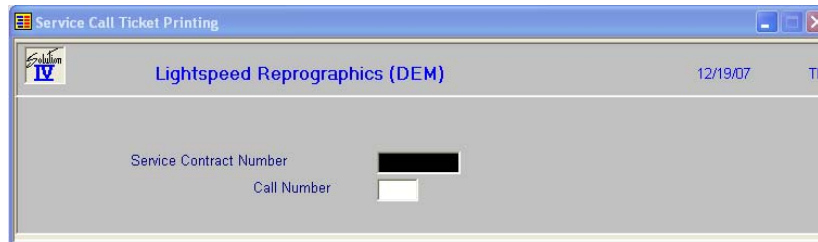
## Remove Invoice

### **Introduction**

Remove Invoice allows you to remove the invoice number, generated during the parts billing process, from a service call.

### **How to Execute**

From the Code File Maintenance Menu, select **Remove Invoice**.



The screenshot shows a window titled "Service Call Ticket Printing" with a logo on the left. The main area displays "Lightspeed Reprographics (DEM)" in the center, "12/19/07" on the right, and "TF" in the bottom right corner. Below this, there are two input fields: "Service Contract Number" with a blacked-out value, and "Call Number" with an empty white box.

### **Description of Fields**

#### **Service Contract Number**

Enter the Contract Number or **F2** for lookup.

#### **Call Number**

Enter Call Number for which you want the invoice number removed or **F2** for lookup.

After you answer the **Remove Invoice from this Call** question, you will be returned to the Code File Maintenance Menu.

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# 4 Transactions

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This chapter describes the options that are available from the Transactions Menu. The Transactions options include:

- Equipment Entry
- New Service Call Entry
- Open Service Calls
- Historical Calls View
- Footage/Meter Billings
- Service Cycle View

## Equipment Entry

### Introduction

Equipment Entry allows you to add or change equipment information.

### How to Execute

From the Service Contract menu select **Equipment Entry**.

### Description of Fields

#### Contract Number

Enter a 10-digit number that is automatically assigned, from the Parameters file, when **Enter** is pressed.

#### Customer Code

Enter up to 10 alphanumeric characters for the customer code. The customer code will be used throughout the system when referring to a particular customer.

#### Entry Date

Enter the contract date or the date on which this contract was made with this customer. This field is for reference only and is different than the contract start date.

#### Ship to

Enter up to 6 alphanumeric characters for the ship-to address code for this customer. You may enter as many ship-to addresses as you need. Ship-to addresses are used in AR Invoice Entry and by the Order Processing system.

#### Zone

The zone will be display for this customer, and will be skipped by the cursor.

#### Name, Address, City, State, Zip

The main address and will be display for this customer as well, and will be skipped by the cursor.

**Contact**

Enter up to 6 alphanumeric characters for the contact code. Contacts are used for your own use to keep track of the representatives at your customer location with whom you normally do business.

**Item Code**

Enter up to 22 characters representing the Inventory Control item code.

**Description**

The item description will be display for this item as well, and will be skipped by the cursor.

**Serial Number**

Enter up to 15 characters for the serial number.

**Warranty**

Indicates whether this piece of equipment is still under Warranty

**Type**

Enter up to 6 characters for the Warranty Type

**Last Meter Reading**

The last meter reading will be updated automatically by the Footage/Meter Billing process. This reading can also be entered when the contract is created.

**Measurement**

This field indicates the UOM used when reading the meter.

**Start Date**

Enter the date on which this contract takes effect. This contract will not apply to orders prior to this date.

**Primary Tech**

Enter up to 3 alphanumeric characters of the initials of the primary technician.

**Secondary Tech**

Enter up to 3 alphanumeric characters of the initials of the secondary technician.

**Service Cycle**

Enter up to 2 characters to designate the service cycle.

**Comment**

This field may be used to enter up to a 35-character comment, which pertains to this order or invoice.

**Contract**

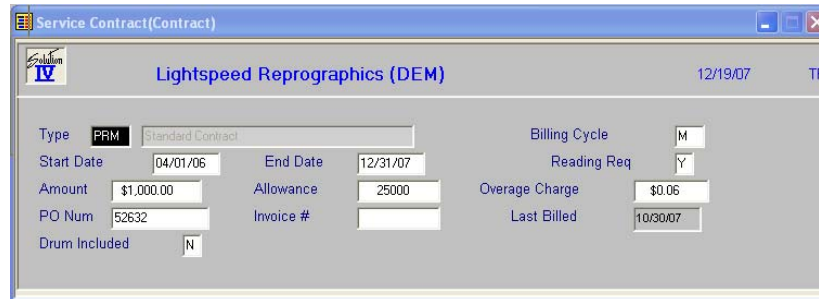
This field indicates if there is a contract for this equipment.



**PD**

This field indicates if the contract has been paid.

If the Contract field indicates a **Y** the following screen will display:



Service Contract(Contract)		Lightspeed Reprographics (DEM)		12/19/07		TF	
Type	PRM	Standard Contract		Billing Cycle	M		
Start Date	04/01/06	End Date	12/31/07	Reading Req	Y		
Amount	\$1,000.00	Allowance	25000	Overage Charge	\$0.06		
PO Num	52632	Invoice #		Last Billed	10/30/07		
Drum Included	N						

**Description of Fields****Contract Type**

Enter up to 3 alphanumeric characters for the Contract Type.

Examples: PPC – Plain Paper Copier Maintenance

PMA – Preventative Maintenance Agreement

**Cycle**

Enter up to 2 characters to designate the billing cycle. This field is used by the Footage/Meter reading process to indicate if the contract should be billed or not.

**Start Date**

Enter the date on which this contract takes effect. This contract will not apply to orders prior to this date.

**End Date**

Enter the date on which this contract expires. This contract will not apply to orders after this date.

**Reading Req.**

Enter Y if the machine requires a meter reading. If it is set to Y, the Footage/Meter Reading build process will add this machine to the work file.

**Amount**

Enter the amount to be charged for each billing cycle.

**Allowance**

This field contains the number of clicks that are included in the contract.

**Overage Charge**

This field indicates the per click charge for over contract allowance.

**PO Num**

Enter up to 15 characters for the customer's purchase order number.

**Invoice #**

This field is updated by the system when the meter readings are complete.

**Last Billed**

This field updated by the meter reading process.

**Drum Included**

Enter **Y** if the drum is included in the contract.

**Is the displayed information correct (Y/N)?**

You are then returned to the Service Contract Entry Screen.

## New Service Call Entry

**Introduction**

Enter new service calls.

**How to Execute**

From the Service Contract menu select **New Service Call Entry**.

The screenshot shows a software window titled "Service Calls(Entry)" for "Lightspeed Reprographics (DEM)" on "01/10/08". The form contains the following fields and values:

- Contract Number: 0000000100
- Call Number: 4
- Date: [Redacted]
- Issue Code: 3501
- Tech: pjm
- Call Comment: Ask for Bob
- Call Back: N
- Num: [Redacted]
- Contact: [Redacted]
- Phone: -
- Status: C
- Dispatch Time: [Redacted]
- Meter Reading: 500
- Start Time: 07/05/07 08:27
- End Time: 07/05/07 09:23
- Travel Miles: 35.00
- Travel Time: .77
- Parts: [Redacted]
- Call Note: [Redacted]
- Invoiced: Y
- Number: 0000050000
- Contract Type: [Redacted]

**Description of Fields****Contract Number**

Enter the 10-digit contract number.

**Call Number**

The call number will be automatically assigned.

**Date**

Enter the date and time that this call was phoned in. Use the form MMDDYY HHMM. Pressing enter will use current date and time.

**Issue Code**

Enter up to 6 alphanumeric characters for the Contract Type.

**Tech**

Enter the Technician code for the technician assigned to this call.

**Call Comment**

This field may be used to enter up to a 35-character comment, which pertains to this order or invoice.

**Call Back**

Indicates that this call is a call back from another call.

**Num**

If the Call Back field is set to a **Y**, then this field will contain the Service Call the customer is calling back on.

**Status**

The status field is used to hold the current status of a call.

The status may be set as follows:

- O** – Open
- D** – Dispatched
- P** – Pending
- C** - Closed

**Dispatch**

Enter the time the call was assigned to a technician.

**Start Time**

Enter the date and time on which the work for this call started. **F7** will use current date and time.

**End Time**

Enter the date and time on which the work for this call was completed. **F7** will use current date and time.

**Meter Reading**

Enter the equipment meter reading at time of call.

**Travel Miles**

Enter the number of miles traveled to the customer.

**Travel Time**

Enter the number of miles traveled to the customer.

**Parts**

This field is used to allow the entry of part and invoicing of those parts.

- F2** - Allows the entry of parts
- F3** - Generate the invoice for the parts

**Invoiced**

This field indicates if the parts for this service call have been invoiced.

**Call Note**

This text field contains the detail of the call.

**Number**

This field contains the Invoice Number for the parts billed.

**Contract Type**

Enter up to 3 alphanumeric characters for the Contract Type.

*Examples:* PPC - Plain Paper Copier Maintenance  
PMA - Preventative Maintenance Agreement

## Open Service Calls

### Introduction

Open Service Calls will display a view table containing all the calls that have not been closed. Scroll to the call and pressing **Enter** displays the Service Call screen allowing changes to be made.

### How to Execute

From the Service Contract menu select **Open Service Calls**.

Customer	City	Ref Number	Typ	Date	Issue	Tech
High Mountain Engineering	Bedminster	00100-09	P	06 12:02	ERROR	pjm
Sierra Poster Company	Bernardsville	00104-01	O	06 06:06	ERROR	pjm
High Mountain Engineering	Bedminster	00100-10	O	06 11:24	6055	
Joe's Deli	Hillsborough	00101-02	O	07 10:22	6055	pjm
Sierra Poster Company	Bernardsville	00106-01	O	07 08:11	J-01	
Joe's Deli	Hillsborough	00108-01	O	07 13:36	INST	pjm
Joe's Deli	Hillsborough	00108-02	O	07 13:40	6055	pjm
High Mountain Engineering	Bedminster	00100-11	O	07 12:26	CHECK	TSI
High Mountain Engineering	Bedminster	00100-12	O	07 15:20	J-01	pjm
High Mountain Engineering	Bedminster	00100-13	O	07 07:12	CLEAN	pjm
Mike's Copy Shop	Costa Mesa	00122-01	P	07 11:13	INST	pjm
F.H. Kitchell	Somerville	00127-01	O	07 09:48	6055	pjm
Mike's Copy Shop	Costa Mesa	00122-02	O	07 11:14	3501	
High Mountain Engineering	Bedminster	00100-14	O	07 08:49	3501	
High Mountain Engineering	Bedminster	00100-15	D	07 06:42	3501	
High Mountain Engineering	Bedminster	00100-07	O	07 13:17	CHECK	pjm
High Mountain Engineering	Bedminster	00100-16	O	07 10:20	INST	

### Description of Fields

#### Customer

This field displays the customer's name.

#### City

This field displays the customer's city.

#### Ref Number

This field contains the Contract Number and Calls number.

#### Type

The type field is used to hold the current status of a call.

The type may be set as follows:

- O – Open
- D – Dispatched
- P – Pending
- C - Closed

#### Date

This is the date the call was entered.

**Issue**

This field contains the issue code assigned to the call.

Examples: ERROR - Error on Console

000061 - Error code 61

**Tech**

Enter the Technician code that will be assigned to this call.

**Historical Calls View**

**Introduction**

This view table displays all call sorts by contract number and call number.

**How to Execute**

From the Service Contract menu select **Historical Calls View**.

Customer	City	Ref Number	Typ	Date	Issue	Tech
High Mountain Engineering	Bedminster	00100-09	P	06 12:02	ERROR	pjm
Sierra Poster Company	Bernardsville	00104-01	O	06 06:06	ERROR	pjm
High Mountain Engineering	Bedminster	00100-10	O	06 11:24	6055	
Joe's Deli	Hillsborough	00101-02	O	07 10:22	6055	pjm
Sierra Poster Company	Bernardsville	00106-01	O	07 08:11	J-01	
Joe's Deli	Hillsborough	00108-01	O	07 13:36	INST	pjm
Joe's Deli	Hillsborough	00108-02	O	07 13:40	6055	pjm
High Mountain Engineering	Bedminster	00100-11	O	07 12:26	CHECK	TSI
High Mountain Engineering	Bedminster	00100-12	O	07 15:20	J-01	pjm
High Mountain Engineering	Bedminster	00100-13	O	07 07:12	CLEAN	pjm
Mike's Copy Shop	Costa Mesa	00122-01	P	07 11:13	INST	pjm
F.H. Kitchell	Somerville	00127-01	O	07 09:48	6055	pjm
Mike's Copy Shop	Costa Mesa	00122-02	O	07 11:14	3501	
High Mountain Engineering	Bedminster	00100-14	O	07 08:49	3501	
High Mountain Engineering	Bedminster	00100-15	D	07 06:42	3501	
High Mountain Engineering	Bedminster	00100-07	O	07 13:17	CHECK	pjm
High Mountain Engineering	Bedminster	00100-16	O	07 10:20	INST	

**Description of Fields**

**Customer**

This field displays the customer's name.

**City**

This field displays the customer's city.

**Ref Number**

This field contains the Contract Number and Calls number.

**Type**

The status field is used to hold the current status of a call.

The status may be set as follows:

- O** – Open
- D** – Dispatched
- P** – Pending
- C** - Closed

**Date**

This is the date the call was entered.

**Issue**

This field contains the issue code assigned to the call.

Examples: ERROR - Error on Console

000061 - Error code 61

**Tech**

This field displays the Technician code that will be assigned to this call.

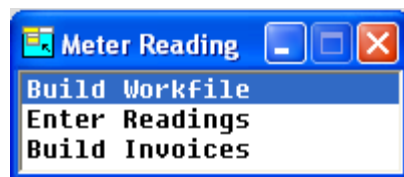
## Footage/Meter Billings

**Introduction**

This menu allows you to build workfiles, enter readings and build invoices.

**How to Execute**

From the Service Contract menu select **Footage/Meter Billings**.

**Description of Fields****Build Workfile**

This option will read through the Contract file to find all contracts that require a meter reading and post them to the work file.

**Enter Readings**

This option allows the entry of current meter readings. There is also an invoice flag that is used by Build Invoices process to tell which reading should be billed.

Contract Number	Customer Code	Item Code	Last Reading	Current Reading	Invoice	Bill Cycle
0000000100	H001	75-KP8	3000	0	N	M
0000000100	H001	75-KP3	0	0	N	M
0000000100	H001	10-110	0	0	N	M
0000000100	H001	10-182	0	0	N	M
0000000108	JOE'S	75-KP3	3434	0	N	

**Build Invoices**

This option will read through the work file for all contracts that have a current reading and are flagged for invoicing. The invoices will be built and put into the Invoice Entry file. These invoices then are updated as normal invoices.

**Service Cycle View**

**Introduction**

This option will display all contracts sorted by the Service Cycle. This file will be used to create a preventative maintenance schedule.

**How to Execute**

From the Service Contract menu select **Service Cycle View**.

Cycle	Equipment Number	Customer Code	Machine	Entry Date	Start Date	End Date	Serial Number	Cont Y/Y	Cont Type
M	0000000100	H001	75-KP8	09/14/05	04/01/06	12/31/07	5263521452563		PRM
Y	0000000101	JOE'S	75-KP2	09/20/05	09/20/05	12/31/06	1354658855555		PRM
	0000000104	SPC	75-KP1	08/01/06	01/01/06	12/31/06	56236589659-996		PRM
	0000000106	SPC	75-KP8	02/15/07	03/05/07	03/05/07	12345699999		
	0000000108	JOE'S	75-KP3	03/08/07	03/08/07	03/08/08	23412341234134		CPC
	0000000121	RC0003	75-KP2		03/09/07	03/09/07			PRM
	0000000122	M001	75-KP1	03/14/07					CPC
	0000000123	A100	75-KP1		03/26/07	03/26/07			
	0000000124								
	0000000125	TMA			03/28/07	03/28/07			
	0000000126	TBRED	75-KP8		04/12/07	04/12/07	343434343		PRM
	0000000127	RC0001	75-KP2		04/20/07	04/20/07	666666		CPC
	0000000131								

For information about the description of fields, please refer to **Equipment Entry**.

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# 5 Inquiry

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This chapter explains how to perform the following:

- Equipment Inquiry
- Service Inquiry
- Meter Reading History

You will be spending the bulk of your time in this section of the manual because this is the core of the Solution-IV Service Contract system.



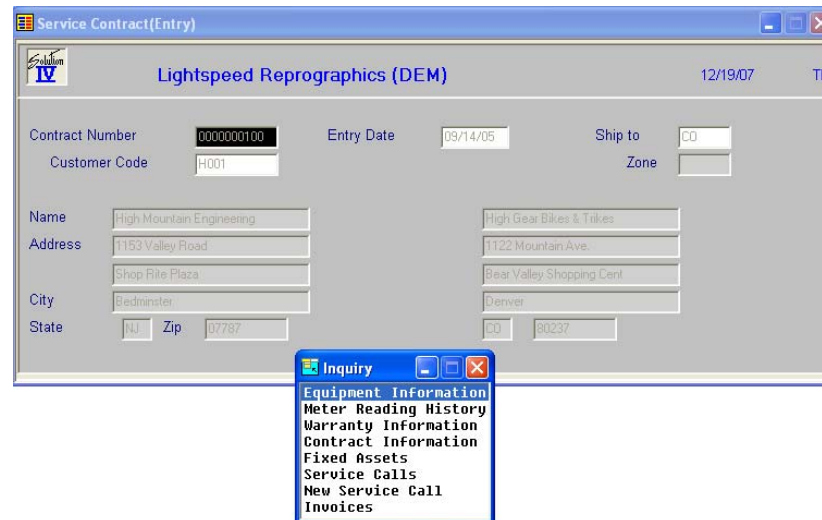
## Equipment Inquiry

### Introduction

This option allows quick access to the view information about the equipment.

### How to Execute

From the Service Contract menu, select **Equipment Inquiry**. The Service Inquiry screen will display in the Customer Code file. Press **F2** to lookup by Contract Number, **F3** to lookup by Customer Name



### Description of Options

#### Equipment Information

This option allows you to view the Serial Number, Last Meter Reading, and Meter Reading Required flag associated with this piece of equipment.

#### Meter Reading History

This option will display a view containing the date and amount for all meter reading associated with this piece of equipment.

#### Warranty Information

This option will display the type of warranty, starting and ending date, and the service cycle associated with this piece of equipment.

#### Contract Information

This option will display the detail information about the contract associated with this piece of equipment.

#### Fixed Assets

This option will display the detail information for Fixed Assets associated with this piece of equipment.

#### Service Calls

This option allows you to view all of the service calls that have been enter for this piece of equipment.

**New Service Call**

This option will allow the entry of a new service call for this piece of equipment.

**Invoices**

This option displays all invoices billed for this contract.

## Service Inquiry

**Introduction**

This option allows quick access to information about a service call. This option allows information about the call to be modified by the technician.

**How to Execute**

From the Service Contract menu select **Service Inquiry**. The Service Call Inquiry screen will display in the Contract Number field.

The screenshot shows a window titled "Service Calls(Entry)" for "Lightspeed Reprographics (DEM)" on "01/10/08". The form contains the following fields:

- Contract Number: 0000000100
- Call Number: 4
- Date: [Redacted]
- Issue Code: 3501
- Tech: pim
- Call Comment: Ask for Bob
- Call Back: N
- Num: [Redacted]
- Contact: [Redacted]
- Phone: -
- Status: C
- Dispatch Time: [Redacted]
- Start Time: 07/05/07 08:27
- Meter Reading: 500
- End Time: 07/05/07 09:23
- Travel Miles: 35.00
- Travel Time: .77
- Parts: [Redacted]
- Call Note: [Redacted]
- Invoiced: Y
- Number: 0000050000
- Contract Type: [Redacted]

**Description of Fields****Contract Number**

Enter up to 10 characters for the contract code, press **F2** for lookup, press **F3** to lookup by customer name.

**Call Number**

Enter the call number, or press **F2** for lookup.

**Date**

Date the call was entered, and will be skipped by the cursor.

**Issue Code**

Enter the issue code for the call, press **F2** for lookup.

**Tech**

Enter the Technician code that will be assigned to this call.

This field may be used to enter up to a 35-character comment, which pertains to this order or invoice.

**Call Comment**

This field may be used to enter up to a 35-character comment which pertains to this order or invoice.

**Call Back**

Indicates that this call is a call back from another call.

**Num**

If the Call Back field is set to a 'Y', then this field will contain the Service Call the customer is calling back on.

**Status**

The status field is used to hold the current status of a call.

The status may be set as follows:

- O – Open
- D – Dispatched
- P – Pending
- C - Closed

**Dispatch Time**

Enter the time the call was assigned to a technician.

**Start Time**

Enter the date and time on which the work for this call started. **F7** will use current date and time.

**End Time**

Enter the date and time on which the work for this call was completed. **F7** will use current date and time.

**Meter Reading**

Enter the equipment meter reading at time of call.

**Travel Miles**

Enter the number of miles traveled to the customer.

**Travel Time**

Enter the number of miles traveled to the customer.

**Parts**

This field is used to allow the entry of part and invoicing of those parts.

**F2** - Allows the entry of parts

**F3** - Generate the invoice for the pars

**Invoiced**

This field indicates if the parts for this service call have been invoiced.

**Call Note**

This text field contains the detail of the call.

**Number**

This field contains the Invoice Number for the parts billed.

**Contract Type**

Enter up to 3 alphanumeric characters for the Contract Type.

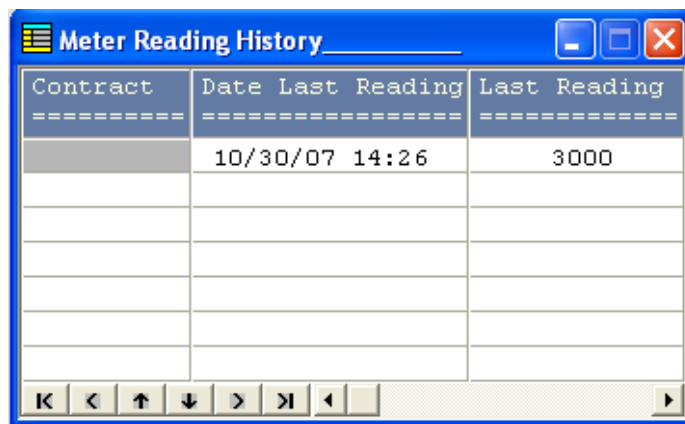
Examples: PPC - Plain Paper Copier Maintenance  
PMA - Preventative Maintenance Agreement

## Meter Reading History

This option provides you with a view of all contracts and meter readings that are on your system..

**How to Execute**

From the Service Contract Main menu, select **Meter Reading History**.



Contract	Date Last Reading	Last Reading
	10/30/07 14:26	3000

From this view, press **F4** to return to the Service Contract main menu.

## Technician Status

### Introduction

This option provides you with a view of all technicians and some of the information associated with those technicians.

### *How to Execute*

From the Service Contract Main Menu, select **Technician Status**.

Code	Name	Email	Whse	ST
TSI	Thoroughbred Tech	pjm@tbred.com	NJ	D
pjm	Peter J Marlow	pjm@tbred.com	CA	O

From this view, press **F4** to return to the Service Contract main menu.

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# 6 Service Contract Reports

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This chapter explains how to print the Service Contract reports. The following reports are included:

➤ **Service Ticket**

The Service Ticket report will print service tickets for your technicians.

➤ **Open Service Contract**

The Open Service Contract report will list by customer the open contracts that are on your system.

➤ **Open Service Calls**

The Open Service Calls report provides you with a listing of all open calls and their current status.

➤ **Equipment Listing**

The Equipment Listing report provides you with a list of equipment that has been assigned to your selected customer.

➤ **Equipment Listing (All)**

The Equipment Listing (All) report will provide you with a listing of all equipment that has been assigned in your system.

➤ **Equipment/Calls**

The Equipment/Calls report provides you with a listing of the calls that are in your system sorted by the equipment.

➤ **Equipment Calls Summary**

The Equipment/Calls report provides you with a list of the calls that are in your system sorted by equipment.

➤ **Contract Renewal**

The Contract Renewal report prints all of the contracts and provides you with information pertaining to the expiration and renewal of those contracts.

➤ **Last Meter Reading**

The Last Meter Reading report will show you the last reading for the contracts on your system.

To view samples of these reports please refer to the Solution-IV Reprographics Reports Manual.

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# 7 Glossary

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## **1099 Reporting**

1099 reporting is the filing of a 1099 tax form with the federal government. This is a report of all payments made to individual vendor of more than an amount specified by the government in a calendar year.

A
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## **Account or Account Code**

An account is the basic component of a formal accounting system. It records all additions and deductions and shows balances of assets, liabilities, owners' equity, revenues and expenses.

There are two types of accounts: debit and credit. Asset and expense accounts are usually debit accounts. Liability, equity and revenue accounts are usually credit accounts.

## **Accounting**

The process of recording, organizing, reporting and interpreting the financial data of a business.

## **Accounting Period**

An accounting period is an interval of time for which a financial statement is prepared. In most businesses, each month is a separate accounting period.

Solution-IV allows you to store data for as many as 26 accounting periods (2 full years).

## **Accounting System**

An accounting system is a method for interpreting the financial performance of a business. It includes the raw data, procedures and equipment needed to make this analysis.

## **Accounts Payable**

Accounts payable is a record of money owed and payments made by a business to creditors. It is a current liability showing the actual dollar amount owed to creditors.

## **Accounts Receivable**

Accounts receivable is a record of money owed and payments made to a business by customers. It is a current asset showing the actual dollar amount owed by customers.

## **Accrual Basis**

Accrual basis accounting records revenues and expenses for the current accounting period even though payments will not be received or paid until a later accounting period. This is to be distinguished from cash basis.

Most companies operate on the accrual basis.

See Accrued Asset and Accrued Liability.

## **Accrued Asset**

An accrued asset is a revenue that is recorded when it is earned, not when a payment is received. The revenue then appears on financial statements for the period in which it is earned. (It may also be called an accrued income.)

*Example:* If you sell a camera for \$295 on credit, this transaction is immediately recognized as revenue and recorded in accounts receivable (even though cash has not yet been received).

**Accrued Liability**

An accrued liability is an expense recorded when it is incurred, not when a payment is made. The expense then appears on financial statements for the period in which it is incurred. (It may also be called an accrued expense).

*Example:* If you purchase on credit 5 dictionaries at \$24.95 each, the \$124.75 transaction is immediately recognized as an expense even though cash has not been paid.

**Accumulated Depreciation**

Accumulated depreciation is the sum of all recorded depreciation for a particular asset (or group of assets) since the date of acquisition.

**Activity**

Activity is the continuous completing of transactions. This activity, whether an expense or a revenue, changes the account balance.

The Solution-IV General Ledger allows you to see the activity of each account for a given accounting period.

**Adjusting Entry**

An adjusting entry is a general journal entry that corrects an account or brings that account up to date.

These entries are usually made at the end of an accounting period, but may be made whenever it is considered appropriate.

**Aging Period**

The aging period is an interval of time following a sale or a purchase that defines a revenue or expense as outstanding. The length of this period is different for each company.

*Example:* A loan company may want a listing of payments that are 2 weeks late.

**Allowance for Bad Debts**

Allowance for bad debts is an asset account that offsets uncollectible revenue. The amount is usually estimated as a percentage of accounts receivable, based on previous experience with unpaid accounts.

**Alphanumeric**

Alphanumeric describes a combination of letters and/or numbers.

*Example:* L48, 56SJ, E913S, 1234, and ASTVLS are alphanumeric.

**Amortization**

Amortization is the writing-off of the cost of an intangible asset over its economic life. It is usually used with leasehold improvements, organization costs, or goodwill.

**Asset**

An asset is anything that is owned by a business and has a monetary value.

*Example:* Buildings, fixtures, equipment, supplies and cash are assets.

**Audit Report**

An audit report verifies the accuracy of information entered into the computer. An audit report must be printed before updating the permanent files.

**Audit Trail**

An audit trail is a detailed record of accounting activity. It is a means of examining transactions from the time they are entered into a journal until they are printed in the financial statements.

**Average Cost Method**

The average cost method is a system of inventory costing. The value of inventory is determined by averaging the cost of goods in stock with goods recently received.

*Example:* 25 bicycle pedals purchased by you for resale at a cost of \$35 each remain in inventory. You purchase 10 more at \$40. Your inventory is now valued at  $(25 \times \$35) + (10 \times \$40)$  or a total of \$1275 or \$36.43 each. If you sell 30 of them, the cost of the sale will be computed as  $\$36.43 \times 30$  or \$1092.90, with a remaining inventory value of  $\$36.43 \times 5$  or \$182.15.

See Standard Cost, LIFO and FIFO.



**B****Back Order**

A back order is a request for items that are currently out of stock. As soon as they become available they are shipped to the customer.

**Backup**

A backup is a copy of computer files on a portable medium (such as a floppy diskette or tape cartridge). Should the computer files be corrupted or destroyed the backup can be used to replace the data.

Backups should be made at regular intervals.

**Bad Debt**

A bad debt is revenue that is partially or completely uncollectible. It becomes an expense when it is established that the customer will not pay the obligation and it is not practical to enforce payment.

**Balance**

A balance is the difference between total debits and total credits of an account at a given time. An individual account is said to have a debit balance if debits are greater than credits, a credit balance if credits are greater than debits, or a zero balance if debits equal credits.

**Balance Forward**

Balance forward is a technique used in accounts receivable summarizing all transaction activity at the end of an accounting period. The balance is then carried forward to the next accounting period.

See Open Item.

**Balance Sheet**

A balance sheet is a financial statement summarizing the financial status of a business at a specific time. It is a detailed presentation of the assets, liabilities and owner's equity as in the fundamental accounting equation:  $Assets = Liabilities + Equity$ .

**Bank Reconciliation**

A bank reconciliation compares the bank statement to the depositor's records. Differences should be analyzed and explained by deposits in transit, checks outstanding, bank charges, and errors.

**Bucket**

A bucket is a field on the screen or in a file where data is displayed or stored. Often it is a field that does not allow user input such as the data in a specific aging category.

**Budget**

A budget is a financial plan or goal for a specific period of time. It can be used to compare with actual results.

**C****Capital**

In accounting, capital is too general to be used by itself. In most cases it means the ownership of the assets of a business by the proprietor(s).

See Equity.

**Cash Basis**

Cash basis accounting records revenue only when a payment is received and records an expense only when a payment is made. The payments are recorded on financial statements for the period in which they are made.

Very small businesses usually operate on a cash basis.

*Example:* When the sale of a product or a service is made, the transaction is not recorded until cash is received. This is to be distinguished from accrual basis.

**Cash Discount**

A cash discount is the amount deducted from a customer's bill when a prompt payment of that invoice is made.

**Character**

A character is a symbol, letter, or number.

**Chart of Accounts**

The chart of accounts is a table of contents for the General Ledger. It lists the accounts systematically with assets followed by liabilities, capital, revenue, cost of sales and expenses.

**Check Register**

A check register is a listing of check numbers and invoices paid. It is available when computer checks are generated, hand-written checks are entered, or as a summary at the end of the period.

**Company**

A company is an organization with its own separate assets, liabilities and equity. It may, however, be a division, branch office, department or subsidiary of a single organization. Solution-IV separates all files by company. In Solution-IV a company may also be referred to as a business or an entity.

**Compressed Printing**

Compressed printing is a feature available on some 80-character printers. It allows reports formatted for a 132-character column width to be printed on an 8-inch by 11-inch page.

**Credit**

A credit decreases an asset or an expense account and increases a liability, equity, or revenue account. It is entered on the right side of a ledger account.

**Credit Balance**

See Balance.

**Credit Limit**

A credit limit is the maximum dollar amount in merchandise a customer may receive prior to payment. Once this amount is reached, the customer must make a payment before receiving additional merchandise.

**Credit Memo**

A credit memo is a document notifying a customer that his account has been credited. It is usually a result of a return. A credit memo reduces accounts receivable.

**Current Asset**

A current asset is expected to be converted into cash or depleted in one year or less.

**Current Liability**

Also called short term liability. See Liability.

**Current Liquidity Ratio**

See Liquidity Ratios.

**Current Ratio**

See Liquidity Ratios.

**Cursor**

The cursor is a character on a computer terminal screen, which marks the place where typed characters are entered.

**D****Data File**

See File.

**Debit**

A debit increases an asset or an expense account and decreases a liability, equity, or revenue account. It is entered on the left side of the ledger account.

**Debit Balance**

See balance.

**Depreciation**

Depreciation is the decrease in value of a fixed asset over a period of time. The loss of value is caused by wear or obsolescence.

**Direct Labor**

Direct labor is the labor cost to convert raw materials into finished goods.

**Discount Due Date**

The discount due date is the last day a payment may be made to receive a cash discount. After this date the full price must be paid.

**Diskette**

A diskette, computer storage media, is made of flexible plastic rather than rigid metal. It is a portable medium and can be easily stored.

**Due Date**

The due date is the date on which payment must be made.

**Dunning Message**

Dunning messages are messages that may be printed on a customer statement. The messages usually are different, depending on how late the customer's oldest invoice is.

*Example:* Your account is past due please pay promptly. Thank you!

**E****Economic Life**

The economic life of a fixed asset is the time during which it is usable. When it must be replaced, its economic life is over.

**Equity**

Equity is the investment in a business by the owner. It can be expressed as:  $\text{Equity} = \text{Assets} - \text{Liabilities}$ .

**Expense**

An expense is a cost incurred while operating a business.

*Example:* The electric bill is an expense of operating a retail store.

**F****FIFO**

FIFO (an abbreviation for first-in, first-out) is a method of assigning cost to inventory. Those items acquired or produced first are used or sold first. This keeps the value of all items in stock at the latest price to be paid for them.

In inflationary times, costing by FIFO increases both the gross margin and the stated value of remaining inventory.

*Example:* 25 bicycle pedals purchased by your company for resale at a cost of \$35 each remain in inventory. You purchase 10 more at a cost of \$40. Your inventory is now valued at  $(25 \times \$35) + (10 \times \$40)$  or \$1275. If you sell 30 of them, the cost of sale will be computed as  $(25 \times \$35) + (5 \times \$40)$  or \$1075, with a remaining inventory value of  $(5 \times \$40)$  or \$200.

See LIFO, Standard Cost and Average Cost.

**Field**

A field is the place on the computer terminal screen where a single item of data is entered.

*Example:* In a customer masterfile record, the customer name is typed in the customer name field and the customer address is typed in the customer address field.

See Key.

**File**

A computer file is a collection of related records stored under a unique name. Data files contain accounting information such as journal entries and account balances. Program files contain instructions used by the computer.

**Financial Statement**

A financial statement is a report of the financial status of a business. It can be a balance sheet, profit and loss statement, or any other presentation of financial data.

**Fiscal Year**

The fiscal year is an accounting period that does not necessarily follow the calendar year. It might consist of 12 months, 13 periods of 28 days each or 4-4-5 weeks (each 13 weeks equaling 1/4 year).

**Fixed Asset**

A fixed asset is a physical item having a useful life of one year or more. It is also referred to as property, plant, equipment, or plant assets.

*Example:* A copy machine is a fixed asset.

**Floppy Disk**

See Diskette.

**Function**

A function is an operation that performs a job.

**G****GAAP**

See Generally Accepted Accounting Principles.

**General Ledger**

The General Ledger summarizes all business transactions, grouping them by account code. Financial statements are prepared from this information.

**Generally Accepted Accounting Principles (GAAP)**

Generally Accepted Accounting Principles provide guidelines for conventions, rules, and procedures currently considered acceptable accounting practice.

**Goodwill**

Goodwill is an intangible asset whose dollar value is derived from the management skills and reputation of a business. It represents the potential earning power of a business beyond the current market value of its assets. Goodwill is usually recognized only at the time a business is sold.

**Gross Profit**

Gross profit is the difference between the selling price and the cost of the items being sold. It does not recognize other expenses such as rent, telephone, or utilities.

**Gross Profit Percentage**

Gross profit percentage shows the relationship of gross profit to sales. It can be expressed as:  $\text{Gross Profit Percentage} = (\text{Total Sales} - \text{Total Cost of Sales}) / \text{Total Sales}$ .

**H****Hard Disk**

The hard disk is computer storage media made of rigid material and is either fixed or removable. It has greater storage capacity and handles data faster than diskettes.

**Hardware**

Hardware is a general term referring to the computer and its associated equipment.

**I****Income**

Income is the excess of revenues over expenses. It may be expressed as:  $\text{Income} = \text{Revenues} - \text{Expenses}$ .

**Income Statement**

An income statement is a report that balances total revenues and total expenses over a period of time. A positive balance is a profit, while a negative balance is a loss. It is also called a profit and loss statement or a statement of operations.

**Intangible Asset**

An intangible asset is a long term asset without physical substance.

*Examples:* Copyrights, franchises, patents, trademarks, and goodwill are intangible assets.

**Integration**

Integration is the bringing of separate parts together. It can be used to describe the transferring of data from one system to another or the entering of data into the system once and having it transferred to all related files.

*Example:* Accounts Payable is integrated with General Ledger. Entries to Accounts Payable, which are relevant to General Ledger, are automatically transferred to General Ledger.

**Interactive System**

An interactive system does not allow the user to enter invalid data.

*Example:* Solution-IV is an interactive system and does not accept the entry of a company code that has not yet been created.

**Interest**

Interest is the amount of money paid for the use of money over time.

**Inventory**

An inventory is the stock owned by a business at any given time. It can be finished goods held for direct sale or component parts used in manufacturing for future sale.

**Inventory Costing**

Inventory costing is the method of determining the value of items in inventory.

See LIFO, FIFO, Average Cost, and Standard Cost.

**Invoice**

An invoice is a complete list of goods or services delivered to the buyer by the seller. It also shows quantity, price, shipping charges, terms, and other costs or discounts.

**J****Journal Entry**

A journal entry is the primary means of entering financial data into the General Ledger. The sum of the debits and credits in a journal entry must always equal zero.

*Example:* The journal entry for the purchase of \$250 of office supplies (paid in cash) would consist of a \$250 credit to cash and a \$250 debit to office supplies expense.

**K****Key**

A key is a specialized field (see Field). Since the system uses the characters entered in this field to access records in a specific file, the key entry must be unique.

*Example:* In Solution-IV Customer Maintenance Masterfile, the customer code is the key field.

**L****LIFO**

LIFO (an abbreviation for last-in, first-out) is a method of assigning cost to inventory. Those items acquired or produced last are used or sold first. This keeps the value of all items in stock at the earliest price paid for them.

In inflationary times costing inventory by LIFO reduces both the gross margin and the stated value of remaining inventory.

*Example:* 25 bicycle pedals purchased by you for resale at a cost of \$35 each remain in inventory. You purchase 10 more at a cost of \$40. Your inventory is now valued at  $(25 \times \$35) + (10 \times \$40)$  or \$1275. If you sell 30 of them the cost of sale will be computed as  $(10 \times \$40) + (20 \times \$35)$  or \$1100, with a remaining inventory value of  $(5 \times \$35)$  or \$175.

See FIFO, Standard Cost and Average Cost.

**Labor Burden**

Labor burden is the expense incurred for workers in addition to their actual wages.

*Example:* The employer's share of FICA (Social Security), federal and state unemployment insurance tax, workers' compensation insurance premiums, and employer-paid union contributions are part of the labor burden.

**Leasehold Improvement**

A leasehold improvement is a fixed asset purchased by the lessee for a rented property. Usually it may not be removed from the property when the lease expires.

*Example:* The installation of new fixtures and walls are leasehold improvements.

**Leverage Ratios**

Leverage ratios indicate how much the business is encumbered by its liabilities. It is the relationship of liabilities to assets and of debt to equity.

**Liability**

A liability is the amount of money due creditors.

**Types of liabilities:**

1. Current(or short term)-full payment is due in 1 year or less.
2. Long term-full payment is not expected for over 1 year.

**Liquidity Ratios**

Liquidity ratios indicate how much of the assets are easily available.

The Current Ratio is the relationship of current assets to current liabilities. It can be expressed as:  $\text{Current Ratio} = \text{Current Assets} / \text{Current Liabilities}$ .

The Quick Ratio is the relationship of current assets less inventory to the current liabilities. It can be expressed as:  $\text{Quick Ratio} = (\text{Current Assets} - \text{Inventory}) / \text{Current Liabilities}$ .

**List Price**

A list price is a published price subject to customer discounts.

**Long Term Liability**

See Liability.

**M****MTD**

MTD is an abbreviation for month-to-date. In Solution-IV it usually refers to the activity of an account (such as General Ledger account codes, customers, or vendors) so far this month.

**Masterfile**

A masterfile is a computer file containing all related data elements for a specific record.

**Multi-Company Accounting**

See Multi-Company Environment.

**Multi-Company Environment**

A multi-company environment allows the user to maintain separate sets of records for different businesses. Solution-IV is a multi-company environment system. It is also called multi-company accounting.

**Multi-User Accounting System**

A multi-user system allows more than one user to access a specific program from different terminals at the same time. All users can access the same files (except when a file has been security protected).

**N****Net Asset**

The net asset is the total stockholders' equity. It can be expressed as:  $\text{Net Assets} = \text{Total Assets} - \text{Total Liabilities}$ .

**Net Income**

See Net Profit.

**Net Profit**

The net profit results when income exceeds costs and expenses. A Net Loss occurs when costs and expenses exceed income.

**O****Open Item**

Open item accounting is the accounts receivable procedure which tracks each transaction in the customer record. Statements for open item customers show all invoices that are not fully paid regardless of the period in which they originated.

See Balance Forward.

**Operating Expense**

An operating expense includes marketing and administrative expenses. It is all expenses other than the cost of goods, cost of labor, interest, and income tax.

**Operator Code**

The operator code is an identifier from 1 to 3 characters long that must be entered to gain access to the system or to a function.

**Overhead**

Overhead is an expense not directly related to a specific job. These expenses occur whether or not a specific job is under way.

*Example:* Wages to office personnel, office supplies, rent, and utilities are overhead.

**Overhead Burden**

Overhead burden is all overhead expenses except for labor that can be applied to the cost of producing goods or services.

**Overhead Rate**

An overhead rate applies a predetermined rate to a contract or job to cover overhead burden. It is usually based on labor hours or direct material dollars.

**Overtime**

Overtime is the number of hours of work done beyond regular hours. These records are kept for payroll purposes.

*Example:* Overtime might be anything over 8 hours a day or 40 hours a week.

**P****Paid-in Capital**

Paid-in capital is the amount of money invested as equity when a business is started.

**Parameter**

A parameter is a format definition. When setting up Solution-IV, the system may be customized by setting parameters such as the length of the account size, the position of the location segment and the position of the department segment.

**Perpetual Inventory Method**

The perpetual inventory method is a continuous count of merchandise. The inventory count is updated at the time of a purchase or a sale.

**Physical Inventory**

A physical inventory is a list of merchandise on hand, determined by an actual count.

**Profit Center**

A profit center is a part of a business generating its own income and incurring its own expenses. It is separated from the rest of the business for accounting purposes. A conceptual division (rather than a physical department) of a company may also be a profit center.

*Example:* One store in a chain of stores may be designated a profit center.

**Profitability Ratios**

The profitability ratio is the relationship of the net profit to the size of the business. It may be expressed as:

Net Profit Margin = Net Profit / Total Sales

Return on Assets = Net Profit / Total Assets

Return on Equity = Net Profit / Total Equity

Earnings per Share = Net Profit / Total Shares of Stock

**Program File**

See File.

**Purchase Order**

A purchase order is a document requesting a vendor to ship a specified quantity of merchandise.

**Q****Quantity Pricing**

Quantity pricing is a system that provides a lower price when larger quantities are ordered.

*Example:* 10 bicycle tires may be ordered at \$9.95 each, while 100 bicycle tires may be ordered at \$9.45 each.

**Quick Ratio**

See Liquidity Ratios.

**R****Range**

A range is a group defined by two specific end points.

*Examples:* The number 2 is within the range of numbers from 1 to 10. The letter G is outside the range of all letters from A to C.

**Ratio Analysis**

A ratio analysis is a financial report assessing the performance of a business. It analyzes the activity in terms of leverage ratios, liquidity ratios, and profitability ratios for a business over a specific period of time.

**Record**

A record is related data stored in a computer file.

*Example:* Information for each company (company name, address, telephone number, federal ID number and applications used) is a single record in the Company Masterfile.

**Recurring Entry**

A recurring entry is a fixed journal entry that occurs on a regular basis.

*Example:* Rent, loan payments, and flat rate utility fees may be recurring entries.

**Reorder Amount**

The reorder amount is the minimum quantity of stock allowed in inventory. When that number is reached, an order is placed to replenish the stock.

*Example:* If the reorder amount for handlebars is 25, an order will not be placed until the inventory reaches 25 handlebars.

**Reorder Level**

See Reorder Amount.

**Retainage**

Retainage is an amount of money withheld from payment until an entire job (or a specified portion of the job) is completed. It is most often used in construction.

**Retained Earnings**

Retained earnings are profits reinvested in the business as stockholder equity. It is also the accumulated profits, minus any losses or dividends, of a company from its creation.

**Reversing Entry**

A reversing entry cancels a previous entry. A credit is used to cancel a debit and a debit is used to cancel a credit.

<b>S</b>
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**Sales Allowance**

The sales allowance is a reduction of the previously agreed upon selling price.

**Sales Returns**

A sales return is a product returned by the customer. When merchandise is returned, a debit must be made to the sales return and allowances account, and a credit to Accounts Receivable.

**Security**

Security is a system safeguard against unauthorized entry.

**Short Term Liability**

Also called current liability. See Liability.

**Source Document**

A source document is the original transaction record. It is used to enter data into the computer file.

*Example:* The vendor invoice is a source document which contains information such as the vendor invoice number, the invoice date, terms, discount, and sales tax which is entered into the computer files.

**Standard Cost Method**

The standard cost method is a system of inventory costing. It uses a predetermined amount for a specific item to value the inventory and establish the sales price.

See LIFO, FIFO and Average Cost methods.

*Example:* The standard cost of your bicycle pedals is predetermined to be \$35. 25 pedals remain in inventory at a cost of \$35 each. You purchase 10 more at \$40 each. Your inventory value will be calculated at  $(35 \times 35)$  or \$1225. If you sell 30 of them the cost will be computed as  $(30 \times 35)$  or \$1050 with a remaining inventory value of  $(5 \times 35)$  or \$175.

<b>T</b>
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**Terms**

Terms are the conditions of payment agreed to by the customer and are included on the invoice. Discount terms are often used to encourage prompt payment.

*Example:* Terms of payment such as 2/10 net 30 (a 2% discount is allowed if payment is made within 10 days), might be offered to encourage prompt payment.

**Trade Discount**

A trade discount is a reduction from the list price.

**Transaction**

A transaction is an event that affects the financial position of a business.

*Example:* The purchase of 2 bicycle pumps @ \$7.50 each is a transaction requiring the following journal entries: a \$15 debit to inventory and a \$15 credit to cash.

**Trial Balance**

The trial balance is a report showing the balance of each account in the General Ledger. The total credits must always equal the total debits in the General Ledger.

**Two-Step Billing**

In a two-step billing procedure the first step is to enter the customer order and the second step is to prepare the invoice for that order. The invoice is not prepared until the ordered items are shipped.

<b>V</b>
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**Variance**

A variance is the difference between an actual amount and an estimated amount. It can be shown as an amount (e.g., \$1000 over) or as a percentage (e.g. -2%).

*Example:* If \$500 is budgeted for office supplies and \$450 is spent, the variance is \$50 under (or -10%).

**Voucher**

A voucher is a document that legitimizes an invoice and authorizes payment. Solution-IV Accounts Payable allows the entry of records using either the vendor's invoice number or your company's voucher number.



**W****W-2 Form**

A W-2 form is a statement of an employee's total earnings received and total taxes paid during the calendar year. The IRS requires that a W-2 be prepared for and distributed to each employee.

**W-4 Form**

The W-4 is a form completed by the employee informing the company of the amount of income tax that should be withheld from that employee's wages. The form is provided by the IRS and is also called the Employee's Withholding Exemption Certificate.

**Working Capital**

Working capital is the amount of capital in current use in the operation of a business. It can be expressed as: Working Capital = Current Assets – Current Liabilities.

**Write-Off**

See Amortization.

**Y****YTD**

YTD is an abbreviation for year-to-date. In Solution-IV it usually refers to the activity of an account (such as General Ledger account codes, Customers, or Vendors) so far this fiscal year.