OpenAir.com

OpenAir Complete Guide

Version 5.1

Copyright Notice:

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Signing in to your OpenAir.com account

To sign in to your OpenAir.com account, enter the OpenAir.com URL (www.openair.com) into your browser. In the OpenAir.com home page (Welcome and Sign-In), click on the "Current Users Sign In Here" link. Enter your Company ID, your User ID, and your Password, and then click on "Sign In" in the "Sign In" dialog. (Note: You must supply a Company ID, User ID, and Password, otherwise you will receive an error message requesting this information.)

If you've forgotten your sign-in information, click on the "Forgot your password or ID?" link below the "Sign In" dialog to access the "Account Information" dialog; all that is required in order to submit this dialog is for you to enter your email address. OpenAir.com support personnel will send you your account information, including your password hint, as soon as possible.

Note: The password hint you choose (and your User ID) is what OpenAir.com support staff will send you if you forget your password; the ideal hint should clearly remind you of your password!

If you have further problems with signing in, contact OpenAir.com support either by calling customer support at 888-367-1288 or 888-367-1715, Monday–Friday, 9–5 Eastern Time (outside the U.S. and Canada, call 617-351-0230), or by clicking on the "support department" link below the "Sign In" dialog. Fill out the "Contact OpenAir.com" dialog, describing the problem you're having as completely as possible. OpenAir.com support personnel will contact you in a timely manner.

Note: If you are having trouble signing in, and your company already has an OpenAir.com account, please do NOT click on the "'Click here' to sign up if you do not have an account" link (or on the "Open an Account" link on the Welcome/Sign In page). Contact OpenAir.com Support instead!

1. General layout & features

1.1. Introduction

OpenAir.com service modules have many features in common. To begin with, all modules are organized according to an easy-to-use system of tabs, sub-tabs, links, and drop-down menus. Each page within WORKSPACES, OPPORTUNITIES, RESOURCES, PROJECTS, TIMESHEETS, EXPENSES, PURCHASES, and INVOICES shows a header with the OpenAir.com name logo flush left, the module names in the middle, the Help link to their immediate right, and the OpenAir.com icon flush right. You can instantly switch to any module at any time simply by clicking on the module name.

All service modules have two of the global tabs on the left side in common: "Account" and "Reports"; and WORKSPACES, OPPORTUNITIES, PROJECTS, TIMESHEETS, EXPENSES, PURCHASES, and INVOICES have all of the global tabs on the right side in common ("Options," "Support," and "Sign Out"; MY ACCOUNT, and RESOURCES do not have an "Options" tab).

Every page also shows a gray taskbar near the bottom where you can choose to hide or show that page's "Tips" (page-specific instructions or suggestions, located below the gray taskbar), and increase or decrease the font size for that window. The gray bar also shows the account user's ID and name. Some gray bars include a "download" link for exporting data.

Flush right and just above "global tabs" is the "Create..." drop-down menu, which permits you to add new clients, categories, or dialogs within an application.

Clicking on the global tabs themselves will produce a list of existing clients, projects, users, etc. (tabs vary depending on which service you're using). Clicking on the linked name of a client (or any linked item in any table) will allow you to edit the information for the selected client or item.

All global tabs within each OpenAir.com service module works in the same way: Click on a global tab in any of the services modules, and you will see a spreadsheet listing of all entries for that tab, or you will be shown the message that "No [such items] found."

Note: The tabs in the MY ACCOUNT administrative module differ substantially from those in the service modules.

1.1.1. Entities in drop-downs, links, etc.

Important: Some drop-downs, tabs, links, and "Create..." drop-down choices will appear only when (1) the feature is enabled generally in MY ACCOUNT > Company > Settings, and/or (2) when you create at least one of that particular entity. For example, for the "Vehicles" link to appear, and to be able to create one or more vehicles, you must enable the Vehicle feature in MY ACCOUNT > Company > Settings. "Vehicle" will then appear as a choice in the "Create..." drop-down menu, but a "Vehicles" drop-down menu (in a Mileage timebill or Mileage Expense dialog) will *not* appear until you have created at least one vehicle.

Important: You must click on the "Save" button in all dialogs where it appears in order to save any changes or additions.

1.1.2. Item status

Each OpenAir.com service module has one or more tabs containing items that are central to its function; for example, TIMESHEETS has a Timesheets sub-tab in which you create Timesheets. When you click on the Timesheets sub-tab, you see a listing of Timesheets of a particular status (Open, Approved, All, etc.). All service modules (except RESOURCES) have the "All" status sub-tab in common (whose listing shows every type of that item), and all service modules have either an "Open" status or its equivalent (PROPOSALS has "Drafts" and PROJECTS has "Tracked").

"Open" status means that that item can be freely changed, reassigned, added to, or edited. "Submitted" (PROPOSALS, TIMESHEETS, and EXPENSES envelopes) means that the item has been sent to an approver; such items can still be changed up until the approver approves or rejects the item.

"Approved" (PROPOSALS, TIMESHEETS, and EXPENSES envelopes) items cannot be changed; such items can then move to the next step within their module—being "Sent" to a client (PROPOSALS); being "Reimbursed" (EXPENSES); or being "Archived"* (TIMESHEETS).

*Note: *Timesheets can be placed manually in the "Archived" category once their hours have been billed to a client, and/or their owners (i.e., you or your employees) have already been paid. To archive a timesheet, select the timesheet from the listing in "Timesheets > Approved," and then click on the "Edit" link. In the "Timesheet" dialog, check the "Archive this timesheet" box, and then click on "Save." The timesheet will be removed from the Approved list and entered into the Archived list.)*

1.1.3. Sorting and Customizing Lists

Basic sorting and filtering

OpenAir.com provides several tools to help you sort and filter your company's data set. In addition to the A-Z/Z-A sorting icons that appear when you click on a table's column heading, many table headings also include a drop-down filter that contains a set of filter parameters. Some drop-downs come pre-populated with choices appropriate for the column item; other column drop-downs, such as those for clients and users, are populated from your company's data set; and some permit simple "filter by starting letter or number" sorting.

Advanced filtering

Companies with larger datasets can use the Advanced Filter feature. A list will be filtered according to the filter currently displayed in the drop-down list box that is located above and to the left of the lists in the application.

To create a new filter, select "> Create a new filter" from the drop-down list box. In the pop-up dialog box, name the filter, and then set up the filter criteria. Select the list column(s) you want to filter and parameter definition(s) from choices in the drop-downs. Enter appropriate value(s) for the kind of parameter you have chosen. Add as many filter parameters as needed to efficiently sort your data. Click on "Save." This filter will now be in effect and the list will only display the records that match the filter's parameters.

Note: You do not have to name the first filter. If you do not give it a name, it will be displayed as "(unnamed filter)" in the filter drop-down list box.

If you are creating more than one filter, it is recommended that you name them appropriately.

To switch from one filter to another, select the filter desired from the drop-down list box. To turn off a filter and display the unfiltered list, choose "No filter" from the drop-down list box. To edit a filter, select "> Edit an existing filter" from the drop-down list box. In the pop-up dialog box, select the filter you want to edit. Make your changes and click on "Save."

To delete a filter, select the "> Edit an existing filter" from the drop-down list box. In the pop-up dialog box, select the filter you want to delete. Click the "Delete" button.

Customize (bottom taskbar)

To rearrange the order of items appearing in a list, click on the "customize" link that appears in the bottom gray taskbar. Use the "List layout" picker list dialog to select and order the columns to display on the list. The list will display the columns in the "Selected Items" list in the order they appear (top to bottom).

Note: The "customize" feature is not available for all pages.

The "Available Items" list shows all the possible items. The "Selected Items" list shows all the selected items. Use the buttons at the bottom of the lists to move items between the lists. Click an item in the "Selected Items" list and then use the up and down arrow buttons adjacent to the "Selected Items" list to change the position of the selected item.

When you are finished selecting and ordering, click on "OK."

1.1.4. Icons

Sort/Pie chart

You can arrange items in your tables and reports by clicking on the icons underneath the column headers. In addition to the A-Z/Z-A (smaller to greater/greater to smaller) sorting icons, some tables/reports include a round icon that lets you create a pie chart of your data with a simple click.

Note: Some tabled listings have individual item ordering arrows in the left-most "Order" column.

New/changed item

Whenever you make an addition or change to any list or table, the application will acknowledge the change with the message, "The [item] has been added/successfully saved," and a "new/changed item" icon (above right) will appear next to the added or changed item.

Bar Graph

This icon will appear next to any item that has any associated graphable data. Just click on the icon to create the bar graph for that item's data.

Run, Edit, Delete

Currently, these icons appear next to the items in such lists as "Saved Reports," giving you a convenient way to run, edit, or delete the selected item.

Calendar

Click on the calendar icon, which appears next to most "Date" and "Start Date" fields for projects, tasks, timebills, receipts, etc., to check and select the appropriate date.

1.1.5. Messages

OpenAir.com services will let you know when you have succeeded in entering and saving information: once you click on the "Save" button for any dialog, the message "The [item] was successfully saved" will appear above the saved dialog or above the resulting list generated by the dialog. (Important: You will generally **not** see reminders to save your work!) If you enter information in an unusable format, or if you forget to fill out any dialog's required fields, an error message will appear above the dialog, and the specific fix(es) will be shown below the problematic field(s).

1.2. OpenAir.com module integration

OpenAir.com has designed each component of its PSA suite to work both as a stand-alone service and as part of an integrated package that incorporates two or more service modules.

In brief, MY ACCOUNT allows you to set up account-wide preferences and handle the administration of your OpenAir.com account. OPPORTUNITIES helps you keep track of and develop new business prospects; PROPOSALS provides the initial interface between you and your current and potential clients, and allows you to create plans for future work projects at any level of detail. Once a client has approved a proposal, the proposal elements move into the PROJECTS module. PROJECTS is designed as an internal means of helping you to break down work projects into specific phases and tasks, and to chart proposed vs. actual work flow and resource allocation. RESOURCES helps you assign the right employees to tasks and projects.

Elements from approved proposals also make their way into the INVOICES, EXPENSES, and TIMESHEETS modules. EXPENSES and TIMESHEETS are essentially internal programs that let you and your employees track all expenses and time (billable as well as internal); from submitted and subsequently approved Receipts and Timesheets, administrators determine which expenses and which hours are billable to clients and projects, and create timebills from those expenses and hours; these items are then handled in INVOICES (the principal user-client billing interface module). timebills in turn are turned into invoices, which are sent to clients; payments and retainers from clients are also handled in INVOICES.

Data from INVOICES, EXPENSES, and TIMESHEETS are automatically fed back to the PROJECTS module; such data are used to compare projected vs. actual time expenditures, and budgeted vs. actual expenses.

Remember—you can use OpenAir.com service modules separately, or in any combination—whatever best meets your company's needs.

1.3. User access and role rights

1.3.1. Access privileges

You can assign specific access privileges to your users based on company and user needs, and on the need for client record confidentiality. To assign access privileges, go to the MY ACCOUNT > Account > Users tab and click on an existing user's ID (or select "user" from the "Create..." drop-down menu if you are adding a user). You will see the "Edit—[User name]" (or "New user") dialog, which has two links: "Demographic" and "Access control." Click on "Access."

The "Access control" link presents you with three different types of access privilege options: Modules, (Data) Exchange, and Client. Select the type(s) of access you want to assign. In any of the access dialogs, you will see a list of "Available Items" in the left-hand field, and a list of "Selected Items" in the right-hand field. By default, all available items populate the "Selected Items" column.

If you want to limit a user's access to a module, to data exchange capability, or to a client, select the item in the "Selected Items" (right-hand) field, and then click on the "Remove highlighted items" button just below the "Selected Items" field. Then click on "Save." If you want a user to have access to previously-removed items, simply go to the Account > User > [User name] > Access tab, click on the access type, and select the item(s) from the "Available Items" (left-hand) list. Then click on the "Add highlighted items" button, and then on "Save."

1.3.2. Assigning specific user rights

You can also assign specific rights by creating different kinds of user roles. To do so, go to the account tab in any module, and select "Role" from the "Create..." drop-down menu. You will see a dialog listing very specific kinds of actions that you can permit any user to do who is assigned to this new role. Name the role, check off the rights you wish to associate with this role, make any notes as necessary, and click on "Save." Then go to the User list in the Account tab, select the name of the user(s) whom you wish to assign the new role, and select the new role in the "Role" drop-down adjacent to their User ID at the top of the "Edit [name of user]" dialog. Then click on "Save."

Note: Module-specific role rights are discussed in the individual module sections.

1.3.3. Guest role

You can create a view-only role for a client, which will permit them to see certain items that pertain only to their own data and transactions. You can allow clients to see their associated projects Gantt charts, project outlines, and invoices. For more details about this role, see section 2.3.8., "Account > Roles," on page 2 - 13.

1.3.4. Filter sets

"Filter Sets" allow you to create and save access privileges to clients, projects, and services within the application, and to assign these privileges to your users. Users can be assigned to more than one filter set, but only one filter set will be "active" for a user at a time. For more information about filter sets, see section 2.3.9., "Account > Filter sets," on page 2 - 14.

1.4. Approval procedures

(OPPORTUNITIES, TIMESHEETS, EXPENSES, & PURCHASES)

The Submit/Approve process is automatic for the EXPENSES, TIMESHEETS, and PURCHASES modules. To enable the Submit/Approve process for PROPOSALS, go to MY ACCOUNT > Company > Settings and check the "Enable proposals submit/ approve process" box under "Approval options"; to assign approvers to a user, see MY ACCOUNT > Account > Users; to assign approvers by department, see "Department approvals" below; to create multi-level approval processes and approval rules, see Account > Approval processes, following.

Note: In the following discussion, "EXPENSES envelope" and "expense report" are used interchangeably.

1.4.1. Assigning approvers

Assigning approvers is generally done when a new user is created in the Account tab. By default, the administrator who adds a new user to the database is listed as that user's Approver in the "New user" dialog, but any existing user can be assigned as the new user's timesheet, expense report, purchase request, PO, and/or proposal approver by selecting the existing user in the drop-down menus for "Timesheets/Expense reports/ Purchase requests/POs/Proposals are approved by."

If you want to by-pass the approvals process for a particular item, you can assign a user to be his/her own approver for that item. You cannot do this until after you have actually created the user, however. Once you have clicked on "Save" in the "New user" dialog (thereby becoming that user's approver by default), click on the name of the newly-created user in the Users list. This will call up the "Edit – [Name of user]" dialog, which is the same as the "New user" dialog (renamed). Now the newly-created user's name will appear in the list of approver choices in the "Timesheets/Expense reports / Purchase requests / POs / Proposals are approved by." drop-down menus. Choose the newly-created user's name for the appropriate field and click on Save.

When users who are their own approvers click on "Submit," they will see "You are the owner and approver of the timesheet/envelope/purchase request/PO/proposal. Click on the approve button to submit and approve the timesheet/envelope/ purchase request/PO/proposal."

1.4.2. Approval process

After they click on the "Submit" button, users who are not their own approver will receive a message from OpenAir.com telling them that their timesheet / envelope / purchase request / PO / proposal approver has been notified about the submitted item.

The Approver receives the email notification, clicks on the URL link provided, logs in, looks at the submitted item; then clicks on the "Submit/ Approve" link to open the "Approve..." dialog box. The Approver approves or rejects the item (the text field can be used to explain why an item was rejected); the Submitter receives a notice about the status of the item. If an envelope is rejected, it returns to the "Open" tab listing (and can therefore be edited and resubmitted); if a timesheet, purchase request, PO, or proposal is rejected, it is listed under the "Rejected" tab in its respective module, and can be edited and resubmitted.

1.4.3. Department approvals

To set the approvers for timesheets, envelopes, purchase requests, and POs for each user in a department, click on the "Approvals" link in Account > Department > [Name of Department] > Approvals." You can set a universal approver for the department by selecting the appropriate user in the "Set all approvers to:" drop-down menu in the "Department approvals" dialog, and then clicking "Apply." Individual users' approvers can still be changed both in this dialog, or (in the case of approvers not belonging to the same department) in the Account > Users dialog, per above. Please note: You must have created one or more Departments in the Account tab to use this feature.

1.4.4. Signers

(Note: The Signers feature is not available for PROPOSALS.) To provide an extra level of oversight, you can designate up to three people who can sign off on a user's hours and/or expenses on a project-by-project basis, and you can choose to require having a project's hours or expenses entirely signed off before the user can submit an expense report or a timesheet for approval.

To designate a Signer:

1. In the MY ACCOUNT module, click on the Company tab, and then on the Settings tab. About halfway down in the "Settings" dialog, under "Signers options," check the "Enable signers feature for Timesheets and Expenses" box. You can also check off the "All sign offs must be complete before a Timesheet or Expense Report can be submitted" box if you want to require expenses and time to be signed off prior to being submitted for approval. Be sure to click on "Save."

2. In any module, click on the Account tab, then on the Projects tab, and then on the name of the project requiring signers. (Note: You can follow this procedure when creating a new project.) Once the signers feature has been enabled per step one, the "Edit [or New] project" dialog displays an additional group of drop-down fields from which to select your signers. You can choose signers from your client list, from your users, or other

individuals; when you're done, click on "Save."

*Note: If you select a client or a user from a drop-down menu, please do **not** enter that client's or user's email address, as it will be automatically entered from the information in your OpenAir.com account; however, you must supply an email address for designated individuals not entered in your OpenAir.com account database.*

1.4.5. Sign off procedure

Users desiring to submit an EXPENSES envelope or a timesheet for approval will first need to send the envelope or timesheet to all designated signers.

To notify signers: Click on the Envelopes or Timesheets tab, then on the name of the relevant envelope or timesheet, and then on the "Signers" link. Click on the name of a signer to bring up the "Send sign off requests" dialog box. This box includes a summary of hours worked or of expenses incurred while working on a particular project or for a particular client.

Use the checkboxes to indicate one or more sets of hours or expenses requiring the signer's approval; include any notes as desired, and then click on the "Send" button. Note: This procedure must be followed for each signer.

Each signer will receive an email notification that includes a hyperlinked URL. Clicking on the URL will show the signer a "Sign off request" dialog that includes the information from all boxes checked off in the "Send sign off requests" dialog. The signer accepts or rejects each item, and then clicks on the "Save" button.

If the "All sign offs must be complete before a Timesheet or Expense Report can be submitted" box found in MY ACCOUNT > Company > Settings has been checked off, all designated signers must sign off on the EXPENSES envelope or the timesheet before it can be submitted for approval and subsequent billing. If the "All sign offs must be complete..." box has not been checked off, however, a user can submit an EXPENSES envelope or a timesheet whether or not any or all signers have signed off on it.

Users can check the sign off status of an EXPENSES envelope by going to the Envelopes tab,

clicking on the name of the envelope, and then clicking on the "Signers" link. (To check on a timesheet's status, go to Timesheets > [name of timesheet] > Signers.) The status of the requested item(s) is indicated in the table rows adjacent to each signer's name. (Users can also check their timesheet or expense report's status by going to MY ACCOUNT > Dashboard > My Status.)

1.4.6. Multi-level approval processes

This feature allows you to set up multi-level approvals for proposals, timesheets, expense reports, purchase requests, and POs, and to define and set rules for automatic timesheet, expense report, purchase request, and PO approvals.

Note: Project-based approvals apply to Timesheets, Expenses, and Purchases modules only.

Once created, an approval process is assigned to a user in the "Timesheets/Expense Reports/Purchase requests/POs/Proposals are approved by" drop-downs in the Account > Users > Demographic > "New/Edit–[name of user]" dialog.

When you create a new approval process in the Account tab, you will have the option of setting the order in which an item is sent to the listed approvers.

Note: If you assign multiple users the same sequence number, they will be able to perform approvals at the same time.

All active users, regardless of role, are potential approvers, and will be listed as choices in the drop-downs. Clicking on the "Create" button in the "Auto-approve rules" column adjacent to an approver's name opens the "Auto-approve rules" dialog, which allows you to select the parameters for automatically approving timesheet hours or submitted expenses, purchase requests, and/or POs. You can create specific approval rules for each individual approver. (Creating/modifying/deleting approval processes is done via the Account tab.)

1.4.7. Making changes to/creating another user's submitted timesheets, envelopes

If you (as an approver) need to make changes to a submitted timesheet, envelope, purchase request, or PO, navigate to the item record in question. Click on the "Edit" link. Make and save your changes to

the item, and then click on the "Submit/Approve" link. In the "Approval request" dialog, click on "Approve."

1.4.8. Unapproving timesheets, envelopes

To unapprove a previously-approved timesheet or envelope, click on TIMESHEETS > Timesheets > [Name of timesheet] or EXPENSES > Envelopes > [Name of envelope]. Click on the "Submit/ Approve" link to display the item history. Below and left of the history, click on the "Click here to unapprove the timesheet/envelope" link. (Note: You can only unapprove a timesheet or envelope if no part of its associated hours or expenses have been billed to a client.) **Important:** This capability must be enabled in the TIMESHEETS and/or EXPENSES options sections in the Account > User > [User name] dialog.

1.5. Setting billing rates

(PROPOSALS, INVOICES)

1.5.1. Hourly rate billing

You can bill your clients by the hour using a rate based on (1) the service you perform for the client; (2) the employee you assign to the client; or (3) the particular client you work for or project you are working on. **Please note:** To charge clients on an hourly basis, you must create an *Hourly* timebill. Also note that whatever selection you make in the "Get the billing rate from" drop-down menu in the "Settings" dialog will be applied to *every* client. You cannot currently select different billing rate settings on a per-client basis (e.g. by service for one client and by user for another client, etc.).

By service: There are two steps in setting rates based on the kinds of services you perform for a client.

1. In the MY ACCOUNT module, click on the "Company" tab, and then on the "Settings" tab. Select "Service" in the "Get the billing rate from" drop-down menu in the "Settings" dialog, and then click on "Save."
2. Click on the "Account" tab, then click on the "Create..." drop-down menu and select "service" (or for an existing service, go to "Account > Services," and click on the name of the service). Enter the hourly rate you will

charge for the service in the "Hourly rate" field, and then click on "Save."

By user: There are two steps in setting rates based on the employee(s) assigned to a client or project.

1. In the MY ACCOUNT module, click on the "Company" tab, and then on the "Settings" tab. Select "User" in the "Get the billing rate from" drop-down menu in the "Settings" dialog, and then click on "Save."

2. Click on the "Account" tab, then click on the "Create..." drop-down menu and select "user" (or for an existing user, go to "Account > Users," and click on the user ID). Enter the hourly rate you will charge for the user in the "Hourly rate" field, and then click on "Save."

Note: If you enable project billing, the cost of any hourly timebills or proposal items you create independently of the project billing run will be calculated based on user hourly rates.

By client/project: There are two steps in setting rates based on the client for whom you are working, or the project on which you are working.

1. In the MY ACCOUNT module, click on the "Company" tab, and then on the "Settings" tab. Select "Client:Project" in the "Get the billing rate from" drop-down menu in the "Settings" dialog, and then click on "Save." (Follow the same procedure for billing by project as for billing by client.)

2. Click on the "Account" tab, then click on the "Create..." drop-down menu and select "client" (or for an existing client, go to "Account > Clients," and click on the name of the client). Enter the hourly rate you will charge this client in the "Hourly rate" field, and then click on "Save."

By user/project: There are *three* steps in setting rates based on a particular user assigned to a particular project:

Important: You *must* select User/Project in the Company > Settings dialog first, or the "User billing rates" link will *not* appear in the "New/Edit project" dialog.

1. In MY ACCOUNT, click on the "Preferences" tab, then on the "Company" tab, and then on

the "Settings" sub-tab. Select "User/Project" in the "Get the billing rate from" drop-down menu. Click on "Save."

2. In any module, click on the "Account" tab, then select "user" from the "Create..." drop-down menu (or for an existing user, go to "Account > Users," and click on the name of the user). Enter the hourly rate for this user in the "Hourly rate" field of the "New user" (or "Edit—[User's name]") dialog. Click on "Save."

3. In any module, click on the "Account" tab, and then select "project" from the "Create..." drop-down menu (for an existing project, go to "Account > Projects," and click on the name of the project). Click on the "User billing rates" link just above the "New/Edit project" dialog. In the "User billing rates" dialog, select the user(s) who will work on the project. Their default hourly rate will appear in the "Rate ($/Hr)" field (you can change this rate). Enter notes if needed, and click on "Save."

By service/client: There are two steps in setting rates based on a particular service being performed for a particular client:

Important: You *must* select "Service/Client" in the Company > Settings dialog *first*, or the "Services rates" link will *not* appear as an option for setting up a new client record (or modifying an existing client record).

1. In the My Account module, click on the Company tab, and then on the "Settings" sub-tab. Select "Service/Client" in the "Get the billing rate from" drop-down menu near the bottom of the dialog. Click on "Save."

2. In any module, click on the "Account" tab, then click on the "Create..." drop-down menu and select "Client" (or for an existing client, go to "Account > Clients," and click on the name of the client). After filling out (or modifying) the "New/Edit client" dialog, click on "Save." You will then see two additional client dialog links, "Billing information" and "Service rates." Click on the "Service rates" link. Use the drop-downs in the "Service rates" dialog to choose the

services for which you will be charging a special rate for the selected client.

When you have entered the appropriate service rate information for the selected client, click on "Save." The message "The client – [client name] was successfully saved" will appear at the top of the page, and you will have the option of clicking on another dialog link for the same client, or returning to the client list by clicking on the tabbed "Clients" link above the saved dialog.

By project billing rules: The project billing feature is a billing mechanism that allows you to create precise billing rules for time entries, receipts, and fixed fees associated with particular projects. See Projects > Billing for more information.

Note: If you enable project billing, the cost of any hourly timebills or proposal items you create independently of the project billing run will be calculated based on user hourly rates.

1.5.2. Flat rate billing

To charge clients on a flat price basis, you must create a *Flat rate* timebill by clicking on the Timebills tab and selecting "Flat Price timebill" from the "Create" drop-down menu. Select a name from the "Client:Project" drop-down menu; select a service* from the "Service" drop-down menu (if appropriate), and then enter a rate in the "Flat price" field. Enter a Description and Notes in their respective fields, if desired;** then click on "Save."

1.5.3. Other rate billing

To charge clients on an other rate basis, you must create an *Other rate* timebill by clicking on the Timebills tab and selecting "Other Rate timebill" from the "Create" drop-down menu. Select a name from the "Client:Project" drop-down menu, and a service from the "Service" drop-down menu (if appropriate). Enter a quantity in the "Quantity" field; a rate in the "Other rate" field; and select a frequency ($/Day, $/Week, etc.) from the drop-down menu to the immediate right of the "Other rate" field. Enter a Description and Notes in their respective fields, if desired;** then click on "Save."

*Note: *If the service you select has a flat rate associated with it, this rate will automatically be entered in the "Flat price" field; however, you can*

change this rate by clicking in the "Flat price" field.

*Note: **If you do not enter a name into the "Description" field, the name of the Flat Rate or Other Rate timebill will be the name of any Service selected. If no Service is selected and no name is entered, the Description name in the list will read "No description."*

1.6. Hierarchies

It may be useful to sort your data by office location, for example. You can create hierarchies in the Account tab that will allow you to sort your users and projects into classification trees which can then be used in reports.

For more on hierarchies, see section 2.3.10., "Account > Hierarchies," on page 2 - 15.

1.7. Reports

There are many types of report that can be created in the OpenAir system. They help you analyze your company data.

To run reports:

1. Click on the "Reports" tab.
2. Click on the appropriate sub-tab for the kind of reports you want to run: "Summary," "Detail," "Advanced," or "Drill Down."
3. Click on the appropriate links within "Summary," "Detail," or "Advanced" to run module-specific reports, or account-wide reports in "Detail."
4. Some reports have predetermined settings. Most do not. Specify the report criteria you require in the dialog box provided.
5. Click on the "Run the report" button.
6. You report will appear as a spreadsheet.

1.7.1. Overview of Report Settings

Each report has its own set of options. However, here is a summary of the more common settings.

Note: For information on module-specific Advanced reports, please see the "Reports Tab" section in the appropriate module chapter of this guide.

Time Period - # of Periods: Select the time period for which you want the data to be calculated, and the number of periods for which to calculate it. For example, if you choose "Monthly" as the time period, and "3" as the number of periods, your report will group your results by month over 3 months. There are default periods available. If you have created any custom time ranges, they will also be available in the list.

Ending Date: The default ending date is "Today", or the current date. To run a report for an earlier time period, specify a different ending date in the "Other" field. (Make sure you also select the radio button.) For example, if today was August 1, and you ran a report with "Monthly" as the time period over 3 periods, you would get data for June, July, and August. If you want data for earlier in the year, say from January to March, specify a date in the month of March as the ending date.

Note: For the Weekly time period, the ending date will be the last Monday before either the current date or the date you specify. To change the day of the week that weekly and bi-weekly reports start on, go to The Reports > Options link, and change the day in the "Global Report Options" dialog box.

Values: Select the value(s) that you want to be totaled for each period.

Hide empty rows: Select whether to hide rows that are empty so that they do not appear in the report.

First Sub-total: You can further divide the report's totals per period by some other factor.

Second Sub-total: You can divide the first sub-total by some other factor.

Color Coding: You can create a color-coded scheme for the report. You can specify ranges of values that will be displayed in certain colors in your report. To set up color coding for your report, click on the "Create >" or "Edit >" button next to "Color Coding." In the popup dialog box, enter the range of values you want coded and select a color for the range. There are seven colors available. Different ranges can have the same color, if desired. You can use decimal places for the ranges (for example, 10-19.99, 20-29.99, etc.). Overlapping ranges are not allowed. Click "OK" when you are done selecting the colors.

Report layout: If available, you can select the columns that will be displayed in the resulting spreadsheet.

Filters: You can create filters to limit the items that are included in the report. If, for example, you only want the report to include data from two of your clients, click on the "Create >" (or "Edit >") button for the client filter. In the popup form that appears, remove from the Selected items list all the clients you do not want to include in the report.

Note: You can set up your reports so that any inactive records will not be included in them. Go to the "Report > Options" sub-tab and enable the "Exclude inactive records" check box. This is a global option - it will affect all of the reports in the application.

1.7.2. Report Types

Summary Reports

Use the Summary Report feature to view totals over designated time periods. You select the items to be totaled in the report as well as the time period.

Detail Reports

The details reports let you see all the details for specific items. For example, if you run a "Vendors" detail report, you will see your complete list of vendors (depending on the filter you set up for the report) and all the fields such as name, address, etc., that you selected in the report layout option.

Advanced Reports

These reports are module-specific and therefore deal with some aspect of each module in detail. For example, in the Projects module, you can run a financial analysis report on your projects. The following advanced reports are available:

Opportunities: Deal Pipeline, Estimate Analysis, Revenue Forecast

Resources: Percent Booked Utilization, Historical Utilization, Realization, Assigned Utilization Chart

Projects: Planned vs. actual hours, Overbudget/late tasks, User tasks, Financial analysis

Timesheets: Missing timesheets, Timesheet status

Invoices: Accounts receivable, Client statements, Retainer balances, Income received, Project budgets ($), Project budgets (time)

Note: Please see the "Reports Tab" section in the associated module chapter of this guide for information on a specific advanced report.

Drill-down Reports

Drill-down reports allow you to report on your users and projects based on the hierarchies you have set up for them.

To run a drill-down report:

1. Click on the "Reports" tab.
2. Click on the "Drill Down" sub-tab.
3. In step 1, select the hierarchy you want to use for the report, and the hierarchy level at which you want to see your data. Click "Next."
4. In step 2, select the time period for the report. Click "Next." In the "Application" section, select the type of information on which you want to report (Timesheets, Expenses, or Invoices)
5. In step 3, select the values on which to report. These options will vary depending on the "application" you selected in step 2. Select filtering and color coding options.
6. Click on "Run."

Note: Click on the name of a node in the report to see the data for its child nodes.

1.7.3. Saved Reports

When you run a report, you have the option to save it so you can run the same report over again. When you are setting up a report (see Reports > Standard Reports), enable the "Save this report as..." check box, and enter a name for the report in the text box. When you click the "Run the report" button, the report will be generated, and it will also be saved in the list on the "Saved reports" tab. The next time you want to run the report, go to the "Saved reports" tab, and click on the "Run" icon (circular arrows) that appears to the left of the report name. The name of the report will appear in the report heading.

To edit a saved report, click on the "Modify" icon (pencil). The "[...] report options" form will be displayed, where you can adjust the layout or change the filters of the report.

Note: If you change the name of a saved report, it will not overwrite the old name - a new saved report will be created. This is actually useful if you want to create a new report based on an old one, with just one or two differences.

The Saved reports list will list all the saved reports in the application, regardless of which module you are in. Thus, if you have created a saved report in the Invoices module, for example, it will appear in the list even if you go to the Reports > Saved reports tab in a different module.

You do have the option to filter the list of saved reports by module. For example, if you want to see only your saved reports for Opportunities, select "Opportunities" from the drop-down menu in the "Module" column of the list.

Note: If you filter the list to show only reports from a specific module, when you change modules this filter will still be in effect. For example, if while working with saved reports in the Resources module you filter the list so that you only see Resources saved reports, when you go to another module, such as Invoices, and go to the Reports > Saved reports tab, the same Resources filter will be in effect, and you will not see your Invoices saved reports until you remove the filter.

To delete a saved report, click on the "Delete" icon to the left of the report you want to delete.

2. MY ACCOUNT

The MY ACCOUNT module contains many features to help you handle administrative tasks, such as—

- The "Dashboard" tab, where users can read administrative notices, receive reminders about account items requiring action, and find out the status of items awaiting others' approval or input.
- The "Account" tab, a central location to add, delete, or modify information about clients, projects, etc.
- The "My Options" tab, where users can customize their passwords, select their time settings, indicate their Dashboard preferences, and switch their filter sets.
- The "Company" tab, where users with access permission can change demographic information about the company, upload logos, adjust company-wide settings, create custom fields for certain dialogs, select terminology on a company-wide basis, deal with international currency, and keep track of the terms of and charges accrued to their OpenAir.com account.
- The "Exchange" tab, where users can download OpenAir OffLine and OpenAir for Palm applications, as well as exchange data between MS Outlook, Palm, QuickBooks, and Peachtree applications.
- The "Guides" tab, where users can download the OpenAir User Guide, and (if given access) the Guides for OpenAir.com's Palm and OffLine applications.
- The "What's New" tab, which provides all account users with up-to-the-minute information about changes to the functionality of OpenAir.com service modules.

Getting started

If you're not in a MY ACCOUNT window after logging in, click on the "MY ACCOUNT" (left-most) module link in the header at the very top of the page you're in.

2.1. The Dashboard Tab

2.1.1. Message Board

The Message Board is where administrators can post account-wide notices to users about items needing attention, or to inform them of new policies, features, etc.

To enter text into the message board, click on the "(<u>edit message</u>)" link under the Message Board entry. (Note: Only users with permission will see this link.) Enter your text into the "Message Board" dialog, then click on "Save."

2.1.2. Reminders

"Reminders" provides links to specific items waiting on their actions, such as approving other users' timesheets, envelopes, or proposals. (Note: Reminders are generated automatically, and cannot be manually created.)

2.1.3. Wizards

Bulk user change wizard

Only users with appropriate role rights have access to this feature, which enables them to add information or make changes to groups of user records or to all user records within one or more departments, rather than having to deal with each individual user record separately.

To use the wizard:

1. Go to the My Account module, and click on the Dashboard tab.
2. Click on the "Bulk user changed wizard" link found under the "Wizards" section heading.
3. In the "Step 1" dialog box, select a user from the "User to copy from" drop-down. The settings in this user's Account > Users > [User ID] > Demographic dialog box will be applied to selected users or departments in Step 2.
4. Select the information you want to copy using the "Available items" picker list and copy them into the "Selected information" field using the "Add" arrows just below the list fields.
5. Choose to copy the information to other users or to departments by selecting the

appropriate "Copy to" radio button. Then click on "Next."

6. In the "Step 2" dialog box, select from the "Available" picker list the departments or users to whose dialogs you want to copy the information you selected in Step 1, and then click on "Run." If successful, you will see the message, "The update is complete," along with a message about the number of users affected by the change.

Envelope attachment deletion wizard

Only users with appropriate role rights have access to this feature. It allows you to delete attachments associated with approved envelopes and receipts, freeing up valuable storage space. You can choose to delete the attachments from all approved envelopes from a certain time period, or to delete only those approved envelopes that have been fully reimbursed.

To use the wizard:

1. Go to the My Account module, and click on the Dashboard tab.
2. Click on the "Envelope attachment deletion wizard" link found under the "Wizards" section heading.
3. In the "Delete envelope attachments" dialog box, select the date range for the envelopes.
4. Select whether to delete attachments from all approved envelopes that fall within the date range, or only those that have been reimbursed.
5. Click on the "Delete the attachments" button.
6. You may need to wait a few seconds while the wizard processes your request. You will then see a list of the envelopes that matched the criteria you set in steps 3 and 4, and the number of attachments that were deleted from each one.

Note: You cannot undo a wizard. If you have made a mistake in the bulk user change wizard, you need to make the appropriate corrective selections in both Steps 1 and 2, and run the wizard again.

2.1.4. Workspaces

Only users with access to the Workspaces module will see this section. "Workspaces" will contain links to all the workspaces users are permitted to see.

2.1.5. My Status

"My Status" informs users about the status of any timesheets, envelopes, or proposals they have submitted for signoffs or approval, and provides links to any Open or Draft items (such as timesheets or proposals) which may need further action.

2.1.6. Company Status

Users with access to the "Company Status" section can see and utilize links to and information about invoices, timebills, running timers, and other items on an account-wide basis.

2.2. My Options Tab

2.2.1. My Options > Password

To change your password and password hint: Click on the "My Options" tab in the My Account module, and then click on the Password sub-tab. Enter your new password in the "Password" field, then enter it again in the "Confirm password" field.

Enter or change your password hint in the "Password hint" field. (Your hint is what OpenAir support personnel will send you if you forget your password, so be sure that it will clearly remind you of your password.) Click on the "Save" button.

Note: For security reasons, administrators can change other people's user IDs and passwords. If you have trouble signing in, check with your administrator/manager to be sure that your password was not changed.

2.2.2. My Options > Preferences

Time settings: When you are working out of town, you may want to change from the company's default time zone to the local time zone. To change from your company's default time zone to the local time zone:

Click on the "My Options" tab in the My Account module, and then on the "Preferences" sub-tab. In the "Time settings" field, enter the new time zone from the drop-down menu. (All of the

world's time zones are available in this menu.) If the new locality observes Daylight Saving Time, check the "Adjust for Daylight Saving Time" box. Click on "Save."

Important: Be sure to re-adjust the time zone upon return or relocation.

Dashboard options: You can choose whether or not you see the entire array of reminder and status options available to you in the dashboard tab, even if there are no active items requiring your attention, by checking the "Display zero items on dashboard" box (and then clicking on "Save"). By default, this box is not checked, given that the full set of items is quite long if you have access to all service modules.

Note: If you do not have access to a service module, none of those module's items will appear on your dashboard.

Module to start in: You can choose which OpenAir.com account module you would like to be in after signing in to your account by making your selection from the "Module to start in" drop-down menu, and then clicking on "Save." (Note: Only the modules to which you have access will appear in the drop-down menu.)

2.2.3. My Options > Proxy

The proxy feature allows one or more users assigned as another user's proxy to bypass the normal sign-in procedure in order to perform work on behalf of that user. Proxies are assigned in Account > Users > User ID > Proxy (see "Users > Proxy" on page 12).

To use the proxy feature:

1. Click on the My Options tab, and then on the "Proxy" sub-tab.
   Note: The "Proxy" sub-tab will not appear if you have not been assigned as a proxy for one or more users.
2. In the Proxy list, click on the relevant User ID of the person for whom you will act as proxy.
   Note: Only those users for whom you have been assigned to act as proxy will appear in the list.
3. A new browser window will open, and you will see whatever page the user normally

sees after logging in. Please note, however, that if you have been assigned a different role as that user's proxy, you may see more or fewer items in different modules than the user would see, depending on the access rights and permissions associated with that role. Also note that your role as a proxy may be different from the role you have been assigned "as yourself."
4. Create, modify, delete, change settings, or otherwise perform permitted and necessary functions as that user's proxy.
5. Sign out by clicking on the "Sign out" link, or by closing the browser window.

2.2.4. My Options > Change Filter Set

The "Change Filter set" page lists all the filter sets to which you have been assigned. You can switch from one filter set to another. You will only see this link if you have been assigned more than one filter set.

To switch to a different filter set:

1. In the My Account module, click on the "My Options" tab.
2. Click on the "Change Filter set" tab.
3. Click the "Choose" link next to the name of the filter set to which you want to switch.

The new filter set will become active immediately.

2.3. Account Tab

Users with access permission will see the Account tab in each module; all Account links are identical within each module. The Account tab provides the dialogs to create and modify the various database entities that you and others will use to populate fields when creating timebills, receipts, timesheets, etc., within each service module.

2.3.1. Account tab page layout

When you first click on the Account tab, you will see a page showing columns of Account entity links, with account-wide links first (e.g., Clients, Users, etc.), and then module-specific links. This layout is the same in all OpenAir modules. Once you are in an Account tab listing, you can switch from one list to another by selecting the new list

from the drop-down menu at the top left of the list you're currently in (Figure 2.3.1).
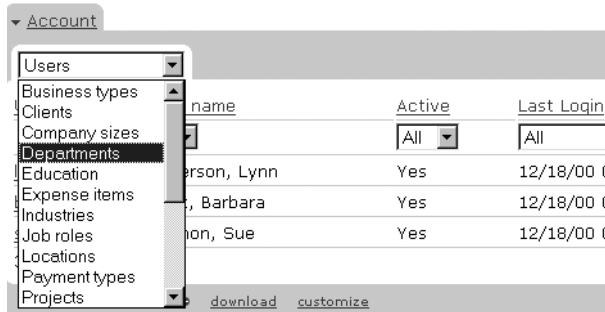
Figure 2.3.1.

Also, you can add to your Account entity lists in any module, even if the entity you want to add is not used in the module you're currently working in (for example, you can add a Vendor in PROPOSALS, even although it is relevant only to EXPENSES and PURCHASES).

2.3.2. Account > Clients

Note: For all modules except RESOURCES, you must enter one or more clients into your company's OpenAir.com account database to utilize the module functions.

Your clients are the people or organizations (a) who are potential sources of new business (Opportunities); (b) to whom you send proposals for new work projects (Proposals); (c) to whom you assign employees (Resources); (d) on whose projects you work (Projects); (e) whom you charge for expenses incurred (Expenses); (f) whom you charge for your work time (Timesheets); (g) whom you bill for expenses incurred and services rendered (Invoices).

You can also grant your clients guest privileges, which will enable them to have limited access to your OpenAir account so they can view online certain records pertaining to the projects you are working on for them (see section 2.3.8., "Account > Roles," on page 2 - 13 for more information).

To create a client: Click on the Account tab, and then select "client" in the Account tab's "Create..." drop-down menu. Enter the client name at the top of the "New client" demographic dialog.

Note: In the "New/Edit Client" dialog box, there is a "Prospect" check box. If you enable this check box, you are in fact creating a prospect for use in the OPPORTUNITIES and PROPOSALS modules. You will not be able to use this prospect in the other modules until this check box is disabled. See chapter 4 on page 4 - 1.

 After you click on "Save," you will be taken to the "Edit billing information" dialog. This will allow you to enter basic information for invoicing purposes.

Once you have created contacts for the client (see section 2.3.4., "Account > Contacts," on page 2 - 6 for more information), you can select a "Primary contact" on the "Edit demographic information" dialog box. If you go to the "Edit billing information" dialog box you will also see "Billing contact" drop-down list box (Figure 2.3.2a). You can select a billing contact that is different from the primary contact if needed.

Figure 2.3.2a. Edit billing information dialog box.

Note: If you have selected "Service/Client" in the "Get the billing rate from" drop-down in the Company > Settings dialog, you will see a "Service rates" link, in addition to "Demographic" and "Billing information." The "Service rates" dialog, shown in Figure 2.3.2b, allows you to enter a different hourly rate for services rendered based on the client for whom you are working. For additional information, see the "By service/client" in "Setting billing rates" above.

Figure 2.3.2b.

Client billing module-specific fields:

Hourly rate ($/hr): INVOICES, TIMESHEETS, and PROPOSALS all utilize the "Hourly rate" field just above the "Active client" check box. You can set a specific hourly rate for a client in this field. Please note, however, that the "Hourly rate" field will appear, and the rate will be applied to that client's timebills, *only* if you have selected "Client : Project" in the "Get the billing rate from" drop-down menu near the bottom of the MY ACCOUNt > Company > Settings dialog. (See "Setting billing rates" above.)

INVOICES: **Payment terms**: The default setting is "Net 30," but you can change the terms to "Net 15," "Net 10," or "Upon Receipt" for any of your clients; the terms you choose will show up on that client's invoices.

INVOICES: **Invoice prefix**: This optional field allows you to assign each client a specific invoice prefix in order to make invoice tracking easier. For example, if you enter "A" in the Invoice prefix field for "Smith Co.," and "B" as the Invoice prefix for "McKay Corp.," the invoices would appear as "A100, A101, A102," (etc.) and "B100, B101, B102," (etc.), respectively. (100 is the default starting number; you can choose a different numbering sequence in the "Invoice layout" dialog; see page 61.) You can choose any combination of letters or numbers for your Invoice prefixes.

INVOICES: **Billing code**: This optional field allows you to assign each (or more than one) client a code number or letter in order to facilitate creating multiple invoices.

INVOICES: **Invoice layout:** If you have created more than one invoice layout, this field allows you use the invoice layout of your choice for a particular client. This field will not appear if only one invoice layout exists for the account.

INVOICES: **Client can view statements**: When a client views an electronic invoice that you send, they can click on a link that will show them their entire account statement. (The client can view the statement by default, unless you uncheck this box.)

INVOICES: **Invoice note**: This optional field lets you include a specific message on each invoice you send to a client, such as "I appreciate your business, Dale!"

INVOICES: **Email invoice note**: This optional field lets you include a specific message with each email notification of an invoice that your client will receive.

To change a client's information: Once you've saved the information about a client, you can always make additions or changes to this dialog by clicking on Account tab, then on the "Clients" link, and then on the client's name in the table listing. Make your changes to the "Edit client" dialog, and then click on "Save."

To delete a client: Click on the client's name in the table listing under Account > Clients in any module. (You will see this same dialog exactly as you filled it out, except that the name of the dialog will read "Edit client," rather than "New client.") Click on the "Delete" button at the bottom of the dialog.

Note: If the "Delete" button does not appear, this means that there are time entries and/or expense items charged to this client. You must first delete or reassign such charges in order to delete the client; however, you cannot delete any clients to whom you have sent invoices. Instead, you can make the client inactive by deselecting the "Active client" check box toward the bottom of the "Edit client" dialog; then you can filter out inactive clients in your Account > Clients listing.

2.3.3. Account > Prospects

Prospects are potential clients. You can store contact names and numbers for each one. You can create deals with events and To Dos needed to close each deal.

You can change prospects into an actual clients once you are ready to do actual business with them.

Once a prospect has been changed to a client, it will be available to the rest of the modules in your account.

To create a prospect:

1. Click on the Account tab.
2. Click on the "Create..." drop-down menu and select "Prospect" from the list.
3. Fill out the "New Prospect" dialog box. The "Prospect name" field is required.
4. Click on the "Save" button.

Once you have created the prospect, you will have access to a "Contacts" link as well as the "Demographic" link. Use the "Contacts" link to add contacts for the prospect.

Note: The "Save and create another Prospect" button allows you to quickly create multiple prospects by immediately loading a blank "New Prospect" form.

To modify an existing prospect:

1. Click on the Account tab.
2. Click on the "Prospects" link.
3. Click on the prospect's name in the Prospects list.
4. Click on the "Demographic" link if it is not already selected.
5. Make your changes to the prospect record.
6. Click on "Save."
7. The message "The prospect - [prospect name] was successfully saved" will appear at the top of the form.

To delete an existing prospect:

1. Click on the Account tab.
2. Click on the "Prospects" link.
3. Click on the prospect's name in the Prospects list.
4. Click on the "Demographic" link if it is not already selected.
5. Click the "Delete" button at the bottom of the "Edit demographic information" dialog box to permanently discard the record.

2.3.4. Account > Contacts

Contacts are people associated with clients and prospects. A client or prospect can have as many contacts as are needed. You can see a complete list of contacts by clicking on the "Contacts" link in the Account tab. You can also see a list of contacts for a particular client by clicking the "Clients" link in the Account tab, clicking on the name of the desired client, and then clicking on the "Contacts" link.

To create a contact: Click on the Account tab, then select "Contact" from the "Create..." drop-down menu. Enter the information for the contact in the "New Contact" dialog box (Figure 2.3.4). The "Last name" field is required. Select the client to which this contact is associated from the "Client affiliation" drop-down list box, and click on "Save."

To modify a contact: Click on the Account tab, then on the "Contacts" link, and then on the name of the contact you want to change. Make your changes in the "Edit Contact" dialog box, and click on "Save."

To delete a contact: Click on the Account tab, then on the "Contacts" link, and then on the name of the contact you want to delete. Click on the "Delete" button in the "Edit Contact" dialog box.

Note: You cannot delete a contact if it has certain transactions associated with it (and the "Delete" button will not show up on the bottom of the "Edit Contact" dialog box).

Figure 2.3.4. New Contact dialog box.

2.3.5. Account > Projects

When you click on the Projects link, you will see a table that lists project names, their activity status, and the client to whom they are assigned. (Additional module-specific fields are reflected in the module's tabled output.)

To create a project: Once you've entered the information for one or more clients, click on the Account tab, and then select "project" from the "Create..." drop-down menu. To proceed, you must enter a project name and assign the project to a client in the drop-down "Client" menu in the "New project" dialog (Figure 2.3.5a); however, it is to your advantage to fill out the dialog as completely as you can.

Note: All projects are considered active by default unless you uncheck the box marked "Active project" below the Client drop-down menu.

Note: Projects created in the Account tab will also be listed in the PROJECTS module's "Projects" tab field, and projects created in the PROJECTS module's

"Projects" tab field will also be listed in Account > Projects.

You can designate a user as the "Project owner" by making your selection from the users listed in the "Project owner" drop-down menu. Note: A user must be booked to that project in order to appear in its "Project owner" drop-down.

Figure 2.3.5a.

Module-specific fields:

PROPOSALS, PROJECTS, INVOICES: **Budget amount ($)**: You can enter in this field whatever amount has been budgeted for a particular project. INVOICES will deduct any costs accrued from this budgeted amount, and show you the Budget Available in the Projects listing; you can also run a report on "Project budgets" in INVOICES > Reports > [Advanced reports]. PROPOSALS keeps a running total of budgeted amounts, and you can run a report to track projects that run over budget in PROJECTS > Reports > [Project Reports].

INVOICES, TIMESHEETS, and OPPORTUNITIES: **Hourly rate ($/hr)**: If you select "User/Project" in the "Get the billing rate from" drop-down menu near the bottom of the MY ACCOUNT > Company > Settings dialog, you can specify an hourly rate to be applied to a particular project based on a user's rate. (Note: This field will appear in the "New/edit project" dialog, and the rate will be applied to that client's timebills, Timesheets, and Proposals, *only* if you have selected "User:Project" in the MY

ACCOUNT > Company > Settings dialog.) First create a new project, or click on the name of an existing project. When the "Edit project" dialog appears, you will see two links just above the dialog, "Edit" and "User billing rates"; select the "User billing rates" link. Choose one or more users assigned to the project from the drop-down menu in the "User billing rates" dialog (Figure 2.3.5b). If you have set rates for the user, that will appear as the default rate (which you can change, if necessary). When you have made your entries, click on "Save." (See "Setting billing rates" above.)

Figure 2.3.5b.

INVOICES: **Invoice layout:** If you have created more than one invoice layout (see section 10.6.1., "Invoice Layout," on page 10 - 10), you will be able to select the invoice layout to be used for invoices associated with this particular project.

EXPENSES and TIMESHEETS: **Signers:** If you have enabled the Signers feature in the MY ACCOUNT > Company > Settings dialog, the "New/ edit user" dialog will give you the option of selecting up to three Signers whose signoffs can be required before a particular project's associated expenses or hours can be approved. See section 1.4.4., "Signers," on page 1 - 6, and section 1.4.5., "Sign off procedure," on page 1 - 6, respectively, for more details.

Note: If the signers drop-down menus do not appear, the feature has not been enabled.

Note: For more detailed information on signers, project-based approvals, auto-billable options, and hierarchies, see section 6.2.1., "Projects," on page 6 - 1.

To change a project's information or settings: Click on the Account tab, and then on project's name in the list. Make your changes to the "Edit project" dialog, and then click on "Save."

To delete a project: Click on the Account tab, and then on project's name in the list. Click on the "Delete" button at the bottom of the "Edit project" dialog. Note: If the "Delete" button does not appear, this means that there are time entries and/or expense items charged to this project. You must first delete or reassign such charges in order to delete the project; however, you cannot delete any projects to whose associated clients you have sent invoices. Instead, you can make the project inactive by deselecting the "Active project" box; then you can filter out inactive projects in your Account > Projects listing.

2.3.6. Account > Users

Your users are your company's principal resources. By selecting "user" in the Account tab's "Create..." drop-down menu, you can add users to your OpenAir.com account. The "New user" dialog (Figure) contains fields for all the "Demographic" (name, address, etc.) information about the new user, as well as several module-specific settings (discussed below).

To create a user: Click on the Account tab, and then select "User" from the "Create..." drop-down list box. Complete the "New user" dialog box (Figure 2.3.6a). This dialog box is the same as the "Edit - [Name of user]" dialog box you will see when you click on the "Demographic" link when viewing the information of an existing user. See section , "Users > Demographic," on page 2 - 9 for more information on the fields that are found on this dialog box.

Figure 2.3.6a. New User dialog box.

Users > Demographic

Clicking on the "Demographic" link brings up the "Edit—[User name]" dialog, where you assign

each user a User ID, a password, and a "password hint" if desired. (Users can change their User IDs and passwords in MY ACCOUNT > My Options > Password later.) Users will need to know their User ID, their password, and the Company ID (set in the MY ACCOUNT > Company > Demographics dialog) in order to sign in to OpenAir.com. The "New user" dialog is where you can have a user subscribed to the OpenAir.com newsletter and/or product update email list (by default, all new users are subscribed).

Although setting time zones on a company-wide basis is handled in MY ACCOUNT > Company > Settings, you can change the time zone setting on a by-user basis to deal with out-of-town assignments, long-distance associates, and so on. The "Time zone" drop-down menu is found near the bottom of the New user/User dialog; the default time zone is U.S. Eastern Time (–05 hours UTC/ GMT), with a daylight saving time adjustment option.

If there are user hierarchies in the account for which the "Show this hierarchy when editing objects of this type" check box has been enabled, you will be able to assign the user to a node in each of these hierarchies from here. (See "Account > Hierarchies" on page 15 for more information.)

Module-specific settings in the User > Demographic dialog

In addition to the general user settings described above, the "New user" dialog contains fields that are specific to the various OpenAir.com service modules. Please note that many of these fields will not appear if the module to which they belong has been disabled.

INVOICES and PROPOSALS: **Hourly rate ($/hr):** Set each user's billing rate in this field; please note, however, that this field will appear, and this rate will be applied to that user's timebills or proposals *only* if you have selected "User" or "User/Project" in the "Get the billing rate from" drop-down menu near the bottom of the MY ACCOUNT > Company > Settings dialog.

ALL: **Department:** You can assign or change a user's departmental assignment in this field, which permits easy grouping of users into work teams. Note: This field will appear *only* if you have created one or more departments in the Account tab.

EXPENSES: **Expense reports/authorizations are approved by:** You can designate any active user (at any access level, at any time) as an approver of any other user's expense reports and/or authorizations by selecting the approver's name from the drop-down menu, and then clicking on "Save." **Allow the user to un-approve an envelope/authorization:** You can give a user the right to un-approve envelopes and/or authorizations. (See section 1.4., "Approval procedures," on page 1 - 5 for more information on the Submit/Approve process.)

TIMESHEETS: **Timesheets are approved by:** You can designate any active user (at any access level, at any time) as an approver of any other user's timesheets. **Allow the user to un-approve a timesheet:** You can give a user the right to un-approve timesheets. (See section 1.4., "Approval procedures," on page 1 - 5 for more details about the Submit/Approve process.)

OPPORTUNITIES: **Territory:** This drop-down lets you indicate the geographical location of a user or the area for which the user is responsible. **Proposals are approved by:** You can choose who will approve a user's proposals before they can be sent to a client. Note: You must specifically enable the PROPOSALS approval process by checking off the "Enable Proposals submit/approve process" box found in MY ACCOUNT > Company > Settings; if you do not, this drop-down field will not appear in the "New user/Edit—[User name]" dialog.

TIMESHEETS and INVOICES: **Week starts on:** You can choose which day of the week a user's timesheets and hourly grid entries will start on (the default weekday is Monday). Tip: Simplify your bookkeeping by having all users' timesheets and hourly grids start on the same weekday.

PURCHASES: **Purchase requests/POs are approved by:** You can designate any active user (at any access level, at any time) as an approver of any other user's purchase requests and/or authorizations by selecting the approver's name from the drop-down menu, and then clicking on "Save." **Allow the user to un-approve a purchase request/PO:** You can give a user the right to un-approve purchase requests and/or POs. (See section 1.4., "Approval procedures," on page 1 - 5 for more information on the Submit/Approve process.)

To change information about a user: Clicking on a user's name in the table appearing under the Account > Users tab allows you to make changes to the user dialogs. Click on the appropriate link(s) - "Demographic," "Access," "Schedule," "Cost," or "Proxy." Make your changes to the appropriate dialog box and click on "Save." If necessary, click on another link for that user, or to return to the Users list, click on the tabbed "Users" link.

To change information about multiple users at the same time, see section 2.1.3., "Wizards," on page 2 - 1.

To delete an existing user: To permanently delete a user, click on "Account > Users," and click on the relevant "User ID," and then on the "Demographic" link if you are not in the "Edit - [Name of user]" dialog box. Click on the "Delete" button. (If the "Delete" button does not appear at the bottom of the "Edit—[User name]" dialog, that means that the user has associated records, and cannot be deleted, only disabled—see below.)

Note: You cannot delete yourself. You can delete only users who do not have associated records (timebills, invoices, envelopes, receipts, timesheets, etc.) in your OpenAir.com account. (See Disable below.)

To disable an existing user: Disabling users will remove them your "active" user list, and they will no longer have access to OpenAir.com services. However, any records they may have created remain accessible.

Note: You will not be billed for the deactivated (disabled) users in your OpenAir.com account.

To disable a user, click on "Account > Users," and click on the relevant "User ID." Click on the "Demographic" link if you are not in the "Edit - [Name of user] dialog box. Deselect the "Active" check box, and then click on "Save." The user is now de-activated, but may be reactivated in the future if desired.

Users > Access control

Clicking on the "Access control" link permits you to assign each user's level of access to service modules, data exchange capabilities, and client information. The "Access control" link page

presents you with two different types of access privilege options: Modules, and Data Exchange. Select the type(s) of access you want to assign. In any of the access dialogs, you will see a pick list of "Available Items" in the left-hand field, and a pick list of "Selected Items" in the right-hand field. By default, all available items populate the "Selected Items" column.

If you want to limit a user's access to a module or to data exchange capability, select the item in the "Selected Items" (right-hand) field, and then click on the "Remove highlighted items" button just below the "Selected Items" field. Then click on "Save." If you want a user to have access to previously-removed items, simply go to the Account > User > [User name] > Access tab, click on the access type, and select the item(s) from the "Available Items" (left-hand) list. Then click on the "Add highlighted items" button, and then on "Save."

Users > Schedule

Figure 2.3.6b.

Clicking on the "Schedule" link calls up the "Edit work schedule for [name of user]" dialog (Figure 2.3.6b). You can enter the user's typical work schedule by checking off the appropriate days of the week (the default is your company's workday schedule), and by entering the number of hours per day that that person typically works (the default is your company hours worked per day). You can override the company work schedule by selecting the "User-specific work schedule" button at the top of the dialog, and then entering the user's schedule.

You can also enter any exceptions to the user's typical schedule by using the "Exceptions to schedule" drop-downs. Exceptions can include

vacation periods, jury duty, personal time, and so on. Enter a description of the exception, the start date and end date, the number of hours (if any) the user will work on during the exception period, and the time type. When you have entered relevant data, click on "Save."

To modify a user's schedule, go to Account > Users > User name > Schedule; make your changes to the "Edit work schedule for [name of user]" dialog, and click on "Save." If you need to delete an exception, check the "Delete" box adjacent to the exception you wish to delete, and then click on "Save."

Users > Cost

Figure 2.3.6c.

Clicking on the "Cost" link calls up the "Edit user loaded hourly cost" dialog (Figure 2.3.6c), which lets you enter information about what it costs your company to employ a user. A user's loaded cost is the hourly calculated sum of the user's salary, benefits, occupancy costs (telephone, space rental), administrative, equipment, and maintenance costs. Loaded hourly costs are used in the Projects > [Name of project] > Analysis feature to compute the profitability of a project.

To enter the loaded hourly cost for a user, click on the Account tab, and then on the "Users" link. Click on the User ID of the user for whom you wish to add or change information about loaded hourly costs, and then on the "Cost" link. Make your additions/changes to the "Current hourly cost" and/ or "Historical hourly costs" fields in the "Loaded hourly cost" dialog, and then click on "Save."

Note: The entry in the "Current hourly cost" field should be recalculated whenever there are any changes to a user's salary or benefits, or if there are

company-wide changes that impact loaded costs, such as a move to new offices, equipment upgrades, etc. The old hourly cost(s) should be entered into the "Historical hourly costs" section of "Loaded hourly costs" dialog, along the old cost rate's start and end dates, to ensure an accurate accounting of a project's profitability.

Users > Proxy

The user-based proxy link allows you to designate one or more users to bypass the normal sign-in procedure and act on behalf of the user or users for whom they are proxies. Allowing users to act as proxies for other users can be helpful in situations where users cannot, for example, submit their own timesheets or other transactional records due to illness or other circumstances.

Note: Proxies can be given specific role rights when they act as proxy for their assigned user or users; such role rights do not have to be the same as the role rights the proxies are assigned "as themselves." Note, however, that a user cannot be assigned to the administrator role when acting as a proxy.

IMPORTANT: Proxy assignation conveys enormous power and responsibility to assigned users. You should not assign individuals to be proxies, or grant proxies broad role rights, without serious consideration of all implications of so doing. Also, as a matter of security and etiquette, you should notify users when one or more proxy users have been assigned to them.

To assign the users for whom a particular user can act as a proxy:

1. Click on the Account tab, and then on the "Users" link.
2. Click on the User ID of the user that will act as proxy for other users, and then on the "Proxy" link.
3. Select the names of the users for whom this user will be able to act as a proxy from the "Proxied user" drop-down link.
4. Select the role that the user will be assigned when proxying as each user from the "Roles" drop-down menu. Click on "Save." (Note: You cannot be assigned to the administrator role when acting as a proxy.)

5. You can add as many proxied users as you desire. Add rows to the "Edit proxies" dialog box using the "Add" drop-down menu.

Once you have added proxied users to a user record, this user will be able to act as a proxy for the other users by going to My Account > My Options > Proxy and selecting the appropriate user from the list (see section 2.2.3., "My Options > Proxy," on page 2 - 3).

Note: Users who have not been assigned as proxies will not see the My Options > Proxy sub-tab.)

Users > Filter Sets

You can assign users to filter sets that will restrict them to certain clients, projects, services, users, and expense items within the account. Users can be assigned to more than one filter set. Once users have been assigned to filter sets, they can switch between these filter sets by going to the My Account > My Options > Change Filter Sets page.

To assign filter sets to a user:

1. Click on the "Account tab."
2. Click on the "Users" link.
3. Click on the User ID of the user in the list.
4. Click on the "Filter Sets" link.
5. Select the desired filter sets from the "Available items" list, and click on the "Add highlighted items" button. Users must be assigned to at least one filter set.
6. Click on "Save."

Users are assigned to the "All Access" filter by default. Users can be assigned to more than one filter set. When users are assigned to more than one filter set, they can select which of these to make their current active filter set from the My Account > My Options > Change Filter Set page. The filter set which is currently active will be displayed in the grey bar at the bottom of each page in the application. To restrict users to a single filter set, assign them to the filter set desired, and then remove any other filter sets from the "Selected Items" list, including the "All Access" filter set. Users who have only been assigned to one filter set will not see the My Account > My Options > Change Filter Set link, nor will they see the name of their filter set in the grey bar at the bottom of the page.

Note: You can also go to the Account > Filter sets > [Filter set name] > User filter set page to assign multiple users to a filter set (see section 2.3.9., "Account > Filter sets," on page 2 - 14).

2.3.7. Account > Departments

"Departments" is an optional feature which allows you to group users into teams for planning and bookkeeping purposes.

To create a new department: Click on the Account tab, then click on the "Create..." drop-down menu and select "Department." You must enter only a Department name in the "New department" dialog to proceed to the next step, but you can also enter other information about the department in the "Notes" field. When you click on "Save," you will see an "Assigned users" pick list, where you select users to be part of that department. Make your selection(s), and click on "Save." Note: You cannot assign a user to more than one department.

To change information about a department: Click on Account > Departments > [Department name]. The "Edit department" dialog gives you the option of selecting a department head from a drop-down that lists the members of that department. Make your selection if desired, make any changes as needed, and then click on the "Save" button.

To delete a department: Click on Account > Departments > [Department name], then click on the "Edit" link, and then click on the "Delete" button at the bottom of the "Edit department" dialog. Users in that department will be unassigned.

2.3.8. Account > Roles

"Roles" allows you to create user roles with specific sets of rights and privileges. Once you create a role, you can assign it to individual users. (Note: You can create as many roles as you need, but a user can be assigned only to one role.)

OpenAir.com has pre-selected the user rights of Administrator and User. The User role can be renamed and otherwise modified as desired, but the role of the account administrator cannot be modified (although the role can be renamed). The current default settings give administrators all user rights, and users have no rights beyond basic functions—i.e., they can create, view and edit their own items (e.g., timesheets, receipts, proposals, etc.) in each module to which they have access.

A reasonable rule of thumb is that if you can't see the (sub-)tab or link, you do not have access. Please note, however, that certain (sub-)tabs or links do not appear until at least one of the items that populates the (sub-)tab or link has been created. So, for example, if you (or another person with access to the Account tab) have not created any Services, no Services drop-downs or sub-tabs will appear in any dialogs in any modules.

Module-specific permissions will be discussed in detail in each module's section.

To grant module and data exchange access privileges, see Account > Users > Access control in section 2.3.4 above.

To change a user's role, go to Account > Users > Demographic, select the desired role from the "Role" drop-down adjacent to the User ID on the top line of the "Edit–[User name]" dialog, and click on "Save."

Figure 2.3.8.

To create a new role: Click on the "Account" tab, and then select "Role" from the "Create..." drop-down menu. In the "New role" dialog (Figure 2.3.8), name the new role (mandatory), and then check the relevant rights in each module that you want to assign to the new role. Make any notes as desired, and click on "Save."

If you are creating a "Guest" role, make sure the "Guest" option in the drop-down next to the "Role name" field is selected. This will change the display of the New/Edit Role form, displaying the options for the Guest role. When you assign this role to a new or existing user, a new drop-down list box will appear on the New/Edit User form. This drop-down has a list of all the clients in your account. You can then associate the user with one of your clients. The client now has a User ID and can log in to the account. You will also note that there are not as many fields in the New/Edit User form when you are creating a guest user.

Note: You cannot reassign yourself to a different role, nor can you make your own role inactive.

To modify an existing role: Click on the Account tab in any module, and then on the "Roles" link. Click on the name of the role you want to change. Check (or uncheck) the boxes associated with the user rights you want to assign (or remove) in the "Edit role" dialog, and click on "Save."

Note: You cannot modify the role to which you are assigned.

To delete an existing role: Click on the "Account" tab in any module, and then on the "Roles" link. Click on the name of the role you want to delete, and then click on the "delete" button in the "Edit role" dialog.

Note: You cannot delete roles that have users assigned to them. You must first reassign the users before you can delete the role. (The "delete" button will not appear in the "Edit role" dialog if the selected role has one or more users assigned to it.)

Important: The "New/Edit role" dialog is very long, and its rights settings are grouped by module (with a "general settings" section first). For more information about specific rights, please go to the on-line help for the My Account module, and click on "Roles" under the "Account tab" heading. All of the current role rights are listed and linked to their respective modules' help texts.

2.3.9. Account > Filter sets

"Filter Sets" allow you to create and save access privileges to clients, projects, services, users, and expense items within the application, and to assign these privileges to your users. Users can be assigned to more than one filter set, but only one filter set will be "active" for a user at a time.

Users who have been assigned roles that have the "Modify filter sets for existing things" privilege in the "General Settings" section of the "New/Edit Role" dialog box enabled will be able to add new clients, projects, services, users, and/or expense items to their current active filter set by enabling the "Add this [thing] to current filter set" check box on the "New client/project/service/user/expense item" dialog boxes, and add existing clients, projects, services, users, and expense items to any of the filter sets to which they are currently assigned using the filter set "Create >" or "Edit >" buttons found on the bottom of the "Edit client/project/service/user/expense item" dialog boxes.

However, a user will only see these fields if the filter set to which they are assigned actually has a filter for the thing (client, project, service, user, or expense item) they are adding or modifying. (Note that users must also have a role which allows them to "modify filter sets for existing things.") For example, users assigned to a filter set that allows them to only see certain projects will be able to assign any new project they create to their filter set, and to add existing projects to existing filter sets. If the same users have access to all expense items, they will not be given the option to add them to the filter set, as they are automatically included.

For the same reason, users working with the "All Access" default filter set will not see these fields because they are not needed, as by default these users have access to all new and existing clients, projects, services, users, and expense items.

To create a new filter set:

1. Click on the Account tab.
2. Click on the "Create..." drop-down menu and select "Filter set."
3. Enter an name for the filter set.

4. Click on "Save."

Once you have saved the filter set, you will see new links above the dialog box. These are "General," "User filter set," and "Access Control."

To assign users to the filter set:

1. Click on the "User filter set" link. Users assigned to the filter will be subject to its access restrictions for clients, projects, services, users, and expense items.
2. Select the desired users from the "Available items" list, and click on the "Add highlighted items" button.
3. Click on "Save."

Note: Users are assigned to the "All Access" filter by default. Users can be assigned to more than one filter set. When users are assigned to more than one filter set, they can select which of these to make their current active filter set from the My Account > My Options > Change Filter Set page. To restrict users to a single filter set, assign them to the filter set desired, and then remove them from any other filter sets, including the "All Access" filter set.

Note: You cannot remove users from a filter set if it is the only filter set to which they are assigned (they will be marked by an asterisk [*]). In order to re-assign them to another single filter set, you must first add them to this new filter set, and then remove them from the old one.

Note: You can also go to the Account > Users > [User ID] > Filter Sets page to assign existing filter sets to particular users (see section 2.3.6., "Account > Users," on page 2 - 8).

To set the filter access control:

1. Click on the "Access Control" link.
2. You can select the clients, projects, services, users, and expense items that will be accessible to users assigned to the filter. The "Status" column will tell you which clients, projects, services, users, and expense items already belong to the filter.
3. Click on one of the "...access" links. For example, if you click on the "Client access" link, you be able to select from the complete list of clients those which will be in the filter.

4. Select the desired entities from the "Available items" list, and click on the "Add highlighted items" button.
5. Click on "Save."

Note: If you make changes to the access control of a filter set, users currently using that filter set will not see these changes until they log out and log back in to their account.

Note: For the project access control, you have the option to set access to assigned projects or booked projects. If you use these filters, users will see all the projects to which they have been assigned or booked, even if they do not have access to the clients associated with these projects.

To modify an existing filter set:

1. Click on the Account tab.
2. Click on the "Filter sets" link.
3. Click on the name of the filter set you want to change.
4. Make your changes to the filter set:
- Click on "General" to change the filter set name or its active status.
- Click on "User filter set" to add users to or remove users from the filter set.
- Click on "Access Control" to change the clients, projects, services, users, and expense items assigned to the filter set.
5. Remember to click on the "Save" button in each dialog box to which you have made changes.

To delete an existing filter set:

1. Click on the "Account" tab.
2. Click on the "Filter sets" link.
3. Click on the name of the filter set you want to delete.
4. Click on the "General" link.
5. Click on the "Delete" button to permanently discard the filter set record.

Note: You cannot delete a filter set that has users assigned to it. The "All Access" filter set can be renamed, but it cannot be deleted.

2.3.10. Account > Hierarchies

The "Hierarchies" feature is used with Drill-down reports (see section 1.7.2., "Report Types," on page 1 - 10 for more information). It allows you to

create hierarchical classification trees of users and projects. You can assign users and projects to various nodes at each level of a tree, and then use these in your drill-down reports.

For example, you could create a hierarchy that associates each user with an office location (or city). You could create three levels: City, Country, and Continent. At each level, you would have different nodes. At the City level, you could have Toronto, Montreal, New York, Boston, Tokyo, Paris, and so on. At the Country level you could then have USA, Canada, Japan, and France. At the Continent level, you could have North America, Asia, and Europe. Each city node will have a parent country node, and each country node will have a parent continent node (e.g. Toronto > Canada > North America). Assign each user to a city node, and they will also automatically be associated with the country and continent in question when you run drill-down reports on countries or continents.

To create a new hierarchy:

1. Click on the Account tab.
2. Click on the "Create..." drop-down menu and select "hierarchy."
3. Enter an name for the hierarchy.
4. Select the type of hierarchy: Project or User.
5. Add any additional notes you wish to save.
6. If you want to be able to add particular users/ projects to nodes in this hierarchy directly from the "New/Edit User" or "New/Edit Project" dialog boxes in the Account tab, enable the "Show this hierarchy when editing objects of this type" check box.
7. Click on "Save."

The hierarchy will be saved. Now you can create hierarchical levels and nodes at each level.

Levels

The levels make up the hierarchy. Levels move from the general (topmost) to the specific.

To create a level:

1. Click on the Account tab, and then on the "Hierarchies" link.
2. Click on name of the hierarchy for which you want to add levels, and then on the "Levels" link.

3. Select "Level" from the "Create..." drop-down list box.
4. Enter a name for the level, and then select a parent.

Note: Each level except for the topmost level must have a parent. This means that you can only have one level in a hierarchy that does not have an assigned parent. If you do not select a parent for a level, the system will automatically place it as the topmost level (and it will become the parent of the previously topmost level).

5. Enter any notes about the level, if desired.
6. Click on "Save."

Note: You cannot delete a level that is a parent of another level. Delete the bottommost level first. You cannot delete a level that has associated nodes. Delete the nodes first.

Nodes

There can be multiple nodes at each level. You assign your users/projects to these nodes. You cannot create nodes until levels have been created for the hierarchy.

To create a node:

1. Click on the Account tab, and then on the "Hierarchies" link.
2. Click on name of the hierarchy for which you want to add nodes, and then on the "Nodes" link.
3. Select "Node" from the "Create..." drop-down list box.
4. Enter a name for the node, select the level at which it belongs, and the appropriate parent node.

Note: When you select a level from the "Level" drop-down list box, the page will refresh, in order to display the nodes belonging to the level above the one you have selected in the "Parent" drop-down list box. You must select a level.

5. Select the users/projects that belong to this node from the "Available users/projects" list, and click the "Add highlighted items>" button to move them to the "Selected users/ projects" list.

Note: Users/Projects can only belong to one node in each hierarchy. Assign a user/project to its most

specific node. When you run reports, the user/ project will automatically be "rolled up" into the more general parent nodes. For example, a user assigned the "Toronto" node at the "City" level automatically be rolled up to "Canada" and "North America." (Once you have assigned user/ projects to nodes in your hierarchy, you can click on the "Users" or "Projects" link in the hierarchy to see the list of assigned users/projects and the nodes to which they belong.)

    6. Click on "Save."

Note: You cannot delete a node that is a parent of another node. Delete the "child" nodes first.

Note: You cannot delete a node to which users/ projects have been assigned. You must first remove any assigned users/projects from the "Selected users/projects" list and save the node. Once you have done this, the next time you click on the node in the "Nodes" list, the "Edit hierarchy node" dialog box will have a "Delete" button.

To modify an existing hierarchy:

1. Click on the Account tab.
2. Click on the "Hierarchies" link.
3. Click on the name of the hierarchy you want to edit.
4. Make your changes to the department:
- Click on "Edit" to change the hierarchy name or edit the notes.
- Click on the "Levels" link to add levels, and to modify or delete existing levels.
- Click on the "Nodes" link to add nodes, and to modify, assign users/projects to, or delete existing nodes.
5. Remember to click on the "Save" button in each dialog box to which you have made changes.

To delete an existing hierarchy:

1. Click on the "Account" tab.
2. Click on the "Hierarchies" link.
3. Click on the name of the hierarchy you want to delete.
4. You must delete all associated nodes and levels before you can delete the hierarchy itself.

- Click on the "Nodes" link to un-assign users/projects from the nodes, and to delete these nodes.
- Click on the "Levels" link to delete the levels. Delete the bottommost level first.
5. Once all nodes and levels have been deleted, click on the "Edit" link.
6. Click on the "Delete" button to permanently discard the hierarchy record.

2.3.11. Account > Custom time ranges

"Custom Time Ranges" are used in all Summary Reports, in the Advanced > Resources Reports and the Advanced > Invoices > Income Received report. Each of these reports has a "Period" field, that allows you to select the time intervals for each data point in the reports. The default options for "Period" are Daily, Weekly, Bi-weekly, Semi-Monthly, Monthly, Quarterly, and Annual. You can create your own custom time range, specifying the date intervals that you need, and it will be added to the "Period" drop-down list for these reports.

For example, if you have a company whose 2000 fiscal year began in May rather than January, and you wanted to run a quarterly report for that year, you could create a custom time range named "Fiscal Year," and then create five time periods, (the last one providing the end date for the fourth), naming the first Q100 and setting its start date to 2000-05-01, naming the second Q200 and setting its start date to 2000-08-01, naming the third Q300 and setting its start date to 2000-11-01, naming the fourth Q400 and setting its start date to 2001-02-01, and naming the fifth Q101 and setting its start date to 2001-05-01. Then, when you run the report using "Fiscal Year" as the period, entering "4" for the "# of periods," and setting the end date of the report to "2001-04-30," the report will show the results for Q100, Q200, Q300, and Q400, using the dates you specified.

To create a new custom time range:

1. Click on the "Account" tab.
2. Click on the "Create..." drop-down menu and select "custom time range."
3. Enter an name for the custom time range.
4. Enter the time periods for the custom time range.

- You must have at least two dates, because the last date you enter is actually only used to calculate the end date of the previous period. This means that for more time periods, you should probably add one more time period date than you think you need.
- The end date of each period is set to one day before the start date of the next period.
- You can name each time period. If you leave the name field blank for a time period, in the reports that you run, the name of this time period will default to the start and end dates of the period.
- If you need more rows, click on the "[Add]" drop-down list box and select the number of rows you want to add.

5. Click on "Save."

The custom time range will be saved.

To modify an existing custom time range:

1. Click on the "Account" tab.
2. Click on the "Custom time ranges" link.
3. Click on the name of the custom time range you want to change.
4. Make your changes to the custom time range: Change names, add/remove time periods, change the dates of the time periods.
5. Click on the "Save" button.

To delete an existing custom time range:

1. Click on the "Account" tab.
2. Click on the "Custom time ranges" link.
3. Click on the name of the custom time range you want to delete.
4. Click on the "Delete" button to permanently discard the custom time range record.

Note: Saved reports that were using the custom time range will no longer be able to do so. You will have to select a new "Period" for these reports before they can be run again.

2.3.12. Account > Approval processes

(PROPOSALS, TIMESHEETS, AND EXPENSES)

This feature allows you to set up multi-level approvals for the PROPOSALS, TIMESHEETS, and EXPENSES modules, and to define and set rules for automatic timesheet and expense report approvals.

(Auto-approve rules for proposals are being developed.)

To create a new approval process: Click on the "Account" tab, and then select "Approval process" from the "Create..." drop-down menu. Name the approval process in the "New approval process" dialog (Figure 2.3.12a), then use the dialog "Sequence number" drop-downs to set the order in which an item will be sent to an approver. Assign the approver(s) using the "Approver name" drop-downs. (Note: If you assign multiple users the same sequence number, they will be able to perform approvals at the same time.)

Figure 2.3.12a.

Click on the "Create" button in the "Auto-approve rules" column. This will call up the "Auto-approve rules" dialog (Figure 2.3.12b). If desired, you can choose specific criteria that will allow a timesheet or an expense report to be automatically approved. (For example, you can allow a timesheet with "fewer than or equal to" 40 hours per week to be automatically approved. Any timesheet with more than 40 hours would need the approver's okay.) If needed, you can set specific auto-approve rules for each approver you select for an approval process.

Figure 2.3.12b.

If you create an auto approve rule, click on "OK" in the "Auto approve rules" dialog. This will return you to the "New approval process" dialog. Once you have set all your process criteria, click on "Save."

To modify an approval process: Click on the "Account" tab, then on the "Approval processes" link, and then on the name of the approval process you want to change. Make your changes in the "Edit approval process" and/or "Auto approve rules" dialog(s), and click on "Save." (Note: You cannot delete an approval process that has been assigned to a user. You must assign a different approval process to the user[s] first.)

To delete an approval process: Click on the "Account" tab, and then on the "Approval processes" link. Click on the name of the approval process you want to delete; then click on the "Delete" button in the "Edit approval process" dialog.

2.3.13. Account > Services

(PROPOSALS, TIMESHEETS, & INVOICES)

"Services" is an optional feature which allows you to define items that have a set fee attached to them. (For example, an attorney may charge a flat fee to prepare a simple will or to handle an uncontested no-fault divorce.) You can use this feature to define different types of services at different rates.

Figure 2.3.13.

To create a new service: Click on the Account tab, then click on the "Create..." drop-down menu and select "service." You must enter only a Service name in the "New service" dialog (Figure 2.3.13) to proceed to the next step, but you can also enter the rate types that apply to the new service. Be sure to check the "Taxable service" box if appropriate, and then click on "Save." (Please note: If you want to include service tax on an invoice, you must check the "Taxable service" box here, AND you must enter a tax rate that applies to all services in the INVOICES > Options > Invoice layout dialog before creating an invoice. Taxes are calculated only in the invoice.)

Module-specific fields:

PROPOSALS, TIMESHEETS, and INVOICES: **Hourly rate ($/hr)**: You can specify an hourly rate for a particular project in this field found under "Available billing rates." Please note, however, that this field will appear in the "New/edit service" dialog, and the rate will be applied to that client's timebills, timesheets, and proposals, *only* if you have selected "Service" in the "Get the billing rate from" drop-down menu near the bottom of the MY ACCOUNT > Company > Settings dialog. (See "Setting billing rates" above.)

PROPOSALS: **Proposal text**: This field within the "New service" dialog allows you to explain or define a given service without having to create a separate text item when you create a proposal.

To change information about a service: Click on the Account tab, and then on the "Services" link. Click on the name of the service whose information you want to change. Make your changes to the "Edit—[Name of service]" dialog, and then click on "Save."

To delete a service: Click on Account > Services > [Service name], then click on the "Delete" button at the bottom of the dialog.

Note: You cannot delete a service with active charges accrued to it in a timebill or invoice.

2.3.14. Account > Expense items

(PROPOSALS, EXPENSES, & INVOICES)

To create an expense item: Click on the Account tab, and then select "expense item" from

the "Create..." drop-down menu. In the "New expense item" dialog (Figure 2.3.14), enter at least the name of an expense to proceed to the next step. You can add as many expense items as you need.

Module-specific fields:

Figure 2.3.14.

INVOICES: **Taxable expense item:** This box must be checked in order to apply the Expense item tax rate that is entered in the INVOICES > Options > Invoice layout dialog).

PROPOSALS: **Proposal text:** This field allows you to explain or define a given expense without having to create a separate text item when you create a Proposal.

To change information about an expense item: Click on the Account tab, and then on the "Expense items" link. Click on the name of the expense item you want to change. Make your changes in the "Edit—[Name of expense]" dialog, and then click on "Save."

To delete an expense item: Click on the Account tab, and then on the "Expense items" link. Click on the name of the expense item you want to delete, and then click on the "Delete" button in the "Edit—[Name of expense]" dialog.

Note: You cannot delete any expense category with costs assigned to it.)

2.3.15. Account > Vendors

(EXPENSES and PURCHASES)

The "Vendors" account entity is used for record-keeping purposes in the Expenses module and is an optional feature. When you create receipts, you can record the vendor from whom the purchase was made. (For example, you may use the same travel agent to book all your flights and hotel

rooms, and would therefore associate that vendor with all relevant travel receipts.)

In the Purchases module, however, vendors are an important part of the purchasing process, as it is to them that purchase orders (POs) are sent, and it is they who fulfill these orders. Each product you create can be associated with a particular vendor. Therefore, for Purchases-related vendors, you will want to make sure you provide the information necessary, such as their address, their payment terms, and any notes you would like to include on any POs you send to them.

To create a new Vendor record:

1. Click on the Account tab.
2. Click on the "Create..." drop-down menu and select "vendor."
3. Enter the Vendor's name.
4. Enter the vendor's demographic information, if desired. Note that the e-mail address entered here will be the address to which POs announcement messages are sent.
5. Enter the vendor's purchasing address. This address will appear on the PO.
6. Enter any additional purchasing information as necessary. You can specify the vendor's payment terms, so that you know when they need to be paid, and enter a vendor-specific note for the PO (which will appear on POs associated with the vendor) and/or text for PO email messages.
7. If desired, use the "Notes" field to include any pertinent information (contact person, etc.).
8. Click on "Save."

To change information about a vendor: Click on Account tab, then on the "Vendors" link. Click on the name of the vendor whose information you want to change. Make your changes to the "Edit—[Name of vendor]" dialog, and then click on "Save."

To delete a vendor: Click on Account > Vendor > [Vendor name], then click on the "Delete" button at the bottom of the dialog.

Note: You cannot delete a Vendor to whom active charges have been assigned.)

2.3.16. Account > Time types

(TIMESHEETS)

The Time types tab is unique to the TIMESHEETS service, and is a feature which allows you to list activities that you regularly perform during a workday. (For example, "consulting," "systems maintenance," etc.)

To create a new time type: Click on the Account tab, then click on the "Create..." drop-down menu and select "time type." You must enter only a time type name to proceed to the next step. (Note: By default, a time type is marked as "Active" until you uncheck the "Active time type" box.) You can enter specific information about the time type in the (optional) Notes field. Click on "Save," or if you want to add another time type to your list, click on "Save & create another time type."

To change information about a time type: Click on the Account tab, and then on the "Time types" link. Click on the name of the time type you want to change. Make your changes to the "Edit—[Name of time type]" dialog, and then click on "Save."

To delete a time type: Click on the Account tab, and then on the "Time types" link. Click on the name of the time type you want to delete, and then click on the "Delete" button at the bottom of the "Edit—[Name of time type]" dialog.

Note: You cannot delete a time type with active [unpaid] charges.)

2.3.17. Account > Templates

(PROPOSALS)

The "Templates" tab is unique to the PROPOSALS module. Templates allow you to re-use blocks of text and/or data that are regular components of the Proposals that you generate.

To create a new template: Click on the Account tab, then click on the "Create..." drop-down menu and select "template." You must enter only a template name in the "New Template" dialog to proceed to the next step; however, the entire purpose of the template is to create reusable blocks of text and/or data, so don't forget to fill out the "Content" field! Click on "Save," or to add another template to your list, click on "Save & create another template."

To modify a template: Click on the Account tab, and then on the "Templates" link. Click on the name of the template you want to change. Make your changes to the "Edit template" dialog, and then click on "Save."

To delete a template: Click on the Account tab, and then on the "Templates" link. Click on the name of the template you want to delete, and then click on the "Delete" button at the bottom of the "Edit template" dialog.

Note: Another way to think of a template is as a labeled storage box. For example, a box (template) could be labeled "legal.1." The contents of your "legal.1" box (template) consists of the actual words you compose, which you would store in the box (template), such as "The information in this proposal is proprietary and cannot be used by other parties without written authorization." When you use the "legal.1" template in a proposal you create, you are, in effect, pouring the contents of your "legal.1" box into your proposal. You can pour out the contents of the "legal.1" template into as many proposals as you need to—and you can create as many templates as you'd like. Using a template to re-use the same words or data sets that you would routinely include in most (or all) of your proposals saves time (as well as the tedium of endlessly rekeying the same things over and over again).

2.3.18. Account > Vehicles

(optional for EXPENSES & INVOICES)

Important: In order to add "Vehicles" to the Account tab's array of links, you must enable the Vehicles feature in MY ACCOUNT > Company > Settings. Once you have enabled the feature, "Vehicles" appears as an option in the "Create..." drop-down list. Note, however, that the Vehicles link will not appear, nor will the Vehicles drop-down menu appear in Mileage timebills or Mileage receipts, until you have enabled the feature and created one or more vehicles.

To create a vehicle: Click on the Account tab, and then select "Vehicle" from the "Create..." drop-down menu. The only mandatory field in the "New vehicle" dialog is the "Vehicle name" field, but you should fill out the dialog as completely as possible; then click on "Save" or "Save & create another vehicle."

To modify information about a vehicle: Click on the Account tab, and then on the "Vehicles" link. Click on the name of the vehicle you want to change. Make your changes to the "Edit vehicle" dialog, and then click on "Save."

To delete a vehicle: Click on the Account tab, and then on the "Vehicles" link. Click on the name of the vehicle you want to delete, and then click on the "Delete" button at the bottom of the "Edit vehicle" dialog. (Note: You cannot delete a vehicle that has mileage charges.)

2.3.19. Account > Payment types

(EXPENSES & INVOICES

Adding a "payment type" drop-down field to your Expenses receipts and Invoices expense item timebills provides a convenient way to note the method of payment for your business transactions.

To create a payment type: Click on the Account tab, and then select "payment type" from the "Create..." drop-down menu. Enter a name for your payment type in the "New Payment type" dialog, make any notes as desired, and click on "Save" or "Save & create another payment type."

To modify a payment type: Click on the Account tab, and then on the "Payment type" link. Click on the name of the payment type you want to change. Make your changes to the "Edit—[Payment type name]" dialog, and then click on "Save."

To delete a payment type: Click on the Account tab, and then on the "Payment type" link. Click on the name of the payment type you want to delete, and then click on the "Delete" button in the "Edit—[Payment type name]" dialog.

Note: Note: You cannot delete a payment type that has charges assigned to it; you must first reassign those charges. The "Delete" button will not appear if there are assigned charges.

2.3.20. Account > [OPPORTUNITIES entities: Territories, Business Types, Prospect Source, Company Size]

- "Territories" allows you to assign a client, prospect, or deal to a geographical location. There is a default list of Territories to which you can add new entries.

- "Business Types" allows you to indicate the kind of business category to which a client or prospect belongs. There is a default list of Business Types to which you can add new entries.
- "Client Source" allows you to indicate the person or other medium through which you acquired a client or prospect. There is a default list of Client Sources to which you can add new entries.
- "Client Size" allows you to indicate the number of persons employed by your client or prospect. There is a default list of Client Sizes to which you can add new entries.

To create an OPPORTUNITIES account entity: Click on the Account tab, then click on the "Create..." drop-down menu and select the item you wish to create. All account entity dialogs have essentially the same appearance and require only a name for the item selected in order to proceed to the next step. (Note: By default, any Account tab entity is marked as "Active" until you uncheck the "Active [item]" box.) Enter notes as desired, and then click on "Save," or if you want to add another of the same type of entity to your list, click on "Save & create another [item]."

To modify an OPPORTUNITIES account entity: Click on the Account tab, then on the name of the specific entity link, and then on the name of the entity you want to change. Make your changes to the "Edit [entity]" dialog, and then click on "Save."

To delete an OPPORTUNITIES account entity: Click on the Account tab, and then on the name of the specific entity link. Click on the name of the entity you want to delete, then click on the "Delete" button at the bottom of the "Edit [entity]" dialog.

Note: Note: You cannot delete entities that have been associated with active deals or prospects; you must dissociate the entity first.

2.3.21. Account > [RESOURCES entities: Skills, Industries, Job Roles, Locations, Education]

- "Skills" allows you to list your employees' skills.
- "Industries" allows you to list your company employees' past, current, and potential

experience in those trades and industries of relevance to your company.

• "Job Roles" allows you to list the formal and informal roles your employees perform for your company.

• "Locations" allows you to list the locations available to your company and/or the locations of your employees.

• "Education" allows you to list employees' past, current, and potential education and training.

To create a RESOURCES account entity: Click on the Account tab, then click on the "Create..." drop-down menu and select the item you wish to create. All account entity dialogs have essentially the same appearance and require only a name for the item selected in order to proceed to the next step. Click on "Save," or if you want to add another of the same type of entity to your list, click on "Save & create another [entity]."

To modify a RESOURCES account entity: Click on the Account tab, then on the name of the specific entity link, and then on the name of the entity you want to change. Make your changes to the "Edit [entity]" dialog, and then click on "Save."

To delete a RESOURCES account entity: Click on the Account tab, and then on the name of the specific entity link. Click on the name of the entity you want to delete, and then click on the "Delete" button at the bottom of the "Edit [entity]" dialog. (Note: You cannot delete an entity that has been associated with a resource profile; you must dissociate the entity first.)

2.3.22. Account > Booking Types

(RESOURCES)

"Booking types" are used for sorting your bookings for reporting purposes. When you run a booked utilization report, you can group and/or filter your results by booking type. For example, you may want to distinguish between bookings for billable work, and bookings for non-billable work. You could create a "Billable" booking type, and a "Non-billable" booking type.

Note: You can require that users select booking types for bookings they create by enabling the "Require booking type when booking resources"

check box on the My Account > Company > Settings page.

To create a new booking type:

1. Click on the Account tab.
2. Click on the "Create..." drop-down menu and select "Booking type."
3. Enter the name of the booking type you want to add You can also select a priority for the booking type. For example, if "Billable" bookings are more important than "Non-billable" bookings, you can assign the "Billable" booking type a higher priority, and then see this priority in your reports.
4. Click on "Save."

To modify an existing booking type:

1. Click on the Account tab.
2. Click on the "Booking types" link.
3. Click on the name of the booking type you want to change.
4. Make your changes in the "Edit booking type" dialog box.
5. Click on "Save."

To delete an booking type:

1. Click on the Account tab.
2. Click on the "Booking types" link.
3. Click on the name of the booking type you want to delete.
4. Click on the "Delete" button in the "Edit booking type" dialog box.

You cannot delete a booking type that is associated with an existing booking.

2.3.23. Account > Manufacturers

(PURCHASES)

Manufacturers are associated with products.

To create a new manufacturer record:

1. Click on the Account tab.
2. Click on the "Create..." drop-down menu and select "Manufacturer."
3. Enter the manufacturer's name.
4. Enter the manufacturer's demographic information, if desired.
5. Enter the manufacturer's mailing address.

6. If desired, use the "Notes" field to include any pertinent information (contact person, etc.).
7. Click on "Save" or "Save & create another manufacturer."

To modify an existing manufacturer record:

1. Click on the Account tab.
2. Click on the "Manufacturers" link.
3. Click on the relevant manufacturer name in the list.
4. Make your changes in the "Edit - [Name of manufacturer]" dialog box.
5. Click on "Save."

To delete a manufacturer record:

1. Click on Account tab.
2. Click on the "Manufacturers" link.
3. Click on the relevant manufacturer name in the list.
4. Click on the "Delete" button in the "Edit - [Name of manufacturer]" dialog box.

Note: You cannot delete a manufacturer associated with a product.

2.3.24. Account > Carriers

(PURCHASES)

Carriers ship your purchases from vendors to your company. You may want to specify the carrier you want the vendor to use when you create purchase orders (POs).

To create a new carrier record:

1. Click on the Account tab.
2. Click on the "Create..." drop-down menu and select "Carrier."
3. Enter the carrier's name.
4. If desired, use the "Notes" field to include any pertinent information (contact person, etc.).
5. Click on "Save" or "Save & create another carrier."

To modify an existing carrier record:

1. Click on the Account tab.
2. Click on the "Carriers" link.
3. Click on the relevant carrier name in the list.

4. Make your changes in the "Edit - [Name of carrier]" dialog box.
5. Click on "Save."

To delete a carrier record:

1. Click on Account tab.
2. Click on the "Carriers" link.
3. Click on the relevant carrier name in the list.
4. Click on the "Delete" button in the "Edit - [Name of carrier]" dialog box.

Note: You cannot delete a carrier associated with a PO.

2.3.25. Account > Products

(PURCHASES)

Products are the items you purchase. They can be associated with a manufacturer and a preferred vendor.

Note: Only the product name is required when you create a product. However, if you fill in the rest of the information for the product, these fields will automatically be transferred to a request item form when you make purchase requests.

To create a new product record:

1. Click on the Account tab.
2. Click on the "Create..." drop-down menu and select "product."
3. Enter a name for the product.
4. Select the product's manufacturer from the drop-down list box. You can also enter the part number for the product.
5. Enter the preferred vendor, if desired, and the vendor SKU.
6. Enter the standard price and unit measure of the product.
7. If desired, use the "Notes" field to include any pertinent information (contact person, etc.).
8. Click on "Save."

To modify an existing product record:

1. Click on the Account tab.
2. Click on the "Products" link.
3. Click on the relevant product name in the list.

4. Make your changes in the "Edit - [Name of product]" dialog box.
5. Click on "Save."

To delete a product record:

1. Click on Account tab.
2. Click on the "Product" link.
3. Click on the relevant product name in the list.
4. Click on the "Delete" button in the "Edit - [Name of product]" dialog.

Note: You cannot delete a product associated with a request or purchase item.

2.3.26. Account > Accounts Payable Locations

(PURCHASES)

Accounts payable locations are used for purchase orders (PO). They inform vendors of your billing address. Since different offices in your company may have different accounts payable departments, with different addresses, you can store each of these addresses as an accounts payable location. You can then select the appropriate location when you create a PO.

To create a new accounts payable location:

1. Click on the Account tab.
2. Click on the "Create..." drop-down menu and select "Accounts payable location."
3. Enter the name for the location.
4. Enter the demographic information for this location (Web address, e-mail address, etc.), if desired.
5. Enter the invoicing address. This will be the address to which your vendors will send your invoices.
6. If desired, use the "Notes" field to include any pertinent information (contact person, etc.).
7. Click on "Save" or "Save & create another accounts payable location."

To modify an existing accounts payable location:

1. Click on the Account tab.
2. Click on the "Accounts payable locations" link.

3. Click on the relevant location name in the list.
4. Make your changes in the "Edit - [Name of location]" dialog box.
5. Click on "Save."

To delete an accounts payable location:

1. Click on Account tab.
2. Click on the "Accounts payable locations" link.
3. Click on the relevant location name in the list.
4. Click on the "Delete" button in the "Edit - [Name of location]" dialog box.

Note: You cannot delete an accounts payable location associated with a purchase order (PO).

2.3.27. Account > Receiving Locations

(PURCHASES)

Receiving locations are used for purchase orders (PO). They inform vendors of the address to which they need to ship your purchases. Since different offices in your company may have different receiving departments, with different addresses, you can store each of these addresses as a receiving location. You can then select the appropriate location when you create a PO.

To create a new receiving location:

1. Click on the Account tab.
2. Click on the "Create..." drop-down menu and select "Receiving location."
3. Enter the name for the location.
4. Enter the demographic information for this location (Web address, e-mail address, etc.), if desired.
5. Enter the receiving address. This will be the address to which your vendors will ship your purchases.
6. If desired, use the "Notes" field to include any pertinent information (contact person, etc.).
7. Click on "Save" or "Save & create another receiving location."

To modify an existing receiving location:

1. Click on the Account tab.
2. Click on the "Receiving locations" link.

3. Click on the relevant location name in the list.
4. Make your changes in the "Edit - [Name of location]" dialog box.
5. Click on "Save."

To delete an receiving location:

1. Click on Account tab.
2. Click on the "Receiving locations" link.
3. Click on the relevant location name in the list.
4. Click on the "Delete" button in the "Edit - [Name of location]" dialog box.

Note: You cannot delete a receiving location associated with a purchase order (PO).

2.3.28. Account > Purchasers

(PURCHASES)

A "purchaser" is an entity that stores the default purchasing preferences of each user. For example, a user who is in charge of creating POs and delivering them to vendors for a particular office will most likely want to specify the same accounts payable and receiving information on each PO. By creating a "purchaser" and associating it with this user, you can set these purchasing preferences beforehand, so that the user does not have to enter this information each time he or she creates a PO. The information is pulled from the "purchaser" record, and is pre-filled on the PO form.

Note: Users cannot create POs unless they have associated purchaser records.

To create a new purchaser record:

1. Click on the Account tab.
2. Click on the "Create..." drop-down menu and select "Purchaser."
3. Select the user to which this purchaser will be associated from the drop-down list box.
4. Enter a name for the purchaser.
5. Select whether or not the "Only ship complete order" setting is enabled or not for this user's POs.
6. Select the default carrier in the "Default for 'ship via'" drop-down list box.
7. Enter any notes, if desired.
8. Click on "Save" or "Save & create another purchaser."

To modify an existing purchaser record:

1. Click on the Account tab.
2. Click on the "Purchasers" link.
3. Click on the relevant purchaser name in the list.
4. Make your changes in the "Edit - [Name of purchaser]" dialog box.
5. Click on "Save."

To delete a purchaser record:

1. Click on Account tab.
2. Click on the "Purchasers" link.
3. Click on the relevant purchaser name in the list.
4. Click on the "Delete" button in the "Edit - [Name of purchaser]" dialog box.

Note: You cannot delete a purchaser associated with a PO.

2.3.29. Account > Shipping Terms

(PURCHASES)

Shipping terms are used for purchase orders (PO). Shipping terms on a PO can, for example, indicate whether shipping was paid by the vendor or whether it will need to be paid by your company.

To create a new shipping terms record:

1. Click on the Account tab.
2. Click on the "Create..." drop-down menu and select "Shipping terms."
3. Enter the name for the shipping terms.
4. If desired, use the "Notes" field to include any pertinent information.
5. Click on "Save" or "Save & create another shipping terms."

To modify an existing shipping terms record:

1. Click on the Account tab.
2. Click on the "Shipping terms" link.
3. Click on the relevant shipping terms name in the list.
4. Make your changes in the "Edit - [Name of shipping terms]" dialog box.
5. Click on "Save."

To delete a shipping terms record:

1. Click on Account tab.
2. Click on the "Shipping terms" link.
3. Click on the relevant shipping terms name in the list.
4. Click on the "Delete" button in the "Edit - [Name of shipping terms]" dialog box.

You cannot delete a shipping terms record associated with a purchase order (PO).

2.4. Company Tab

2.4.1. Company > Demographics

You can change your company ID, name, address, phone, and fax numbers in the "Company information" dialog. To make changes to your company information, click on the "Company" tab, and then on the "Demographics" tab. Make your changes, and then click on "Save." (Note: If you change your company ID, OpenAir.com will automatically send an email to the other people on your OpenAir.com account notifying them of the change.)

2.4.2. Company > Logos

The *optional* "Company logo for web" and "Company logo for PDF files" fields enable you to upload your company logo to the OpenAir.com site. Once uploaded, your logo will appear on both the on-line and paper versions of reports and dialogs that you generate in any OpenAir.com service module. (Note: If you do not provide a PDF version of your logo, OpenAir.com will use the web version; however, a PDF version *cannot* be substituted for a web-compatible version.)

To add your company logo, click on the "Company" tab, and then on the "Logos" tab. Use the "Browse" buttons (adjacent to both the "Company logo for web" and "Company logo for PDF" fields) to choose an image of your company logo to upload from your computer into OpenAir.com, and then click on "Save."

Note: Once you have uploaded a logo, a "remove logo" check box will appear under the appropriate uploading field(s).

2.4.3. Company > Settings

The Company > Settings dialog includes a number of check boxes and drop-down menus that allow administrators to—

- **Optional Features:** Enable/disable the "Vehicle feature"; Enable/disable the option to only show clients that have projects associated with them in "Client:Project" drop-down lists in the application; Enable/disable the options to display the associated client in "Project" drop-downs and pickers; Enable/disable the option to use the selected service as the default entry in the description field for timebills, proposal items, and timesheet entries; Select a payroll service (Ceridian PowerPay or Paychex) for the "Payroll integration" feature in Timesheets.
- **Security Options:** Select your SSL encryption level. SSL encrypts the communication between your browser and the OpenAir.com server. It can also slow down your session, especially on older browsers and machines. We offer two levels of encryption so you can choose what level of security you want:

1. *Selectively:* Select this option to dynamically turn on SSL for pages that contain very confidential data such as credit card and password information. The rest of the pages will not be SSL encrypted to provide maximum viewing speed.
2. *All the time:* This option has SSL encryption turned on all the time for maximum security. Note: "All the time" is the default setting for newer accounts.

- Disable the sharing of URLs (URL-sharing is disabled by default, meaning that you cannot simply email an OpenAir URL that connects to your account data unless you uncheck this box).
- Automatically be signed out of your account if there has been no activity in your account during the time period you set. The default is "Off"; your choices in the drop-down are 5, 10, 15, 30, or 45 minutes, and 1 hour.
- **Time settings:** Set your company's default time zone (including an optional adjustment for Daylight Saving Time); and shift your bi-weekly timekeeping period by one week.

- **Regional settings:** Select on a company-wide basis such regional settings as the date format used for all dialogs and forms; your company's principal business currency; and your company's numbering format.
- **Page Layout:** You can choose to hide the OpenAir.com logo that appears at the bottom of printable and guest view pages.
- **Approval options:** Turn on the submit/approve process for the PROPOSALS module, and project-level approvals for timesheets, expense reports, expense authorizations, purchase requests, and POs.
- **Signers options:** Enable the Signers fields found in Account > Projects dialogs to provide greater oversight for timesheet hours and/or expenses.
- **Timesheets options:** Select the following TIMESHEETS options: Duration of timesheets (weekly, bi-weekly, semi-monthly, monthly); location of the "Save" button on the grid (right, center, left); show/hide Time type, Client:Project, Services, and/or Task drop-downs on the main Timesheet grid; require time type, client/project, service, and/or task entries in timesheets; allow an approver to edit submitted timesheet; choose to automatically turn approved timesheets into timebills for client invoicing; wrap daily time entry cells to another row; enable the "hours remaining" on tasks estimating feature (This will enable the "Hours remaining" on tasks estimating feature. It will allow your users to enter estimated time remaining on particular tasks after they have entered time in timesheets for the tasks in question.); and require the "hours remaining" estimates for all tasks.

Note: If you hide the Time type, Client:Project, Service, and/or Task drop-downs on the main Timesheet grid, the drop-downs will appear in the date cell description field if their corresponding account tab entity is populated; user must have assigned tasks for task drop-down to appear.

- **Resources options:** Turn on/off the option to send an email to resources when bookings have been created for them, or their existing bookings have changed.

- **Projects option:** Select the task percent complete interval. This will change the options available in the "Percent complete" drop-down for tasks.
- **Workspaces options:** Select from the following workspaces options: Require a document category when checking in documents; require a comment when checking in document revisions; and require a message body when creating a new message or replying.

- **Expenses options:** Allow approvers to edit submitted envelopes; require a client and/or expense item selection on receipts; enable the automatic billing of approved envelopes; enable the expense authorizations feature; and select who "expenses are paid by."
- **Purchases Options:** Allow approvers to edit submitted purchase requests and/or POs.
- **Invoice option (INVOICES):** You can use the "Email Invoice text" field to include messages on the invoices you send (on an account-wide basis).
- **Billing Rates:** Select the source for your hourly billing rates—by Client/Project, Service, User, User/Project, Service/Client, or Project billing rules.

Note: Company > Settings is also where VAT-enabled accounts enter their default VAT rate.

2.4.4. Company > Schedule

Create a work schedule for your company that will allow you to better track your resource availability for projects. The "Company work schedule" dialog allows you to enter the days of the week and the number of hours per day per week that reflect your company's typical work week. You can also create exceptions to the typical work week, such as holidays.

To enter (or modify) your company's work schedule: Click on the "Company" tab, and then on the "Schedule" sub-tab. In the "Company work schedule" dialog, check off the appropriate days of the week (the default is Monday through Friday), and enter the number of hours worked in a day (the default is 8 hours).

Enter your exceptions to your typical work week in the "Exceptions to work schedule" drop-downs. You must provide a description of the exception (mandatory), a date range for the exception (for example, the 2001 Christmas holiday would show the start date and end date as 12/25/01), and number of hours your employees are expected to work on that day (for example, for a full day holiday exception, you would enter "0" hours, because you would not expect your employees to log any time at all on that day).

You can enter as many exceptions to your company's typical work schedule as you need (use the "add" drop-down at the end of the Exceptions table to add more rows as needed). You can also associate your exceptions with available Time types, such as "overtime." When you are done entering your schedule and exceptions, click on the "Save" button.

2.4.5. Company > Terminology

Figure 2.4.5.

The Company >Terminology dialog (Figure 2.4.5) allows you to customize the category names that will appear in your OpenAir.com account on a company-wide basis. For example, you can choose any of the pre-set choices in the drop-down menus, or you can enter other terms that may be more suitable to your business or profession (such as, for example, patron, student, etc., instead of the default

"client") in the right-hand fields. After you make your selections, click on "Save."

Important: If you change the terminology in your account, the tabs, dialogs, column headings, and so on will reflect those changes. (For example, choosing to substitute the term "Charges" for the "Timebills" tab name will result in Invoices [service name stays the same] > Charges [global tab] > Charges [sub-tab].) **Be sure to mark these changes in the appropriate sections of your Guide so that you and other users will still be able to easily follow the instructions!**

2.4.6. Company > Custom Fields

You can add a variety of special information fields tailored to your company's needs and requirements to dialogs for users, clients, projects, all types of timebills, all types of receipts, and all Opportunities module entities. You can create these kinds of custom fields (a description and/or some possible suggested uses for each type are provided):

- **Numeric:** For purchase order numbers, reference numbers, and similar uses. Alpha & other non-numeric characters are not permitted.
- **Currency:** For recording salary and other kinds of monetary amounts. Note: Separating commas in the US default style (i.e., "12,345.67") are eliminated; result after clicking "Save" is "12345.67."
- **Date:** For employee start date, birthdays, etc. Date format will default to the format selected in Company > Settings.
- **Text:** A field for short notes, comments, etc. Maximum field size is 250 characters.
- **Text area:** A field for lengthy notes.
- **Checkbox:** Use to indicate "Yes or No" kinds of responses. You can create as many checkboxes as desired.
- **Radio group:** Unlike checkboxes, a radio group allows for only one selection out of two or more possible choices.
- **Dropdown:** A space-saving way to allow the user to select from a predetermined list of choices. Dropdowns work like radio buttons, in that only one selection is allowed.

- **Dropdown/Text:** Users can select from choices in the prepopulated drop-down, or enter their own choice in the text area.
- **Sequence:** You can assign a unique number to each associated entity by creating a sequence custom field. Please note, however, that custom field sequence numbers are *not* modifiable, and are applied to the associated entities by going to the entity dialogs, one by one *in the desired order*, and clicking on "Save" in each entity's dialog box.

To create a custom field: Click on the Company tab, and then on the "Custom Fields" sub-tab; select the desired type of custom field from the "Create..." drop-down menu. Fill out all mandatory fields in the "New [type of] Custom Field" dialog, and optional fields as desired; then click on "Save.

To modify a custom field: Click on the Company tab and then on the "Custom Fields" sub-tab. Click on the name of the field you want to change. Make your changes in the "Edit [type of] custom field" dialog, then click on "Save."

To delete a custom field: Click on the Company tab and then on the "Custom Fields" sub-tab. Click on the name of the field you want to delete, and then click on the "Delete" button in the "Edit [type of] custom field" dialog.

Note: If you delete a custom field, all data in the field will be lost.

You can make a custom field required by checking the "Required" box at the bottom of the dialog.

Custom Fields dialog choices:

Note: Fields 1-5 below are found in every type of custom field dialog except for the Sequence custom field dialog, which does not include the optional "Hint" field.

1. **Field Name** (mandatory): The Field Name appears in the list of Custom Fields when you click on the Custom Fields tab. It is also the actual name of the field in your OpenAir database. Note: The Field Name can be only one word; no white spaces or special characters, such as /, @, etc., are allowed.

2. **Description** (mandatory): Use this field to provide a concise summary of the custom field's function.

3. **Association** (mandatory): Use the drop-down to choose the dialog in which the custom field will appear: "New user/Edit–[User name]"; "New/Edit client"; "New/Edit [type of] timebill"; "New/Edit receipt" (or mileage receipt); "New/Edit project"; "New/Edit prospect"; "New/Edit deal"; "New/Edit to do"; "New/Edit event"; and "New/Edit contact."

4. **Title** (mandatory): Enter the title of the custom field (this will appear on the associated dialog).

5. **Hint** (optional): You can provide users with a brief tip to help them fill out the custom field properly; maximum number of characters for this field: 75.

6. Fields 6 and 7, "Field Width/Size" and "Required," pertain to Numeric, Currency, Text, Text Area, and Dropdown/Text custom field dialogs.

7. **Field Width/Size** (mandatory for above-mentioned dialogs): Controls the display or screen width of the custom field you create (measured by fixed-width characters). You can choose widths ranging from 1 to 99; typical width choices are 10–50. (Note: The width range does not affect the amount of data that the field can hold, just the display size.)

8. **Required** (optional): If you check the "Required" box, the field you create will require users to fill it, otherwise they will receive an error message.

9. **Unique** (optional; used in Numeric, Date, and Text dialogs only): Checking "Unique" compares the values entered in the associated dialog's custom field to prevent duplicate entries.

10. **Max Data Length** (optional; Text and Dropdown/Text dialogs only): You can limit how many characters a field will store. (Note: If the line length is unspecified, it will default to either a prepopulated setting or to the value of the Field Width/Size.)

11. **Value List** (mandatory for Radio Group, Dropdown, and Dropdown/Text dialogs): The Value List field is where you enter your

choices for radio group buttons or drop-down field entries. Separate each entry with a carriage return.

12. **Rows** (Text Area dialog only): Defines the height of a text area.

13. **Default to Current Date** (Date dialog only): Checking this box means that the custom field in the associated dialog will always default to the current date, although that date can be modified later.

14. **Next sequence number** (Sequence dialog only): You can choose the increment by which the associated entities are numbered. Please note, however, that custom field sequence numbers are *not* modifiable, and are applied to the associated entities by going to the entity dialogs, one by one *in the desired order*, and clicking on "Save" in each entity's dialog box.

2.4.7. Company > Currencies

Clicking on the Currencies sub-tab will show you today's exchange rates for many major wold currencies. The field adjacent to each currency permits you to override the current rate.

You can override current exchange rates for your company by clicking on the "Set exchange rates" link, and entering the exchange rate your company users for particular currencies in the field adjacent to each currency.

To set exchange rates:

1. In the My Account module, click on the "Company" tab.
2. Click on the "Currencies" sub-tab, and then on the "Set exchange rates" link.
3. Enter the override rate in the field adjacent to the relevant foreign currency.
4. Click on the "Save" button.

Note: The override rate will be used if you select that currency in a foreign currency receipt.

Clicking on the "View exchange rates" link will show you today's exchange rates for major world currencies.

To view exchange rates:

1. In the My Account module, click on the "Company" tab.

2. Click on the "Currencies" sub-tab, and then on the "View exchange rates" link.

The list of currencies currently available to your account will be listed. Both the market exchange rates (compared to your base currency) and any company-specific exchange rates will be listed. If a currency that you would like to use is not listed, please contact OpenAir support.

2.4.8. Company > My Charges

The "My Charges" tab contains all billing and other information specific to your OpenAir.com account.

> Service Plan

"Plan Info" summarizes the terms of your OpenAir.com account, i.e., the rate you are charged for each user, and for using OpenAir.com's EZ Invoice service, along with the effective dates for the plan, etc.

> Billing Address

The "Billing Address" link brings up the "Company Billing Information" dialog, which contains a detailed list of any charges accrued to your account. Make changes to your company's billing information by going to this dialog, entering the new information, and then clicking on "Save."

> Current Charges

The "Current Charges" link provides you with an up-to-the-minute accounting of all charges currently owed on your OpenAir.com account.

Note: If you have any questions or concerns about your OpenAir.com account, please send email to billing@openair.com, or call Support at 1-888-367-1288 (outside the U.S. and Canada, call 1-617-351-0226).

2.4.9. Company > Auto-billable rules

The auto-billable rules can be set globally or on a project-by-project basis. Rules applied at the project level will override the rules set at the global level. The My Account > Company > Auto-billable Rules page sets the global rules. You must go into each individual project to activate auto-billing and set any particular auto-billing rules for that project. Note that the dialog boxes are the same at each

level, so the instructions below apply equally at the global and project levels.

In order for you be able to set auto-billable rules, you must enable auto-billing for timesheets and/or envelopes. Do this by going to the Company > Settings page and enabling one or both of the following settings: Automatically bill time assigned to a client when a timesheet is approved, Automatically bill time assigned to a client when an envelope is approved.

The auto-billable rules consist of two parts: exclusions and rounding rules. You can exclude certain time types and services (for timesheets), and expense items (for envelopes) from being automatically billed to the client. For example, I could exclude the "postage" expense item, so that any receipts for postage are not automatically billed to the client. The rounding rules apply only to timesheets. They let you round up the number of hours users have entered into their timesheets for billing purposes. For example, if you bill by the day or half-day only, you could set up rules so that any time entries that are less than 4 hours are rounded up to 4 hours, and any time entries that are between 4 and 8 hours are rounded up to 8 hours. Note that for global auto-billable rules, the rounding is done on each daily total of hours, whereas at the project level, the rounding is done on the daily total of hours for that project only. Depending on how your auto-billable rules are set up, you could get different results when using global rules or project-level rules.

To set auto-billable rules:

1. In the My Account module, click on the "Company" tab, and then on the "Auto-billable Rules" sub-tab.
2. Select the time types and/or services (for timesheets) and the expense items (for envelopes) that you want to exclude from being automatically billed. Click on the "Create" or "Edit" button. Move any items you DO NOT want to be automatically billed into the "Selected Items" list. When you are done, click "OK."
3. Set up rounding rules, if needed. For example, if I wanted to bill by day or half-day, I would set up my rules as follows:
   - Rule 1. Hours > 0 but <= 4 Round to 4

- Rule 2. Hours > 4 but <= 8 Round to 8
   If you have reached the maximum number of rows and you need more, click on "Save" and more rows will appear.
4. When you have finished making your entries or changes, click on the "Save" button.

Note: When you activate auto-billing for a particular project, the project-level rules will initially be the same as the global rules. You can change them if desired.

2.5. Exchange Tab

Important: Internet Explorer versions older than 4.0 do not support file uploads. To import your data, upgrade to Netscape version 3.0 or higher, or Internet Explorer version 4.0 or higher.

Note: For more complete instructions on the Import/Export features found within the Exchange tab, see Appendix A: "OpenAir Data Import/Export and Add-On Services" in the OpenAir.com Complete Guide.

The "**Add-on Services**" sub-tab shows links for downloading OpenAir OffLine and OpenAir for the Palm Computing® Platform.

The "**Import/Export**" sub-tab within Exchange tab shows your account's data export and import capabilities. Click on the appropriate data exchange mode, and you will see a dialog accompanied by step-by-step instructions for downloading and uploading your data. (Note: You can interface with OpenAir.com using QuickBooks *OR* Peachtree accounting software, but not with both. Once you have set up your account to interface with one of these "Import/Export" sub-tabs, the other will not be available. If you are already using QuickBooks, the Peachtree option will not appear; if you desire to change to Peachtree, you must contact support@openair.com.)

2.5.1. Exchange > Automatic Backup Service

The Automatic Backup Service allows you to receive a compressed ZIP-format copy of your company's data via email at a time interval of your choosing. To access this feature, click on the Exchange tab, and then on the "Automatic backup service" sub-tab. In the "Automatic backup

service" dialog, specify the files you want to include in the backup, choose the time interval for running your backups, and include the email address where you want the data sent. (Note: You can encrypt your backup data using your PGP encryption key; contact Support for more details).

When you have finished making your backup service choices, be sure to click on "Save."

Note: There is an additional monthly fee for using the Automatic Backup Service.

3. WORKSPACES

All users with access to the WORKSPACES module can:
- View a list of all workspaces to which they belong, along with all associated documents and discussions to which they have access
- Read discussion messages
- Upload, modify, and download unlocked documents

Getting started

If you're not in a WORKSPACES window after logging in, click on the "WORKSPACES" link on the top line of the page. All users with module access will see the Workspaces, Documents, and Discussions tabs.

3.1. Workspaces Tab

The Workspaces tab is where you create and maintain a common work area so that members of a team can easily access, share, and discuss project ideas, details, and associated documents.

Note: Administrators can enable Workspaces-related settings in the My Account > Company > Settings dialog. Administrators can also create custom fields for workspace, folder/document, and discussion dialogs.

To create a new workspace:

1. Click on the Workspaces tab.
2. Click on the "Create..." drop-down menu and select "workspace."
3. Enter a name for the new workspace (mandatory).
4. Enter a description and notes if desired.
5. Click on "Save."
6. You will immediately see a Dashboard associated with the new workspace, along with links to Documents, Discussions, Search, Edit, Members, Alerts, and Links.

Workspace links

- **Dashboard**: The workspace dashboard contains a "Messages" section where workspace owners, administrators, and other enabled users can post messages pertinent to workspace members. The fields associated with "Documents," "Discussions," and "Links" provides listed links to all the respective items to which the user has access; clicking on any links provided within each field takes the user to the selected item or function.
- **Documents**: Click on the "Documents" link to see a list of all documents associated with the workspace you're in.
- **Discussions**: Click on the "Discussions" link to see a list of all discussion threads associated with the workspace you're in.
- **Search**: In the top-level Workspaces tab, clicking on the "Search" link calls up the "Search workspace" dialog box, and permits searching across workspaces. Enter one or more keywords, designate in which fields the search should be conducted (choices are "All," "Workspaces," "Documents," and "Discussions"), and click on "Search workspace." All occurrences of the keyword(s) within the selected parameters will be displayed. Within a selected workspace, the choice of search parameters is limited to the documents, discussions, and messages associated with the selected workspace.
- **Edit**: Click on the "Edit" link to call up the "Edit workspace" dialog, where you can change the name of the workspace, and add or modify notes as desired.
- **Members**: Click on the "Members" link to call up a picker list from which you can add members to or remove members from the selected workspace. There is also a dropdown under the "available" list that you can use to select the level of functionality for each user or group of users you add to the workspace. Levels available are "read-only," which allows members to see uploaded documents and discussions, but not add any documents nor contribute discussion messages in the workspace; "read/write," which allows members the ability to add documents and messages as well as read them; and "administrator," which allows members to perform such workspace functions as adding or removing members, and deleting discussion messages (the latter must be enabled in Company > Settings >

Workspaces Options). Note that "Guest" users (clients) are permitted to be members of workspaces. To allow guests to be members of a particular workspace, you must enable the "Allow guests to be workspace members" check box on the "Edit workspace" dialog box (Workspaces > Workspaces > [workspace name] > Edit link) for that workspace. In order to have access to the Workspaces module, the "Guest" roles to which your guest users are assigned must have the "Guest can view Workspaces" option enabled.

• **Alerts**: Click on the "Alerts" link to call up a dialog that will allow you to choose one or more types of workspace-associated events that will automatically trigger alerts that will be emailed to all workspace members. Both "Documents" and "Discussion" alerts can be created. "Documents" alert choices include: Folder added /Folder deleted /Document added /Document deleted /Document replaced /Document rolled back to an earlier version /Document revision deleted. "Discussion" alert choices include: Discussion added /Discussion deleted / Discussion opened or closed /Message added /Message Deleted/Reply added.

• **Links**: Click on "Links" to call up a dialog that will let you associate a workspace to any client, estimate, deal, department, envelope, event, invoice, project, proposal, timesheet, to do, or user record in your account. To link a workspace to an item, select an item from the "Type" dropdown, then select the specific item from the "Record" dropdown. Enter a description if desired, and then click on "Save" or "Save and create another workspace link."

Note: The name of the "Record" dropdown will change to whatever type you selected in the "Type" dropdown.

To modify a workspace:

1. Click on the Workspaces tab.
2. Click on the name of the workspace you want to change.
3. Click on the "Edit" link.

4. Make your changes to the "Edit workspace" dialog.
5. Click on the "Save" button.

To delete a workspace:

1. Click on the Workspaces tab.
2. Click on the name of the workspace you want to delete.
3. Click on the "Edit" link.
4. Click on the "Delete" button.

Note: You cannot delete a workspace that has any documents, discussions, or discussion messages associated with it (even if the discussions have been marked "closed.") Instead, uncheck the "Open" box at the bottom of the "Edit workspace" dialog, and click on "Save." This will move the workspace out of the "Open" sub-tab listing. (You can still access the workspace by clicking on the "All" sub-tab; you can also re-open a closed workspace by re-checking the "Open" box and clicking on "Save.") When you close a workspace, any associated discussions will also be closed.

3.2. Documents Tab

Clicking on the Documents tab will show you a tabled linked listing of all the Workspaces documents to which you have access, along with links enabling you to download or replace them.

Note: You cannot replace a locked document unless you are the user who locked it.

Important — read this first!

Once you have uploaded a document to OpenAir per the procedure outlined below, that document will be added to your documents list, along with two links, "Download" and "Replace," found on the right side of the same entry line.

To edit the document, you need to download it to your local drive, make your changes and save the file, and then upload it back to OpenAir, where it will be stored as the latest version. The earlier version will still be accessible when you click on the "Revisions" link for that document.

To download the document, you can either click on the "Download" link, which will open the file in a new browser window (depending on the type of file), or you can right-click on the "Download" link

and select "Save Target As…" from the menu in order to save it directly to your local drive, from where you can open it in the application of your choice.

If you click on "Download," please be aware that browsers will download a copy of the document into your "temporary" directory. IE browsers will open the necessary application (for example, Microsoft Word) embedded within a new browser window if possible. If you are using a Netscape browser, only certain file types will open in the browser (such as .html files and Web-compatible image files). If you open other files in Netscape, you will be prompted to save them to your local drive. If you edit the document within the browser window, please make sure you save it to your local drive when you are done. If you do not do this, the changes will be lost, as you are essentially still editing a "temporary" copy of the file.

Note: Opening a large document inside a browser window can be memory-intensive.

If you right-click on the "Download" link, you can avoid the browser issue altogether. Simply save the document to a location on your local drive, open it in the application of your choice, and edit it from there.

Once you have saved your file, click on the "Replace" link adjacent to the name of your document in the Documents tab list. Select the file from your local drive, enter comments (which may be required; see My Account > Company > Settings > Workspaces Options), and click on "Save." The new version will be uploaded into OpenAir, and will be the linked version accessible via the Documents tab. (To see earlier revisions, click on the name of the document, and then on the "Revisions" link.)

To add a document to a workspace:

1. Click on the Workspaces tab.
2. Click on the name of an existing workspace, and then on the "Documents" link.
3. Select "Document" from the "Create..." drop-down menu.
4. Manually enter or use the "Browse" interface to select the pathway for the document you wish to upload to the workspace.

5. Enter a title for the document (optional; default name is the filename).
6. Select the appropriate folder in which to place the document, if desired.
7. Enter notes as desired, and then click on "Save" or "Save and create another document."

Note: If you do not want other workspace members (including those with administrator rights) to be able to change or delete a document, check the "Lock document" box before clicking on "Save."

To delete a document:

1. Click on the Workspaces tab.
2. Click on the name of an existing workspace, and then on the "Documents" link.
3. Click on the name of the document you want to delete.
4. Click on the "Delete" button.

Note: Locked documents must be unlocked before they can be deleted.

3.2.1. Revisions

The Workspaces "Revisions" feature helps you keep track of document versions. Every time you make changes to a document and click on the "replace" link, Workspaces creates a link to the new revision. The most recent revision can be accessed in the Documents tab list. To access previous revisions, click on the name of the document, and then on the "Revisions" link.

3.2.2. Rollbacks

To return a previous version to "most recent version" status, click on the name of document, and then on the "Revisions" link. Choose the revision which you would like to return to "most recent" status, and click on the "Rollback" link. Click on "Yes" in response to the "Are you sure you want to rollback to this revision?" query. Workspaces will then create a new revision that will be identical to the selected, rolled-back revision; only the version number will be different, and there will be an explanation in the "Comments" column that this new revision is a rollback to a previous (numbered) version.

Note: Retaining all revisions of a document in your OpenAir account can take up a great deal of

storage space. A 10K document that has four additional revisions, for example, will use up 50K. Workspace administrators should periodically check their available space by clicking on the Options tab. Once a document is finalized, previous revisions should generally be deleted from OpenAir.

3.2.3. Folders

To add a folder:

1. Click on the Workspaces tab.
2. Click on the name of an existing workspace, and then on the "Documents" link.
3. Click on the name of the document to which you want to add a folder.
4. Select "Folder" from the "Create..." dropdown menu.
5. Name the folder (mandatory); use the "parent folder" dropdown to place the new folder in an existing folder if needed.
6. Enter notes as desired, and click on "Save" (or "Save & create another folder").

To edit a folder:

Note: "Editing" a folder pertains only to (a) changing its name, (b) assigning it to a parent folder or changing the parent folder to which it has been assigned, and (c) adding or changing notes. To make changes to a document within a folder, see "Revisions" above, and/or "Adding/moving documents" below.

1. Click on the Workspaces tab.
2. Click on the name of an existing workspace, and then on the "Documents" link.
3. Click on the name of the folder you wish to edit.
4. Make your changes to the "Edit folder" dialog.
5. Click on "Save."

To delete a folder:

1. Click on the Workspaces tab.
2. Click on the name of an existing workspace, and then on the "Documents" link.
3. Click on the name of the folder you want to delete.
4. Click on the "Delete" button in the "Edit folder" dialog.

Note: You cannot delete a folder if it contains one or more documents; you must first delete the documents or move them to a different folder. The "Delete" button will not appear if there are documents in a folder.

Adding/moving documents in folders:

To place a document in a folder, select the folder from the "Parent folder" dropdown in the "Add document" dialog when you first upload a new document, or (for existing documents) in the "Edit document" dialog. To move a document to a different folder, click on the name of the document, and select the folder you want to move it to from the "Parent folder" dropdown menu, and click on "Save."

3.3. Discussions Tab

Clicking on the Discussions tab will show you a list of all the workspace discussions to which you have access. Clicking on an individual discussion link will enable you to access other links so that you can post new messages or reply to existing messages.

To create a new discussion:

1. Click on the Workplaces tab.
2. Click on the workspace to which you want to add a discussion.
3. Select "Discussion" from the "Create..." dropdown menu.
4. Enter a name for the new discussion (mandatory), and a description or notes as desired.
5. If desired, you can check either or both of the "Allow message authors to delete their message if no replies" and "Allow discussion owner or workspace administrator to delete any message" boxes.
6. Click on "Save" or "Save & create another discussion."
7. You will immediately go to the new discussion's Messages link field, where you can begin your new discussion by selecting "Message" from the "Create..." dropdown menu.

To modify a discussion:

1. Click on the Workspaces tab.
2. Click on the "Discussions" link.
3. Click on the linked name of the discussion whose global information (i.e., name, message editing permissions) you want to change.
4. Make your changes in the "Edit discussion" dialog.
5. Click on the "Save" button.

To delete a discussion:

Note: You cannot delete a discussion if there are messages associated with it. All messages must first be deleted, or the "Delete" button will not appear. You can, however, uncheck the "Open discussion" box in order to close a discussion, which prevents workspace members from generating new messages or replies. They will, however, have read-only access to the messages within the closed discussion.

1. Click on the Workspaces tab.
2. Click on the "Discussions" link.
3. Click on the linked name of the discussion you want to delete.
4. Click on the "Delete" button.

Note: If the workspace to which the discussion is associated is closed, the discussion will be closed as well.

3.3.1. Messages

To add a message to a discussion:

Note: You cannot add or reply to messages if the discussion has been closed.

1. Click on the Workspaces tab.
2. Click on the "Discussions" link.
3. Click on the linked name of the discussion to which you want to add a message.
4. Select "Message" from the "Create..." dropdown menu.
5. Enter a subject line in the "Subject" field (mandatory).
6. Enter your message in the "Message" text field, then click on "Save."

Note: Important: You cannot edit a message after you have clicked on the "Save" button.

To delete a message:

Note: You can delete a message only if (a) no one has replied to your message, and you are the author, and the workspace owner has checked the "Allow message authors to delete their message if no replies" box in the "New/Edit discussion" dialog, or (b) you are the workspace owner/ administrator and you have checked the "Allow discussion owner or workspace administrator to delete any message" box in the "New/Edit discussion" dialog. (In the case of "(b)," you can check these boxes at any time and then delete the message[s].) Also note that if you delete a message, any replies to that message will also be deleted.

1. Click on the Workspaces tab.
2. Click on the "Discussions" link.
3. Click on the linked name of the discussion from which you want to delete a message.
4. Click on the "Delete" link adjacent to the message you want to delete. The message and any replies will be deleted.

Note: If you do not see the "Delete" link in the Messages list, you do not have permission to delete the message.

To reply to an existing message:

1. Click on the Workspaces tab.
2. Click on the "Discussions" link.
3. Click on the linked name of the discussion containing the message to which you wish to reply.
4. Click on the linked name of the relevant message.
5. Either click on the "Reply" icon directly below the message body, or select "Reply" from the "Create..." dropdown menu.
6. Compose your reply in the "Message" text field in the "Add reply" dialog, and then click on "Save."

Note: The message to which you are replying will appear below the "Add reply" dialog box for reference.

3.4. Dashboard Tab

3.4.1. Message Board

The Message Board is where administrators can post account-wide notices to users about items

needing attention, or to inform them of new policies, features, etc.

To enter text into the message board, click on the "(edit message)" link under the Message Board entry. (Note: Only users with permission will see this link.) Enter your text into the "Message Board" dialog, then click on "Save."

3.4.2. Reminders

"Reminders" provides links to specific items waiting on their actions, such as approving other users' timesheets, envelopes, or proposals. (Note: Reminders are generated automatically, and cannot be manually created.)

3.4.3. Wizards

Bulk user change wizard

Only users with appropriate role rights have access to this feature, which enables them to add information or make changes to groups of user records or to all user records within one or more departments, rather than having to deal with each individual user record separately.

To use the wizard:

1. Click on the Dashboard tab.
2. Click on the "Bulk user changed wizard" link found under the "Wizards" section heading.
3. In the "Step 1" dialog box, select a user from the "User to copy from" drop-down. The settings in this user's Account > Users > [User ID] > Demographic dialog box will be applied to selected users or departments in Step 2.
4. Select the information you want to copy using the "Available items" picker list and copy them into the "Selected information" field using the "Add" arrows just below the list fields.
5. Choose to copy the information to other users or to departments by selecting the appropriate "Copy to" radio button. Then click on "Next."
6. In the "Step 2" dialog box, select from the "Available" picker list the departments or users to whose dialogs you want to copy the information you selected in Step 1, and then

click on "Run." If successful, you will see the message, "The update is complete," along with a message about the number of users affected by the change.

Envelope attachment deletion wizard

Only users with appropriate role rights have access to this feature. It allows you to delete attachments associated with approved envelopes and receipts, freeing up valuable storage space. You can choose to delete the attachments from all approved envelopes from a certain time period, or to delete only those approved envelopes that have been fully reimbursed.

To use the wizard:

1. Go to the My Account module, and click on the Dashboard tab.
2. Click on the "Envelope attachment deletion wizard" link found under the "Wizards" section heading.
3. In the "Delete envelope attachments" dialog box, select the date range for the envelopes.
4. Select whether to delete attachments from all approved envelopes that fall within the date range, or only those that have been reimbursed.
5. Click on the "Delete the attachments" button.
6. You may need to wait a few seconds while the wizard processes your request. You will then see a list of the envelopes that matched the criteria you set in steps 3 and 4, and the number of attachments that were deleted from each one.

Note: You cannot undo a wizard. If you have made a mistake in the bulk user change wizard, you need to make the appropriate corrective selections in both Steps 1 and 2, and run the wizard again.

3.4.4. Workspaces

Only users with access to the Workspaces module will see this section. "Workspaces" will contain links to all the workspaces users are permitted to see.

3.4.5. My Status

"My Status" informs users about the status of any timesheets, envelopes, or proposals they have submitted for signoffs or approval, and provides links to any Open or Draft items (such as timesheets or proposals) which may need further action.

3.4.6. Company Status

Users with access to the "Company Status" section can see and utilize links to and information about invoices, timebills, running timers, and other items on an account-wide basis.

3.5. Account Tab

"Document Categories" is an optional feature which allows you to classify or organize your documents by creating category bins. For example, documents could be classified as "public," "private," "sensitive," and "confidential." Categories differ from document types in that the latter generally refer to the program or technology used to create a document, such as an image file, text file, Word document, and so on.

To create a new document category:

1. Click on the Account tab.
2. Click on the "Create..." drop-down menu and select "document category."
3. Enter a name for the category (mandatory); enter notes if desired.
4. Click on "Save."

To modify an existing document category:

1. Click on the Account tab.
2. Click on the "document category" link.
3. Click on the name of the relevant document category in the list.
4. Make your changes in the "Edit - [Name of document category]" dialog.
5. Click on "Save."

To delete a document category:

1. Click on Account tab
2. Click on the "document categories" link.
3. Click on the name of the relevant document category in the list
4. Click on the "Delete" button in the "Edit - [Name of document category]" dialog.

Note: You cannot delete a document category associated with any documents; you must delete or reassign the document first.

3.6. Reports Tab

Note: You must have access privileges for the Reports tab in order to run reports.

Clicking on the Reports tab will call up the Reports interface, which provides links to all the reports you can run in OpenAir.com. There are currently no Workspaces-specific reports.

3.7. Options Tab

Clicking on the Options tab while in the Workspaces module will take you to the "Account Storage" field, where you can see how much allocated space you have, and how much space has already been used to store attachments made in any OpenAir module (such as scanned receipts), and/or uploaded workspace documents.

Storage space is allocated according to the terms of your company's contract with OpenAir. If you find you need more storage space, please contact support@openair.com.

3.8. Company Settings

Note: You must have access privileges for the MY ACCOUNT > Company tab in order to change these settings.

The following MY ACCOUNT > Company > Settings fields specifically pertain to or affect the WORKSPACES module:

Workspaces Options:
- "Require a document category when checking in documents"
- "Require a comment when checking in document revisions"
- "Require a message body when creating a new message or replying"

4. OPPORTUNITIES

4.1. Overview

The OPPORTUNITIES module is used to store contact information for both existing clients and prospective clients (known as prospects), and to keep track of the deals and proposals that may be associated with them. You can keep track of tasks (called "todos") that need to be done relative to the deals and contacts you have with prospects or clients, and of events related to your contacts and deals.

Prospects are different from clients in several respects. Prospects are businesses and individuals that may potentially become your clients. Therefore, they are not used in any other module in the OpenAir system. You can easily convert a prospect into a client if and when this becomes necessary. For example, you can create a proposal for a prospect, but you cannot create timebills from that proposal until the prospect is converted into a client. You can't bill a client that doesn't exist.

You can create contacts for your existing clients and for your prospects. You can list as many contacts for both your clients and your prospects as you wish. Contacts are people with whom you may be dealing on behalf of prospect or clients - people you might phone, meet with, etc.

A deal is a type of business proposition that you are working on with a prospect or an existing client.

4.2. Administrative Functions

4.2.1. Rights & permissions

Administrators who have create/modify/delete access to the Account > Roles feature can create roles with specific OPPORTUNITIES rights, and then assign one or more users to that role as needed. Current OPPORTUNITIES role rights and permissions:

- View territories: Allows users to have access to the Account > Territories link, and to have read-only access to specific territories information.
- View and modify territories: Allows users to have access to the Account > Territories link, and to create, modify, and delete territories.
- View business types: Allows users to have access to the Account > Business types link, and to have read-only access to specific business types information.
- View and modify business types: Allows users to have access to the Account > Business Types link, and to create, modify, and delete business types.
- View client sources: Allows users to have access to the Account > Client sources link, and to have read-only access to specific client sources information.
- View and modify client sources: Allows users to have access to the Account > Client sources link, and to create, modify, and delete client sources.
- View client sizes: Allows users to have access to the Account > Client sizes link, and to have read-only access to specific client sizes information.
- View and modify client sizes: Allows users to have access to the Account > Client sizes link, and to create, modify, and delete client sizes.
- View deals: Allows users to have access to the Deals tab, and to view all deals. They can edit the deals to which they have been assigned.
- View and modify all deals: Allows users to have access to the Deals tab, and to create, modify, and delete all deals.
- View estimates: Allows users to have access to the Estimates tab, and to view all Estimates.
- View and modify all estimates: Allows users to have access to the Estimates tab, and to create, modify, and delete all estimates.
- View proposals: Allows users to have access to the Proposals tab, and to view all proposals. They can edit proposals they have created.
- View and modify all proposals: Allows users to have access to the Proposals tab, and to create, modify, and delete all proposals.
- View events: Allows users to have access to the Events tab, and to view all events. They can edit events they have created.

- View and modify all events: Allows users to have access to the Events tab, and to create, modify, and delete all events. Users who do not have this right can still view all events.
- Assign events to all users: Allows users to assign events to users other than themselves.
- View todos: Allows users to have access to the To dos tab, and to view all todos. They can edit todos they have created.
- View and modify all todos: Allows users to have access to the Todos tab, and to create, modify, and delete all todos.
- Assign todos to all users: Allows users to assign todos to users other than themselves.
- View reports: Allows users to have access to the Reports tab, and to run reports based on the data of all the OPPORTUNITIES data to which they have access.
- View templates: Allows user to have access the Account > Templates link, and to have read-only access to specify templates information.
- View and modify templates: Allows users to have access to the Account > Templates link, and to create, modify, and delete templates.
- Create timebills from accepted proposals: Allows users to have access to the Proposals > [proposal number] > Billable link, and to create timebills from the proposal items appearing as options in the Billable link field.
- Modify proposal layout: Allows users to have access to the Options tab and to modify the layout for proposals.

Note: Proposals associated with prospects are not billable until the prospect has been converted into an actual client.

4.3. Dashboard Tab

4.3.1. Message Board

The Message Board is where administrators can post account-wide notices to users about items needing attention, or to inform them of new policies, features, etc.

To enter text into the message board, click on the "(edit message)" link under the Message Board

entry. (Note: Only users with permission will see this link.) Enter your text into the "Message Board" dialog, then click on "Save."

4.3.2. Reminders

"Reminders" provides links to specific items waiting on their actions, such as approving other users' timesheets, envelopes, or proposals. (Note: Reminders are generated automatically, and cannot be manually created.)

4.3.3. Wizards

Bulk user change wizard

Only users with appropriate role rights have access to this feature, which enables them to add information or make changes to groups of user records or to all user records within one or more departments, rather than having to deal with each individual user record separately.

To use the wizard:

1. Click on the Dashboard tab.
2. Click on the "Bulk user changed wizard" link found under the "Wizards" section heading.
3. In the "Step 1" dialog box, select a user from the "User to copy from" drop-down. The settings in this user's Account > Users > [User ID] > Demographic dialog box will be applied to selected users or departments in Step 2.
4. Select the information you want to copy using the "Available items" picker list and copy them into the "Selected information" field using the "Add" arrows just below the list fields.
5. Choose to copy the information to other users or to departments by selecting the appropriate "Copy to" radio button. Then click on "Next."
6. In the "Step 2" dialog box, select from the "Available" picker list the departments or users to whose dialogs you want to copy the information you selected in Step 1, and then click on "Run." If successful, you will see the message, "The update is complete," along with a message about the number of users affected by the change.

Envelope attachment deletion wizard

Only users with appropriate role rights have access to this feature. It allows you to delete attachments associated with approved envelopes and receipts, freeing up valuable storage space. You can choose to delete the attachments from all approved envelopes from a certain time period, or to delete only those approved envelopes that have been fully reimbursed.

To use the wizard:

1. Go to the My Account module, and click on the Dashboard tab.
2. Click on the "Envelope attachment deletion wizard" link found under the "Wizards" section heading.
3. In the "Delete envelope attachments" dialog box, select the date range for the envelopes.
4. Select whether to delete attachments from all approved envelopes that fall within the date range, or only those that have been reimbursed.
5. Click on the "Delete the attachments" button.
6. You may need to wait a few seconds while the wizard processes your request. You will then see a list of the envelopes that matched the criteria you set in steps 3 and 4, and the number of attachments that were deleted from each one.

Note: You cannot undo a wizard. If you have made a mistake in the bulk user change wizard, you need to make the appropriate corrective selections in both Steps 1 and 2, and run the wizard again.

4.3.4. Workspaces

Only users with access to the Workspaces module will see this section. "Workspaces" will contain links to all the workspaces users are permitted to see.

4.3.5. My Status

"My Status" informs users about the status of any timesheets, envelopes, or proposals they have submitted for signoffs or approval, and provides links to any Open or Draft items (such as timesheets or proposals) which may need further action.

4.3.6. Company Status

Users with access to the "Company Status" section can see and utilize links to and information about invoices, timebills, running timers, and other items on an account-wide basis.

4.4. Account Tab

The Account tab is available to users with administrative role privileges, and to users whose roles give them access to certain account entities.

All modules include the Account tab, and all entities within the Account tab are potentially accessible in all modules. Please note, however, that users with Account tab access may not have permission to view and/or modify certain account entities.

Account entities that are used in the OPPORTUNITIES module are: territories, business types, client sources, and client sizes. These entities are used in the New/Edit Client and New/Edit Prospect dialog boxes. When you run detail reports on your prospects or clients, you can use these criteria to filter the results (see section 4.11., "Reports Tab," on page 4 - 20). Account entities used for proposals within the OPPORTUNITIES module are: clients, users, projects, services, expense items, approval processes, and templates. (See section 4.8., "Proposals Tab," on page 4 - 14 for more information on proposals.)

4.4.1. Clients

OPPORTUNITIES-relevant fields on the New/Edit Client dialog box:

- **Prospect:** Enable this check box if the client is merely a prospective client, meaning that it will only be used with OPPORTUNITIES until it is converted into a client. (See section 4.5.1., "Prospects," on page 4 - 7 for more information.)
- **Primary Contact:** This field will only appear after you have created contacts for the client or prospect. You can designate the primary contact for a company or prospect from the list of associated contacts. The primary contact will be listed first.
- **Territory, Business Type, Client Size, Client Source:** These are account entities

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that help you track and sort your prospects and clients.

4.4.2. Territories

A territory is an arbitrary geographical designation that you may want to assign to a client, prospect, or deal. There is a default list of territories available, or you can create your own.

To create a new territory:

1. Click on the Account tab.
2. Click on the "Create..." drop-down menu and select "Territory."
3. Enter the territory's name; if desired, use the "Notes" field to include any pertinent information.
4. Click on "Save."

To modify an existing territory record:

1. Click on the Account tab.
2. Click on the "Territories" link.
3. Click on the relevant territory name in the list.
4. Make your changes in "Edit - [Name of territory]" dialog box.
5. Click on "Save."

To delete an existing territory:

1. Click on the Account tab.
2. Click on the "Territories" link.
3. Click on the relevant territory name in the list.
4. Click on the "Delete" button in the "Edit - [Name of territory]" dialog box.

Note: You cannot delete a territory that has been associated with a client, prospect, or deal; you must dissociate the territory first in the appropriate "Edit Deal" or "Edit Client" dialog box.

4.4.3. Business Types

You can assign a business type to each of your clients and prospects. This is an optional setting. There is a default list of business types available, or you can create your own.

To create a new business type:

1. Click on the Account tab.

2. Click on the "Create..." drop-down menu and select "Business type."
3. Enter the business type's name; if desired, use the "Notes" field to include any pertinent information.
4. Click on "Save."

To modify an existing business type:

1. Click on the Account tab.
2. Click on the "Business types" link.
3. Click on the relevant business type name in the list.
4. Make your changes in the "Edit - [Name of business type]" dialog box.
5. Click on "Save."

To delete an existing business type:

1. Click on the Account tab.
2. Click on the "Business types" link.
3. Click on the relevant business type name in the list.
4. Click on the "Delete" button in the "Edit - [Name of business type]" dialog box.
5. Click on "Save."

Note: You cannot delete a business type that has been associated with a client or prospect.

4.4.4. Client Sources

A source is used to populate the "Client Source" drop-down list on the New/Edit Client dialog box. There is a default list of sources available, or you can create your own. This field is used to identify the source of the client or prospect - such as "Word of mouth," "Print ad," etc.

To create a new client source:

1. Click on the Account tab.
2. Click on the "Create..." drop-down menu and select "Client source."
3. Enter the source's name; if desired, use the "Notes" field to include any pertinent information.
4. Click on "Save."

To modify an existing client source:

1. Click on the Account tab.
2. Click on the "Client sources" link.
3. Click on the relevant source name in the list.

4. Make your changes in the "Edit - [Name of source]" dialog box.
5. Click on "Save."

To delete an existing client source:

1. Click on the Account tab.
2. Click on the "Client sources" link.
3. Click on the relevant source name in the list.
4. Click on the "Delete" button in the "Edit - [Name of source]" dialog box.

Note: You cannot delete a source that has been associated with a client or prospect.

4.4.5. Client Sizes

A client size is used to populate the "Client size" drop-down list on the New/Edit Client dialog box. There is a default list of client sizes available, or you can create your own.

To create a new client size:

1. Click on the Account tab.
2. Click on the "Create..." drop-down menu and select "Client size."
3. Enter the client size's name; if desired, use the "Notes" field to include any pertinent information.
4. Click on "Save."

To modify an existing client size:

1. Click on the Account tab.
2. Click on the "Client sizes" link.
3. Click on the relevant client size name in the list.
4. Make your changes in the "Edit - [Name of client size]" dialog box.
5. Click on "Save."

To delete an existing client size:

1. Click on the Account tab.
2. Click on the "Client sizes" link.
3. Click on the relevant client size name in the list.
4. Click on the "Delete" button in the "Edit - [Name of client size] dialog box.
5. Click on "Save."

Note: You cannot delete a client size that has been associated with a client or prospect.

4.4.6. Clients

Proposals-relevant fields on "New/Edit Client" dialog box:

- **Hourly rate ($/hr):** INVOICES, TIMESHEETS, and OPPORTUNITIES all utilize the "Hourly rate" field just above the "Active client" check box. You can set a specific hourly rate for a client in this field. Please note, however, that the "Hourly rate" field will appear, and the rate will be applied to that client's timebills, only if you have selected "Client/Project" or "Service/Client" in the "Get the hourly billing rate from" drop-down menu near the bottom of the My Account > Company > Settings dialog box.

4.4.7. Users

Proposals-relevant fields on the "New/Edit User" dialog box:

- **Hourly rate ($/hr):** Set each user's billing rate in this field; please note, however, that this field will appear, and this rate will be applied to that user's timebills or proposals *only* if you have selected "User" or "User/Project" in the "Get the hourly billing rate from" drop-down menu near the bottom of the MY ACCOUNT > Company > Settings dialog box.
- **Proposals are approved by:** You can choose who will approve a user's proposals before they can be sent to a client. Note: You must specifically enable the proposals approval process by checking off the "Enable Proposals submit/approve process" box found in MY ACCOUNT > Company > Settings; if you do not, this drop-down field will not appear in the "New user/Edit— [User name]" dialog box.

4.4.8. Projects

Proposals-relevant fields on the "New/Edit Project" dialog box:

- **Budget amount ($)**: You can enter in this field whatever amount has been budgeted for a particular project. INVOICES will deduct any costs accrued from this budgeted amount, and show you the Budget Available

in the Projects listing; you can also run a report on "Project budgets" in INVOICES > Reports > [Advanced reports]. You can run a report to track projects that run over budget in PROJECTS > Reports > [Project Reports].

- **Hourly rate ($/hr)**: If you select "User:Project" in the "Get the hourly billing rate from" drop-down menu near the bottom of the MY ACCOUNT > Company > Settings dialog box, you can specify an hourly rate to be applied to a particular project based on a user's rate. (Note: This field will appear in the "New/edit project" dialog box, and the rate will be applied to that client's timebills, timesheets, and proposals, *only* if you have selected "User:Project" in the MY ACCOUNT > Company > Settings dialog box.)

4.4.9. Services

"Services" is an optional feature which allows you to define particular activities that have a set fee attached to them. (For example, an attorney may charge a flat fee to prepare a simple will or to handle an uncontested no-fault divorce.) You can use this feature to set different rates for different types of services.

Proposals-relevant fields on the "New/Edit Service" dialog box:

- **Proposal text:** This field allows you to explain or define a given service without having to create a separate text item when you create a proposal.

- **Hourly rate ($/hr)**: You can specify an hourly rate for a particular project in this field found under "Available billing rates." Please note, however, that this field will appear in the "New/edit service" dialog box, and the rate will be applied to that client's timebills, timesheets, and proposals, *only* if you have selected "Service" or "Service/ Client" in the "Get the hourly billing rate from" drop-down menu near the bottom of the MY ACCOUNT > Company > Settings dialog box.

4.4.10. Expense Items

An expense item is a tangible or measurable item whose cost must be recuperated from your

company and/or from your clients. You can create a set of expense items for which you would charge on a routine basis. Some typical expenses (such as airfare, postage, etc.) have been included in a pre-set, modifiable listing.

Proposals-relevant fields on the "New/Edit Expense Item" dialog box:

- **Default proposal text:** This field allows you to explain or define a given expense without having to create a separate text item when you create a proposal.

4.4.11. Approval Processes

This feature allows you to set up multi-level approvals for proposals, timesheets, and expense reports and to define and set rules for automatic timesheet and expense report approvals. (Auto-approve rules for proposals are being developed.)

Note: In order to use the Approval Processes feature with proposals, the option to "Enable proposals submit/approve process" must be set in the MY ACCOUNT > Company > Settings dialog box.

To create an approval process:

1. Click on the Account tab.
2. Select "Approval process" from the "Create..." drop-down menu.
3. Name the approval process in the "New approval process" dialog box.
4. Use the "Sequence number" drop-downs to set the order in which an item will be sent to the approvers.
5. Select the approver(s) from the "Approver name" drop-downs.

Note: If you assign multiple users the same sequence number, they will be able to perform approvals at the same time.

6. Click on "Save."

To modify an existing approval process:

1. Click on the Account tab.
2. Click on the "Approval processes" link.
3. Click on the name of the approval process you want to change.
4. Make your changes in the "Edit Approval Process" dialog box.

5. Click on "Save."

To delete an existing approval process:

1. Click on the Account tab.
2. Click on the "Approval processes" link.
3. Click on the name of the approval process you want to delete.
4. Click on the "Delete" button in the "Edit Approval Process" dialog box.

Note: You cannot delete an approval process that has been assigned to a user (as the approver of timesheets, expenses, or proposals.)

4.4.12. Templates

"Templates" is an optional feature which allows you to create reusable text and/or data blocks that you can insert into a proposal.

Think of a template as a labeled storage box. For example, a box (template) could be labeled "legal1." The *contents* of your "legal1" box (template) consists of the actual words you compose, which you would store in the box (template), such as "The information in this proposal is considered proprietary and cannot be used by other parties without written authorization." When you use the "legal1" template in a proposal you create, you are, in effect, pouring the contents of your "legal1" box into your proposal. You can pour out the contents of the "legal1" template into as many proposals as you need to--and you can create as many templates as you'd like. Using a template to re-use the same words or data sets that you would routinely include in most (or all) of your proposals saves time (as well as the tedium of endlessly rekeying the same things over and over again).

Once you have created one or more templates, a template drop-down menu will appear in every Item dialog box you select to add to your proposal, enabling you to insert the template's text or data into the dialog box's "Proposal Content" field.

To create a template:

1. Click on the Account tab.
2. Click on the "Create..." drop-down menu, and select "Template."

3. Enter the template's name, and then enter the desired text or data block in the "Content" field.
4. Click on "Save."

To modify an existing template:

1. Click on the Account tab.
2. Click on the "Templates" link.
3. Click on the relevant template name in the list.
4. Make your changes in the "Edit Template" dialog box.
5. Click on "Save."

To delete an existing template:

1. Click on the Account tab.
2. Click on the "Templates" link.
3. Click on the relevant template name in the list.
4. Click the "Delete" button on the "Edit Template" dialog box.

4.5. Prospects Tab

This is where you will find your lists of prospects and clients, and the contacts associated with them. From this tab you can create prospects, clients, and contacts.

4.5.1. Prospects

Prospects are potential clients. You can store contact names and numbers for each one. You can create deals with events and todos needed to close each deal. The Prospects sub-tab is where you store your prospects and the contacts associated with them. In the Prospects list, contacts will appear as sub-entries below the prospect to which they are associated.

If you click on the name of a prospect in the list, you will see a detailed table of the contacts associated with the prospect, and the status of any deals being worked on with the prospect. You can also view the list of contacts, deals, events, or todos that may be associated with the prospect by selecting the appropriate option from the drop-down list that appears next to the prospect's name in the top left-hand side of the page.

You can convert prospects into actual clients once you are ready to do actual business with them. Once a prospect has been changed to a client, it will be available to the rest of the modules in your account. (See section 4.5.4., "Converting Prospects into Clients," on page 4 - 10.)

To create a prospect:

Note: You can also create a prospect in the Account tab.

1. Select the Prospects tab.
2. Click on the "Create..." drop-down menu and select "Prospect" from the list.
3. Fill out the "New Prospect" dialog box (Figure 4.5.1). The prospect name is a required field.
4. Click on "Save."

Note: The "Save & create another prospect" button allows you to quickly create multiple prospects by immediately loading a blank "New Prospect" dialog box.

To modify an existing prospect:

1. Select the Prospects tab and click on the "Prospects" link.
2. Click on the prospect's name in the Prospects list.
3. Click on the "Edit" link.
4. Make your changes to the prospect record.
5. Click on "Save."

To delete an existing prospect

1. Select the Prospects tab and click on the "Prospects" link.
2. Click on the prospect's name in the Prospects list.
3. Click on the "Edit" link.
4. Click the "Delete" button at the bottom of the "Edit demographic information" dialog box.

Note: You cannot delete a prospect that is associated with a deal, proposal, or todo.

Figure 4.5.1. New Prospect dialog box.

4.5.2. Clients

In the Opportunities module, you can create clients from the Account tab or from the Prospects tab. Clients created in the Prospects tab are no different than ones created in the Account tab - they will be available to all modules in your account.You cannot delete a client that is associated with transactions in the account, including deals, proposals, and todos. (See section 4.4.1., "Clients," on page 4 - 3.)

4.5.3. Contacts

Contacts are people associated with particular clients and prospects. A client or prospect can have as many contacts as are needed. Contacts are listed under the prospects or clients to which they are associated in the Prospects or Clients list. To view a list of contacts for a particular client or prospect, click on the name of the desired record in the list, and select "Contact" from the drop-down list that appears next to the name of the client or prospect at the top of the dialog box (Figure 4.5.3a).

Figure 4.5.3a. List of contacts for a particular client.

You can create contacts from the Account tab, the Prospects tab, or when you are within client, prospect, or deal records.

Figure 4.5.3b. New Contact dialog box.

To create a contact:

1. Click on the Account tab or the Prospects tab (or select "Contact" from the links that appear at the top of the form when you are viewing a particular prospect, client, or deal record).
2. Click on the "Create..." drop-down menu and select "Contact" from the list.
3. Fill out the "New Contact" dialog box. Make sure you select the appropriate client or prospect (Figure 4.5.3b).

Note: If you are creating the contact from within a prospect, client, or deal record, you will not see the "Client:Deal affiliation" drop-down list box on the "New Contact" dialog box. The new contact will be associated automatically with the client, prospect, or deal record that you are currently using.

4. Click on "Save."

Note: The "Save & create another contact" button allows you to quickly create multiple contacts by

loading a blank "New Contact" dialog box, instead of returning you to the list view.

To modify an existing contact:

1. Click on the Account tab or the Prospects tab (or select "Contact" from the links that appear at the top of the form when you are viewing a particular prospect, client, or deal record).
2. In the Prospects tab, click on the "Prospects" or "Clients" link, and click on the contact's name (one of the sub-entries) in the list. If you are within a client, prospect, or deal record, click on the name of the contact in the list.

Note: If you are in the Prospects or Clients list and you do not see the contact listed, it may be "hidden" from view. Click on the arrow to the left of the prospect or client to show all associated contacts. You can also click on the "Show All" link, which will reveal all hidden contacts in the list.

3. Make your changes to the contact record in the "Edit Contact" dialog box.
4. Click on "Save."

To delete an existing contact:

1. Click on the Account tab or the Prospects tab (or select "Contact" from the links that appear at the top of the form when you are viewing a particular prospect, client, or deal record).
2. In the Prospects tab, click on the "Prospects" or "Clients" link, and click on the contact's name (one of the sub-entries) in the list. If you are in the Account tab, or within a client, prospect, or deal record, click on the name of the contact in the list.

Note: If you are in the Prospects or Clients list and you do not see the contact listed, it may be "hidden" from view. Click on the arrow to the left of the prospect or client to show all associated contacts. You can also click on the "Show All" link, which will reveal all hidden contacts in the list.

3. Click the "Delete" button at the bottom of the "Edit Contact" dialog box.

Note: You cannot delete a contact if it has been associated with a deal, todo, or event.

4.5.4. Converting Prospects into Clients

To create a client from a prospect:

1. Click on the Account tab or the Prospects tab.
2. Click on the name of the prospect you wish to convert into a client.
3. In the "Edit demographic information" dialog box, deselect the "Prospect" check box.
4. Click the "Save" button.

4.6. Deals Tab

A deal is a type of business proposition that you are working on with a prospect or an existing client. Within the deal you create todos and events that need to occur and have occurred, respectively, in order for you to close the deal. It is designed to help you keep track of potential businesses and business contacts.

When you create a deal, besides associating it to a prospect or client, you can also associate it to one or more of the contacts for that prospect or client. You can also assign a territory to the deal. A territory is simply an arbitrary geographical designation that you may or may not wish to record for each of your deals (see section 4.4.2., "Territories," on page 4 - 4).

You can assign a rating to the deal; this could be an indicator of the importance of the deal. The "Amount" field in the "New/Edit Deal" dialog box is used to indicate the monetary amount the deal may be worth to you; in other words, how much money your company would stand to make if the deal were to be closed.

You can also record the probability the deal will be closed (as a percentage) and the projected closing date of the deal.

The Deals list will list all the deals that have been created. To view a particular deal, click on its name in the list. You will then see the deal in table format, with all its details, such as the primary contact. You can view the client or prospect, contacts, todos, and events associated with the deal by selecting the appropriate option from the links that appear above the "Edit Deal" dialog box.

To create a deal:

1. Click on the Deals tab (or select "Deal" from the links that appear at the top of the form when you are viewing a particular prospect or client record).
2. Click on the "Create..." drop-down menu and select "Deal" from the list.
3. Fill out the "New Deal" dialog box (Figure 4.6a). Select the prospect or client to which this deal is associated.

Figure 4.6a. New Deal dialog box.

Note: If you are creating the deal from within a prospect or client record, you will not see the "Client" drop-down list box on the "New Deal" dialog box. The new deal will be associated automatically with the client or prospect record that you are currently using.

4. To assign one of more of the prospect or client's contacts to the deal, click on the "Create >" button found next to "Contacts: associate with this deal..." To select the contacts, highlight the ones you want in the "Available items" column, click on the "Add highlighted items" button, and click "OK." (Figure 4.6b.)

Note: You must select a prospect or client before selecting the contacts. Only the contacts associated

with the prospect or client you have selected will be available as options.
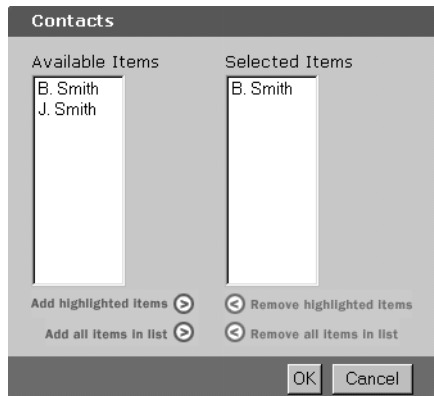
Figure 4.6b. Contacts pop-up dialog box.

    5. Click on "Save."

Note: The "Save & create another deal" button allows you to quickly create multiple deals by immediately loading a blank "New Deal" dialog box.

To modify an existing deal:

1. Click on the Deals tab (or select "Deal" from the links that appear at the top of the form when you are viewing a particular prospect or client record).
2. Click on the deal's name in the Deals list.
3. Click on the "Edit" link.
4. Make your changes to the deal in the "Edit Deal" dialog box.

Note: To close a deal, change the status of the deal to "Closed" by selecting this option from the "Status" drop-down list box. You must also enter a date in the "Closed date" field. An event recording the closing of the deal will be created.

    5. Click on "Save."

To delete an existing deal:

1. Click on the Deals tab (or select "Deal" from the links that appear at the top of the form when you are viewing a particular prospect or client record).
2. Click on the "Edit" link.
3. Click the "Delete" button at the bottom of the "Edit Deal" dialog box.

Note: You cannot delete a deal if its associated contacts (if any) have been assigned to todos for the deal.

4.7. Estimates Tab

Use the "Estimates" tab to create profit margin estimates for deals that are in the pipeline. You can adjust your costs and income based on the profit margins you would like to see.

Each estimate can be divided into phases, each with its own staffing needs and expenses. It is not necessary to divide the estimate into phases if the deal is small or uncomplicated. In this case, you will use the "Default" phase provided.

To create an estimate:

1. Click on the "Estimates" tab (or select "Estimates" from the links that appear at the top of the form when you are viewing a particular client, prospect, or deal record).
2. Enter a name for the estimate in the "New estimate" dialog box (Figure 4.7).
3. Select the client and deal to which this estimate is associated.

Note: This is a required field. Therefore, a deal must exist before an estimate can be created.

Note: If you are creating the estimate from within a deal record, you will not see the "Client:Deal" drop-down list box. The new estimate will be associated automatically with the client or prospect and deal record you are currently using. If you are within a client or prospect record, the estimate will be associated automatically with that particular client or prospect. You will see a "Deal" drop-down list box, however, containing the deals that are associated with the client or prospect. Select one from the list.

4. If you want to divide the estimate into phases, go to the "Defined phases" section and enter names for each of the phases in the text boxes provided. If you need more rows, select one of the options from the "[Add]" drop-down list box.
5. Enter any notes, if desired.
6. Click on "Save" or "Save & Next >>" (this button will take you directly to the "Staffing" page).

Note: If you did not enter any phases for the estimate, you will see a "Default" phase in the list of defined phases once you save the estimate. This "Default" phase will always be visible in the list if you have no user-defined phases.

Figure 4.7. New Estimate dialog box.

To modify an existing estimate:

1. Click on the "Estimates" tab (or select "Estimates" from the links that appear at the top of the form when you are viewing a particular client, prospect, or deal record).
2. Click on the name of the estimate in the Estimates list.
3. Make your changes in the "Edit estimate" dialog box.
4. If there are no phases in the estimate and you wish to add some, go to the "Defined phases" section. Enter names for each of the phases in the text boxes provided. If you need more rows, select one of the options from the "[Add]" drop-down list box. To delete a phase, delete it from the text box. To rename a phase, delete the phase from the text box, and type in a new name in the same box.

Note: If you delete a phase, the associated staffing, expense item, and adjustment information will be lost. If you rename a phase, including the "Default" phase, the staffing, expense item, and adjustment information you have entered will be retained.

5. Click on "Save."

Note: If you change the client affiliation of a deal, the client affiliation will also change for any existing estimates associated with the deal.

Note: If the deal to which the estimate is associated is closed or lost, the status of the estimate will change as well. The estimate will no longer be listed in the Estimates > Open sub-tab, but will be listed in the "Closed" or "Lost" sub-tab.

To delete an existing estimate:

1. Click on the "Estimates" tab (or select "Estimates" from the links that appear at the top of the form when you are viewing a particular client, prospect, or deal record.)
2. Click on the name of the estimate in the Estimates list.
3. Click on the "Delete" button.

4.7.1. Staffing

For each estimate or phase within the estimate, you can enter predicted staffing requirements. You can indicate a time span and number of hours or percentage of time that a user might be expected to work on the deal. The income from the staffing will be calculated from the billing rates of each user. Their loaded hourly costs will be subtracted from this income to give the staffing profit estimate. Note that unless you have selected "User" or "User/ Project" from the "Get the Hourly and Billing Rate from" drop-down on the My Account > Company > Settings dialog box, your users will not have defined hourly rates. If you have not entered loaded hourly costs for your users (in Account > Users > [User ID] > Cost), this information will also be missing. You can enter this information in the "cost" and "rate" fields in the "Edit staffing" dialog box. You will also override any existing user billing rates and cost information for the purposes of the estimate if you enter information in these fields.

Note: Users will not see the "cost" field if their roles do not allow them to "View and modify user cost." They will not see the "rate" field if their roles do not allow them to "See billing rates and budget amounts."

To specify staffing requirements:

1. Click on the "Estimates" tab.

2. Click on the name of the estimate for which you want to add staffing.
3. If there are phases in the estimate, click on the phase desired.
4. Click on the "Staffing" link.
5. In the "Edit staffing" dialog box, select the name of the resource.
6. Enter the start and end dates for the work. Enter the amount of work as hours or as a percentage of the resource's scheduled time.
7. Enter a description.
8. If you need more rows, select one of the options from the "[Add]" drop-down list box.
9. Click on "Save" or "Save & next >>" (the latter button will take you either to the list of phases for expense items or directly to the "Edit expense items" dialog box if you only have one phase).

If you need to change staffing information, simply edit the information in the appropriate row, and click "Save" on the "Edit staffing" dialog box. If you need to delete the row, delete the information from each field, and then click "Save."

4.7.2. Expense Items

You can also create expense item cost and revenue estimates. For each expense item that you add to the expense items list, you can specify a markup or markdown as a percentage of the total cost of the expense item, or as a fixed monetary amount.

To specify expense income and costs:

1. Click on the "Estimates" tab.
2. Click on the name of the appropriate estimate.
3. If there are phases in the estimate, click on the phase desired.
4. Click on the "Expense items" link.
5. In the "Edit expense items" dialog box, select the name of the expense item.
Note: You can quickly find expense items in your account by using the new expense item search feature. Click on the "magnifying glass" icon.
6. Enter the date the expense occurred, the quantity, and the price. Enter a markup or markdown as a percentage of the cost of the

expense item, or as a fixed monetary amount (for a mark-down, enter a negative number).
7. Enter a description.
8. If you need more rows, select one of the options from the "[Add]" drop-down list box.
9. Click on "Save" or "Save & next >>" (the latter button will take you to the "Edit adjustments" dialog box).

If you need to change the information for an expense item, simply edit the information in its row, and click "Save" on the "Edit expense items" dialog box. If you need to delete an expense item, you will have to delete the information in each field in the row, and then click on "Save."

4.7.3. Adjustments

Adjustments will be made to the total revenue (staffing or expense items). An adjustment can be done as a percentage of the revenue, or as a fixed monetary amount. Each adjustment will be made individually to the total revenue.

To make an adjustment:

1. Click on the "Estimates" tab.
2. Click on the name of the appropriate estimate.
3. If there are phases in the estimate, click on the phase desired.
4. Click on the "Adjustments" link.
5. In the "Edit adjustments" dialog box, enter a name for the adjustment.
6. Enter the adjustment amount as a percentage (for a negative adjustment, use a negative number) or as a fixed monetary amount.
7. Select whether the adjustment is being made against the total staffing revenue or the total expense item revenue of the estimate.
8. If you need more rows, select one of the options from the "[Add]" drop-down list box.
9. Click on "Save" or "Save & next >>" (the latter button will take you to the Analysis report for the estimate).

If you need to change the information for an adjustment, simply edit the information in the appropriate row, and click "Save" on the "Edit adjustments" dialog box. If you need to delete an

adjustment, you will have to delete the information in each field in the row, and then click on "Save."

4.7.4. Analysis

The Analysis report shows the profitability information of the estimate based on the information you have entered for staffing and expense items.

The total revenue is the sum of the revenue from staffing (cost plus rate) for all phases (if any) and from expense items (cost plus markup/markdown) for all phases.

The total cost is the sum of the cost of all staffing and expense items for the estimate.

The total profit is the difference between the total revenue and total cost. You will also see the profit margin. This is expressed as a percentage and is calculated by dividing the total profit by the total revenue.

The adjusted profit is the sum of the total profit and total adjustments. The adjusted profit margin is calculated by dividing the adjusted profit by the total revenue.

To view the analysis:

1. Click on the "Estimates" tab.
2. Click on the name of the appropriate estimate.
3. Click on the "Analysis" link.

4.8. Proposals Tab

Proposals are an integral part of generating and maintaining business. Users with access to the Proposals feature within the OPPORTUNITIES module can create proposals that range in complexity from very simple to very detailed. Such a proposal can then be submitted to an approver (see section 4.8.3., "Submit/Approve," on page 4 - 16 for details). Once approved, a proposal can be sent on to a client or prospect, who can accept or refuse it. Once accepted, the stipulations within a proposal form the basis for time and expenses billing.

Note: For a proposal to be billable, it must be associated with a client, not a prospect. To convert a prospect into a client, see section 4.5.4.,

"Converting Prospects into Clients," on page 4 - 10.

Users at all access levels can create, modify, and delete their own proposals, which are composed of proposal items that specify the terms of future work projects.

To create a proposal:

1. Click on the Proposals tab.
2. Click on the "Create..." drop-down menu, and select "Proposal" from the list.
3. In the "New Proposal" dialog box (Figure 4.8), select a client or prospect from the drop-down menu. This is a required field.
4. Enter any notes, if desired.
5. Click on "Create Proposal." (Clicking on this button will take you to the Proposals > Detail listing, where you will see the message "No proposal items found." See section 4.8.1., "Proposal Items (Detail)," on page 4 - 15 for information on adding items to your proposal.)

Figure 4.8. New Proposal dialog box.

To modify an existing proposal:

1. Click on the Proposals tab.
2. Click on the "All" [Proposals] tab.
3. Click on the number of the proposal whose global information you want to change.
4. Click on the "Edit" link.

Note: The "Edit Proposal" dialog box allows you to change global information about a proposal (i.e., its name, number, client/prospect assignation, status, notes, and attachments). To make changes to any proposal items or templates, see section 4.8.1., "Proposal Items (Detail)," on page 4 - 15, or

section 4.4.12., "Templates," on page 4 - 7, respectively.

To add an attachment to a proposal:

1. Click on the Proposals tab.
2. Click on the "All" [Proposals] tab.
3. Click on the number of the proposal to which you want to add a document attachment.
4. Click on the "Edit" link.
5. Click on the "View/Add Attachments" link on the bottom of the "Edit Proposal" dialog box.
6. Click on the "Create new attachment" link in the upper right corner of the attachments window.
7. Enter the file pathway in the "New attachment : proposal [name]" dialog box, and click on "Save."

The file name is saved and can be accessed by clicking on the "download" link, or the file pathway can be edited by clicking on the "Replace" link, or the attachment can be deleted by clicking on the "delete" link. You can attach as many documents as you need to your proposal; when finished, click on the "Close" button to return to the main "Edit proposal" dialog box.

To delete an existing proposal:

1. Click on the Proposals tab.
2. Click on the "All" [Proposals] tab.
3. Click on the number of the proposal you want to delete.
4. Click on the "Delete" button on the "Edit Proposal" dialog box.

Note: Approved proposals cannot be deleted.

4.8.1. Proposal Items (Detail)

You automatically go to the Proposals > Detail link window after you click on "Create Proposal" in a "New proposal" dialog box. The Proposals > Detail link window is (a) where you create proposal items, which are the detailed components you use to create proposals for your current and prospective clients, and (b) where you can change the order of the items in existing proposals by using the ordering arrows (in the first left-hand column) adjacent to the listed items. If you need to add details (i.e., more proposal items) to an existing

proposal, simply click on the proposal number of the existing proposal.

You can use one or more of five different kinds of items to build proposals ranging from very simple to very complex.

To create a proposal item:

Note: If you have just created a proposal, you will automatically go to the Proposals > Detail tab window.

To create a proposal item, click on the "Proposals" tab, and then on the number of the proposal to which you want to add one or more items. Select the item type from the "Create..." drop-down menu: Text-only, Hourly, Flat price, Other rate, or Expense. Fill out all mandatory fields in the selected item dialog box (Figure 4.8.1), and any optional fields as desired, then click on "Save."

Figure 4.8.1. New hourly item dialog box.

Note: The "Name" field is mandatory, but will appear only in the Proposal Items list, and not in the proposal itself. To enter a name that will appear in your proposal (i.e., when you click the "View" link), use the "Description" field.

Note: When you are creating an expense proposal item, you can quickly find expense items in your account by using the new expense item search feature. Click on the "magnifying glass" icon next to the "Expense item" drop-down list box.

To modify a proposal item:

Click on the "Proposals" tab, and then on the number of the proposal containing the item you want to change. Then click on the title of the item

you wish to modify. Make changes to the item in the "Edit [Type of item]" dialog box, and then click on the "Save" button.

Note: To change the order in which items will appear in your proposal, use the ordering arrows in the item listing.

To delete a proposal item:

Click on the "Proposals" tab, and then on the number of the proposal having the item you wish to delete. Click on the title of the item you wish to delete. Click on the "Delete" button in the "Edit [Type of item]" dialog box.

Note: You cannot edit or delete a proposal item that is part of a proposal that has been accepted by a client.

4.8.2. View

To see what your clients will see when they click on the linked URL to view your proposal, click on the "Proposals" tab, then on the "All proposals" tab, and then on the number of the proposal you want to see. Click on the "View" tab. You will see the html version of your proposal. Click on the "Proposals" tab to return to the Proposals list.

Figure 4.8.2. Proposal in html view.

4.8.3. Submit/Approve

The "Submit/Approve" process for proposals is the same as for timesheets and expense reports, with one exception: you must enable the process for proposals by checking the "Enable proposals submit/approve process" box in MY ACCOUNT > Company > Settings. If you do not enable the submit/approve process, the "Submit/Approve" link will not appear.

Proposals approvers are assigned in the Account > New user/Edit – [User name] dialog box, or in the Account > Departments > [Department name] > Department approvals dialog box.

Note: An Administrator can designate any person, regardless of access level, to be the approver of anyone else's proposals.

To submit a proposal for approval:

1. Click on the Proposals tab.
2. Click on the number of the proposal you want to submit, and, if desired, check the accuracy of your proposal by clicking on the "View" link.
3. Once you are satisfied with the appearance of your proposal, click on the "Submit/ Approve" link.
4. You can add an additional e-mail addresses to which to send the approval request. It is automatically sent to the approver. (Figure 4.8.3).
5. Click on the "Submit" button on the "Submit for approval" dialog box.

Note: If you are the approver of your own proposals, you will see the message, "You are the owner and approver of the proposal. Click on the approve button to submit and approve the proposal."

Figure 4.8.3. Submit for approval dialog box.

You will be notified by e-mail about the status of your submitted proposal after you approver has approved or rejected it. You can also check on the status of your submitted proposal in My Account > Dashboard > My Status.

To approve a submitted proposal:

If you are the approver of someone else's proposals, you will be notified by e-mail when that person has submitted an proposal for approval. You can then approve or reject the proposal. The submitter will

then be notified in turn of the change in status of the proposal.

1. Log in to OpenAir.com.
2. Review the submitted proposal.
3. Enable either the "Approve" or "Reject" radio button.
4. You can add an additional e-mail addresses to which to send the proposal status notification e-mail. It is automatically sent to the submitter.
5. Add any notes, if desired. The text you enter here will appear in the e-mail message.
6. Click on "Save."

When you return to the Proposals list, you will see that the proposal's status has changed to "Approved."

Once a proposal has been submitted and approved or rejected, an "Approval History" table will appear when you click on the "Submit/Approve" link for that proposal.

Note: If you reject a submitted proposal, the submitter can edit the proposal and re-submit it.

4.8.4. History

Clicking on the "History" link shows you a chronological listing of all the events pertaining to the proposal you selected. The information includes the date the proposal was created, and the user who created it.

4.8.5. Email

Once you're satisfied with the content and appearance of your proposal, and after it has been approved (if applicable), you can send it to your client or prospect via email:

1. Click on the Proposals tab.
2. Click on the number of the proposal you wish to send to your client or prospect.
3. Click on the "Email" link.
4. You will see the "Email proposal" dialog box (Figure 4.8.5), which contains the client/prospect's e-mail address, a subject line (which you can edit), and a text box (which you can add to or edit) containing a link to the proposal.
5. Click on "Send."

Figure 4.8.5. Email proposal dialog box.

Your client or prospect will receive an email message containing the link to your proposal. Your client or prospect then has the option of printing out the proposal, or clicking on the "You can Accept or Refuse this Proposal now" link. If the viewer clicks on the Accept or Refuse link, they are taken to a "Response" dialog box, where they can click on the "Accept" or "Refuse" button, and where they can include any messages or explanations in a "Response Notes" field before clicking on "Save."

Once your client or prospect has viewed, accepted, or refused the proposal, your proposal's status will automatically be changed accordingly in your Proposals list.

4.8.6. Billable

Hourly, flat rate, other rate, and expense item proposal items become hourly, flat rate, other rate, and expense item timebills when you select an accepted proposal from the list, and click on the "Billable" link.

Note: For a proposal to be billable, it must be associated with a client, not a prospect. Therefore, you need to convert prospects associated with proposals into clients in order to create timebills from the proposal items. See section 4.5.4., "Converting Prospects into Clients," on page 4 - 10 for more detail.

In the dialog box provided, check off the proposal items that you want to turn into timebills (take not of the "Check All" and "Uncheck All" button on the upper right within the dialog box), include any mark-up or mark-down (see note) information, and then click on "Create the Timebills." You will then see the message that the timebills were successfully created from the proposal, and you will be given the option of viewing a "Billed proposal items report" by clicking on a link to the report.
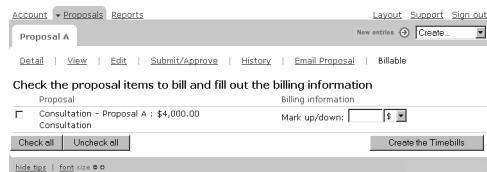
Figure 4.8.6. Creating timebills from proposal items.

Note: Mark-downs are created by putting a negative number into the mark up/down field - use the "hyphen-number" convention, i.e. "-500," rather than enclosing negative numbers in parentheses or brackets. Important: If you choose to mark up or down by a set amount, rather than by a percentage, each item (listed singly or as part of a quantified entry) will be added to or reduced by that set amount. Thus charging your customer a $1 handling fee for making 100 photocopies (at $.05 each) should be done as a 20% markup: 100 copies @ .05 = 5.0 + (5.00 x .20) = $6.00; when marked up as a set amount: 100 copies @ (.05 + 1.00 handling fee per copy) = $105.00!

4.9. Todos Tab

A todo is a task that needs to be done. It can be associated with a prospect or client, a contact, a deal, or it can exist on its own. When you create a todo you can add a start date and a due date. There is also a field to record that actual date the todo was completed. You can give the todo a priority rating, and record the status of its completeness. Users can assign todos to other users if they have been given a user role with this privilege.

To create a todo:

1. Click on the ToDos tab (or select "Todo" from the links that appear the top of the form when you are viewing a particular prospect, client, or deal record).
2. Click on the "Create..." drop-down menu and select "Todo" from the list.
3. Fill out the "New ToDo" dialog box. Enter the start date (this will default to the current date if no value is entered).

Note: If you are creating the todo from within a prospect, client, or deal record, you will not see the "Client" drop-down list box on the "New ToDo" dialog box. The new todo will be associated automatically with the client, prospect, or deal

record that you are currently using. You will, however, see a "Contact" drop-down, which will allow you to associate the todo to one of the contacts belonging to the client or prospect in question.

4. Click on "Save."

Note: The "Save & create another todo" button allows you to quickly create multiple todos by immediately loading a blank "New ToDo" dialog box.

Figure 4.9. New Todo dialog box.

To modify an existing todo:

1. Click on the ToDos tab (or select "Todo" from the links that appear at the top of the form when you are viewing a particular prospect, client, or deal record).
2. Click on the todo's name in the Todos list.
3. Click on the "Edit" link.
4. Make your changes to the todo in the "Edit Todo" dialog box.
5. Click in "Save."

Note: You can view the deal and the client or prospect associated with the todo by selecting the appropriate option from the links that appear above the "Edit Todo" dialog box.

Note: If you change the status of a todo to "Completed," an event will be created recording this fact.

To delete an existing todo:

1. Click on the ToDos tab (or select "Todo" from the links that appear at the top of the form when you are viewing a particular prospect, client, or deal record).
2. Click on the todo's name in the Todos list.
3. Click on the "Edit" link.
4. Click the "Delete" button at the bottom of the "Edit ToDo" dialog box.

4.9.1. Calendar View

The calendar view allows you to see all your associated todos. You will not see todos associated with other users in your calendar.

There are three views available: daily, weekly, and monthly. To see the calendar, click on the Todos tab, and then on the "Calendar" link. Select "Daily View," "Weekly View," or "Monthly View" from the drop-down at the top right-hand corner of the calendar. You will see all your todos, regardless of their status.

Note: Todos are listed in the calendar according to their "Start date."

When you are in the weekly or monthly view, you can click on a date, and you will see the complete list of todos for that day.

In the daily view, you can edit a todo directly from the calendar by clicking on the todo name. Once in the "Edit Todo" dialog box, you will also be able to edit any associated client/prospect, contact, and/or deal by clicking on the links above the dialog box.

In the calendar daily view, if the todo is associated with a client or prospect, you can click on the link to the client or prospect provided in the details for the todo. You will be taken to the "View" page of the client or prospect record, from where you will also be able to link to the contacts, deals, estimates, proposals, todos, and events that are associated with the client or prospect.

4.10. Events Tab

An event is simply a record of something that happened. Events are historical in nature. They provide a record of all completed todos and closed deals. You can create any other events that may have occurred during the course of a deal. For example, you could record a phone call to a particular client as an event. Events for closed deals

and completed todos are automatically saved when you save the respective deals and todos.

If you click on the phone number or e-mail address of a contact in the Prospects or Clients list, you can create an event for that contact (Figure 4.10).

When you click on an e-mail address, you will be taken to a form where you can fill in the text of the message and add additional addresses to which to send the message. When you click on "Send" the e-mail message will be sent, and an event will automatically be created. The subject of the e-mail will be part of the event's name, and the text of the e-mail will be found in the event's "notes" field.

Figure 4.10. New Event dialog box pre-filled after clicking on the e-mail address of a contact.

An event can be associated with a prospect or client, a contact, a deal, or it can exist on its own.

To create an event:

1. Click on the Events tab (or select "Event" from the links that appear at the top of the form when you are viewing a particular prospect, client, or deal record).
2. Click on the "Create..." drop-down menu and select "Event" from the list.
3. Fill out the "New Event" dialog box. Enter the date of the event (this will default to the current date if no value is entered).

Note: If you are creating the event from within a prospect, client, or deal record, you will not see the "Client" drop-down list box on the "New Event" dialog box. The new event will be associated automatically with the client, prospect, or deal record that you are currently using. You will,

however, see a "Contact" drop-down, which will allow you to associate the event to one of the contacts belonging to the client or prospect in question.

    4. Click on "Save."

Note: The "Save & create another event" button allows you to quickly create multiple events by immediately loading a blank "New Event" dialog box.

To modify an existing event:

1. Click on the Events tab (or select "Event" from the links that appear at the top of the form when you are viewing a particular prospect, client, or deal record).
2. Click on the event's name in the Events list.
3. Make your changes to the event in the "Edit Event" dialog box.
4. Click on "Save."

To delete an existing event:

1. Click on the Events tab (or select "Event" from the links that appear at the top of the form when you are viewing a particular prospect, client, or deal record).
2. Click on the event's name in the Events list.
3. Click on the "Delete" button at the bottom of the "Edit Event" dialog box.

4.10.1. Calendar View

The calendar view allows you to see all your associated events. You will not see events associated with other users in your calendar.

There are three views available: daily, weekly, and monthly. To see the calendar, click on the Events tab, and then on the "Calendar" link. Select "Daily View," "Weekly View," or "Monthly View" from the drop-down at the top right-hand corner of the calendar.

When you are in the weekly or monthly view, you can click on a date, and you will see the complete list of events for that day.

In the daily view, you can edit an event directly from the calendar by clicking on the event name. After you have made your changes and click "Save" on the "Edit Event" dialog box, you will return to the calendar's daily view.

If the event is associated with a client or prospect, you can click on the link to the client or prospect provided in the details for the event in the daily view. You will be taken to the "View" page of the client or prospect record, from where you will also be able to link to the contacts, deals, estimates, proposals, todos, and events that are associated with the client or prospect.

4.11. Reports Tab

4.11.1. Detail Reports

You can run reports for deals, prospects, todos, and events.

- Deals can be filtered by prospect, user, and territory.
- Prospects and Clients can be filtered by territory, business type, client size, and client source.
- Todos can be filtered by date range (select from date ranges in the list, or enter specific dates), prospect, deal, contact, and user.
- Events can be filtered by date range (select from date ranges in the list, or enter specific dates), prospect, deal, contact, and user.

Note: When you run a report, you have the option to save it so you can run the same report over again. When you are setting up a report, check the "Save this report as..." check box, and enter a name for the report. The next time you want to run the report, go to the "Saved reports" tab, and click on the "run" icon for that report. You can also edit and delete saved reports.

4.11.2. Opportunity Reports

Deal Pipeline: The Deal Pipeline report is a quick report that lists all pending deals (i.e. whose status is not "closed"), the users and clients or prospects associated with each one, the client size of each client or prospect, and each deal's statistics (amount, due date, rating, stage). Click on the Reports tab and then on the "Advanced" link. Simply click on the "Deal Pipeline" link in the Opportunities section and the report will be generated.

Estimate Analysis: This report is a customizable version of the Analysis report found in the "Estimates" tab. For example, you can run the

analysis report for all estimates at once, or for all estimates belonging to a particular deal or client, instead of just one. You can select which columns to display, and in what order.

Revenue Forecast: The Revenue Forecast report allows you to see future revenue estimates based on the current probability of closing existing deals, and their predicted closing dates. You can view the results of the revenue forecast as weighted values based on the probability of closing each deal, or as total values of each deal.

Click on Reports tab. Click on the "Advanced" link. Under "Opportunities" click on the Revenue Forecast report. Fill in the dialog box (Figure 4.11.2). The options are:

- **Time Period - Date Range, Subtotal by period:** Select the time period for which you want the data to be calculated, and the date range over which to calculate it. For example, if you choose "Weekly" as the time period, and "Jun-2001" as the date range, your report will group your results by week over the month of June.
- **Layout - Report layout:** Select the fields you want to include in the report. The option to "Show weighted values across all time periods" will display the weighted revenue for each data point rather than the total amount the deal is worth.
- **Layout - Color Coding:** You can create a color-coded scheme for the report. You can specify ranges of values that will be displayed in certain colors in your report. To set up color coding for your report, click on the "Create >" or "Edit >" button next to "Color Coding." In the popup dialog box, enter the range of values you want coded and select a color for the range. There are seven colors available. Different ranges can have the same color, if desired. You can use decimal places for the ranges (for example, 10-19.99, 20-29.99, etc.). Overlapping ranges are not allowed. Click "OK" when you are done selecting the colors.
- **Filters:** You can create filters to limit the items that are included in the report. If, for example, you only want the report to include data from two of your users, click on the

"Create >" (or "Edit >") button for the User filter. In the popup dialog box that appears, remove from the Selected items list all the users you do not want to include in the report. Click "OK" on the popup dialog box. You can also filter the results by the deals' probability of closing.

- **Other:** If you enable the check box to "Save this report as..." and enter a name for the report, the next time you want to run the same report, you can go to the "Saved reports" tab, and click on the "run" icon for that report. You can also edit and delete saved reports.

Once you have made your selections for the report, click on the "Run the report" button.

Figure 4.11.2. Revenue Forecast dialog box.

4.12. Options Tab

You can customize the appearance of your proposals by specifying the date format and the number and order of column headings, and by adding text to the bottom of your proposals.

Note: You can change your proposal layout at any time; changes will be applied globally thereafter to every new proposal created by any of your account

users, and to every proposal that has not yet been approved by an internal approver, or viewed or accepted by a client.

To change the layout of your proposals:

1. Click on the "Options" tab.
2. Make your changes by choosing from the selections in the drop-down menus for the "Date format," "Grid style," and "Show these columns..." fields in the "Proposal layout" dialog box (Figure 4.12).
3. Click on "Save."

Note: To change the *order of items* that appear in a proposal, click on the proposal number, and then on the "Detail" link. Use the ordering arrows in the left-most column to change the item order.
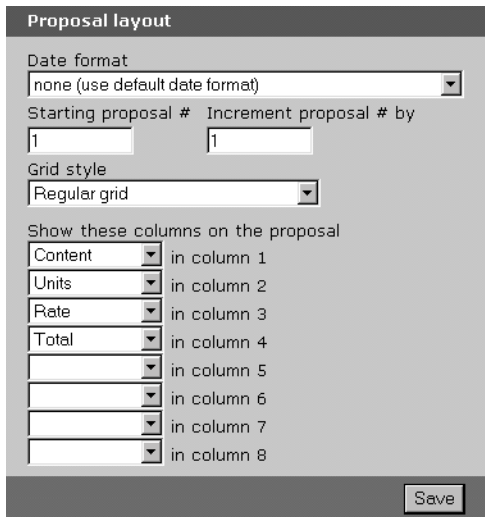

Figure 4.12. Proposal layout dialog box.

5. RESOURCES

5.1. Overview

The RESOURCES module allows you to track your resources (users and generic resources) by skills, preferences, experience, and availability, and to use this information to book them to projects. You can create a profile for each of your resources. It allows you to book your resources to projects in the most efficient manner possible.

Note: Inactive and guest users are not available as resources and therefore will not appear in the Resources list.

A resource profile is essentially a searchable resume of a users' experience and abilities. Because you create your own lists of skills, industries, job roles, locations, and education descriptions, these items can be interpreted and used in ways that are most meaningful for your company.

Resources are then booked to projects based on the time they have available (this is determined based on the company schedule and individual user/generic resource schedules) using the Booking feature.

Note: Because the RESOURCES module is primarily an administrative tool, users must be given specific module access in order to view the RESOURCES module link and its components.

5.2. Administrative functions

5.2.1. Rights & permissions

Administrators who have create/modify/delete access to the Account > Roles feature can create roles with specific RESOURCES rights, and then assign one or more users to that role as needed. Current RESOURCES role rights and permissions:

- View skills: Allows users to have access to the Account > Skills link, and to have read-only access to specific skills information.
- View and modify skills: Allows users to have access to the Account > Skills link, and to create, modify, and delete skills.
- View industries: Allows users to have access to the Account > Industries link, and to have

read-only access to specific industries information.
- View and modify industries: Allows users to have access to the Account > Industries link, and to create, modify, and delete industries.
- View job roles: Allows users to have access to the Account > Job roles link, and to have read-only access to specific job roles information.
- View and modify job roles: Allows users to have access to the Account > Jobs roles link, and to create, modify, and delete job roles.
- View locations: Allows users to have access to the Account > Locations link, and to have read-only access to specific locations information.
- View and modify locations: Allows users to have access to the Account > Locations link, and to create, modify, and delete locations.
- View education: Allows users to have access to the Account > Education link, and to have read-only access to specific education information.
- View and modify education: Allows users to have access to the Account > Education link, and to create, modify, and delete educations.
- View profiles: Allows users to view their own profile and the profiles of other resources.
- View and modify profiles: Allows users to view and modify their own profile and the profiles of other resources.
- View own profile: Allows users to view their own resource profile.
- View and modify own profile: Allows users to view and modify their own resource profile.
- View bookings: Allows users to view all bookings. (All users with access to the RESOURCES module can view their own bookings by default - see note below.)
- View and modify bookings: Allows users to view and modify their own bookings and the bookings of other resources.
- View and modify own bookings: Allows users to view and modify their own bookings. (All users with access to the RESOURCES module can view their own bookings by default - see note below.)

- View reports: Allows users to have access to the Reports tab, and to run reports based on all the RESOURCES data to which they have access.

Note: As of July 26, 2001, users who have access to the RESOURCES module but with roles that do not have the "search, view, and modify resources" privilege will still be able to view their own resource profiles and bookings. Any users with NEW roles created after July 26, 2001 that have been given access to the RESOURCES module will only be able to view their own bookings, unless other RESOURCES privileges have been specifically set for their role.

5.3. Dashboard Tab

5.3.1. Message Board

The Message Board is where administrators can post account-wide notices to users about items needing attention, or to inform them of new policies, features, etc.

To enter text into the message board, click on the "(edit message)" link under the Message Board entry. (Note: Only users with permission will see this link.) Enter your text into the "Message Board" dialog, then click on "Save."

5.3.2. Reminders

"Reminders" provides links to specific items waiting on their actions, such as approving other users' timesheets, envelopes, or proposals. (Note: Reminders are generated automatically, and cannot be manually created.)

5.3.3. Wizards

Bulk user change wizard

Only users with appropriate role rights have access to this feature, which enables them to add information or make changes to groups of user records or to all user records within one or more departments, rather than having to deal with each individual user record separately.

To use the wizard:

1. Click on the Dashboard tab.

2. Click on the "Bulk user changed wizard" link found under the "Wizards" section heading.
3. In the "Step 1" dialog box, select a user from the "User to copy from" drop-down. The settings in this user's Account > Users > [User ID] > Demographic dialog box will be applied to selected users or departments in Step 2.
4. Select the information you want to copy using the "Available items" picker list and copy them into the "Selected information" field using the "Add" arrows just below the list fields.
5. Choose to copy the information to other users or to departments by selecting the appropriate "Copy to" radio button. Then click on "Next."
6. In the "Step 2" dialog box, select from the "Available" picker list the departments or users to whose dialogs you want to copy the information you selected in Step 1, and then click on "Run." If successful, you will see the message, "The update is complete," along with a message about the number of users affected by the change.

Envelope attachment deletion wizard

Only users with appropriate role rights have access to this feature. It allows you to delete attachments associated with approved envelopes and receipts, freeing up valuable storage space. You can choose to delete the attachments from all approved envelopes from a certain time period, or to delete only those approved envelopes that have been fully reimbursed.

To use the wizard:

1. Go to the My Account module, and click on the Dashboard tab.
2. Click on the "Envelope attachment deletion wizard" link found under the "Wizards" section heading.
3. In the "Delete envelope attachments" dialog box, select the date range for the envelopes.
4. Select whether to delete attachments from all approved envelopes that fall within the date range, or only those that have been reimbursed.

5. Click on the "Delete the attachments" button.

6. You may need to wait a few seconds while the wizard processes your request. You will then see a list of the envelopes that matched the criteria you set in steps 3 and 4, and the number of attachments that were deleted from each one.

Note: You cannot undo a wizard. If you have made a mistake in the bulk user change wizard, you need to make the appropriate corrective selections in both Steps 1 and 2, and run the wizard again.

5.3.4. Workspaces

Only users with access to the Workspaces module will see this section. "Workspaces" will contain links to all the workspaces users are permitted to see.

5.3.5. My Status

"My Status" informs users about the status of any timesheets, envelopes, or proposals they have submitted for signoffs or approval, and provides links to any Open or Draft items (such as timesheets or proposals) which may need further action.

5.3.6. Company Status

Users with access to the "Company Status" section can see and utilize links to and information about invoices, timebills, running timers, and other items on an account-wide basis.

5.4. Account Tab

The Account tab is available to users with administrative role privileges, and to users whose roles give them access to certain account entities.

5.4.1. Users

There are several user-specific settings that are relevant to the RESOURCES module.

The availability of resources is calculated based on the number of hours they are scheduled to work within a given time frame. This information is drawn from settings in the MY ACCOUNT > Company > Schedule dialog box as well as the Account > Users > [User ID] > Schedule dialog box, if a particular user's settings override the

company's settings. The default company schedule is Monday - Friday, with 8 work hours per day.

You can also assign a user to a department in the Account > Users > [User ID] > Demographic dialog box. If a resource (i.e. user) belongs to a department, it will be listed in the Resources list.

5.4.2. Departments

"Departments" is an optional feature which allows you to group users into teams for planning and bookkeeping purposes.

To create a department:

Click on the Account tab, then click on the "Create..." drop-down menu and select "Department." You must enter only a Department name in the "New department" dialog (Figure 5.4.2a) to proceed to the next step, but you can also enter other information about the department in the "Notes" field. When you click on "Save," you will see an "Assigned users" pick list (Figure 5.4.2b), where you select users to be part of that department. Make your selection(s), and click on "Save." Note: You cannot assign a user to more than one department.

Figure 5.4.2a. New Department dialog box.

Figure 5.4.2b. Assigned Users dialog box.

To modify an existing department:

To make changes to an existing department, click on Account > Departments > [Department name]. The "Edit department" dialog box gives you the option of selecting a department head from a drop-down that lists the members of that department. Make your selection if desired, make any changes as needed, and then click on the "Save" button.

To delete an existing department:

To delete a department, click on Account > Departments > [Department name], then click on the "Edit" link, and then click on the "Delete" button at the bottom of the "Edit department" dialog box. Users in that department will be unassigned.

5.4.3. RESOURCES entities: Skills, Industries, Job Roles, Locations, Education

- "Skills" allows you to list the skills your company employees possess.
- "Industries" allows you to list your company employees' past, current, and potential experience in those trades and industries of relevance to your company.
- "Job Roles" allows you to list the formal and informal roles your employees perform for your company.
- "Locations" allows you to list the locations available to your company and/or the locations of your employees. *(Note: Once you have created locations, you can select particular locations for projects on the "New/Edit Project" dialog box. This will affect the search results when you are looking for resources to assign to particular tasks within projects.)*
- "Education" allows you to list your company employees' past, current, and potential education and training.

Note: The explanations above refer to the default account entities that will be found in your OpenAir.com account. These descriptions are arbitrary - you can use these entities in any way that you want. If you have administrative privileges, you can go to My Account > Company > Terminology, and change the names of these entities. For example, if you would like to sort your

resources based on their experience in a certain field, you could change "Industry" to "Experience" and create the appropriate experience entities you require.

To create a RESOURCES account entity:

To create any of the above-mentioned RESOURCES account entities, click on the Account tab, then click on the "Create..." drop-down menu and select the item you wish to create. All account entity dialogs have essentially the same appearance (as in Figure 5.4.3) and require only a name for the item selected in order to proceed to the next step. Click on "Save," or if you want to add another of the same type of entity to your list, click on "Save & create another [entity]."

Figure 5.4.3. New Skill dialog box.

To modify a RESOURCES account entity:

To make changes to the information about an existing RESOURCES account entity, click on Account > [entity link] > [entity name] in that entity's listing. Make your changes to the "Edit [entity]" dialog box, and then click on "Save."

To delete a RESOURCES account entity:

To delete a RESOURCES account entity, click on Account > [entity link] > [entity name] in that entity's listing, then click on the "Delete" button at the bottom of the "Edit [entity]" dialog box.

Note: You cannot delete an entity that has been associated with a resource profile; you must dissociate the entity first.

5.4.4. Booking Types

"Booking types" are used for sorting your bookings for reporting purposes. When you run a booked utilization report, you can group and/or filter your results by booking type. For example, you may want to distinguish between bookings for billable work, and bookings for non-billable work. You

could create a "Billable" booking type, and a "Non-billable" booking type.

Note: You can require that users select booking types for bookings they create by enabling the "Require booking type when booking resources" check box on the My Account > Company > Settings page.

To create a new booking type:

1. Click on the Account tab.
2. Click on the "Create..." drop-down menu and select "Booking type."
3. Enter the name of the booking type you want to add. You can also select a priority for the booking type. For example, if "Billable" bookings are more important than "Non-billable" bookings, you can assign the "Billable" booking type a higher priority, and then see this priority in your reports.
4. Click on "Save."

To modify an existing booking type:

1. Click on the Account tab.
2. Click on the "Booking types" link.
3. Click on the name of the booking type you want to change.
4. Make your changes in the "Edit booking type" dialog box.
5. Click on "Save."

To delete an booking type:

1. Click on the Account tab.
2. Click on the "Booking types" link.
3. Click on the name of the booking type you want to delete.
4. Click on the "Delete" button in the "Edit booking type" dialog box.

Note: You cannot delete a booking type that is associated with an existing booking.

5.4.5. Generic Resources

"Generic resources" are account entities that are used primarily in the RESOURCES module, but they can also be assigned to tasks in the PROJECTS module.

A generic resource defines a particular set of skill, industry, job role, education, and location profiles, as well as a particular work schedule and loaded cost if needed. It is in some way a "virtual" resource - it can be booked to projects and assigned to tasks. At the task level, you can conduct a search that will find matches between the generic resource and existing "real" resources, so that you can easily replace the generic resource with a user who possesses the skills and availability required for the task.

To create a generic resource:

1. Click on the "Account" tab.
2. Select "Generic resource" from the "Create..." drop-down list box.
3. In the "New generic resource" dialog box, enter a name, and select the day on which this resource's work week begins.
4. Click on "Save."

Figure 5.4.5. New Generic Resource dialog box.

There are now two new links above the dialog box - "Schedule" and "Cost."

The generic resource "Schedule" link is used the same way as the user "Schedule" link. It allows you to create a schedule and exceptions to that schedule (personal time, vacations, etc.) for a particular generic resource that is different from the company schedule.

To enter or modify a generic resource's work schedule:

1. Click on the "Account" tab, and then on the "Generic resources" link.
2. Click on the relevant name in the list, and then on the "Schedule" link.
3. By default, the schedule that first appears in the "Edit generic resource work schedule" dialog box is the same as the company work schedule. To tailor this schedule to the specific generic resource, select the "Use this user-specific work schedule" button, and select the user's work days and hours.

4. In the "Exceptions to work schedule" grid drop-downs, enter the exceptions to the work schedule (these will be in addition to the company-wide schedule exceptions). You can also override or alter company exceptions for this particular resource.
5. You can enter as many exceptions as needed. Use the "add" drop-down at the bottom of the Exceptions table to add more rows as needed. Also, you can use the "Reason (time type)" drop-downs to associate the user's exceptions with available Time types, such as "vacation."
6. When you have finished making your entries or changes, click on "Save."

The "Cost" link lets you enter information about what it costs your company for the use of the generic resource. A generic resource's loaded cost is the hourly calculated sum of salary, benefits, occupancy costs (telephone, space rental), administrative, equipment, and maintenance costs. Loaded hourly costs are used in the Projects > [Name of project] > Analysis feature to compute the profitability of a project.

To enter the loaded hourly cost of a generic resource:

1. Click on the "Account" tab, and then on the "Generic resources" link.
2. Click on the name of the generic resource for which you want to add or change the loaded cost.
3. Click on the "Cost" link.
4. Make your additions/changes to the "Current hourly cost" and/or "Historical hourly costs" fields in the "Edit generic resource loaded hourly cost" dialog box.
5. Click on "Save."

To modify a generic resource:

1. Click on the "Account" tab, and then on the "Generic resources" link.
2. Click on the relevant name in the list.
3. Click on the appropriate link for the information you want to edit - "Demographic," "Schedule," or "Cost."
4. Make your changes to the appropriate dialog box.
5. Click on "Save."

To delete a generic resource:

1. Click on the "Account" tab, and then on the "Generic resources" link.
2. Click on the relevant name in the list.
3. Click on the "Demographic" link.
4. Click on the "Delete" button.

Note: You cannot delete a generic resource that has existing bookings and/or to which tasks have been assigned.

5.5. Resources Tab

Your company's employees are the resources you assign to projects and tasks within projects.

5.5.1. Profile

The Resources tab lets you create detailed profiles of your company's employees and generic resources so you can be sure of assigning the right person to the right task or project. Pre-set profile criteria include: skills, industries, job roles, locations, and education.

Note: You can change the names of these criteria by going to My Account > Company > Terminology.

All the users (except guest and inactive users) and generic resources in your OpenAir.com account are listed in the Resources Tab.

To create a resource profile:

To create a profile for one of your users or generic resources, click on the Resources tab, then on the name of the resource to whom you wish to add a profile. Click on the "Create..." drop-down menu and select the type of profile you need: Skill profile, Industry profile, Job role profile, Location profile, or Education profile.

Note: You create new skills, education descriptions, locations, job roles, and industry types in the Account tab (see section 5.4.3., "RESOURCES entities: Skills, Industries, Job Roles, Locations, Education," on page 5 - 4).

Also note:
• Only those entities that have not yet been used for this particular resource profile will be available in the drop-down list box. For example, if you have three skills listed in your account, (say General PC, Word

Processing, Typing), and you have already created a "General PC" skill profile for this user, only "Word Processing" and "Typing" will be available for a new skill profile for this same user (although all three will be available to users for whom you have not yet created skill profiles).

• The comments section is unique to the resource for whom you are creating the profile.
• The "New Skill profile" form has a "Level of Expertise" drop-down. You can select the level of proficiency the resource has with this particular skill. Options are Beginner, Intermediate, Proficient, and Expert.
• The "New Location profile" form has a "Desirability" drop-down. Options are Low, Medium, and High. A location can be a physical location, such as the city or region where the resource works or could work if called upon to do so. It could also be a designation such as "Willingness to Travel" or "Telecommuting," with the "Desirability" setting used as a measure of the resource's desire or ability to do so.

Once you have filled out the profile dialog box (Figure 5.5.1), click on "Save" (or "Save and create another [type of] profile"). The message "The [type of] profile—[name]—was successfully saved" will appear at the top of the dialog box, and the profile will be listed in the user's resource profile in Resources > [User ID] > Profile.

Figure 5.5.1. New Skill Profile dialog box.

To modify an existing resource profile:

Click on the Resources tab, and then on the name of the resource whose resource profile you want to edit. Click on the description of the particular profile you want to edit, and then make your changes in the "Edit [type of] profile" dialog box as needed.

Note: You can change only the comments, except when editing a skill or location profile, where you can change the "Level of Expertise" and "Desirability" field settings, respectively.

When you've made your changes, click on the "Save" button.

To delete an existing resource profile:

Note: You must delete each profile entry in a resource profile individually.

Click on the Resources tab, and then on the name of the resource whose profile you wish to edit. Click on the description of the particular profile you wish to delete,   click on the "Delete" button in the "Edit [type of] profile" dialog box.

5.5.2. Utilization

If you click on the "Utilization" link for a particular resource, you will see a graphical representation of the resource's assigned, booked, and available (scheduled) time.

You will see two bar graphs for the resource - one for task assignments, the other for bookings. You will also see the complete date range of existing assignments and bookings for the resource. For example, if a resource has three different bookings over a certain period of time, the "Booked" date range displayed will be from the first day of the first booking to the last day of the last booking. The date ranges will help you navigate the graph - if you click on one of the dates for a resource, the graph will shift so that the date requested is displayed. If you click on one of the bars showing a booking or assignment, you will see the details of the particular task assignment or booking that it represents, such as the project to which it is associated, and its start and end dates.

You can display the data in the graph using the Daily view, where each bar represents the resource's time (in hours or as a percentage) for a day. You can display the data using the Monthly view, where each bar represents the resource's time for each month.

If a resource is overbooked or over-assigned, the overbooked or over-assigned amount (whether in

hours or as a percentage) will appear in red. If the amount that a resource is overbooked or over-assigned exceeds the limits of the bar, a red arrow will appear over the bar.
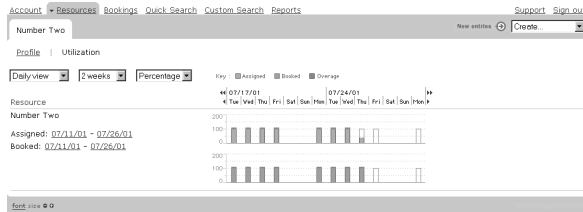

Figure 5.5.2. Utilization feature.

5.6. Bookings Tab

The Bookings tab is where you allocate your company's resources to projects according to their available time.

Once you have created bookings, the table found in the Bookings tab shows you a list of resources and their booked, available, and scheduled time for a particular period (shown in the "start date" and "end date" columns), and the project to which they are booked. After a resource has been booked to a project, that resource can be assigned to particular tasks within that project.

Note: Once you have booked resources to a particular project, when you go to create new tasks within that project, only the resources that have been booked will be available for task assignment (and will appear in the "Assigned to" drop-down list boxes on the "New Task" dialog box.)

The value in the "Hours scheduled" column is taken from the company, user, or generic resource schedule (see section 5.4.1., "Users," on page 5 - 3 and section 5.4.5., "Generic Resources," on page 5 - 5), and is the number of hours a resource is available for work within the date range of a particular booking.

If you have enabled the option to "Send a notification email to assigned resource whenever a booking is added, modified, or deleted" in the "Resource Options" section of the My Account > Company > Settings dialog box, resources will receive an e-mail message whenever a new booking has been created for them, or when any of their existing bookings have been modified or deleted. The e-mail message will state the client and project

to which the user has been booked, the date range of the booking, and the number of hours or percentage of the user's time used for the booking. If you have added any notes to the "Notes" field of the New/Edit Booking dialog box (Figure 5.6a) these will also appear in the notification e-mail message.

To create a booking:

1. Click on the Bookings tab.
2. Select "Booking" from the "Create..." drop-down menu. (You can also choose to create multiple bookings at once - see "To create multiple bookings" on page 10.)
3. In the "New Booking" dialog box, select the resource, the project, a start and an end date, and the time required (either in hours or as a percentage of the user's time). If you have set up booking types in your account, which are used for reporting purposes, you can select one from the "Booking type" drop-down list box. You can also add any relevant notes to the booking.
4. Click on "Save."

Note: You can quickly find clients and projects in your account using the new client/project search feature. Click on the "magnifying glass" icon.

Note: You can require that users select booking types for bookings they create by enabling the "Require booking type when booking resources" check box on the My Account > Company > Settings page.

Note: The "Save & create another booking" button allows you to quickly create multiple prospects by immediately loading a blank "New Booking" dialog box.
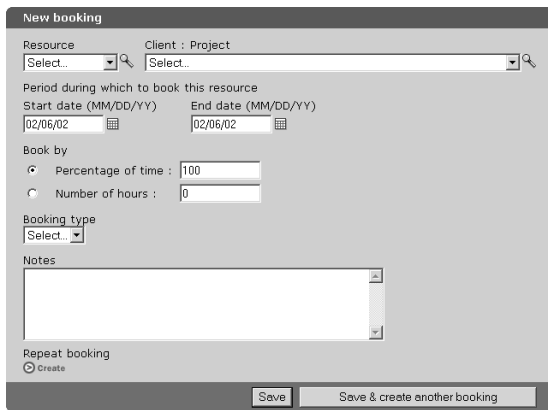
Figure 5.6a. New Booking dialog box.

If you want a booking to be repeated over time (for example, when a resource will be working on a specific project every Monday for two months), rather than having to create multiple bookings individually, you can use the "repeat bookings" feature found on the "New/Edit Booking" dialog box. You can create repeat bookings for new or existing bookings.

To create repeat bookings:

1. Click on the Repeat bookings "Create >" button on the "New/Edit Booking" dialog box (Figure 5.6a).
2. In the "Repeat" pop-up dialog box (Figure 5.6b), select the frequency and the interval for the bookings. (The "Repeat Every" interval will change to reflect the frequency selected.)
3. Select an end date for the repeat bookings, or designate a specific number of repetitions.
4. Click "OK."
5. Click "Save" on the New/Edit dialog box.
6. Multiple related bookings will be created.
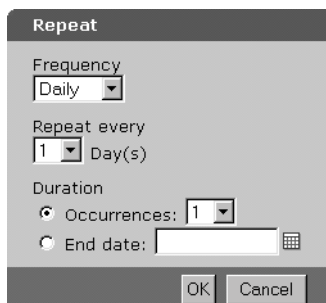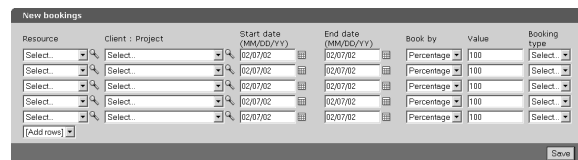
Figure 5.6b. Repeat dialog box.

To create multiple bookings:

You can quickly create multiple bookings for one or more resources.

1. Click on the Bookings tab.
2. Select "Multiple bookings" from the "Create..." drop-down list box.
3. In the "New bookings" dialog box, make your resource, client:project, start and end date, book by (select hours or percentage), and value (time required) selections. If you have set up booking types in your account, which are used for reporting purposes, you can select a booking type for each of the bookings. If need more rows, select the number of rows you need from the "[Add rows]" drop-down list box.
4. When you are done, click on "Save."
5. The new bookings will be added to the list on the Bookings tab.

Figure 5.6c. New Bookings dialog box.

To modify an existing booking:

1. Click on the Bookings tab.
2. Click on the edit icon (pencil) adjacent to the booking you want to change.
3. Make your changes to the "Edit Booking" dialog box.
4. Click on "Save."

Repeat bookings can be modified individually as above, or as a group.

To modify all repeated instances of a booking:

1. Click on the Bookings tab.
2. Click on the edit icon (pencil) adjacent to one of the repeat bookings you want to change.
3. Make your changes in the "Edit Booking" dialog box.
4. Enable the "Update the repeat bookings to match this booking" check box.
5. Click on "Save."

6. All the instances of this booking will be updated with the changes.

To delete an existing booking:

1. Click on the Bookings tab.
2. Click on the edit icon (pencil) adjacent to the booking you want to delete.
3. Click on the "Delete" button in the "Edit Booking" dialog box.

Repeat bookings can be deleted individually as above, or as a group.

To delete repeat bookings:

1. Click on the Bookings tab.
2. Click on the edit icon (pencil) adjacent to one of the repeat bookings.

Note: The repeat booking you select will not be deleted. All other instances of the booking will be deleted.

3. Enable the "Delete the repeat bookings" check box.
4. Click on "Save."
5. All other instances of the booking will be deleted. The current booking will remain.

5.7. Quick Search Tab

The Quick Search feature allows you to enter a single search parameter (skill, location, education, job role, or industry) to quickly find users with specific skill sets or other characteristics.

When the results of the quick search are displayed, you will see a "Book" link in the "Action" column for each resource listed (you may need to customize the list layout of the results to see this column - click the "customize" link which appears at the bottom of the list). If you click on the "Book" link for a particular resource, the "New Booking" dialog box will appear, with the resource pre-selected, allowing you to quickly create a booking for the resource.

To conduct a quick search:

Click on the Quick Search tab. Choose the criterion for your quick search by using the "Quick Search by:" drop-down menu.

The results of your quick search will appear in the quick search list (Figure 5.7).

Note: You can use the drop-downs below the column headings to refine your quick search.

Figure 5.7. Quick Search list.

5.8. Custom Search Tab

Custom Search allows you to enter specific criteria for finding resources who are best suited for particular task assignments, and/or who have un-booked time for a particular work period.

The Current Search sub-tab calls up the "Search Criteria" dialog box, which lets you filter skills, education, locations, job roles, and industries. Custom Search also allows you to save the custom searches you create, which you can then re-use by selecting them in the Saved Searches tab.

Note: When you create filters for your custom search, only resources that have a match in each of the filters will be displayed in the results. For example, say you have set up a search using a filter for the locations "north" and "south," and a filter for the education profiles "high school" and "bachelor's degree." A resource whose skill profile includes "north" as a location and "high school" as an education profile will be displayed in the search results. A resource whose profile includes both "high school" and "bachelor's degree" but neither "north" or "south" will not be displayed, as the resource's profile only has a match with one of the two filters.

5.8.1. Current Search

To conduct a custom search, click on the Custom Search tab, and then on the Current Search sub-tab. In the "Search Criteria" dialog box (Figure 5.8.1), click on the "Create" buttons adjacent to the filter categories you need. Use the filter dialog box(es) to select the filter criteria, and then click on "OK."

Figure 5.8.1. Search Criteria dialog box.

When you have selected all of the desired filters, you can limit the search to resources that are available within a certain data range. Specify whether you want the search to include only regular resources (users), only generic resources, or both. You can choose to save this criteria set by checking the "Save this search as..." box and entering a name for the criteria set in the adjacent field. You can also enter a description of the criteria set you will save in the "Description" field. To reset the settings for the search to their default values, click on "Reset."

Click on "Search" to run the search. You will then see a tabled listing of the results of your search.

You can click on the "show all" link to see specific details about each resource, and the elements of their skill profiles that matched your search.

You will see a "Book" link in the "Action" column for each resource listed. If you click on this link for a particular resource, the "New Booking" dialog box will appear, with the resource pre-selected, allowing you to quickly create a booking for the resource. If you used an availability filter in your search, the booking date range and the resource's time ("Book by" field) will also be pre-filled in the "New Booking" dialog box.

5.8.2. Saved Searches

When you click on the Saved Searches tab, you will be shown a listing of all the custom searches you have saved. Click on any of the icons—Run, Edit, Delete (shown in order)—in the left-most columns to apply that action to the saved search on the same line.

Clicking on the Run or Edit icons will call up a "Search Criteria" dialog box (Figure 5.8.1) with your custom search filter choices already selected, which you can then modify and/or run (by clicking on "Search").

5.9. Reports Tab

Click on the Reports tab to see the reporting options for the RESOURCES module.

You can run detailed reports on RESOURCES account entities, including skills, education, locations, job roles, industries, users, departments, generic resources, and bookings.

Note: When you run a report, you have the option to save it so you can run the same report over again. When you are setting up a report, check the "Save this report as..." check box, and enter a name for the report. The next time you want to run the report, go to the "Saved reports" tab, and click on the "run" icon for that report. You can also edit and delete saved reports.

5.10. Resources Reports

You can also run several reports that allow you to analyze how effectively your resources are being used. The reports available are:

- Percent Booked Utilization
- Historical Utilization
- Realization

These reports calculate your resources' booked time, worked time, and billed time against their respective scheduled time. Scheduled time is calculated based on the company schedule and any exceptions to that schedule for the user in question.

Note: If you see an asterisk (*) as the value in one or more of the data points in a report, this indicates that for the data points in question, no scheduled hours existed for the user, and therefore a valid calculation could not be performed. For example, if a user was <u>booked</u> to work 4 hours on a particular

Sunday, but was not <u>scheduled</u> to work on that Sunday, the calculation for "percent booked utilization" would be 4/0 (booked hours/scheduled hours).

To run a utilization report:

Click on Reports tab. Click on the "Advanced" link. Under "Resources" you will find the reports. Click on the report that you want to run. Fill in the dialog box (Figure 5.10). The options for percent booked utilization, historical utilization, and utilization are:

- **Time Period - # of Periods:** Select the time period for which you want the data to be calculated, and the number of periods for which to calculate it. For example, if you choose "Monthly" as the time period, and "3" as the number of periods, your report will group your results by month over 3 months. There are default periods available. If you have created any custom time ranges, they will also be available in the "Period" drop-down list.
- **Ending Date:** The default ending date is "Today", or the current date. To run a report for an earlier time period, specify a different ending date in the "Other" field. (Make sure you also select the radio button.) For example, if today was August 1, and you ran a report with "Monthly" as the time period over 3 periods, you would get data for June, July, and August. If you want data for later in the year, say from July to September, specify a date in the month of September as the ending date.
- **Hide empty rows:** Select whether to hide rows that are empty so that they do not appear in the report.
- **First Sub-total and Second Sub-total:** You can further divide the reports' totals by some other factors. The options available depend on the report you are running.
- **Filters:** You can create filters to limit the items that are included in the report. If, for example, you only want the report to include data from two of your users, click on the "Create >" (or "Edit >") button for the User filter. In the popup dialog box that appears, remove from the Selected items list all the

users you do not want to include in the report. Click "OK" on the popup dialog box.
- **Color Coding:** You can create a color-coded scheme for the report. You can specify ranges of values that will be displayed in certain colors in your report. For example, values of less than 10 can be marked as red in your percent booked utilization report. To set up color coding for your report, click on the "Create >" or "Edit >" button next to "Color Coding." In the popup dialog box, enter the range of values you want coded and select a color for the range. There are seven colors available. Different ranges can have the same color, if desired. You can use decimal places for the ranges (for example, 10-19.99, 20-29.99, etc.). Overlapping ranges are not allowed. Click "OK" when you are done selecting the colors.

Note: The historical utilization report has some extra options that are discussed in section 5.10.2. on page 5 - 13.

Once you have made your selections for the report, click on the "Run the report" button.

Figure 5.10. User booked utilization report options dialog box.

5.10.1. Percent Booked Utilization Report

This report will show you how much of your users' time is booked as a percentage of their scheduled time. You can group the results by user hierarchy, or by client, project, and/or booking type.

Figure 5.10.1. Example booked utilization report.

5.10.2. Historical Utilization Report

This report will show you how much time your users have worked (based on their timesheet entries) as a percentage of their scheduled time. For example, if a user is scheduled to work 40 hours a week, and the hours entered for a particular weekly timesheet add up to 40, then the user's historical utilization for that week would be 100%.

You can also change how the historical utilization is calculated by specifying the criteria that make up the numerator and the denominator of the calculation. The options are:

- **Numerator and detail fields:** By default, the historical utilization is calculated as timesheet hours over scheduled hours. You can, however, filter the numerator (timesheet hours) by client, project, time type, service, and /or timesheet status.
- **Denominator:** Specify whether the denominator uses scheduled hours or timesheet hours. If you specify timesheet hours, you can use the same filters you used in the numerator by enabling the check boxes provided next to each filter group, or you can use different filters.

For example, to calculate the percentage of your user's timesheet time that is billable, you could create a numerator filter that includes only billable time types (excluding things like vacation, etc.). In the denominator, you would use timesheet hours without filters. The historical utilization report would then display the percentage of the time your users have entered in to timesheets that is associated with billable time types.

Figure 5.10.2. Example historical utilization report.

5.10.3. Realization Report

This report will tell you what percentage of your users' scheduled time has been realized as billable hours to clients (hourly or other rate timebills). For example, a user's historical utilization may be 100%, but if half the time entered was for vacation, and some was for internal company-related work, only a portion of this user's time would be billable to a client.

Figure 5.10.3. Example realization report.

5.10.4. Assigned Utilization Chart

This report displays a graphical representation of the time your users have that has been assigned to tasks within projects.

- **Time Period:** Select whether you want to display the data using the Daily view, where each bar represents your users' time for a day, or the Monthly view, where each bar represents your users' time for each month. Select the start date and duration.
- **Chart Type:** Select whether to display the data as hours or as a percentage of your users' scheduled time.
- **Filters:** You can select which users you want to use in the report.

You will see bar graphs each user. You will also see the complete date range of existing assignments for the users. For example, if a user has three different assignments over a certain period of time, the "Assigned" date range displayed will be from the first day of the first assignment to the last day of the last assignment. The date range will help you navigate the graph - if you click on one of the dates,

the graph will shift so that the date requested is displayed.

If a user is over-assigned, the over-assigned amount (whether in hours or as a percentage) will appear in red. If the amount that a resource is over-assigned exceeds the limits of the bar, a red arrow will appear over the bar.
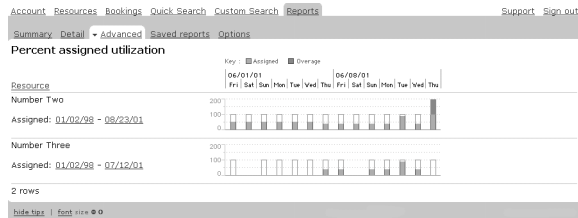

Figure 5.10.4. Example assigned utilization chart.

6. PROJECTS

Overview

The PROJECTS module is where you can create and track the progress of work projects. Projects contain within them phases and tasks to which you can assign resources.

All users with access to the PROJECTS module can:
- View the Task List tab
- View all tasks assigned to them
- Report on a task's "percentage complete"

Features

- **PROJECTS and PROPOSALS integration:** Enabled users can create project plans, phases and tasks in PROJECTS by importing the tasks outlined in a proposal.
- **PROJECTS templates:** Enabled users can copy the phases and tasks of one project plan to another project plan without re-keying all the data.
- **Tracked/untracked project designation:** Enabled users can designate projects as tracked/untracked (available/unavailable for project planning) in the Projects>Projects>Tracked Projects or Untracked Projects>[select appropriate project]>[check/uncheck "Tracked project" check box].
- **OpenAir Projects Connector:** You can download this application from the My Account > Exchange > Add-on Services page. It allows you to import Microsoft® Project files and use them as projects in your OpenAir.com account and to export OpenAir.com projects as Microsoft® Project files.
- **Project billing:** You can set up a billing mechanism whereby time entries, receipts, and fixed fees are billed to clients on a project-specific basis based on billing rules you set up for each project.
- **Recognition:** You can set up rules to recognize different types of revenue at different times on a project-by-project basis.

Getting started

6.1. Task List Tab

The Task List tab is where all users will see a list of their assigned project tasks, and where users with access permission will see a complete listing (subject to filtering) of all tasks and phases within one or all projects.

If more than one tab appears when you click on the PROJECTS module link, simply click on the Task List tab to see listed tasks and phases. Sub-tabs in Task List include "Pending tasks," "Completed tasks," and "All." Users who can see only the Task List tab and their own tasks can click on the name of a task to open a pop-up window showing any other users assigned to the same task, and any notes associated with the task. All users can change the information about a task's "percentage complete" by using the "% Complete" drop-down menu to the right of each listed task's line, and clicking on "Save."

When users with broader access permission click on the name of a listed task or phase, the "Edit task/phase" dialog opens, and they can view or view and modify the information in that dialog. They will return to the task list after clicking on the "Edit task/phase" dialog's "Save" button.

Note: Users cannot create tasks or phases while in the "Task List" tab.

6.2. Projects Tab

When you first click on the Projects tab, you'll see either a list of projects, or you'll see a line informing you that no projects (of that particular type—tracked, untracked, or any at all) were found. If there are existing Projects, simply click on the name of the Project you wish to see.

Note: Any projects you create in the Projects tab will be added to any projects you create in any module's Account tab; however, you can access a project's tasks and phases only in the PROJECTS > Projects tab listing.

6.2.1. Projects

The Projects Tab is where you can organize your Projects by dividing them into manageable phases and tasks, which can be plotted on a time line and assigned to particular employees. A project is listed under "untracked" until it is divided into phases and/or tasks, after which it is listed under "tracked."

Note: You can manually change a project's tracked/ untracked status, regardless of whether there are associated tasks or phases, by checking or unchecking the "Tracked project" box at the bottom of the "New/Edit project" dialog.

To create a new project: Click on the Projects tab, then select "Project" from the "Create..." drop-down menu. In the "New project" dialog box (Figure 6.2.1), name your project (mandatory) and assign the project to a client (mandatory). Select a project owner from among your users; enter money and time budget amounts, if desired; enter an hourly rate; enter any notes if needed; and click on the "Save" button.

Figure 6.2.1. New Project dialog box.

Note: The "Hourly rate" field will appear only if you have selected "By client/project" in the "Get hourly billing rate from" drop-down in My Account > Company > Settings > INVOICES and PROPOSALS Billing Rates. (See section 6.7., "Company Settings," on page 6 - 17.) **Important:** *If you select "by User/Project" as the source of your billing rates, you will have access to the "User billing rates" link and dialog only via the Account tab > Projects link (not via the Projects tab itself). See "Hourly rate ($)" below.*

If you have created Locations (used in the Resources module), you can select one of these locations for the project. When you run searches for resources assigned to tasks within the project (see "Substitution of resources assigned to tasks:" on page 6), this location will be included in the search criteria.

If you want your users to be notified whenever they are assigned to a task, or whenever an assigned task is modified or deleted, check the "Send a notification email..." box toward the bottom of the "New/Edit Project" dialog box.

If you enable the "Create associated workspace" check box, a workspace with the same name as the project will be created. It will have a link to the new project. (This option is only available when creating a new project. It is not available when editing existing projects.)

Signers: If you have enabled the Signers option in MY ACCOUNT > Company > Settings, the "New/ Edit project" dialog will also include drop-downs used to assign up to three people to sign off on a particular project before any associated time and expenses can be submitted for approval.

Project-based approvals: If you have selected the option to "Enable project approvals for timesheets," "Enable project approvals for expense reports," "Enable project approvals for expense authorizations," "Enable project approvals for purchase requests," and/or "Enable project approvals for POs" in the My Account > Company > Settings dialog box, you will have fields at the bottom of the "New/Edit Project" dialog box that allow you to select from a list a person or approval process that will be responsible for approving the timesheets/expense reports/authorizations/purchase requests/POs that are associated with this particular

project. Project-based approvals will not replace any other approval processes that may be in place for particular timesheets/expense reports/ authorizations/purchase requests/POs. What will happen is that elements of a timesheet (such as particular time entries), expense report (particular receipts), or PO (particular purchase items), and purchase requests and authorizations belonging to a particular project must be approved at this level before the entire timesheet/expense report/ authorization/purchase request/PO can be approved.

Auto-billable options: If you have selected the "Automatically bill time assigned to a client when a timesheet is approved" option and/or the "Automatically bill time assigned to a client when an envelope is approved" option in the My Account > Company > Settings dialog box, you will be able to automatically bill time and expenses associated with this project to your clients. To do so, and have the global auto-billable rules come into effect, the "Auto-bill this project" check box must be enabled. It will be enabled by default. Note that if you disable this check box, portions of approved timesheets and envelopes associated with this project will NOT be auto-billable.

Note: If you have selected "Project billing rules" from the "Get the billing rates from" drop-down on the My Account > Company > Settings dialog box, the "Auto-billable options" section of the "New/ Edit Project" dialog box will not be available.

You can set a cap for the automatic billing of the project. If the time entries in a timesheet or receipts in an envelope associated with the project total an amount that exceeds the cap, the timebills will not be created. Once you create timebills for the project, the cap will take into account any existing timebills when it decides whether receipts or time entries can be automatically billed. For example, if you set the cap to $6000, and the first set of timebills created for the project total $5000, the next time you try to automatically bill either time entries or receipts associated with the project, the automatic billing will only occur if the totals of either the time entries or the receipts associated with the project are equal to or less than $1000.

To override the global auto-billable rules for this particular project, enable the "Override the global auto-billing settings" check box. You can change the auto-billable rules for this particular project. Click on "Edit" to set the auto-billable rules for the project. You could also just keep the auto-billable settings as they are, but by enabling the override, the rounding of hours associated with this project in timesheets will be calculated separately from the other hours. See section 2.4.9., "Company > Auto-billable rules," on page 2 - 31 for more information.

Hierarchies: If there are project hierarchies in the account for which the "Show this hierarchy when editing objects of this type" check box has been enabled, you will be able to assign the project to a node in each of these hierarchies from here.

You can create projects from existing projects (incorporating elements from previously-created projects, thereby not having to re-key items); from the "Create..." drop-down menu, select "Project from another project." Use the "Duplicate phases and tasks from this project" drop-down menu to select the project whose associated item(s) you wish to re-use.

Likewise, you can create a project from existing proposals by selecting "Project from a proposal" in the "Create..." drop-down menu. In the "Add tasks from this proposal" drop-down menu, select the proposal whose items you wish to use as tasks in your new project.

To modify or delete an existing project: See section 6.2.4., "Edit project," on page 6 - 6.

Module-specific fields:

Budget amount ($): You can enter in this field whatever amount has been budgeted for a particular project. INVOICES will deduct any costs accrued from this budgeted amount, and show you the Budget Available in the Projects listing; you can also run a report on "Project budgets" in INVOICES > Reports > [Advanced reports]. PROPOSALS keeps a running total of budgeted amounts, and you can run a report to track projects that run over budget in PROJECTS > Reports > [Project Reports]. It will also be used in the Financial Analysis Report (see section 6.5.1., "Financial analysis report," on page 6 - 16).

Hourly rate ($/hr): If you select "User/Project" in the "Get the hourly billing rate from" drop-down menu near the bottom of the MY ACCOUNT > Company > Settings dialog, you can specify an hourly rate to be applied to a particular project based on a user's rate.

Note: This field will appear in the "New/edit project" dialog, and the rate will be applied to that client's timebills, timesheets, and proposals, only if you have selected "User/Project" in the MY ACCOUNT > Company > Settings dialog.

First create a new project, or click on the name of an existing project. When the "Edit project" dialog appears, you will see two links just above the dialog, "Edit" and "User billing rates"; select the "User billing rates" link. Choose one or more users assigned to the project from the drop-down menu in the "User billing rates" dialog box. If you have set rates for the user, that will appear as the default rate (which you can change, if necessary). When you have made your entries, click on "Save."

Invoice Layout: If you have created more than one invoice layout (see section 10.6.1., "Invoice Layout," on page 10 - 10), you will be able to select the invoice layout to be used for invoices associated with this particular project.

6.2.2. Phases

Phases are sequential components of projects, and contain one or more tasks.

Note: Phases are distinguished from tasks by the use of boldface type.

To create a new phase: Click on the Projects tab, then on "All Projects," and then on the name of the Project to which you want to add a phase. Select "phase" from the "Create..." drop-down menu. In the "New phase" dialog, enter a phase ID and a name (these fields are mandatory); include any notes if desired; create necessary Predecessors (see section 6.2.13., "Predecessors," on page 6 - 13), if any; and then click on "Save" or "Save & create another phase."

To modify an existing phase: Click on the "Projects" tab, then on "All Projects." Click on the name of the Project containing the phase you want to change, and then on the "Edit tasks/phases" link.

Then click on the name of the phase you wish to modify or delete.

When you edit a phase you will have new options that were not available when you first created it.

- The first is the option to move the phase to a different project. Make sure to save any changes you have made to the phase before you click on this option, or the changes will be lost. When you click on the link at the bottom of the "Edit Phase" dialog box, a new dialog box will appear, allowing you to select the project that you want to move the task to. You can move tasks and sub-phases associated with the phase to the new project as well by enabling the "Also move..." check box.

- You also have the option to add a document attachment to the phase. Click on the "View/ Add Attachments" link at the bottom of the "Edit Phase" dialog box. To add an attachment, click on the "Create new attachment" link in the upper right-hand corner of the attachments window. Enter the file pathway in the "New attachment: task [name]" dialog, and click on "Save." The file name is saved and can be accessed by clicking on the "download" link, or the file pathway can be edited by clicking on the "replace" link, or the attachment can be deleted by clicking on the "delete" link. You can attach as many documents as you need to your phase; when finished, click on the "Close" button to return to the main "Edit Phase" dialog box.

Make your changes to the "Edit Phase" dialog box, and then click on the "Save" button.

Note: You can turn a new phase into a sub-phase by making it part of an already-existing phase; select the already-existing phase from the "Part of phase" drop-down menu in the "New/Edit phase" dialog box.

To delete an existing phase: When you delete a phase, you have the option to delete any sub-phases and tasks that exist within it. To do this, enable the "If deleting this phase, also delete..." check box at the bottom of the "Edit Phase" dialog box.

Click on the "Delete" button found at the bottom of the "Edit Phase" dialog box.

6.2.3. Tasks

To create a new task: Click on the Projects task, then on the name of the project, and then select "Task" from the "Create..." drop-down menu. You must fill in the ID and name fields in the "New task" dialog box (Figure 6.2.3).

You can enter the number of "Planned hours" the task will take. This will allow the system to calculate the duration of the task.

You can assign a task to multiple resources (users and generic resources). Select the resources from the "Assigned to" drop-down list boxes. Only resources who have been booked in the Resources module to the project to which the task is associated will be available in this list unless no resources have existing bookings for the project. In this case, the list will contain all users and generic resources.

The "Start date" field is optional. If you enter a date here, it will override the calculated start date that is based on the project start date and any preceding or parent phases and/or tasks.

The duration of the task is automatically calculated based on the start date, the number of planned hours, and the schedules of the assigned resources (or the company schedule if no resources have been assigned to the task). For example, a task with 40 planned hours will take longer to complete if the resource assigned to the task is scheduled to only work 5 hours a day rather than if the resource is scheduled to work 8 hours a day.

Fill in other fields as desired, and then click on "Save" or "Save & create another task."

Figure 6.2.3. New Task dialog box.

Note: You can quickly create project milestones, which are basically tasks that do not have any planned hours or resources assigned to them, by clicking on the "Create..." drop-down list box and selecting "Milestone" rather than "Task." Once you open a milestone for editing, you can turn it back into a normal task if needed, as all the regular task fields as found on the "New/Edit Task" dialog boxes will be available.

To modify an existing task: Click on the Projects tab, then on "All Projects." Click on the name of the Project containing the task you want to change, and then on the "Edit tasks/phases" link. Click on the name of the task you wish to modify.

When you edit a task you will have two new options that were not available when you first created it.

- The first is the option to move the task to a different project. Make sure to save any changes you have made to the task before you click on this option, or the changes will be lost. When you click on the link at the bottom of the "Edit Task" dialog box, a new dialog box will appear, allowing you to select the project that you want to move the task to. (Note: If users have already logged time against this task in the Timesheets module, this link will not appear, and you will not be able to move the task to a different project.)

• You also have the option to add a document attachment to the task. Click on the "View/ Add Attachments" link at the bottom of the "Edit Task" dialog box. To add an attachment, click on the "Create new attachment" link in the upper right-hand corner of the attachments window. Enter the file pathway in the "New attachment: task [name]" dialog, and click on "Save." The file name is saved and can be accessed by clicking on the "download" link, or the file pathway can be edited by clicking on the "replace" link, or the attachment can be deleted by clicking on the "delete" link. You can attach as many documents as you need to your task; when finished, click on the "Close" button to return to the main "Edit Task" dialog box.

Make your changes to the "Edit Task" dialog box, and then click on "Save."

Substitution of resources assigned to tasks:

This search feature will allow you to find matches for any resources assigned to tasks. For example, if you have assigned a generic resource to a task, eventually you will need to replace it with a real user. You can also replace users with other matching users, users with generic resources, and generic resources with generic resources.

Note: In order to use this feature you must have a user role that allows you to view and modify tasks and phases, as you are in fact changing task information.

To perform a resource substitution, click on the "Projects" tab, and then on the name of the appropriate project. Click on either the "Edit task/ phases" link or the "Outline view" link (both contain the lists of tasks and phases).

In the "Assigned To" column, you will see that the names of any resources you have assigned to tasks are active links. To search for another resource with a profile that matches the one currently assigned to the task, click on the name of the resource.

A window will pop up with the results of the search.

Note: The results will display only resources that have matches in each of the profile types (skills,

industries, job roles, locations, education) that are in the original resource's profile. For example, say the original resource has the location profiles "north" and "south," and has the education profiles "high school" and "bachelor's degree." A resource whose skill profile includes "north" as a location and "high school" as an education profile will be displayed in the search results. A resource whose profile includes both "high school" and "bachelor's degree" but neither "north" or "south" will not be displayed, as the resource's profile only has a match with one of the two profile types of the original resource.

If you click on the "View search criteria" link, you will see the generic resource's profile, containing the profile types for which you are looking for matches.

Note: If you have selected a location for the project from the "Project location" drop-down list box on the "New/Edit Project" dialog box, this location will be included in the search criteria.

To assign a resource in the search results list to the task, click on the "Substitute" link in the "Action" (first) column next to the resource's name.

A message asking, "Are you sure you want to substitute this resource?" will appear. Click "OK."

The resource is now assigned to the task, replacing the original resource.

To delete an existing task: Follow the same procedure as for modifying a task, and then click on the "Delete" button found at the bottom of the "Edit task" dialog box.

6.2.4. Edit project

The "Edit project" dialog box allows you to change *general* information about a Project (i.e., its name, client:project assignation, budget amount, hourly rate, start date, activity status, and notes). To make changes to a project's phases or tasks, see section 6.2.2., "Phases," on page 6 - 4, and section 6.2.3., "Tasks," on page 6 - 5 respectively, above.

To modify a project: Click on the Projects tab, and then click on the Project name in the list. This will take you to the "Edit project" dialog. Make your changes, and then click on the "Save" button.

To delete a project: Click on the Projects tab, then on the Project name in the list, and then click on the "Delete" button at the bottom of the project record.

Note: If you delete a project, all its associated phases and tasks will be deleted also; however, you cannot delete a project whose tasks have been associated with billable time or expenses. To delete the project, you must delete or reassign the billable hours first.

6.2.5. Edit tasks/phases

To call up an "Edit task" (or phase) dialog, click on the "Projects" tab, then on the Project name in the list, and then on the "Edit task/phases" link. Make your changes in the "Edit task/phase" dialog, then click on "Save."

6.2.6. Outline view

The Outline view shows your project's phases and tasks, including such data as to whom assigned; duration; start and finish dates; billed, planned, and worked hours; and percent complete. Project end dates are calculated based on the company schedule and the schedules of the assigned resources.

To see a project Outline view: Click on the "Projects" tab, then on the Project name in the list, and then on the "Outline view" link. Phases are written with darker blue letters, tasks with lighter blue letters.

6.2.7. Gantt view

A Gantt view provides a graphic means of visualizing the time requirements for each task and phase within a project.

To see a project Gantt view: Click on the "Projects" tab, and then on the Project name in the list. Click on the "Gantt view" link. Phases are indicated using darker blue lines; tasks have lighter blue lines. You can choose to have your Gantt view display time durations daily (weekly view) and monthly (yearly view); you can change the order of nested elements with the ordering arrows in the first left-hand column (note: you cannot move a task or sub-phase above a phase to which it has been assigned. To modify the layout of your Gantt view, click on the "Options" tab (see section 6.6.,

"Options Tab," on page 6 - 16). Click on the "Projects" tab to return to the Projects list.

6.2.8. Team

Click on the "Team" link to see all users and generic resources that have been booked to the project and/or assigned to tasks within the project. The name, email address, and phone number (if provided) of each resource will be listed. You will also see the date range in which bookings and task assignments for the particular project exist for each resource. For example, if a user has three different bookings for a project, the "Booked" date range displayed will be from the first day of the first booking to the last day of the last booking.

Note: If there are no tasks in the project and no bookings for the project, or if the existing tasks have not yet been assigned, the "Team" link will be hidden.

6.2.9. Utilization

The "Utilization" feature displays a graphical representation of the assigned, booked, and available (scheduled) time your resources have as regards to the current project. Note therefore that the available time (uncolored) is only for the current project - this time may in fact be assigned or booked to other projects.

You will see two bar graphs for each resource (these are the resources that appear in the "Team" list) - one for task assignments, the other for bookings. You will also see the complete date range of existing assignments and bookings for each resource. For example, if a user has three different bookings for a project, the "Booked" date range displayed will be from the first day of the first booking to the last day of the last booking. This will help you navigate the graph - if you click on one of the dates for a resource, the graph will shift so that the date requested is displayed.

You can display the data using the Daily view, where each bar represents the resource's time (in hours or as a percentage) for a day. You can display the data using the Monthly view, where each bar represents the resource's time for each month.

If a resource is overbooked or over-assigned, the overbooked or over-assigned amount (whether in hours or as a percentage) will appear in red. If the

amount that a resource is overbooked or over-assigned exceeds the limits of the bar, a red arrow will appear over the bar.

Note: If there are no tasks in the project and no bookings for the project, or if the existing tasks have not yet been assigned, the "Utilization" link will be hidden.

6.2.10. Billing

You can set up very detailed billing rules on a project-specific basis. The "Billing" link will only be visible if project billing has been enabled in your account. To enable this feature, go to My Account > Company > Settings, and select "Project billing rules" from the "Get the billing rates from" drop-down list box in the "Billing rules" section of the "Settings" dialog box.

Please note that once project billing has been enabled, you will be able to neither create timebills directly from approved timesheets and envelopes (the Timesheets > Timesheets > [timesheet name] > Billable link and the Expenses > Envelopes > [envelope name] > Billable link will no longer be available) nor automatically bill timesheets and envelopes once they have been approved.

Billing Rules

Setting up project billing rules allows you to bill your clients on a per-project basis. There are three types of billing rule: Time, Expense item, and Fixed fee.

Time billing rules: Time billing rules are applied to your users' timesheet time entries that are associated with the project. Only billable time entries (those that have been approved) are affected.

Expense item billing rules: Expense item billing rules are applied to billable (approved) receipts associated with the project.

Fixed fee billing rules: You can create a fixed fee, or even a repeating fixed fee for a project. For example, if you have a monthly flat rate you are charging your client for work on a specific project, you can set up a fixed fee billing rule to bill the client a certain amount every month.

To create a billing rule:

1. Click on the Projects tab.
2. Click on the project name in the list.
3. Click on the "Billing" link.

Note: Project billing must be enabled in order for this link to appear. To enable this feature, go to My Account > Company > Settings, and select "Project billing rules" from the "Get the billing rates from" drop-down list box.

4. Click on the "Billing rules" link.
5. Select "Time billing rule," "Expense item billing rule," or "Fixed fee billing rule" from the "Create..." drop-down list box.
6. Create the billing rule by setting its parameters. The billing rule fields are explained below:

- **Date range:** Used for time and expense item billing rules. If needed, enter a start and end date during which time the billing rule will be in effect. If milestones have been created for the project, you will be able to select one of these milestones rather than a date, if desired.
- **User rates:** Used with time billing rules. You can override your users' assigned billing rates for their timesheet time entries associated with the project. Select the user(s) from the drop-down list boxes provided, and enter the new billing rates. If you need more rows, select the number of rows from the "[Add rows]" drop-down list box.
- **Rounding rules:** Used with time billing rules. For users' timesheet time entries that are associated with the project, you can round up the number of hours for billing purposes. For example, if you bill by the day or half-day only, you could set up rules so that any time entries that are less than 4 hours are rounded up to 4 hours, and any time entries that are between 4 and 8 hours are rounded up to 8 hours. To bill by day or half-day, I could set up the rounding rules as follows: - Hours > 0 but <= 4 Round to 4, Hours > 4 but <= 8 Round to 8. The rounding is done on the daily total of hours for the project in question only. If you have reached the maximum number of rows and

you need more, select the number of rows from the "[Add rows]" drop-down list box.

- **Mark up/down:** Used with expense item billing rules. You can create billing rules that will mark up or mark down expense items in receipts associated with the project. Enter a markup or markdown as a percentage of the cost, or as a fixed monetary amount (for a markdown, enter a negative number). The markup/down is applied on a per-unit basis.

- **Billing rule filters:** You can limit the billing rule to certain users, time types and/or services (for timesheets), and expense items (for envelopes). To create a filter for a particular item, click on the associated "Create>" button. In the pop-up dialog box, select the items you want from the "Available items" list, (or select the items you don't want from the "Selected items" list), click on the "Add/Remove highlighted items" button, and then on the "OK" button.

- **Amount and Date:** Used with fixed fee billing rules. Enter the amount for the fixed fee, and the date on which it should be billed. If milestones have been created for the project, you will be able to select one of these milestones rather than a date, if desired.

- **Repeat billing rule:** Used with fixed fee billing rules. You can create a rule with a repeating fixed fee. For example, if you wanted to bill a client a certain amount every month for work on a project, you could set up a fixed fee billing rule that will create a timebill for the amount required every month. (When you run project billing, the timebills will be created with the dates specified by the billing rule and the intervals between any repeating fees - if the dates of the repeating fixed fees fall sometime in the future, they will not show up as billable items on the "Run billing" page until those dates are reached.) Click on the ">Create:" button to create a repeating fixed fee. In the "Repeat" pop-up dialog box, select the frequency and the interval for the fee. (The "Repeat Every" interval will change to reflect the frequency selected.) Select an end date for the repeat fee or designate a specific number of repetitions. Click "OK."

- **Name:** You can give the billing rule a name. If you do not, a default name will be assigned. The default name has the following format: "[type] billing rule [#]". For example, if you create an expense item billing rule, it might be, "Expense item billing rule 1."

- **Cap:** Used with time and expense item billing rules. You can create a billing rule with a cap. This cap will only affect the billing based on this rule. If the time entries (for time billing rule) or receipts (for expense item billing rule) that are affected by this rule come to an amount that exceeds the cap, the billing run will give you the option to create timebills only up until the cap is reached, based on the dates/order of the receipts or time entries. The next time you run billing, the cap will take into account any existing timebills created with this rule when it decides whether receipts or time entries can be billed. For example, if you set the cap to $6000, and the first set of timebills created based on the rule total $5000, the next time you run project billing, you will only have the option to create timebills for the time entries or the receipts up to a total of $1000. If there are remaining receipts and time entries, these will not be billable.

- **Billing rule position:** Used with time and expense item billing rules. You can set the order in which each rule of a specific type (time or expense item) will be applied when you run project billing. For example, you may want a specific time billing rule to run first, and then a second, more general, time billing rule to be applied to any time entries not affected by the first. Please note that the position of billing rules is important. If a very general rule (for example, one that is simply "Bill expenses" or "Bill time at the user(s) billing rate") is positioned before a much more specific rule, the specific rule will never be called into effect.

- **Description:** Enter a description of the billing rule, if desired. This description will be added to explanation of each billing rule in the "Rule" column of the "Billing rules" list for the project. It will also appear

ultimately in the "Description/Notes" field of the item in the resulting invoice.
- **Notes:** Enter any notes, if desired.

7. Click on "Save" or "Save & create another billing rule."

Note: General time and expense billing rules can be created simply by not setting any of the parameters. You can name them and add notes if desired, then click on "Save." A time or expense billing rule with no parameters will generate project billing transactions for all billable time entries or receipts associated with the project.

To modify or delete a billing rule:

1. Click on the Projects tab.
2. Click on the project name in the list.
3. Click on the "Billing" link.
4. Click on the "Billing rules" link.
5. Click on the name of the billing rule that you want to modify. Make your changes and then click on "Save." To delete a billing rule, click on "Delete."

Note: You cannot delete a billing rule that has associated project billing transactions/timebills.

Run Billing (and Project Billing Transactions)

When you run billing, a list of all billable items will be generated, based on the billing rules you have set up for the project. From this list, you can select the items you wish to turn into timebills. The "Project billing transactions" report will then list those items that have been billed (i.e. turned into timebills). If you subsequently edit one of these timebills so that its cost is different from the original billable item, the project billing transactions report will display the original total, the timebill total, and the difference between the two. If you delete a timebill, the record will still remain in the project billing transactions list. It will simply list the timebill total as "0."

Note: You must create at least one billing rule for the project before you can run billing.

To run billing:

1. Click on the Projects tab.
2. Click on the project name in the list.

3. Click on the "Billing" link, and then on the "Run billing" sub-link.
4. The list of available billable items will appear. If no items are billable, you will see the message that says, "Nothing is currently billable for this project."
5. If needed, you can edit the items in the list. Click on the date of the billable item you want to change. Make your changes in the dialog box, and then click on "Save."
6. Select the items for which you want to create timebills by enabling the check boxes.
7. Click on the "Create project billing transactions and timebills."

You can now click on the "Project billing transactions" link to see the items that have been billed. You can also go to the Invoices > Timebills > Open list to see the timebills that have been generated for the project.

Note: If you want to rerun billing, make sure you leave the "Billing" section of the project (i.e. click on another link such as "Edit Tasks/Phases") before doing so. If you leave the "Run billing" page, but stay within the "Billing" section (for example, you click on the "Project billing transactions" sub-link), when you go back to the "Run billing" page, this will display the last saved version of your billing run, rather than run it anew. So, for example, you could run billing, make some changes to the billable items, and not lose these changes as long as you remain within the sub-pages of the "Billing" section.

Auto-bill

You can perform a trial billing run. When you run a trial billing, you can select the users who will be notified of the results of the trial in the form of an e-mail message.

To run a trial billing:

1. Click on the Projects tab.
2. Click on the project name in the list.
3. Click on the "Billing" link, and then on the "Auto-bill" sub-link.
4. In the "Auto-bill" dialog box, select the "Run a trial billing..." option.
5. Select the users who should receive the results of the trial billing. The results are sent

in an e-mail message. Click on the ">Create" or ">Edit" button to select the users. Select the users from the "Available items" list, and click the "Add highlighted items>" button to move them to the "Selected items" list.

6. Select the day and the time of the week that the trial billing will run. The e-mail messages with the results will be sent as soon as the trial has been run.

Note: Times are in Eastern Time (GMT-05:00)

7. Click on "Save."

6.2.11. Recognition

The revenue recognition feature allows you to set up rules for recognizing revenue on a project-by-project basis.

It must be noted that if you want to recognize revenue generated from your project billing rules, you do not need to reiterate the rules here. For example, if you have set up a fixed fee billing rule for a project and you want to recognize this revenue, you do not need to create a fixed amount recognition rule. Since the fixed fee will be turned into a timebill, you simply need to create an "As billed" recognition rule to recognize this and other revenue generated by the project billing rules.

Recognition Rules

There are several types of recognition rule: % complete, As billed, Expenses, and Fixed amount.

% complete rule: The "% complete" rule will recognize a portion of a fixed amount each time recognition is run for a project or phase of a project, based on either the "% complete" status of the phase/project, the proportion of approved hours over planned hours, or the proportion of approved hours over budgeted hours.

As billed rule: This rule will recognize the revenue from all timebills that fall within the date range that you specify. The date range is optional.

Expenses rule: There are several ways in which you can recognize revenue from expenses: you can recognize the markup/markdowns on receipts that have been billed to clients, you can recognize all billed expenses as revenue, or you can recognize all incurred (both billed and billable/approved) expenses. Note that these methods of recognizing revenue from expenses are mutually exclusive.

Therefore you can only create one expenses rule per project.

Fixed amount rule: You recognize a fixed amount of revenue on a specific date, or even a repeating fixed amount for a project. For example, if you have a monthly flat rate you are charging your client for work on a specific project, you can set up a fixed fee billing rule to bill the client a certain amount every month. You can specify different types of fixed amounts in each rule (revenue, cost, or other), and associate them with different accounting codes.

To create a recognition rule:

1. Click on the Projects tab.
2. Click on the project name in the list.
3. Click on the "Recognition" link.
4. Click on the "Recognition rules" link.
5. Select the type of rule you want to create from the "Create..." drop-down list box.
6. Create the rule by setting its parameters. The recognition rule fields are explained below:

• **Amount:** Used for "% complete" rules. Enter the total amount to be recognized (i.e. the amount that will be recognized once the project is 100% complete).

• **Calculate using:** Used with "% complete" rules. The choices are: "% complete of the planned hours," "Approved hours vs. planned hours," and "Approved hours vs. budget hours."

• **Date range:** Used for "As billed" rules. If needed, enter a start and end date during which time the rule will be in effect. If milestones have been created for the project, you will be able to select one of these milestones rather than a date, if desired.

• **Revenue to recognize:** Used with expenses rules. Select whether to recognize only the markup/markdown amount of billed receipts, all billed expenses, or all incurred (both billed and billable/approved) expenses.

• **Amount and Date:** Used with fixed amount rules. Enter the amount for the fixed amount, and the date on which it should be recognized. If milestones have been created for the project, you will be able to select one

of these milestones rather than a date, if desired.

- **Repeat recognition rule:** Used with fixed amount rules. You can create a rule with a repeating fixed amount. For example, if you wanted to recognize a certain amount every month that you have received from a client for work on a project, you could set up a fixed amount rule that will recognize the same amount every month. Click on the ">Create:" button to create a repeating fixed amount. In the "Repeat" pop-up dialog box, select the frequency and the interval for the amount. (The "Repeat Every" interval will change to reflect the frequency selected.) Select an end date for the repeat amount or designate a specific number of repetitions. Click "OK."

- **Accounting code:** You can associate particular types of recognition with an accounting code. This code is used for the export of revenue information to your accounting system.

- **Name:** You can give the rule a name. If you do not, a default name will be assigned. The default name has the following format: "[type] recognition rule [#]". For example, if you create a "% complete" rule, it might be, "% complete recognition rule 1."

- **Notes:** Enter any notes, if desired.

7. Click on "Save" or "Save & create another recognition rule."

To modify or delete a recognition rule:

1. Click on the Projects tab.
2. Click on the project name in the list.
3. Click on the "Recognition" link.
4. Click on the "Recognition rules" link.
5. Click on the name of the rule that you want to modify. Make your changes and then click on "Save." To delete a rule, click on "Delete."

Note: You cannot delete a recognition rule that has associated recognition transactions.

Run Recognition (and Recognition Transactions)

When you run recognition, a list of potential recognition transactions, based on the rules you have set up for the project, will be displayed. From this list, you can select the items you wish to turn into transactions. Once you do, click on the "Recognition transactions" link to see a list of your transactions.

Note: You must create at least one rule for the project before you can run recognition.

To run recognition:

1. Click on the Projects tab.
2. Click on the project name in the list.
3. Click on the "Recognition" link, and then on the "Run recognition" sub-link.
4. The list of available revenue items will appear. If no revenue is available, you will see the message that says, "No recognition transactions for this project."
5. If needed, you can edit the items in the list. Click on the date of the revenue item you want to change. Make your changes in the dialog box, and then click on "Save."
6. Select the items that you want to turn into recognition transactions by enabling the check boxes.
7. Click on the "Create recognition transactions."

You can now click on the "Recognition transactions" link to see the items that have been recorded as transactions. You can edit recognition transactions on this page as well. Once you have created recognition transactions for a project, revenue information will be displayed on the financial analysis report of the project.

Note: If you want to rerun recognition, make sure you leave the "Recognition" section of the project (i.e. click on another link such as "Edit Tasks/ Phases") before doing so. If you leave the "Run recognition" page, but stay within the "Recognition" section (for example, you click on the "Recognition transactions" sub-link), when you go back to the "Run recognition" page, this will display the last saved version of the run, rather than run it anew. So, for example, you could run recognition, make some changes to the items, and not lose these changes as long as you remain within the sub-pages of the "Recognition" section.

6.2.12. Analysis

The Analysis link allows you to analyze your profitability on a per-project basis by drawing on the user loaded hourly costs, budgeted amount, and time, expense, and billing data entered in your OpenAir.com account.

To run a profitability analysis: Click on the Projects tab, and then on the name of the relevant project. Click on the "Analysis" link. A "Financial Analysis for [name of project]" report will be displayed, showing the costs your company has incurred while working on the project, versus the amount billed to your client (based on invoiced time and expenses).

Note: You can run a Financial Analysis only if you have entered loaded costs for one or more users or generic resources assigned to the selected project; this is done in Account > Users/Generic resources > User ID > Cost.

If you click on the "options" link above the Financial Analysis table, you can set a date range for the analysis. You can also limit the analysis to a single user in the "Report on..." drop-down list. You can enter a value for SG&A (selling, general, and administrative costs) as a percentage of your users' loaded costs. Enter the percentage as a whole number (i.e. 25, not 0.25 for 25%). Note that these settings are in effect only for the project in question.

Specific Financial Analysis report fields:
- Incurred costs include time and expenses that have been entered for the project in question (open, submitted, approved or reimbursed). The value for SG&A will be calculated from the value of the users' time that has been entered into timesheets. SG&A is then added to the incurred costs.
- Billings from invoices includes all time and expenses that a manager has marked as billable and has turned into a timebill. The revenue in billings has not necessarily been invoiced to or received from the client.
- Profits summary compares expenses incurred vs. billable revenue (with and without SG&A, if you have entered a percentage value for it), and incurred expenses vs. budgeted amount.
- Budget summary compares the amounts budgeted for a project (set in the Projects tab

> [project name] > Edit project dialog's "Budget amount" field) with incurred costs and billable revenue.
- Recognition is only present if recognition transactions have been created for the project. It shows the amount of revenue that has been recognized for the project to date, as well as the remaining revenue that can be recognized based on the total billings for the project.

You can also run an analyses of one or more of your projects by going to the Reports > Advanced link, and clicking on "Financial Analysis" in the Projects section. If you click on the name of a project in this report, you will see the financial analysis as detailed above for that single project.

6.2.13. Predecessors

The Predecessor "picker window" dialog box enables you to designate one or more phases or tasks that should be completed before a new phase or task is implemented.

To set your Predecessors: Click on the Projects tab, and then on "All Projects." Click on the name of the relevant Project, and then on the "Edit task/phase" link. (You can also access the listing of tasks and phases by going to the "Task List" tab.) Click on the name of the phase or task for which you want to set one or more predecessors.

Note: Phases are distinguished from tasks by the use of boldface type.

In the "New [phase/task]" or "Edit [phase/task]" dialog, click on the "Create" (or "Edit") button adjacent to the line "Predecessors: complete these tasks or phases first..." just under the "Notes" field. Use the "Predecessor for: [name of phase or task]" dialog box to select which tasks or phases must be completed before this one can begin. The "Available items" list show all the possible items. The "Selected items" list will show all items you select as predecessors. Use the buttons at the bottom of the lists to move items between the lists.

When you finish making your selections in the "Predecessor for:..." dialog box, click on "OK." You will return to the "New..." or "Edit..." dialog box. If you have finished entering information in

the "New..." or "Edit..." dialog box, click on "Save" or "Save & create another phase/task."

6.3. Dashboard Tab

6.3.1. Message Board

The Message Board is where administrators can post account-wide notices to users about items needing attention, or to inform them of new policies, features, etc.

To enter text into the message board, click on the "(edit message)" link under the Message Board entry. (Note: Only users with permission will see this link.) Enter your text into the "Message Board" dialog, then click on "Save."

6.3.2. Reminders

"Reminders" provides links to specific items waiting on their actions, such as approving other users' timesheets, envelopes, or proposals. (Note: Reminders are generated automatically, and cannot be manually created.)

6.3.3. Wizards

Bulk user change wizard

Only users with appropriate role rights have access to this feature, which enables them to add information or make changes to groups of user records or to all user records within one or more departments, rather than having to deal with each individual user record separately.

To use the wizard:

1. Click on the Dashboard tab.
2. Click on the "Bulk user changed wizard" link found under the "Wizards" section heading.
3. In the "Step 1" dialog box, select a user from the "User to copy from" drop-down. The settings in this user's Account > Users > [User ID] > Demographic dialog box will be applied to selected users or departments in Step 2.
4. Select the information you want to copy using the "Available items" picker list and copy them into the "Selected information" field using the "Add" arrows just below the list fields.

5. Choose to copy the information to other users or to departments by selecting the appropriate "Copy to" radio button. Then click on "Next."
6. In the "Step 2" dialog box, select from the "Available" picker list the departments or users to whose dialogs you want to copy the information you selected in Step 1, and then click on "Run." If successful, you will see the message, "The update is complete," along with a message about the number of users affected by the change.

Envelope attachment deletion wizard

Only users with appropriate role rights have access to this feature. It allows you to delete attachments associated with approved envelopes and receipts, freeing up valuable storage space. You can choose to delete the attachments from all approved envelopes from a certain time period, or to delete only those approved envelopes that have been fully reimbursed.

To use the wizard:

1. Go to the My Account module, and click on the Dashboard tab.
2. Click on the "Envelope attachment deletion wizard" link found under the "Wizards" section heading.
3. In the "Delete envelope attachments" dialog box, select the date range for the envelopes.
4. Select whether to delete attachments from all approved envelopes that fall within the date range, or only those that have been reimbursed.
5. Click on the "Delete the attachments" button.
6. You may need to wait a few seconds while the wizard processes your request. You will then see a list of the envelopes that matched the criteria you set in steps 3 and 4, and the number of attachments that were deleted from each one.

Note: You cannot undo a wizard. If you have made a mistake in the bulk user change wizard, you need to make the appropriate corrective selections in both Steps 1 and 2, and run the wizard again.

6.3.4. Workspaces

Only users with access to the Workspaces module will see this section. "Workspaces" will contain links to all the workspaces users are permitted to see.

6.3.5. My Status

"My Status" informs users about the status of any timesheets, envelopes, or proposals they have submitted for signoffs or approval, and provides links to any Open or Draft items (such as timesheets or proposals) which may need further action.

6.3.6. Company Status

Users with access to the "Company Status" section can see and utilize links to and information about invoices, timebills, running timers, and other items on an account-wide basis.

6.4. Account tab

*Note: Certain user roles specifically empower users to view, create, modify, and/or delete each Account tab entity. Some users will have **read-only** access to dialog boxes (this is particularly true for Account > Users).*

6.4.1. Projects

You can create projects in the Account tab, and these will be added to the projects you create in the Projects tab. You can also modify or delete the general "Edit project" dialog via the Account tab. To add, edit, delete, or view project phases, tasks, and other features, however, you must access a project via the Projects tab.

6.4.2. Users - Filter Sets

You can restrict your users' access to particular projects by setting up filter sets that have access to the appropriate projects, and then assigning your users to these filter sets. Please note, however, that if you have restricted your users' access to specific clients, the projects associated with these clients will not be available for these users. For more information on filter sets, see section 2.3.9., "Account > Filter sets," on page 2 - 14.

6.4.3. Users/Generic Resources - Schedule

Company and user-based schedules are used to calculate the length of time needed for tasks.

Available work days: Select the days of the week a user or generic resource is available to work. (By default, the individual user's schedule is the same as the company schedule entered in My Account > Company > Schedule; the company default setting is the typical Monday–Friday work week.) Click on the Account tab, and then on the "Users" or the "Generic resources" link. Click on the relevant User ID, and then on the "Schedule" link. Modify the days of the week that the selected resource will work, and click on "Save."

Work hours per day: Enter the number of hours per day the user or generic resource will work. (By default, the individual user's work hours are the same as the company work hours entered in My Account > Company > Schedule; the company default setting is eight hours per day.) Click on the Account tab, and then on the "Users" or the "Generic resources" link. Click on the relevant User ID, and then on the "Schedule" link. Modify the number of hours per day that the selected user will work, and click on "Save."

6.4.4. Users/Generic Resources - Cost

Loaded hourly costs are used in the Analysis feature to compute the profitability of a project (see section 6.2.12. on page 6 - 13).

Hourly loaded cost: The loaded cost is the hourly calculated sum of the salary, benefits, occupancy (telephone, space rental), administrative, equipment, and maintenance costs of a resource. Click on the Account tab, and then on the "Users" or the "Generic resources" link. Click on the relevant User ID, and then on the "Cost" link. Enter or modify the hourly loaded cost for that resource, and click on "Save."

6.4.5. Roles

Users who have create/modify/delete access rights to the Account > Roles dialog can create roles with specific PROJECTS rights, and then assign one or more users to that role as needed. Current PROJECTS role rights and permissions:
- **View all projects** (found under "General settings"): Allows users to have access to the Account > Projects link, and (if user has module access to the PROJECTS module), the PROJECTS > Projects tab, see all projects in

the account, and to have read-only access to specific projects-related dialog information.

Note: A user can see all projects on an account-wide basis only if the user has access to all clients, set in Account > Users > User ID > Access control > Client access, and access to all projects, set in Account > Users > User ID > Access control > Project access; see section 6.4.2. on page 6 - 15.

- **View and modify projects** (found under "General settings"): Allows users to have access to the Account > Projects link and (if user has module access to the PROJECTS module), the PROJECTS > Projects tab, and to create, modify, and delete projects. Please note, however, that users must be specifically empowered to modify any tasks and phases associated with projects, per below.
- **View all tasks and phases:** Allows users to have read-only access to all task and phase listings and dialogs. (Note: The same Account > Users > User ID > Access control > Client and/or Project access restrictions apply to tasks and phases.)
- **View and modify tasks and phases:** Allows users to create, modify, and delete all project tasks and phases to which they have access.
- **View project analysis:** Allows users to have utilize the Project > Project name > Analysis feature for the projects to which they have access.
- **Modify Gantt view layout:** Allows users to have access to the PROJECTS > Options tab, and to modify Gantt view layout parameters.
- **View project billing:** Allows users to see (but not create) project billing rules, view project billing transactions, and run trial billings.
- **Create and modify project billing rules:** Allows users to edit and delete, where applicable, project billing rules.
- **Run project billing:** Allows users to run project billing and create project billing transactions/timebills.
- **View revenue recognition:** Allows users to see (but not create) revenue recognition rules, and view revenue recognition transactions.

- **Modify and create revenue recognition rules:** Allows users to edit and delete, where applicable, revenue recognition rules.
- **Modify and create revenue recognition transactions:** Allows users to run revenue recognition and create revenue recognition transactions.
- **View reports:** Allows users to have access to the PROJECTS > Reports tab, and to run reports based on the data of all projects to which they have access.

6.5. Reports Tab

Note: You must have access privileges for the Reports tab in order to run reports.

PROJECTS Detail reports: Users, Departments, Clients, and Projects. PROJECTS **Project reports**: Planned vs. actual hours, Overbudget/late tasks, User tasks, Financial analysis.

6.5.1. Financial analysis report

The financial analysis report gives you an overview of your costs and profit on a per-project basis. You can filter the report by client, project, and by user. Click on the name of a project in the report list to see the fully-detailed analysis for that project. See section 6.2.12., "Analysis," on page 6 - 13 for more information.

6.6. Options Tab

Note: You must have access privileges for the Options tab in order to change its settings.

The "Project Gantt view layout" dialog box contains settings that allow you to customize the content of the Gantt views you generate.

Layout columns available for Gantt views include: *Task or Phase name; *Task or Phase ID; *Start date (with chart adjustment arrows); *Gantt chart; Predecessors; Users assigned to this task; Priority; Start date; Finish date; Finish date (with chart adjustment arrows); Duration (in days).

(*Denotes a column that is viewable by default; please note that if you change the terminology for one or more items, that terminology will be reflected in your column layout choices.)

6.7. Company Settings

Note: You must have access privileges for the My Account > Company tab in order to change these settings.

PROJECTS module-specific fields:

Approvals options: Set up approval processes for TIMESHEETS and EXPENSES transactions on a per-project basis by checking the "Enable project approvals for timesheets" and/or "Enable project approvals for expense reports" boxes.

Signers options: Enable the Signers fields found in Account > Projects dialogs to provide greater oversight for timesheet hours and/or expenses. (For more details, see section 6.6.1 below.)

INVOICES and PROPOSALS Billing Rates: Select the source for your hourly billing rates—by Client/Project or User/Project.

If you select "by Client/Project," an "Hourly rate" field will appear adjacent to the "Budget amount ($)" and "Budget amount (time)" fields in the "New/Edit project" dialog.

If you select "by User/Project," you will have access to the "User billing rates" link and dialog *only* via the Account tab > Projects link (not via the Projects tab itself). Select the user(s) assigned to the project in the "User" drop-down; keep the user's default rate (entered in Account > Users > Demographic > Hourly rate), or override it in the "Hourly rate" drop-down, and enter any Notes as desired before clicking on "Save."

6.7.1. Signers

You can designate up to three people who can sign off on a user's hours and/or expenses on a project-by-project basis, and you can choose to require having a project's hours or expenses entirely signed off before the user can submit an envelope or a timesheet for approval.

To designate a Signer:

1. Go to MY ACCOUNT > Company > Settings > "Signers options" and check the "Enable signers feature for Timesheets and Expenses" box. Check off the "All sign offs must be complete before a timesheet or Expense Report can be submitted" if you want to require expenses and time to be signed off prior to being submitted for approval. Be sure to click on "Save."

2. Click on the Account tab (or on the PROJECTS module link), then on the Projects tab, and then on the name of the project requiring signers. (Note: You can also follow this procedure when creating a new project.) If the signers feature has been enabled, the "Edit [or New] project" dialog displays an additional group of drop-down fields from which to select your signers. Choose signers from your client list, from your users, or other individuals; when you're done, click on "Save."

*Note: If you select a client or a user from a drop-down menu, please do **not** enter the email address, as it will be automatically entered from the information in your OpenAir.com account database; however, you must supply an email address for designated individuals not connected with your OpenAir.com account.*

7. TIMESHEETS

All users with access to the TIMESHEETS module can:
- Create and enter time in their own timesheets
- Edit or delete their own timesheets
- Copy previous timesheets (i.e., use a previous timesheet as a template for a new timesheet)
- Select default settings (on the main grid or in the Description pop-up window) for client:project, time type, and service drop-downs
- Submit timesheets for sign-offs and/or approval
- Archive approved timesheets

Getting started

Note: If you're not in a TIMESHEETS window after logging in, click on the "TIMESHEETS" link on the top line of the page. All users with module access will see the Timesheets tab.

7.1. Timesheets Tab

The Timesheets tab is unique to the TIMESHEETS module, and all users who have access to the TIMESHEETS module can see this tab. When you click on the Timesheets tab, you'll see either a list of existing timesheets, or you'll see a line informing you that no timesheets (of that particular type—open, submitted, approved, archived, or any at all) were found. If there are existing timesheets, simply click on the name of the timesheet you wish to see.

Note: You cannot change anyone else's timesheet unless you are that user's approver and have been given specific role permission to edit submitted timesheets, and you can change only your own timesheets that have not yet been approved.

7.1.1. Timesheets > [New timesheet]

To create a new timesheet, go to the "Timesheets" tab, then click on the "Create..." drop-down menu and select "Timesheet," which will take you to the "New timesheet" dialog (Figure 7.1.1). Choose a date span from the drop-down menu. You can choose a name for the timesheet, or

simply use the timesheet default name, which is the date span, e.g., "Timesheet for 04/02/00 to 04/08/00"; this will appear in the appropriate timesheets listing. Once you've named your timesheet (or not), entered important events for that week or written other comments in the "Notes" field (or not), click on "Create the timesheet." This will take you to the "Enter time" link and its associated dialog.

You can select a default Time type, Client/Project, Task, and/or Service for each timesheet you create. You can change the defaults when in the timesheet grid.

You can archive timesheets once they have been approved and billed.
- To minimize data entry for time-tracking employees, users can now copy previous timesheets and reuse them. Users can opt to copy the clients and the hours of the previous timesheet or to copy the clients and leave space for new hour data. Just go to the Timesheets tab, select "Timesheet from another timesheet" in the "Create..." drop-down menu, and then make your selections in the "Duplicate this timesheet" and "Change hours" drop-downs in the "New timesheet" dialog.

Figure 7.1.1. New Timesheet dialog box.

7.1.2. Timesheets > Enter time

The "Enter time" dialog (Figure 7.1.2a) is a grid that allows you to enter time in individual date cells (cell dates are shown on the vertical axis). If enabled, drop-down menus for "Time types" (work time category), "Client/Project" (to whom hours will be charged), "Service" (specific activity

category), and "Task" can be used for each row (i.e., the grid's horizontal axis) to provide details for your time entries.
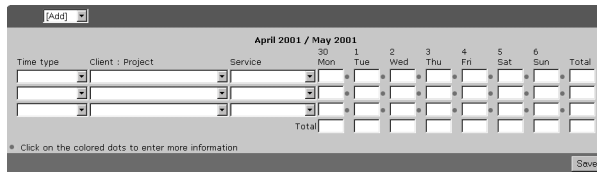

Figure 7.1.2a. Enter Time dialog box.

Note: If the aforementioned drop-downs are not visible on the main timesheet grid, they can be accessed by clicking on the blue description button adjacent to each date cell, which opens a "Description" pop-up window. However, these drop-downs can appear only if the corresponding Account tab entity is populated—i.e., there must be clients in your company's database for the "Client/ Project" drop-down to appear; likewise for "Services." You must have assigned "Tasks" in the PROJECTS module for this drop-down to appear in tandem with its associated Client/Project. OpenAir.com has pre populated the "Time types" entity, so unless these have been deleted, the "Time types" drop-down will always be available on the main grid or in the "Description" pop-up window. Also note that a blue button turns green if its description window is used. (Figure 7.1.2b).
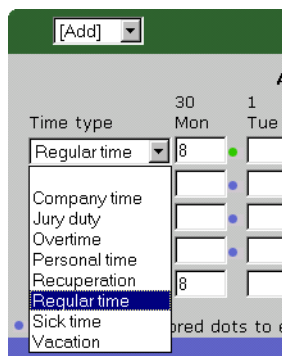

Figure 7.1.2b. Timesheet Grid Detail.

Enter the number of hours (partial hours as decimals) per day according to the your selection of Time type, Client:Project, and/or Service from any drop-downs appearing on the main grid, or click on the individual date cell's blue button to provide time details in the "Description" pop-up window. You can also enter a description or notes in the corresponding pop-up window fields; when

finished, click on "OK" to return to the timesheet main grid. When you have made your timesheet entries, click on "Save."

Important: You *must* enter hours into a cell that has a description or notes entered, or they will not be saved (an error message will appear). "Used" buttons—days with Descriptions, Notes, etc., entries—are green.

Note: To avoid problems with pay periods conflicting with the calendar, you can create overlapping timesheets by checking the "Allow overlapping timesheets" box on the "New timesheet" dialog. Important: You can select the overlapping option only upon creation of a new timesheet.

7.1.3. Timesheets > Hours remaining

Note: The "Hours remaining" link will only be available if the "Hours remaining" feature has been enabled in the Timesheets Options section of the My Account > Company > Settings page.

The "Hours remaining" feature lets you estimate the number of hours you have left to work on a task directly from a timesheet in which you have entered time for that task.

For example, say you were entering time for Project A - Task 1, and you worked 20 hours on this task. If, after entering your time, you still think you need to work another 5 hours on the task before it is complete, you can enter this amount as the hours remaining.

Note: You can make this feature required (i.e. users will have to estimate the time remaining on any tasks in their timesheet before they can submit the timesheet for approval) by enabling the "Require 'hours remaining' estimates for all tasks" option in the Timesheets Options section of the My Account > Company > Settings page.

To estimate hours remaining on a task:

1. Click on the "Timesheets" tab.
2. Click on the "Open Timesheets" or "All Timesheets" tab.
3. Click on the name of the a timesheet in the list, or create a new timesheet.
4. If you have not done so, click on the "Enter time" link and enter time for project tasks

that you worked on during the timesheet's time period. Click on "Save."

5. Click on the "Hours remaining" link.
6. You will see a row with Task/Project/Hours remaining for each task. Enter the hours remaining for any or all of the tasks in the text boxes provided. If there are no hours remaining (i.e. you deem that the task is complete), you can enter "0" as the amount of hours.

Note: Only the tasks for which you have entered time in this particular timesheet will appear in the "Hours remaining" dialog box.

7. Click on "Save."

The "Updated" and "% Complete" hours associated with the tasks in question will be updated in the Projects Module, on the Projects > [project name] > Edit tasks/phases page.

7.1.4. Timesheets > Edit timesheet

If you want to change the name of the timesheet, click on "Edit timesheet." The "Edit timesheet" dialog is also used to **delete** open timesheets. (Note: you cannot make changes to or delete timesheets that have already been submitted or approved.) If you need to make changes to individual entries in a timesheet, click on the timesheet name in the Open timesheet list, click on the "Enter time" link, make the necessary changes in the grid and/or in the "Description" pop-up window(s), and then click on "Save."

7.1.5. Timesheets > Signers

You may need to submit your timesheet to up to three people to sign off on your hours for a particular project before you can submit a timesheet for approval. Click on the timesheet name, and then on the "Signers" link; if Signers are required for any of the hours in your timesheet, you will see each Signer's name, otherwise you will see the message, "No sign-offs are needed." Click on the name of a signer to bring up the "Send sign off requests" dialog box, which includes a summary of hours worked while working on a particular project or for a particular client.

Use the check boxes to indicate one or more sets of hours requiring the signer's approval;

include any notes as desired, and then click on the "Send" button.

Note: This procedure must be followed for each signer.

Note: You may be able to submit your timesheet for approval even if all signers have not signed off on your timesheet; however, if all Signers must sign off on your item first, you will see a message that "all sign-offs are required" when you click on the "Submit/Approve" link.

You can check the sign off status of a timesheet by going to Timesheets > [name of timesheet] > Signers. The status of the requested item(s) is indicated in the table rows adjacent to each signer's name. You can also check the status of your items by going to MY ACCOUNT > Dashboard > My Status.

7.1.6. Timesheets > Submit/Approve

To submit a timesheet for approval:

Click on Timesheets > [Name] > Submit/Approve. If you're the owner and approver of your timesheets, you'll see the "Submit and approve" dialog with the message, "You are the owner and approver of the timesheet. Click on the 'Approve' button to submit and approve the timesheet"; simply click on "Approve." If you're submitting a timesheet for someone else's approval, you'll see the "Submit for approval" dialog, which includes the URL link to the timesheet that your approver will see. If all is in order, click on "Submit." (You can also enter additional notes in the text field; just do not change or delete the URL!)

To approve a submitted timesheet:

If you are the Approver of someone else's timesheet, you will be notified by email when that person has submitted a timesheet for approval. In the email message:

1. Click on the hyper linked URL.
2. Log in to OpenAir.com.
3. Review the submitted Timesheet report.
4. Select Approve or Reject from the drop-down menu in the upper left-hand corner of the form. (If you reject the Timesheet report, you can use the optional Text field to give the reasons for rejecting it.)

5. Click on the "Save" button. The submitter of the timesheet will be notified by email about the status of his/her timesheet.

Bulk approval of timesheets: If you have many timesheets you need to approve, it may be more convenient to approve them all at once.

To approve multiple timesheets at once:

1. Go to the Timesheets > Submitted sub-tab. You can filter the list so that it shows only those timesheets that you need to approve.
2. Click on the "Waiting for my approval" link found above the list.

Note: You will only need to do steps 3, 4, and 5 the first time you approve multiple timesheets.

3. Now that you see only those timesheets that you need to approve, click on the "customize" link at the bottom of the list.
4. In the pop-up dialog box that appears, highlight "Run an action" and click on the "Add highlighted items >" button.
5. Click "OK."
6. In the list of timesheets, you will have a new column identified by a "check box" icon. Enable the check boxes for those timesheets you wish to approve.
7. Click on the double-arrow "run" icon.
8. In the pop-up dialog box that appears, click "OK" to approve the timesheets.
9. You will see the approval history report for the approved timesheets.
10. Click on the "Click Here" link to close the report.

Note: If you close the pop-up report using a different method, the submitted timesheets list will not be automatically refreshed. You will need to refresh the page yourself to see the changes you just made.

7.1.7. Timesheets > Billable

This TIMESHEETS feature enables you to create timebills using the data you've collected from your own timesheets and any timesheets for which you are the approver. Go to the Approved or All timesheets listing, click on the name of an approved timesheet (which will take you to its Timesheet Report), and then click on the "Billable" link. Click on the "Create billables" link if it is not already

selected. Select the client or project from the drop-down menu on the right side of the "Create Billables" dialog (Figure 7.1), check off the "Time entry" items you wish to bill, and enter a billing rate (with mark-up or mark-down,* as appropriate). Then click on "Create the Timebills." TIMESHEETS acknowledges the successful creation of the timebills. You can click on the "Billable report" link to see a Billed Time Report.

Note: The "Billable" link will not appear if project billing has been enabled ("Project billing rules" has been selected from the "Get the billing rate from" drop-down list box on the My Account > Company > Settings page).

Figure 7.1. Timesheets > Billable > Create billables.

Approved timesheet entries can be automatically turned into billable time.

To automatically bill time assigned to a client when a timesheet is approved:

1. Go to the My Account > Company > Settings form.
2. Enable the "Automatically bill time assigned to a client when a timesheet is approved" check box in the "Timesheet Options" section.
3. Set up global and project-level auto-billable rules if desired.

When a timesheet is approved, timebills will automatically be created for each time entry that is billable based on your auto-billable rules. You can click on the Billable > "Billable report" link to see the "Billed Time Report." This report will show you the timebills that have been created from the timesheet. If you click on the "Auto-billed exceptions report" link, you will see a report which shows you the rounding rules that were applied to the time entries that were automatically billed. It

will also tell you why specific time entries were not billed. For example, a time entry might be associated with a project that is not auto-billable. To create timebills from time entries that were not automatically billed, click on the "Create billables" link, and follow the steps described above to create timebills from approved envelopes.

Note: *Mark-downs are created by putting a negative number into the mark up/down field—use the "hyphen-number" convention, i.e., "–500," rather than enclosing numbers in parentheses or brackets. **Important:** *If you mark up or down by a set amount, rather than by a percentage,* **each item** *(listed singly or as part of a quantified entry) will be added to or reduced by that set amount. Thus charging your customer a $1 handling fee for making 100 photocopies (at $.05 each) should be done as a 20% markup: 100 copies @ .05 = 5.00 + (5.00 x .20) = $6.00; when marked up as a set amount: 100 copies @ (.05 + 1.00 handling fee per copy) = $105.00!*

7.1.1. Archiving Timesheets

Timesheets can be manually placed in the "Archived" category once their hours have been billed to a client, and/or their owners (i.e., you or your employees) have already been paid.

To archive a Timesheet:

1. Click on the Timesheets tab, and then on the "Approved" sub-tab.
2. Click on the name of the relevant Timesheet, and then on the "Edit" link.
3. In the "Edit Timesheet" dialog, check the "Archive this Timesheet" box.
4. Click on "Save."

The Timesheet will be removed from the Approved list and entered into the Archived list.

Bulk archiving of timesheets: If you have many timesheets you need to archive, it may be more convenient do them all at once.

To archive multiple timesheets at once:

1. Go to the Timesheets > Approved sub-tab.

Note: You will only need to do steps 2, 3, and 4 the first time you archive multiple timesheets.

2. Click on the "customize" link at the bottom of the list.
3. In the pop-up dialog box that appears, highlight "Run an action" and click on the "Add highlighted items >" button.
4. Click "OK."
5. In the list of timesheets, you will have a new column identified by a "check box" icon. Enable the check boxes for those timesheets you wish to archive.
6. Click on the double-arrow "run" icon.
7. In the pop-up dialog box that appears, click "OK" to archive the timesheets.
8. You will see the a report of the archived timesheets.
9. Click on the "Click Here" link to close the report. If you close the pop-up report using a different method, the submitted timesheets list will not be automatically refreshed. You will need to refresh the page yourself to see the changes you just made.

7.2. Dashboard Tab

7.2.1. Message Board

The Message Board is where administrators can post account-wide notices to users about items needing attention, or to inform them of new policies, features, etc.

To enter text into the message board, click on the "(edit message)" link under the Message Board entry. (Note: Only users with permission will see this link.) Enter your text into the "Message Board" dialog, then click on "Save."

7.2.2. Reminders

"Reminders" provides links to specific items waiting on their actions, such as approving other users' timesheets, envelopes, or proposals. (Note: Reminders are generated automatically, and cannot be manually created.)

7.2.3. Wizards

Bulk user change wizard

Only users with appropriate role rights have access to this feature, which enables them to add information or make changes to groups of user

records or to all user records within one or more departments, rather than having to deal with each individual user record separately.

To use the wizard:

1. Click on the Dashboard tab.
2. Click on the "Bulk user changed wizard" link found under the "Wizards" section heading.
3. In the "Step 1" dialog box, select a user from the "User to copy from" drop-down. The settings in this user's Account > Users > [User ID] > Demographic dialog box will be applied to selected users or departments in Step 2.
4. Select the information you want to copy using the "Available items" picker list and copy them into the "Selected information" field using the "Add" arrows just below the list fields.
5. Choose to copy the information to other users or to departments by selecting the appropriate "Copy to" radio button. Then click on "Next."
6. In the "Step 2" dialog box, select from the "Available" picker list the departments or users to whose dialogs you want to copy the information you selected in Step 1, and then click on "Run." If successful, you will see the message, "The update is complete," along with a message about the number of users affected by the change.

Envelope attachment deletion wizard

Only users with appropriate role rights have access to this feature. It allows you to delete attachments associated with approved envelopes and receipts, freeing up valuable storage space. You can choose to delete the attachments from all approved envelopes from a certain time period, or to delete only those approved envelopes that have been fully reimbursed.

To use the wizard:

1. Go to the My Account module, and click on the Dashboard tab.
2. Click on the "Envelope attachment deletion wizard" link found under the "Wizards" section heading.

3. In the "Delete envelope attachments" dialog box, select the date range for the envelopes.
4. Select whether to delete attachments from all approved envelopes that fall within the date range, or only those that have been reimbursed.
5. Click on the "Delete the attachments" button.
6. You may need to wait a few seconds while the wizard processes your request. You will then see a list of the envelopes that matched the criteria you set in steps 3 and 4, and the number of attachments that were deleted from each one.

Note: You cannot undo a wizard. If you have made a mistake in the bulk user change wizard, you need to make the appropriate corrective selections in both Steps 1 and 2, and run the wizard again.

7.2.4. Workspaces

Only users with access to the Workspaces module will see this section. "Workspaces" will contain links to all the workspaces users are permitted to see.

7.2.5. My Status

"My Status" informs users about the status of any timesheets, envelopes, or proposals they have submitted for signoffs or approval, and provides links to any Open or Draft items (such as timesheets or proposals) which may need further action.

7.2.6. Company Status

Users with access to the "Company Status" section can see and utilize links to and information about invoices, timebills, running timers, and other items on an account-wide basis.

7.3. Account Tab

*Note: Certain user roles specifically empower users to view, create, modify, and/or delete each Account tab entity. Some users will have **read-only** access to dialogs (this is particularly true for Account > Users).*

The fields affecting the TIMESHEETS module in Account tab entity dialogs are described below.

7.3.1. Account > Clients

• **Hourly rate ($/hr)**: You can set a specific hourly rate for a client in this field (located just above the "Active client" check box). TIMESHEETS utilizes the "Hourly rate" field only when you are turning timesheet hours into timebills in the Timesheets > [Name of timesheet] > Billable link dialog. Please note, however, that the "Hourly rate" will be applied to any timesheet hours --> timebills *only* if you have selected "**Client : Project**" in the "Get the hourly billing rate from" drop-down menu near the bottom of the MY ACCOUNt > Company > Settings dialog (see section 7.8. on page 7 - 12).

7.3.2. Account > Projects

• **Hourly rate ($/hr)**: You can specify an hourly rate to be applied to a particular project based on a user's rate. TIMESHEETS utilizes the "Hourly rate" field only when you are turning timesheet hours into timebills in the Timesheets > [Name of timesheet] > Billable link dialog.

Please note, however, that this rate will be applied to any timebills created from timesheet hours *only* if you have selected "**User/Project**" in the "Get billing rates from" drop-down in MY ACCOUNT > Company > Settings.)

To set a project rate by user, you must first create and save a new project, and then click on its name in the project list. (You can also click on the name of an existing project to apply the "User: Project" rate.) When the "Edit project" dialog appears, you will see two links just above the dialog, "Edit" and "User billing rates"; click on the "User billing rates" link. Choose one or more users assigned to the project from the drop-down menu in the "User billing rates" dialog. If you already have set rates for your users, they will appear by default in the rate fields; you can change the rate amount, if necessary. When you have made your entries, click on "Save."

Signers: If the Signers feature has been enabled in the MY ACCOUNT > Company > Settings dialog, the "New/edit user" dialog will give you the option of selecting up to three Signers whose sign-offs can be required before a particular project's associated expenses or hours can be approved. See section 7.1.5. on page 7 - 3 and section 7.8. on

page 7 - 12 for more details. (Note: If the signers drop-down menus do not appear, the feature has not been enabled.)

Project-based approvals

If you have selected the option to "Enable project approvals for timesheets" and/or "Enable project approvals for expense reports" in the My Account > Company > Settings dialog box, you will have fields at the bottom of the "New/Edit Project" dialog box that allow you to select from a list a person or approval process that will be responsible for approving the timesheets/expense reports that are associated with this particular project.

7.3.3. Account > Users

• **Hourly rate ($/hr):** You can set each individual user's billing rate in this field; TIMESHEETS utilizes the "Hourly rate" field *only* when you are turning timesheet hours into timebills in the Timesheets > [Name of timesheet] > Billable link dialog. please note, however, that this rate will be applied to that user's timesheet hours --> timebills *only* if you have selected "User" or "User/Project" in the "Get the hourly billing rate from" drop-down menu near the bottom of the MY ACCOUNT > Company > Settings dialog.

• **Timesheets are approved by:** Designate any active user (at any access level, at any time) as an approver of any other user's timesheets. Note: If you want in essence to by-pass the approvals process, select the same users to be their own approvers.

• **Week starts on:** You can choose which day of the week a user's timesheets entries will start on (the default weekday is Monday). Note: The starting weekday you choose in this field will also be applied to your INVOICES Hourly Grid. Also, be sure to simplify your bookkeeping by having all users' timesheets start on the same weekday.

7.3.4. Account > Roles

Users who have create/modify/delete access rights to the Account > Roles dialog can create roles with specific TIMESHEETS rights, and then

assign one or more users to that role as needed. Current TIMESHEETS role rights and permissions:

- **View time types**: Allows users to have access to the Account > Time types link, and to have read-only access to specific time types dialog information.
- **View and modify time types**: Allows users to have access to the Account > Time types link, and to create, modify, and delete time types.
- **View timesheet alerts**: Allows users to have access to the TIMESHEETS > Alerts tab, and to have read-only access to specific alerts dialog information.
- **View and modify timesheet alerts**: Allows users to have access to the TIMESHEETS > Alerts tab, and to create, modify, and delete alerts.
- **View Ceridian payroll integration setup**: Allows users to have access to the TIMESHEETS > Payroll tab, and to run a payroll if the user's company has an account with Ceridian Powerpay.com.
- **View all timesheets**: Allows users to have read-only access to all account timesheets.
- **Create timebills from approved timesheets**: Allows users to have access to the TIMESHEETS > Timesheets > [Name of timesheet] > Billable link, and to create timebills from approved timesheets appearing as options in the Billable link field. (Note: Some users with access to the Billable link may not have access to all users' approved timesheets.)
- **Modify timesheet report layout**: Allows users to have access to the TIMESHEETS > Options tab, and to modify timesheet layout parameters.
- **View reports**: Allows users to have access to the TIMESHEETS > Reports tab, and to run reports based on the data of all timesheets to which they have access.

7.3.5. Account > Approval processes

This feature allows you to set up multi-level timesheet approvals, and to define and set rules for automatic timesheet approvals.

To create a new approval process: Click on the Account tab, and then select "Approval process" from the "Create..." drop-down menu. Name the approval process in the "New approval process" dialog. Use the dialog "Sequence number" drop-downs to set the order in which an item will be sent to an approver. Select the approver(s) from the "Approver name" drop-downs. (Note: If you assign multiple users the same sequence number, they will be able to perform approvals at the same time.)

If desired, click on the "Create" button in the "Auto-approve rules" column. This will call up the "Auto-approve rules" dialog. If desired, you can choose specific criteria that will allow a timesheet to be automatically approved. (For example, you can allow a timesheet that has "fewer than or equal to" 40 hours to be automatically approved. Any timesheet that has more than 40 hours would need the approver's okay.) If needed, you can set specific auto-approve rules for each approver you select for an approval process.

If you create an auto-approve rule, click on "OK" in the "Auto-approve rules" dialog. This will return you to the "New approval process" dialog. Once you have set all your process criteria, click on "Save."

To modify an existing Approval process: Click on the Account tab, then on the "Approval processes" link, and then on the name of the approval process you want to change. Make your changes in the "Edit approval process" and/or "Auto-approve rules" dialog(s), and click on "Save."

To delete an Approval process: Click on the Account tab, then on the "Approval processes" link, and then on the name of the relevant approval process. Click on "Delete" in the "Edit approval process" dialog. (Note: You cannot delete an approval process that has been assigned to one or more users. You need to assign a different approval process to those users first.)

7.3.6. Account > Services

- **Hourly rate ($/hr)**: You can specify an hourly rate for a particular service performed. TIMESHEETS utilizes the "Hourly rate" field only when you are turning timesheet hours into timebills in the Timesheets > [Name of timesheet] > Billable link dialog. Please note, however,

that this rate will be applied to any timesheet hours being turned into timebills *only* if you have selected "Service" or "Client/Service" in the "Get the hourly billing rate from" drop-down menu in the MY ACCOUNT > Company > Settings dialog.

7.3.7. Account > Time types

Time types is unique to the TIMESHEETS module, and allows you to categorize different kinds of work time such as "regular time," "overtime," "vacation," etc. (Please note that a Time type is different from a Service, in that any number of Services can be grouped under the heading of a Time type such as "Regular time" or "Overtime"; in other words, a Time type is a global category, and a Service is a specific activity that can belong to a Time type.) The Time types entity field is pre populated with the most common kinds of work time categories; these can be modified, and you can also create your own Time types as well.

To create a new Time type: Click on the Account tab, then click on the "Create..." drop-down menu and select "Time type." You must enter only a time type name to proceed to the next step. (Note: By default, a time type is marked as "Active" until you uncheck the "Active time type" box.) You can enter specific information about the time type in the (optional) Notes field. Click on "Save" or "Save & create another time type."

To change information about an existing Time type: Click on Account > Time types > [name of Time type]. Make your changes to the "Edit—[Name of time type]" dialog, and then click on "Save." (Note: Use the "Edit—[Name of Time type]" dialog to make changes to a pre-set Time type.)

To delete a Time type: Click on Account > Time types > [Name of time type]," then click on the "Delete" button at the bottom of the "Edit—[Name of time type]" dialog. (Please note: You cannot delete a time type with active [unpaid] charges.)

7.4. Payroll Tab

Generating your company payroll--from gathering data to cutting checks or depositing money directly into your employees' bank accounts--is available on-line!

You can decide to integrate with either Ceridian Powerpay or Paychex. To make your payroll selection, go to the My Account > Company > Settings page.

7.4.1. Ceridian Powerpay

OpenAir.com provides this *optional* payroll service to our users by linking Timesheets to the Ceridian PowerPay application. Users import and export data between the two services, thereby avoiding the need to re-key data. The *link* from OpenAir.com to PowerPay is free; the only fee is the cost of the PowerPay account itself.

*Note: Prices for Powerpay accounts and services are located on the Powerpay Web site (www.powerpay.com). This service is **not** available to international users.*

Note: If possible, open two browser windows—one for OpenAir.com, and the other for Powerpay.com—in order to eliminate the need to log in to either service more than once during the procedure.

Payroll > About

The "About" tab provides a description of the interaction between TIMESHEETS and the Powerpay on-line payroll system. Using these two services together requires (1) signing up for a Powerpay account, (2) downloading a file with employee and company data from Powerpay and uploading the same information into OpenAir.com, and (3) downloading time and payroll information from OpenAir.com and uploading that information file into Powerpay.

Payroll > Setup/Maintenance

1. Log in to your OpenAir.com account, and go to the TIMESHEETS > Payroll > Setup/ Maintenance tab. When you click on this sub-tab, you are presented with two choices: "Import company data from Powerpay," and "Import user (i.e., employee) data from Powerpay."

2. Log in to your Powerpay account; go to the "Employees" tab, and click on the "Get PDM Information" link. Save this information file on your computer; the default file name will be the date on which you are downloading this information, plus "PDM," followed by a .ppy tag, e.g, "07-24-2000PDM.ppy."

3. Click on the "Import company data from Powerpay" link in the Payroll > SetUp/Maintenance sub-tab. Enter the path and name of the PDM file in the "Import company data" dialog, either by typing it in directly, or by using the "Browse" button provided, and then click on "Import." If successful, the "Map Time types" dialog will appear. This dialog allows you to coordinate the OpenAir.com Time types that you use with the payroll code categories found in the Powerpay application. Map your Time types with the Powerpay codes, and click on "Save." (If you have previously mapped your time types, click on "Save" when the "Map Time types" dialog appears, or just skip steps 2 and 3.)

4. Go to the "Employees" tab in your Powerpay account, and click on the "Get Employee Setup Information" link. Save this information file on your computer; the default file name will be the date on which you are downloading this information, plus "Emp," followed by a .ppy tag, e.g., "07-24-2000Emp.ppy."

5. Click on the "Import user data from Powerpay" link in the Payroll > SetUp/Maintenance sub-tab. Enter the path and name of the Emp file in the "Import user data" dialog either by typing it in directly, or by using the "Browse" button provided, and then click on "Import." If successful, the "Map users" dialog will appear. This dialog allows you to coordinate the users listed in your Powerpay account with those listed in your OpenAir.com account; moreover, you can add any Powerpay users to your OpenAir.com account in the "Map users" dialog. Map your Powerpay and OpenAir.com users, and click on "Save." (If you have previously mapped your users,

click on "Save" when the "Map users" dialog appears, or just skip steps 4 and 5.)

Payroll > Run payroll

Here are the steps to follow to process your payroll:

1. In your Powerpay account, click on the "Payroll" tab, and then click on "Create a new payroll based on employee setups." You will need the following information from the "Entering or Changing Payroll Controls" window: (a) the Sequence number; (b) the Run number; (c) the Period End date; and (d) the Check Date.

2. In your OpenAir.com account, go to TIMESHEETS > Payroll > Run Payroll, and enter the information from step one (a–d) above into the corresponding fields of the "Run payroll" dialog. (Note: Select a "Period start" date from your company's timesheet start dates in OpenAir.com.) Then click on "Run."

3. If successful, OpenAir.com will generate a "Payroll report" and provide you with a "Click here" link to download the file so you can export it to Powerpay. The default name of the download file generated will be "powerpay.csv."

4. Upload YOUR TIMESHEETS data file (i.e., "powerpay.csv") into Powerpay by going to the Powerpay > Payroll "Entering or Changing Payroll Controls" window and clicking on "Upload Time Clock Data." Powerpay will prompt you for the path and file name, which you can enter either by typing it in directly, or by using the "Browse" button provided; then click on "Import Time Clock Data." If you are successful, you will see the message that your data was imported.

5. Powerpay then processes your payroll appropriately (according to the terms of your agreement with Powerpay.com).

7.4.2. Paychex

OpenAir.com provides this *optional* service to our users by linking Timesheets to the Paychex application. Users export timesheet information to a .csv file that can be imported into their Paychex

account. The *link* from OpenAir.com to Paychex is free; the only fee is the cost of the Paychex account itself.

Payroll > About

Openair.com provides the ability to generate a payroll file for import into the Paychex Preview's generic time clock interface program.

To use the Paychex payroll integration feature, you need to select "Paychex" from the "Payroll integration" drop-down list box in the "Optional Features" section of the My Account > Company > Settings page.

Payroll > Run Payroll

*Note: Only *approved* timesheets can be used in running a payroll. To process your payroll:*

1. In your OpenAir.com account, you need to create a custom field to store the Paychex employee numbers of your users.
  - Go to the My Account > Company > Custom Fields page.
  - Select "Text field" from the "Create..." drop-down list box.
  - In the "New text custom field" dialog box, enter "paychex_emp_no" as the field name.
  - Enter "Paychex employee number" as the description.
  - Select "User" from the "Association" drop-down list box.
  - Set the Max data length to "6."
  - Click on "Save."
2. Make sure you add edit your user records so that those for which you are exporting payroll information have a Paychex employee number.
3. Go to Timesheets > Payroll > Run Payroll.
4. Select a "Period start" date and "Period end" date from which to export timesheet data.
5. Click on "Run."
6. If successful, OpenAir.com will generate a comma-delimited text file (.csv) file and will provide you with a "Click here" link to download the file so you can import it into Paychex. The default name of the download file generated will be "paychex.csv."

7.5. Alerts Tab

The Alerts tab is unique to the TIMESHEETS service module. When you click on the Alerts tab, you'll see either a list of existing alerts, or a line informing you that no alerts were found.

*Note: Some users will see the Alerts tab and the Alerts tab listing, and by clicking on the name of a listed alert, will have **read-only** access to an alert dialog. Users must be specifically empowered to create, modify, or delete alerts.*

7.5.1. Alerts > [Late timesheet]

To send out automatic reminders via email to users to turn in their timesheets, select "Late timesheet alert" from the "Create..." drop-down menu while in the Alerts tab. The "Late time sheet alert" dialog requires that you select a name for the alert; optional drop-down menus allow you to select the date and time that an alert will get sent out, and allows you to create a rule about how many days a timesheet is late before the alert is sent. By default, all users are sent alerts.

7.5.2. Alerts > [Overdue approval]

To remind timesheet approvers via email that there are submitted timesheets requiring their approval, select "Overdue approval alert" from the "Create..." drop-down menu while in the Alerts tab. The "Overdue approval alert" dialog requires that you select a name for the alert; optional drop-down menus allow you to select the date and time that an alert will get sent out, and allows you to create a rule about how many days an approval is late before the alert is sent.

Note: There are default settings in each of the drop-down menus for both kinds of alerts. Also note that the time setting is based on U.S. Eastern Time; a future release will allow you to set your alert time to correspond with your local time zone.

To modify either type of alert: Click on the Alerts tab, and then on the name of the alert you want to change. Make your changes to any of the fields in the alert dialog, and then click "Save."

To delete either type of alert: Click on the Alerts tab, and then on the name of the alert you want to delete. A "Delete" button will appear adjacent to the "Save" button at the bottom of the dialog; click on "Delete."

7.6. Reports Tab

Note: You must have access privileges for the Reports tab in order to run reports.

You can run the following TIMESHEETS **summary reports**: Users, Departments, Expenses, Clients, Projects, Vendors, Vehicles, and Company.

You can run the following TIMESHEETS **detail reports**: Receipts, Envelopes, Users, Departments, Clients, Projects, Expenses, and Vehicles.

You can run the following TIMESHEETS **advanced reports**: Missing timesheets, Timesheet status.

7.6.1. Timesheets Advanced Reports

Missing Timesheet Report: The Missing timesheet report will show all the active users who have not submitted a timesheet that includes the entered date.

To run a Missing timesheet report:

1. Click on the Reports tab.
2. Click on the "Advanced" sub-tab.
3. Click on the "Missing timesheet report" link under the "Timesheets" heading.
4. Enter a date that falls within the desired timesheet period, and set any desired user or department filter parameters in the "Missing timesheets" dialog.
5. Click on the "Run the report" button.
6. Your report will appear as a spreadsheet.

Timesheet Status Report: The Timesheet status report will show the status ('X' missing, 'O' Open, 'S' Submitted, 'A' Approved, or 'R' Rejected) of your users' timesheets for each timesheet period contained within the dates you specify in the report. The timesheet period is determined by the "Timesheet duration" field in the My Account > Company > Settings form.

To run a Timesheet status report:

1. Click on the Reports tab.
2. Click on the "Advanced" sub-tab.
3. Click on the "Timesheet status report" link under the "Timesheets" heading.
4. Enter a date that falls within the desired timesheet period, and set any desired user or department filter parameters in the "Timesheet status" dialog box.
5. Click on the "Run the report" button.
6. Your report will appear as a spreadsheet.

Note: When you run a report, you have the option to save it so you can run the same report over again. When you are setting up a report, check the "Save this report as..." check box, and enter a name for the report. The next time you want to run the report, go to the "Saved reports" tab, and click on the "run" icon for that report. You can also edit and delete saved reports. For more information on saved reports, see Reports > Saved Reports.

7.7. Options Tab

Note: You must have access privileges for the Options tab in order to change its settings.

The "Timesheet report layout" dialog contains settings that allow you to customize the appearance and content of the timesheet reports you generate.

You can customize the appearance of your Timesheet reports by specifying the date format and the number and order of column headings, and by adding text to the bottom of your Timesheet reports.

You can change your Timesheet report layout at any time; changes will be applied globally thereafter to every new Timesheet report created by any of your account users.

Layout columns available for timesheet reports include: Date, Time Type, Description, Notes, Hours, % of Total, Client, Project, Service, and Task.

To change the layout of your Timesheet reports:

1. Click on the "Options" tab. This will open the "Timesheet report layout" dialog box.
2. Make your changes by choosing from the selections in the drop-down menus for the "Date format," "Grid style," and "Show these columns..." fields. If desired, enter in the "Additional text or HTML to print..." field any text that you want to appear at the end of each Timesheet.
3. Click on the "Save" button.

7.8. Company > Settings

Note: You must have access privileges for the My Account > Company tab in order to change these settings.

The following Company > Settings fields specifically pertain to or affect the TIMESHEETS module:

- **Optional Features:** Only show clients with projects in the Client/Project drop-downs: Checking this box prevents users from assigning transactions simply to a client, and not to a specific associated project.
- **Time settings:** Shift bi-weekly time periods by one week: If you have selected "bi-weekly" as the timesheet duration period in the "Timesheet options" section of the My Account > Company > Settings dialog, the default timesheet start date will be based on the two-week period closest to the creation date. In other words, if you create a bi-weekly timesheet on 25 September, the date span will go from 25 September to 8 October. Furthermore, in the new timesheet's start date drop-down menu, you will be able to select *only* bi-weekly intervals based on the 25 September creation date (e.g., Aug. 28, Sept. 11, etc.). But if the time period you want your timesheets to cover starts on the "wrong" week, you will have to shift the bi-weekly start period by one week, thereby making those dates (e.g., Sept. 4, Sept. 18, etc.) available in the drop-down menu.

Note: The bi-weekly shift check box will also affect the INVOICES > Timebills > Hourly grid feature if you select "bi-weekly" as your Hourly grid duration period.

- **Approvals options:** Set up approval processes for TIMESHEETS on a per-project basis by checking the "Enable project approvals for timesheets" box.
- **Regional settings:** Allows you to choose your date and number formats.
- **Signers options:** Enable the Signers option, which will permit you to designate up to three individuals (who are not required to be OpenAir users) who should sign off on a user's timesheets charged to a specific project before the user's timesheet is submitted for approval.

You can make the Signers option a requirement by checking the "All sign offs must be complete before a Timesheet or Expense Report can be submitted" box.

- **TIMESHEETS options:**
- *Duration of timesheets:* Sets the time interval for company timesheets; choices are weekly, bi-weekly, semi-monthly, and monthly.
- *Location of the "Save" button on the grid:* You can choose to have a timesheet's "Save" button appear on the right (default), center, or left bottom of your timesheet grid.
- *Allow an approver to edit a submitted timesheet* permits approvers to change the submitted timesheets for the users over which they have oversight; > S*how/hide Time type, Client/Project, Task, and/or Service drop-downs on the main [timesheet] grid:* The "Time type" is shown on the main grid by default. The other drop-downs will show up in the Description pop-up window (access by clicking on a date cell's blue dot), only if these entities are populated in the Account tab. You can use the check boxes to move any of the drop-downs to the main grid or to the pop-up window.
- *Require a time type, client/project, service, task:* Checking the boxes adjacent to these entries means that users must make selections from the corresponding drop-downs in order to successfully save and submit their time.
- *Approvers can edit submitted timesheets:* Permits approvers to change the submitted timesheets for the users for whom they have oversight.
- *Automatically bill time assigned to a client when a timesheet is approved:* Converts time entries into timebills upon timesheet approval for easy billing.
- *Hide the description field:* Hides the "Description" field in the time entry "Additional Information" pop-up dialog box.
- *Wrap the daily cells to another row:* Wraps time sheet entry cells on new line, so that they appear below the time type, etc. fields to which they are associated.

-   *Enable the "Hours remaining" on tasks estimating feature:* Enables the feature that allows users to estimate the time they have remaining on tasks directly from their timesheets.
-   *Require "Hours remaining" estimates for all tasks:* Requires that users enter estimates for hours remaining on tasks they have been working on (they will not be able to submit their timesheets without entering these estimates).

7.9. Frequently Asked Questions about TIMESHEETS

How do I add more information to my time entries in a timesheet?

If you wish to store additional notes for a time entry:

1. Open the Timesheet in the "Enter Time" view.
2. Click on the "dot" next to the time entry text box.
3. Add a description of the time entry and any additional notes you wish to save.
4. (Note: If the "Service" and "Client:Project" drop-downs are not visible on the main grid, you can select a Service and Client:Project from this pop-up form.)
5. Click "OK" to close the pop-up form.
6. Click "Save" to save the changes to your Timesheet.

How do I delete a timesheet?

If you are the approver of your own timesheets, you can simply:

1. Click on the "Timesheets" tab, and then on "Open timesheets" (or "All timesheets"). (If the Timesheet does not appear in Open Timesheets, check under Approved. If the timesheet has been approved, you will have to unapprove it before deleting. To unapprove, open the timesheet, click Submit/ Approve and click the link which says "Click here to unapprove the timesheet".)
2. Click on the name of the timesheet you want to delete.
3. Click on the "Delete" button.

Note: If the delete button does not appear next to the "Save" button at the bottom of the timesheet grid, this means that hours in this timesheet have already been charged to a client, and thus the timesheet cannot be deleted. You can still change description and note entries, and hours for date cells that have not yet been charged to a client. See also Edit Timesheet for other kinds of changes you can make.

Note: If you are not the approver of the timesheets, you need to have the administrator of your OpenAir account unapprove the timesheet. Once it has been unapproved, you as the user can then delete it per above.

How can I delete an approved timesheet?

To delete an approved timesheet:

1. Log in to your OpenAir account and click on the Timesheets module link at the top of the page.
2. Click on the Timesheets tab and on the Approved sub-tab.
3. Click on the timesheet you want to delete.
4. Click the Submit/Approve link.
5. Click the link which says "click here to unapprove the timesheet."
6. DO NOT click the Approve button. Instead, click the Edit Timesheet link.
7. Click Delete and OK when asked if you are sure.

How can I create an invoice from my timesheets?

To use Timesheets data to create timebills:

1. Click on the "Timesheets" tab, and then click on the "Approved timesheets" or "All Timesheets" tab.
2. Click on the name of an approved timesheet. (This will take you to the Timesheet report.)
3. Click on the "Billable" tab. (This will take you to the "Billed time report" form.)
4. Select the relevant client and/or project from the drop-down menu on the right side of the Billed time report.
5. Check the boxes to select the "Time entry" items you wish to charge to the client or project you selected in step 4.

Note: You can check or un-check all of the items by clicking on the "Check all" or "Un-check all" buttons in the upper right-hand corner of the Billed time report dialog.

6. Enter the relevant billing information (hourly rate, and markup if appropriate).
7. Click on "Create the timebills."
8. You will see the message that a timebill has been successfully created, and you can choose to click on a link to view a Billed Time Report.
9. Once you have created your timebills, you can create an invoice.

How do I add the "Service," "Client:Project," and "Task" drop-down menus to the main timesheet grid?

Note: Only an account administrator can enable these options.

To add the "Services" and "Client:Project" drop-down menus to the main grid:

1. Go to My Account > Company > Settings.
2. Under "Timesheet options," select the "Show the Client/Project drop down on the main grid" or the "Show the Client/Project and the Task drop downs on the main grid" and the "Show the Service drop down on the main grid" options.
3. Click the "Save" button.

Note: You cannot show the Task drop-down list box without also showing the Client/Project drop-down list box.

Note: You can make any of these drop-down fields required by checking the corresponding "Require a [...]" box in the "Timesheet options" section.

8. EXPENSES

Getting started

Note: If you're not in an EXPENSES window after logging in, click on the EXPENSES link at the very top of the page you're in. All users with access to the EXPENSES module will see the "Envelopes" tab.

8.1. Authorizations Tab

If you enable the expense authorizations feature, you can implement an approval process that will allow you to monitor costs before your employees actually incur expenses. To use the expense authorization feature, you must select "Enable expense authorizations" from the Expenses Options section of the My Account > Company > Settings page.

Authorizations go through a submission and approval process. Once approved, an authorization can be booked, if necessary, and expensed.

To create a new authorization:

1. Click on the "Authorizations" tab.
2. Click on the "Create..." drop-down menu and select "authorization."
3. Enter a name for the new envelope.
4. Enter a description for the envelope (optional).
5. Select the client and/or project associated with the authorization.
6. Enter a departure date and an arrival date (use the same date for both if the authorization is not for a trip).
7. Enter the amount of any cash advance, if applicable; enter notes if desired.
8. Click on "Create authorization."

You will immediately see an "Edit expense items" dialog box.

Expense items

To estimate the type of expenses you may incur on your trip, etc., you enter expense items and an estimated monetary amount for each one. For example, if you are taking a business trip, you might select an "airfare" expense item, enter the estimated cost of the tickets, and note the destination in the "Description" field.

To modify an authorization:

Note: You cannot edit a submitted authorization unless you are its owner.

1. Click on the "Authorizations" tab.
2. Click on the "All" tab.
3. Click on the name of the authorization you want to edit.
4. Click on the "Edit" link to change the information for the authorization itself (i.e. its name, date, amount of cash advance, etc.). Click on the "Expense items" link to edit the expense items associated with the authorization.
5. Click on the "Save" button when you are done making your changes.

To delete an authorization:

1. Click on the "Authorizations" tab.
2. Click on the "All" tab.
3. Click on the envelope you want to delete.
4. Click on the "Delete" button.

Note: If you delete an authorization, any associated expense items will be deleted also. You cannot delete an authorization that has been approved or expensed.

8.1.1. Submitting and Approving Authorizations

To submit an authorization for approval:

1. 1. Click on the "Authorizations" tab, then on the name of the authorization.
2. If you are satisfied with the accuracy of the authorization, click on the "Submit/Approve" tab.
3. Once you click on the Submit/Approve tab, you will see a "Submit for approval" form that will be emailed to your authorization approver. Click on the "Submit" button. (Note: If you are the approver of your own authorizations, you will see the message, "You are the owner and approver of the authorization. Click on the approve button to submit and approve the authorization.")

4. You will be notified by email about the status of your submitted authorization after your approver has approved or rejected it. You can also check on the status of a submitted authorization by going to My Account > Dashboard > My Status.

To approve a submitted authorization:

If you are the approver of someone else's authorizations, you will be notified by email when that person has submitted an authorization for approval. In the email message:

1. Click on the hyperlinked URL.
2. Log in to OpenAir.com.
3. Review the submitted authorization.
4. Select Approve or Reject from the drop-down menu in the upper left-hand corner of the form. (If you reject the authorization, you can use the optional Text field to give the reasons for rejecting it.)
5. Click on the "Save" button. The submitter of the authorization will be notified by email about the authorization's status.

Bulk approval of authorizations: If you have many authorizations you need to approve, it may be more convenient to approve them all at once.

To approve multiple authorizations at once:

1. Go to the Authorizations > Submitted sub-tab. You can filter the list so that it shows only those authorizations that you need to approve.
2. Click on the "Waiting for my approval" link found above the list.

Note: You will only need to do steps 3, 4, and 5 if the "check box" column is not displayed in the list of authorizations.

3. Now that you see only those authorizations that you need to approve, click on the "customize" link at the bottom of the list.
4. In the pop-up dialog box that appears, highlight "Run an action" and click on the "Add highlighted items >" button.
5. Click "OK."
6. In the list of authorizations, you will have a new column identified by a "check box" icon. Enable the check boxes for those authorizations you wish to approve.

7. Click on the double-arrow "run" icon.
8. In the pop-up dialog box that appears, click "OK" to approve the authorizations.
9. You will see the approval history report for the approved authorizations.
10. Click on the "Click Here" link to close the report. If you close the pop-up report using a different method, the submitted authorizations list will not be automatically refreshed. You will need to refresh the page yourself to see the changes you just made.

8.1.2. Booking Authorizations

You can automatically create receipts for expense items within an authorization when the associated user creates an envelope. Once an authorization has been approved, users who have the right to "book approved authorizations" (a privilege set in Account > Roles) can go to any approved authorizations to which they have access and enter the actual amounts they have spent on each item. For example, if plane tickets are bought for all employees by one user, that user can go into each authorization and enter the amount actually spent on each "airfare" item that the user purchased on behalf of the other employees. Once the "actual" price has been entered and saved, when the user actually associated with the authorization creates an envelope and selects that authorization, receipts will automatically be created for these "booked" items. These receipts are non-reimbursable by default, but can be edited like any other receipt.

The user doing the booking can also change the status of the authorization to "booked." (This will simply flag the authorization as "booked" so that reports can be run on booked vs. non-booked authorizations.)

To book authorization expense items:

1. Click on the "Authorizations" tab.
2. Click on the "Approved" tab.
3. Click on the name of the authorization that you want to book.
4. Click on the "Expense items" link, and edit the information accordingly. Enter the actual amount paid for each expense item. You may also want to add to the descriptions, if necessary.

Note: You must enter an actual amount for an expense item if you want a receipt to be created automatically when the user creates an envelope with this authorization, even if the actual amount is the same as the amount originally estimated. Do not enter actual amounts if users will be creating their own receipts for these items.

5. Click on "Save."
6. (Optional) Click on the "Edit" link and enable the "Booked" check box on the "Edit authorization" dialog box. Click on "Save."

8.2. Envelopes Tab

The Envelopes tab is unique to EXPENSES. It is designed to act like its physical analog—in this case, as a pouch to hold receipts. When you click on the Envelopes tab, you'll see either a list of existing envelopes, or you'll see a line informing you that no envelopes (of that particular type—open, submitted, approved, reimbursed, or any at all) were found. If there are existing envelopes, simply click on the name of the envelope to view its receipts. (Remember, you cannot change anyone else's envelopes or receipts, and you can change only your own envelopes or receipts that have not yet been approved.)

8.2.1. Envelopes > [New envelope]

To create a new envelope, click on the "Envelopes" tab, then click on the "Create..." drop-down menu and select "envelope" (remember, you need to have at least one active client in order to create an Envelope). You will then see the New envelope dialog (Figure 8.2.1).

Figure 8.2.1. New Envelope dialog box.

To proceed, you must select at least a name for this envelope. You can also enter a purpose for the envelope (optional), enter a different date if necessary (the default date is the date the envelope is created), enter the amount of any cash advance, if applicable, and enter notes if desired. If you have any approved authorizations, these will be listed at the bottom of the dialog box. If you want to create an expense report for expenses related to one or more of these authorizations, enable the check boxes of the appropriate authorizations. Click on "Create envelope." This opens up a "Receipt" dialog (Figure 8.2.2).

Note that this initial Receipt window informs you that the name of the envelope has been saved. The only required field in the Receipt window is the "Price" field, although fields are provided for Expense, Payment type, Status (reimbursable/non-reimbursable), Client : Project, etc. (Filling out this dialog as completely as possible the first time around may save you time later on!) Once you've entered the price (and any other relevant information), click on "Save" or "Save & create another receipt."

Note: To create a Mileage or Foreign currency receipt, you must specifically select it from the "Create..." drop-down menu. Also note that a reference number for the new envelope will be automatically generated; when you click on the name of the envelope, and then on the "Edit" link, you will see the number in the "Tracking number" field at the very top of the "Edit envelope" dialog; you can modify it if necessary.)

Clicking on "Save" will show you a list all of the receipts in the new envelope, along with a message that your receipt has been saved.

You can create as many Envelopes (and associated receipts) as necessary.

8.2.2. > [Envelope Name] > Receipts

Clicking on the Envelopes > [Envelope name] Receipts tab will show you a list of your receipts. Click on the receipt date in the first column, and the "Receipt" dialog (Figure 8.2.2) will appear, which you can edit until it is submitted and approved.

Figure 8.2.2. New Receipt dialog box.

To add a receipt to an existing envelope:

Click on the "Envelopes" tab, and then on the name
 of the Open envelope to which you wish to add a new receipt. Click on the "Create..." drop-down menu, and select "Receipt" or "Mileage receipt." Fill out the "New receipt" or "New mileage receipt" dialog, and click on "Save" (or "Save & create another [mileage] receipt").

To modify an envelope: If you need to make changes to an Envelope, click on the "Envelopes" tab, click on the name of the envelope you want to change, and then click on the "Edit" link. Make your changes to the "Envelope info" dialog, and then click on "Save."

To delete an envelope: Click on the "Envelopes" tab, and then on the "All envelopes" tab. Click on the name of the envelope you want to delete, and then click on the "Delete" button. **Important:** If you delete an envelope, any receipts within it will be deleted also.

Note: You can use the "Edit [envelope]" link to delete an envelope only if the "Delete" button appears next to the "Save" button on the bottom of the "Envelope info" dialog.

To modify a receipt: Click on the "Envelopes" tab, and then on the name of the Open envelope holding the receipt you wish to delete. Click on the "Receipts" link, and then on the **date** of the receipt you want to change. Make your changes to the "Edit receipt" dialog, and then click on "Save."

Attachments: You can upload scanned or created documents to attach to a receipt by clicking on the

"View/Add Attachments" link at the bottom of the "Edit receipt" dialog. To add an attachment, click on the "Create a new attachment" link in the upper left corner of the attachments window that pops up. Enter the file pathway in the "New attachment: receipt" dialog box, and click on "Save." The file name is saved and can be accessed by clicking on the "download" link, or the file pathway can be edited by clicking the "Replace" link, or the attachment can be deleted by clicking on the "Delete" link. You can attach as many documents as you need to your receipt; when finished, click on the "Close" button to return to the main "Edit receipt" dialog box.

Note: Receipt attachments, if used extensively, can use up a lot of your account's storage space. You can use the envelope attachment deletion wizard, found on the Dashboard tab, to delete all attachments from approved and/or reimbursed envelopes.

To delete a receipt: Click on the "Envelopes" tab, and then on the name of the Open envelope holding the receipt you wish to delete. Click on the "Receipts" link, and then on the **date** of the receipt you wish to delete; then click on the "Delete" button.

Note: You cannot delete a receipt that has already been invoiced to a client; you must first delete the invoice itself, if possible, in order to "free" its receipts for editing or deletion. Only invoices that have not been sent to a client can be deleted. See the relevant FAQ(s) in the INVOICES *module guide for more details.*

Important: *For tax and auditing purposes, do not discard any original, tangible receipts you receive that support the electronic receipts you create.*

8.2.3. Mileage receipts

Mileage receipts are very similar to regular receipts, except that the "Quantity" and "Price" fields have been replaced by "Distance" and "[per-mile/kilometer] Rate" fields. A mileage receipt can also contain an additional drop-down menu for "vehicles." (Please note, however, that this drop-down will appear only if the "Vehicle" feature has been enabled in your account (see section 8.8., "Company Settings," on page 8 - 12), and only if your company database contains one or more

vehicles to select. Follow the instructions for creating, modifying, and deleting receipts above.

8.2.4. Foreign currency receipts

Use foreign currency receipts to record expenses paid using foreign currency. The receipt itself will store the original price in the foreign currency and the exchange rate for the date. The exchange rate is then used to convert the foreign currency to your company's currency in the list of receipts, and for the expense report. The "New foreign currency receipt" dialog (Figure 8.2.4) contains the same kinds of informational fields as a regular receipt, but also contains special "Currency" and "Exchange rate" fields. To use these fields, enter the quantity and price you paid, being sure to select the relevant foreign currency used in the transaction. The rate of exchange between the foreign currency selected and your company's principal business currency will be automatically generated in the "Exchange rate" field.

Figure 8.2.4. New Foreign Receipt dialog box.

(Please note: You can change the automatically-generated exchange rate if needed—for example, if your company has specified a fixed exchange rate. You can override a currency's automatically provided rate in the My Account > Company > Currency rates dialog).

Note: You can find out the exchange equivalent amount by clicking on the underlined asterisk (*) adjacent to the "Exchange Rate" drop-down.

Important: In the list of receipts for your envelope, the "Total" for the foreign currency

receipt will be in your company's principal business currency.

Modify or delete a foreign currency receipt as you would a regular or mileage receipt.

Note: To add the "Foreign currency symbol," "Foreign currency amount," and the "Foreign currency exchange rate" in your expense reports, go to the Expenses > Options tab and select the appropriate columns for display.

8.2.5. Repeating receipts

The "Repeat receipt" feature lets you create one or more copies of an existing receipt in order to record expenses that you incur on a regular basis.

To create repeating receipts within an envelope:

1. Click on the "Envelopes" tab.
2. Click on the name of the Open envelope holding the receipt from which you want to create repeating receipts.
3. Click on the "Receipts" tab.
4. Click on the date of the relevant receipt.
5. Click on the "Create" icon found under "Repeat receipt" near the bottom of the "Edit receipt" dialog. This will open a pop-up window.
6. In the "Repeat" dialog within the pop-up window, select how often you want the receipt to be repeated by using either the "Frequency" drop-down menu or the "Repeat every __ days" drop-down menu. Select how long a time period you want the repeating receipts to be added to your envelope by using either the "Occurrences" drop-down menu or by entering a specific date in the "End date" field.
7. Click on "OK," and the pop-up window will disappear, and you will be back in the original "New/Edit receipt" dialog window. At this point the "Create" repeat receipt icon will have changed to an "Edit" icon, which you can click on to make any further changes, if necessary, to the parameters of the repeating receipts you want to create. (Note: Once you create your repeating receipts, you *cannot* create more repeating receipts from the same batch; you must start from a new or other "original" existing receipt.)

If you are satisfied with your repeating receipt parameters, click on the "Save" button. The appropriate number of repeated receipts will appear in that envelope's receipts list. Please note that these receipts will be exactly the same as the receipt from which they were created, except that each one will be assigned a different reference number, and will show a date that will reflect the parameters you selected in step 6 above.

To modify repeating receipts:

1. Click on the Envelopes tab, and then on the number of the envelope containing the repeated receipt you wish to change.
2. In the receipts list, click on the **date** of the repeated receipt you want to change.
3. Make changes in the "Edit [type of] receipt" dialog as needed.
4. If you want to apply the changes you make to all of the repeated receipts (which are assigned a "repeat group number" to facilitate sorting), check the "Update the repeat receipts to match this receipt" box, and then click on "Save"; if you want the changes to apply only the repeat receipt you've selected, just click on the "Save" button.

To delete repeating receipts:

1. Click on the Envelopes tab, and then on the number of the envelope containing the repeated receipt(s) you wish to delete.
2. In the receipts list, click on the date of the repeated receipt you want to delete.
3. If you want to delete repeated receipts having the same "repeat group number," check the "Delete the repeat receipts" box, and then click on "Save."

*Note: This procedure will **not** delete the receipt you're currently working on, but only the other repeat receipts within the same group. If you want to delete only the repeat receipt you've been working on, click the "Delete" button.)*

*Note: Checking the "Delete the repeat receipts" box and clicking on the "Delete" button will delete **only** the receipt you're currently working on, just as if you had only clicked the "Delete" button without checking the "Delete the repeat receipts" box. If*

you want to delete all receipts within a group, first check the "Delete the repeat receipts" box and click on "Save," then select the same receipt you were working on from the receipts list, and click on the "Delete" button.

8.2.6. > [Envelope Name] > Expense Report

To see a printable, detailed summary of all the receipts within an envelope click on the envelope name in the appropriate Envelopes category (Open, Submitted, Approved, Reimbursed, All), and then click on the "Expense Report" link.

Note: You can customize the layout of your expense reports by going to Options > Expense report layout, making your additions or changes, and then clicking on "Save."

8.2.7. > [Envelope Name] > Edit

If you need to make changes to an Envelope, click on the "Envelopes" tab, click on the name of the envelope you want to change, and then click on the "Edit" link. Make your changes to the "Envelope info" dialog, and then click on "Save."

8.2.8. > [Envelope name] > Signers

You may need to submit your envelope to up to three people to sign off on your expenses for a particular project before you can submit an envelope for approval. Click on the envelope name, and then on the "Signers" link; if Signers are required for any of the hours in your envelope, you will see each Signer's name, otherwise you will see the message, "No sign-offs are needed." Click on the name of a signer to bring up the "Send sign off requests" dialog box, which includes a summary of expenses incurred while working on a particular project or for a particular client.

Use the check boxes to indicate one or more sets of expenses requiring the signer's approval; include any notes as desired, and then click on the "Send" button. This procedure must be followed for each signer.

Note: You may be able to submit your envelope for approval even if all signers have not signed off on your envelope; however, if all Signers must sign off on your item first, you will see a message that "all sign-offs are required" when you click on the "Submit/Approve" link.

You can check the sign off status of a envelope by going to Envelopes > [name of envelope] > Signers. The status of the requested item(s) is indicated in the table rows adjacent to each signer's name. You can also check the status of your items by going to MY ACCOUNT > Dashboard > My Status.

Note: To enable the "Signers" feature, see section 8.4.1., "Account > Projects," on page 8 - 9 and section 8.8.1., "Company > Settings," on page 8 - 12 respectively, below.

8.2.9. > [Envelope name] > Submit/Approve

To submit an envelope for approval, click on Envelopes > [Name] > Submit/Approve. If you're the owner and approver of your envelopes, you'll see the "Submit and approve" dialog with the message, "You are the owner and approver of the envelope. Click on the 'Approve' button to submit and approve the envelope"; simply click on "Approve." If you're submitting an envelope for someone else's approval, you'll see the "Submit for approval" dialog, which includes the URL link to the envelope that your approver will see. If all is in order, click on "Submit." (You can also enter additional notes in the text field; just do not change or delete the URL!)

To approve a submitted Envelope:

If you are the approver of someone else's envelopes, you will be notified by email when that person has submitted an envelope for approval. In the email message:

1. Click on the hyperlinked URL.
2. Log in to OpenAir.com.
3. Review the submitted envelope.
4. Select Approve or Reject from the drop-down menu in the upper left-hand corner of the form. (If you reject the expense report, you can use the optional Text field to give the reasons for rejecting it.)
5. Click on the "Save" button. The submitter of the envelope will be notified by email about the envelope's status.

Bulk approval of envelopes: If you have many envelopes you need to approve, it may be more convenient to approve them all at once.

To approve multiple envelopes at once:

1. Go to the Envelopes > Submitted sub-tab. You can filter the list so that it shows only those envelopes that you need to approve.
2. Click on the "Waiting for my approval" link found above the list.

Note: You will only need to do steps 3, 4, and 5 the first time you approve multiple envelopes.

3. Now that you see only those envelopes that you need to approve, click on the "customize" link at the bottom of the list.
4. In the pop-up dialog box that appears, highlight "Run an action" and click on the "Add highlighted items >" button.
5. Click "OK."
6. In the list of envelopes, you will have a new column identified by a "check box" icon. Enable the check boxes for those envelopes you wish to approve.
7. Click on the double-arrow "run" icon.
8. In the pop-up dialog box that appears, click "OK" to approve the envelopes.
9. You will see the approval history report for the approved envelopes.
10. Click on the "Click Here" link to close the report.

Note: If you close the pop-up report using a different method, the submitted envelopes list will not be automatically refreshed. You will need to refresh the page yourself to see the changes you just made.

8.2.10. > [Envelope name] > Reimbursements

In the Envelopes > Reimbursements dialog, you can keep track of how much has been reimbursed for a particular envelope. Enter the date of the reimbursement, the amount reimbursed, and any notes, and click on "Save." EXPENSES will indicate the amount of the outstanding balance, if any.

8.2.11. > [Envelope Name] > Billable

In Envelopes > Billable, you can create timebills for receipts in the envelopes. If you click on the "Create billables" link (Figure 8.2), you can assign expenses (including any mark-ups or mark-downs,

if appropriate) to a Client or Project by checking off all the receipts you wish to include in a timebill for that client. After you click on "Create the timebills," EXPENSES will acknowledge the successful creation of a timebill, and will give you the opportunity to click on a link to a "Billable Report" that will list the amounts that were billed to your clients and projects from the receipts in the envelope.

Note: Only approved expenses are billable.

Note: The "Billable" link will not appear if project billing has been enabled ("Project billing rules" has been selected from the "Get the billing rate from" drop-down list box on the My Account > Company > Settings page).

Figure 8.2. Envelopes > Billable > Create billables.

You can also set up your account so that clients are billed automatically when envelopes are approved.

To automatically bill a client when an envelope is approved:

1. Go to the My Account > Company > Settings form.
2. Enable the "Automatically bill expense items assigned to a client when an envelope is approved" check box in the "Expenses Options" section.
3. Set up global and project-level auto-billable rules if desired. (See Company > Auto-billable Rules for more information.)

When an envelope is approved, timebills will automatically be created for each receipt that is billable based on your auto-billable rules. You can click on the Billable > "Billable report" link to see the "Billed Expenses Report." This report will show you the timebills that have been created from the envelope. If you see an "Auto-billed exceptions report" link, this means that some of your receipts were not automatically billed. If you click on this link, you will see a report which tells you why specific receipts were not billed. For example, you can set up the auto-billable rules to exclude certain expense items. If a receipt contained an expense item that was excluded from the auto-billable rules, it will not be automatically billed, and will appear in this report. To create timebills from receipts that were not automatically billed, click on the "Create billables" link, and follow the steps described above for creating timebills from receipts.

8.3. Dashboard Tab

8.3.1. Message Board

The Message Board is where administrators can post account-wide notices to users about items needing attention, or to inform them of new policies, features, etc.

To enter text into the message board, click on the "(edit message)" link under the Message Board entry. (Note: Only users with permission will see this link.) Enter your text into the "Message Board" dialog, then click on "Save."

8.3.2. Reminders

"Reminders" provides links to specific items waiting on their actions, such as approving other users' timesheets, envelopes, or proposals. (Note: Reminders are generated automatically, and cannot be manually created.)

8.3.3. Wizards

Bulk user change wizard

Only users with appropriate role rights have access to this feature, which enables them to add information or make changes to groups of user records or to all user records within one or more departments, rather than having to deal with each individual user record separately.

To use the wizard:

1. Click on the Dashboard tab.
2. Click on the "Bulk user changed wizard" link found under the "Wizards" section heading.

3. In the "Step 1" dialog box, select a user from the "User to copy from" drop-down. The settings in this user's Account > Users > [User ID] > Demographic dialog box will be applied to selected users or departments in Step 2.
4. Select the information you want to copy using the "Available items" picker list and copy them into the "Selected information" field using the "Add" arrows just below the list fields.
5. Choose to copy the information to other users or to departments by selecting the appropriate "Copy to" radio button. Then click on "Next."
6. In the "Step 2" dialog box, select from the "Available" picker list the departments or users to whose dialogs you want to copy the information you selected in Step 1, and then click on "Run." If successful, you will see the message, "The update is complete," along with a message about the number of users affected by the change.

Envelope attachment deletion wizard

Only users with appropriate role rights have access to this feature. It allows you to delete attachments associated with approved envelopes and receipts, freeing up valuable storage space. You can choose to delete the attachments from all approved envelopes from a certain time period, or to delete only those approved envelopes that have been fully reimbursed.

To use the wizard:

1. Go to the My Account module, and click on the Dashboard tab.
2. Click on the "Envelope attachment deletion wizard" link found under the "Wizards" section heading.
3. In the "Delete envelope attachments" dialog box, select the date range for the envelopes.
4. Select whether to delete attachments from all approved envelopes that fall within the date range, or only those that have been reimbursed.
5. Click on the "Delete the attachments" button.

6. You may need to wait a few seconds while the wizard processes your request. You will then see a list of the envelopes that matched the criteria you set in steps 3 and 4, and the number of attachments that were deleted from each one.

Note: You cannot undo a wizard. If you have made a mistake in the bulk user change wizard, you need to make the appropriate corrective selections in both Steps 1 and 2, and run the wizard again.

8.3.4. Workspaces

Only users with access to the Workspaces module will see this section. "Workspaces" will contain links to all the workspaces users are permitted to see.

8.3.5. My Status

"My Status" informs users about the status of any timesheets, envelopes, or proposals they have submitted for signoffs or approval, and provides links to any Open or Draft items (such as timesheets or proposals) which may need further action.

8.3.6. Company Status

Users with access to the "Company Status" section can see and utilize links to and information about invoices, timebills, running timers, and other items on an account-wide basis.

8.4. Account Tab

*Note: Certain user roles specifically empower users to view, create, modify, and/or delete each Account tab entity. Some users will have **read-only** access to dialogs (this is particularly true for Account > Users).*

Account tab entity dialogs containing fields affecting the EXPENSES module are listed below.

8.4.1. Account > Projects

Signers: If the Signers feature has been enabled in the MY ACCOUNT > Company > Settings dialog, the "New/edit user" dialog will give you the option of selecting up to three Signers whose sign-offs can be required before a particular project's associated expenses can be approved. See section 8.2.8., "> [Envelope name] > Signers," on page 8 -

6 and section 8.2.9., "> [Envelope name] > Submit/ Approve," on page 8 - 7 above.

Note: If the signers drop-down menus do not appear, the feature has not been enabled.

Project-based approvals

If you have selected the option to "Enable project approvals for timesheets" and/or "Enable project approvals for expense reports" in the My Account > Company > Settings dialog box, you will have fields at the bottom of the "New/Edit Project" dialog box that allow you to select from a list a person or approval process that will be responsible for approving the timesheets/expense reports that are associated with this particular project.

Note: If the project approval drop-down menus do not appear, the feature has not been enabled.

8.4.2. Account > Users

Role: See "Account > Roles" below.

Expense reports/authorizations are approved by: You can designate any active user (at any access level, at any time) as an approver of any other user's Expense Reports and/or authorizations by selecting the approver's name from the drop-down menu, and then clicking on "Save."

Allow the user to un-approve an envelope/ authorization: You can give a user the right to change envelopes or authorizations to an "open" status after they have been approved if this becomes necessary.

8.4.3. Account > Roles

EXPENSES-specific role rights are assigned to a user via the Account > Roles link. Once you have created a role with specific rights, you assign one or more users to that role via the "Role" drop-down at the top of the Account > Users > Demographic dialog.

Expenses role rights:
- View envelopes alerts
- View and modify envelopes alerts
- View payment types
- View and modify payment types
- View all envelopes
- Create timebills from approved envelopes

- Allow approvers to change submitted envelopes
- Modify expense report layout
- View reports

8.4.4. Account > Approval processes

This feature allows you to set up multi-level EXPENSES envelope approvals, and to define and set rules for automatic expense envelope approvals.

To create a new approval process: Click on the Account tab, and then select "Approval process" from the "Create..." drop-down menu. Name the approval process in the "New approval process" dialog. Use the dialog "Sequence number" drop-downs to set the order in which an item will be sent to an approver. Select the approver(s) from the "Approver name" drop-downs. (Note: If you assign multiple users the same sequence number, they will be able to perform approvals at the same time.)

If desired, click on the "Create" button in the "Auto-approve rules" column. This will call up the "Auto-approve rules" dialog. If desired, you can choose specific criteria that will allow an expenses envelope to be automatically approved. (For example, you can allow an envelope with receipts totalling less than $100 to be automatically approved. Any envelope with more than $100 in receipts would need the approver's okay.) If needed, you can set specific auto-approve rules for each approver you select for an approval process.

If you create an auto-approve rule, click on "OK" in the "Auto-approve rules" dialog. This will return you to the "New approval process" dialog. Once you have set all your process criteria, click on "Save."

To modify an existing Approval process: Click on the Account tab, then on the "Approval processes" link, and then on the name of the approval process you want to change. Make your changes in the "Edit approval process" and/or "Auto-approve rules" dialog(s), and click on "Save."

To delete an Approval process: Click on the Account tab, then on the "Approval processes" link, and then on the name of the relevant approval process. Click on "Delete" in the "Edit approval process" dialog. (Note: You cannot delete an

approval process that has been assigned to one or more users. You need to assign a different approval process to those users first.)

8.4.5. Account > Vendors

"Vendors" is unique to the EXPENSES module, and allows you to list service or goods providers whom you or your company use on a regular basis. (For example, you may use the same travel agent to book your flights or hotel rooms.)

To create a new vendor: Click on the Account tab, then click on the "Create..." drop-down menu and select "vendor." You must enter only a Vendor name in the "New vendor" dialog to proceed to the next step; however, you may want to enter specific information about the vendor (such as a contact name, etc.) in the Notes field. Click on "Save," or if you want to add another vendor to your list, click on "Save & create another vendor."

Note: The Purchasing address and Purchasing information sections of the "New/Edit Vendor" dialog box are used with the Purchases module.

To modify information about a vendor: Click on the "Account" tab, then on the "Vendors" link, and then on the name of the relevant vendor. Make your changes to the "Edit vendor" dialog, and click on "Save."

To delete a vendor: Click on the "Account" tab, then on the "Vendors" link, then on the name of the relevant vendor, and then on the "Delete" button.

Note: If the "Delete" button does not appear, transactional data has been associated with the vendor. You must delete or reassign such data before you can delete the vendor.

8.4.6. Account > Vehicles

Note: This is an optional feature.

In order to add "Vehicles" to the Account tab's array of sub-tabs, you must enable the Vehicles feature (see section 8.8., "Company Settings," on page 8 - 12). Once you have enabled the feature, "Vehicles" appears as an option in the "Create..." drop-down list.

Note: The Vehicles sub-tab will not appear, nor will the Vehicles drop-down menu appear in Mileage Timebills or Mileage Expense items, until you have enabled the feature and created one or more vehicles.

The only mandatory field in the "New vehicle" dialog is the "Vehicle name" field, but you should fill out the dialog as completely as possible; then click on "Save" or "Save & create another vehicle."

8.4.7. Account > Payment type

You can add to the list of pre-set Payment types by going to the Account tab and selecting "payment type" from the "Create..." drop-down menu. Enter a name for your payment type in the "New Payment type" dialog, make any notes as desired, and click on "Save" or "Save & create another payment type." Your payment types will appear in a drop-down in every kind of receipt you create.

8.5. Alerts Tab

Note: You must have access privileges for the Alerts tab in order to change its settings.

The Alerts tab is where users with access permission can create and send Overdue Approval alerts to remind expense report approvers via email that there are submitted expenses envelopes requiring their approval. (Note: Some users will have read-only access to the Alerts tab. Also note that there are default settings in each of the drop-down menus for alerts. **Important:** The time setting is based on U.S. Eastern Time; a future release will allow you to set your alert time to correspond with your local time zone.)

To create an Overdue Approval alert: Click on the "Alerts" tab, and select "Overdue approval alert" from the "Create..." drop-down menu. The "Overdue approval alert" dialog requires that you select a name for the alert; optional drop-down menus allow you to select the date and time that an alert will get sent out, and allows you to create a rule about how many days an approval is overdue before the alert is sent. When you have finished filling out the dialog, click on "Save."

To modify an approval alert: Click on the "Alerts" tab, and then on the name of the relevant alert. Make your changes to the alert dialog, and click on "Save."

To delete an approval alert: Click on the "Alerts" tab, then on the name of the relevant alert, and then on the "Delete" button. (Note: If you want to turn off an alert, rather than delete it, uncheck the "Active alert" box at the bottom of the dialog, and then click on "Save." The alert will not be distributed until you reactivate it.)

8.6. Reports Tab

Note: You must have access privileges for the Reports tab in order to run reports.

You can run the following EXPENSES summary reports: Users, Departments, Expenses, Clients, Projects, Vendors, Vehicles, and Company.

You can run the following EXPENSES detail reports: Receipts, Envelopes, Users, Departments, Clients, Projects, Expenses, and Vehicles.

8.7. Options Tab

Note: You must have access privileges for the Options tab in order to change its settings.

The Expense report layout dialog contains settings that allow you to customize the appearance and content of the expense reports you generate. Settings include a date format drop-down; a tracking number field, which can be manually coordinated with each envelope's tracking number; grid style drop-down, which gives a limited range of line-width options; a "Show a daily summary by expense" check box, which gives you the option of seeing a day-by-day breakdown of expenses for the envelope whose expense report you are creating; an "Additional text or HTML to print at the end of the expense report" field for notes or messages to include as part of the expense report; and layout columns.

Layout columns available for expense reports include: *Date, *[Expense] Type, *Description/ Notes; Description, Notes, *Amount, Vendor, Client, Project, *Payment type, Expense location, Foreign currency symbol, Foreign currency amount, Foreign currency exchange rate. (*Denotes a column that is viewable by default; please note that if you change the terminology for one or more items, that terminology will be reflected in your column layout choices)

8.8. Company Settings

Note: You must have access privileges for the My Account > Company tab in order to change these settings.

8.8.1. Company > Settings

- **Optional features:** To include information about vehicles used in mileage receipts, you need to check the "Enable the Vehicle feature" box in the MY ACCOUNT > Company > Settings dialog. After you have enabled the Vehicle feature, you can then go to the Account tab to enter information about vehicles used for business purposes by selecting "Vehicle" from the "Create..." drop-down menu. The "Vehicles" link will also appear under the EXPENSES and INVOICES headings in the Account tab list.
- **Regional settings:** Allows you to choose your principal business currency, and your date and number formats.
- **Approvals options:** Set up approval processes for EXPENSES transactions on a per-project basis by checking the "Enable project approvals for expense reports" box.
- **Signers options:** Enable the Signers feature, which will permit you to designate up to three individuals (who are not required to be OpenAir users) who must sign off on a user's expenses assigned to a specific project before the user's EXPENSES envelope is submitted for approval. (See Account > Projects for instructions on designating Signers.)
- You can also make the Signers option a requirement by checking the "All sign offs must be complete before a timesheet or expense report can be submitted" box.
- **EXPENSES options:** Enabling the "Allow an approver to edit a submitted expense report" check box and/or the "Allow an approver to edit a submitted authorization" check box will permit an approver to fix mistakes or make other kinds of changes to expense reports and/or authorizations. The "Expenses are paid by" drop-down indicates who is responsible for reimbursing a submitted and approved expense report. When an envelope is approved, the person

responsible for paying/reimbursing expenses is notified by email. You can select to "Require a client selection on receipts" or to "Require an expense item selection on receipts." You can also enable the automatic billing feature by enabling the "Automatically bill expense items assigned to a client when an envelope is approved" option. You can "enable expense authorizations."

8.8.2. Company > Currencies

Clicking on the Currencies sub-tab will show you today's exchange rates for (essentially) all of the world's currencies. The field adjacent to each currency permits you to override the current rate.

To change a currency rate, click on the Company tab, then on the "Currencies" sub-tab, and then on the "Set exchange rates" link. Enter the override rate in the field adjacent to the relevant foreign currency in the "Currency exchange rates" dialog box, and then click on the "Save" button. The override rate will be used if you select that currency in a foreign currency receipt; see section 8.2.4., "Foreign currency receipts," on page 8 - 5, for additional details.

8.9. Frequently Asked Questions about EXPENSES

How do I submit expenses for reimbursement to a client?

If you have expenses you wish to submit to a client for reimbursement, you can create an envelope with receipts for those expenses, make them billable (turning them into timebills), then invoice your client from the timebills.

How can I combine an expense and a service on the same invoice?

You can create expense item timebills directly in the INVOICES module. If you are working with EXPENSES, however, once an envelope containing receipts for expense items has been approved, you can click on the "Billable" tab in the "Envelopes" section and select the receipts for which you want to create timebills. Once the timebills have been

created, you can assign them as necessary to your invoices.

How do I create an expense report?

To create an expense report:

1. Create an envelope or open an existing envelope.
2. Add receipts to the envelope by selecting "Receipts" from the "Create..." drop-down list box.
3. Once you have saved your receipts in the envelope, click on the "View Report" tab.
4. Your expense report will be displayed.

Note: To change the layout of your expense reports, go to the Options > Expense report layout dialog.

5. You can now submit your expense report for approval, or continue to work with the envelope and receipts.

How does an envelope get approved?

When you are satisfied with your expense report, you submit it for approval by going to the "Submit/Approval" tab. If you are the approver of your own expense reports, simply click the "Approve" button, and the envelope will be immediately approved. If you must submit your envelope to an approver, the "Submit for approval" form will appear, displaying the e-mail message that will be sent to the approver. Click the "Submit" button to submit the envelope.

If you are the approver of someone else's envelope and you receive notice that there is an envelope needing approval, simply log in to your own account and approve it from there.

How do I mark up an expense item when I bill it to my client?

To mark up an expense:

1. Log in to your OpenAir.com account and click the "Expenses" link at the top of the page.
2. Click the "Envelopes" tab and the "Approved" sub-tab (if the expense item is in an envelope that has not yet been submitted and approved, you will need to approve it first)

3. Click the envelope that contains the expense you wish to mark up.
4. Click the "Billable" tab.
5. Check the receipts in question and under "Billing Information," fill in a monetary amount or percentage figure to mark the expense up or down.
6. Select a client from the drop-down list box.
7. Click "Create the timebills."

Is there any way to edit a receipt after an envelope has been approved?

To edit a receipt in an approved envelope:

1. Click on the "Envelopes" tab.
2. Select to view "Approved" envelopes.
3. Click on the envelope you want to change.
4. Click "Submit/Approve"
5. In the lower left of the screen click on "Click here to unapprove the envelope."

Note: Only the user who originally approved the envelope can remove this approval.

6. The Submit/Approve dialog box will be displayed. DO NOT click the "Approve" button.
7. Click the Receipts link on the left. Now you can select each receipt in turn and edit the receipt as you wish.
8. Click "Save" when you have finished editing the receipt.

Once you have edited all the receipts in the envelope, you can click the "Submit/Approve" tab again to re-approve the envelope.

How do I assign cash advances for expenses my users incur?

You can assign cash advances on a per-envelope basis. Any receipts in the envelope will draw their reimbursements from this cash advance. You will see the amount drawn against the cash advance in the Expense Reports.

To assign a cash advance to an envelope:

1. Create an envelope or open an existing envelope.
2. Enter the amount of the cash advance in the "Cash advance" field.
3. Click "Save."

How do I track mileage expenses?

To create a mileage receipt:

1. Create an envelope or open an existing envelope.
2. Select "Mileage receipt" from the "Create..." drop-down list box.
3. Select a mileage expense item from the "Expense item" drop-down list box.

Note: You can create mileage expense items in the Account > New Expense Item dialog.

4. Enter the distance traveled and the mileage rate. If the Vehicle feature is enabled in your account, you can also select the vehicle that was used for the trip.

Note: To enable the Vehicle feature, go to the My Account > Company > Settings dialog.

5. Click "Save."

What is the envelope tracking number, and can I change it?

A tracking number is assigned to each envelope that you create. This creates a unique identifier for each envelope. The first envelope is usually assigned the number 1. You may change the number if you wish, but it must be unique.

Note: If you change the tracking number of an envelope, the next envelope that you create will have the new number plus one, and so on.

What is the receipt reference number, and can I change it?

A reference number is assigned to each receipt that is created in an envelope. The first receipt is usually assigned the number 1. You may change the number if you wish, but it must be unique within the envelope.

Note: If you change the reference number of a receipt, the next receipt that you create in the envelope will have the new number plus one.

9. PURCHASES

9.1. Overview

The Purchases module allows you to create a business flow that goes from original purchase requests to the final order fulfillment, while keeping track of purchase order numbers, vendors, manufacturers, carriers, and products.

The Purchases module allows you to keep track of purchasing and receiving for your company. Both the initial purchase requests and the final purchase orders (POs) go through a submission and approval process to ensure that all information is correct before orders are sent to vendors.

To set up the purchasing process, you will first want to create products, as well as their associated vendors and manufacturers. You can also store various invoicing (or billing) and receiving (or shipping) addresses for you company that you can then use on your POs. You create carriers, allowing you to select your preferred carriers for purchases from particular vendors on your POs. You must also set up purchasers, since users cannot create POs unless they are each associated with particular purchaser records.

9.2. Administrative Functions

9.2.1. Rights and Permissions

Administrators who have create/modify/delete access to the Account > Roles feature can create roles with specific PURCHASES rights, which can then be assigned to users as needed. Current PURCHASES role rights:

- View all manufacturers: Allows users to have access to the Account > Manufacturers link, and to have read-only access to specific manufacturers information.
- View and modify all manufacturers: Allows users to have access to the Account > Manufacturers link, and to create, modify, and delete manufacturers.
- View all purchasers: Allows users to have access to the Account > Purchasers link, and to have read-only access to specific purchasers information.

- View and modify all purchasers: Allows users to have access to the Account > Purchasers link, and to create, modify, and delete purchasers.
- View all carriers: Allows users to have access to the Account > Carriers link, and to have read-only access to specific carriers information.
- View and modify all carriers: Allows users to have access to the Account > Carriers link, and to create, modify, and delete carriers.
- View all Accounts Payable locations: Allows users to have access to the Account > Accounts Payable locations link, and to have read-only access to specific accounts payable locations information.
- View and modify all Accounts Payable locations: Allows users to have access to the Account > Accounts Payable locations link, and to create, modify, and delete accounts payable locations.
- View all Receiving locations: Allows users to have access to the Account > Receiving locations link, and to have read-only access to specific receiving locations information.
- View and modify all Receiving locations: Allows users to have access to the Account > Receiving locations link, and to create, modify, and delete receiving locations.
- View all products: Allows users to have access to the Account > Products link, and to have read-only access to specific products information.
- View and modify all products: Allows users to have access to the Account > Products link, and to create, modify, and delete products.
- View all shipping terms: Allows users to have access to the Account > Shipping terms link, and to have read-only access to specific shipping terms information.
- View and modify all shipping terms: Allows users to have access to the Account > Shipping terms link, and to create, modify, and delete shipping terms.
- View all purchase requests: Allows users to view all purchase requests.

- Create POs: Allows users to create purchase requests and to view and modify their own purchase requests.
- View all POs: Allows users to view all POs.
- Create fulfillments: Allows users to create fulfillments and to modify their own fulfillments.
- View all fulfillments: Allows users to view all fulfillments.
- View and modify all fulfillments: Allows users to view and modify all fulfillments, regardless of who created them.
- View and modify PO layout: Allows users to have access to the Options tab, and to change the layout of POs and purchase requests.
- View reports: Allows users to have access to the Reports tab, and to run reports based on all the PURCHASES data to which they have access.

Note: All users who have access to the Purchases module will automatically be able to create purchase requests and submit them for approval.

9.3. Dashboard Tab

9.3.1. Message Board

The Message Board is where administrators can post account-wide notices to users about items needing attention, or to inform them of new policies, features, etc.

To enter text into the message board, click on the "(edit message)" link under the Message Board entry. (Note: Only users with permission will see this link.) Enter your text into the "Message Board" dialog, then click on "Save."

9.3.2. Reminders

"Reminders" provides links to specific items waiting on their actions, such as approving other users' timesheets, envelopes, or proposals. (Note: Reminders are generated automatically, and cannot be manually created.)

9.3.3. Wizards

Bulk user change wizard

Only users with appropriate role rights have access to this feature, which enables them to add information or make changes to groups of user records or to all user records within one or more departments, rather than having to deal with each individual user record separately.

To use the wizard:

1. Click on the Dashboard tab.
2. Click on the "Bulk user changed wizard" link found under the "Wizards" section heading.
3. In the "Step 1" dialog box, select a user from the "User to copy from" drop-down. The settings in this user's Account > Users > [User ID] > Demographic dialog box will be applied to selected users or departments in Step 2.
4. Select the information you want to copy using the "Available items" picker list and copy them into the "Selected information" field using the "Add" arrows just below the list fields.
5. Choose to copy the information to other users or to departments by selecting the appropriate "Copy to" radio button. Then click on "Next."
6. In the "Step 2" dialog box, select from the "Available" picker list the departments or users to whose dialogs you want to copy the information you selected in Step 1, and then click on "Run." If successful, you will see the message, "The update is complete," along with a message about the number of users affected by the change.

Envelope attachment deletion wizard

Only users with appropriate role rights have access to this feature. It allows you to delete attachments associated with approved envelopes and receipts, freeing up valuable storage space. You can choose to delete the attachments from all approved envelopes from a certain time period, or to delete only those approved envelopes that have been fully reimbursed.

To use the wizard:

1. Go to the My Account module, and click on the Dashboard tab.

2. Click on the "Envelope attachment deletion wizard" link found under the "Wizards" section heading.
3. In the "Delete envelope attachments" dialog box, select the date range for the envelopes.
4. Select whether to delete attachments from all approved envelopes that fall within the date range, or only those that have been reimbursed.
5. Click on the "Delete the attachments" button.
6. You may need to wait a few seconds while the wizard processes your request. You will then see a list of the envelopes that matched the criteria you set in steps 3 and 4, and the number of attachments that were deleted from each one.

Note: You cannot undo a wizard. If you have made a mistake in the bulk user change wizard, you need to make the appropriate corrective selections in both Steps 1 and 2, and run the wizard again.

9.3.4. Workspaces

Only users with access to the Workspaces module will see this section. "Workspaces" will contain links to all the workspaces users are permitted to see.

9.3.5. My Status

"My Status" informs users about the status of any timesheets, envelopes, or proposals they have submitted for signoffs or approval, and provides links to any Open or Draft items (such as timesheets or proposals) which may need further action.

9.3.6. Company Status

Users with access to the "Company Status" section can see and utilize links to and information about invoices, timebills, running timers, and other items on an account-wide basis.

9.4. Account Tab

The Account tab is available to users with administrative role privileges, and to users whose roles give them access to certain account entities.

All modules include the Account tab, and all entities within the Account tab are potentially accessible in all modules. Please note, however, that users with Account tab access may not have permission to view and/or modify certain account entities.

9.4.1. Users

You can designate any active user (at any access level, at any time) as an approver of any other user's purchase requests and POs. Select the appropriate approver(s)' name(s) from the drop-down menu in the "Purchase requests are approved by" and "POs are approved by" fields in the User Demographic page, and then click on "Save."

9.4.2. Projects

You can enable project-level approvals for purchase requests and POs. If you have selected the option to "Enable project approvals for purchaser requests" and/or "Enable project approvals for POs" in the My > Account > Company > Settings dialog box, you will have fields at the bottom of the "New/Edit Project" dialog box that allow you to select from a list a user or approval process that will be responsible for approving the purchase requests/ POs that are associated with this particular project.

9.4.3. Vendors

In the Purchases module, vendors are an important part of the purchasing process, as it is to them that purchase orders (POs) are sent, and it is they who fulfill these orders. Each product you create can be associated with a particular vendor. Therefore, for Purchases-related vendors, you will want to make sure you provide the information necessary, such as their address, their payment terms, and any notes you would like to include on any POs you send to them.

To create a new Vendor record:

1. Click on the Account tab.
2. Click on the "Create..." drop-down menu and select "vendor."
3. Enter the Vendor's name.
4. Enter the vendor's demographic information, if desired. Note that the e-mail address entered here will be the address to which POs announcement messages are sent.
5. Enter the vendor's purchasing address. This address will appear on the PO.

6. Enter any additional purchasing information as necessary. You can specify the vendor's payment terms, so that you know when they need to be paid, and enter a vendor-specific note for the PO (which will appear on POs associated with the vendor) and/or text for PO e-mail messages.
7. If desired, use the "Notes" field to include any pertinent information (contact person, etc.).
8. Click on "Save."

To modify an existing Vendor record:

1. Click on the Account tab.
2. Click on the "Vendors" link.
3. Click on the relevant vendor name in the list.
4. Make your changes in the "Edit - [Name of vendor]" dialog.
5. Click on "Save."

To delete a Vendor record:

1. Click on Account tab.
2. Click on the "Vendors" link.
3. Click on the relevant vendor name in the list.
4. Click on the "Delete" button in the "Edit - [Name of vendor]" dialog.

Note: You cannot delete a vendor associated with any receipts (in Expenses module), products, purchase requests, or POs.

9.4.4. Manufacturers

Manufacturers are associated with products.

To create a new manufacturer record:

1. Click on the Account tab.
2. Click on the "Create..." drop-down menu and select "Manufacturer."
3. Enter the manufacturer's name.
4. Enter the manufacturer's demographic information, if desired.
5. Enter the manufacturer's mailing address.
6. If desired, use the "Notes" field to include any pertinent information (contact person, etc.).
7. Click on "Save" or "Save & create another manufacturer."

To modify an existing manufacturer record:

1. Click on the Account tab.
2. Click on the "Manufacturers" link.
3. Click on the relevant manufacturer name in the list.
4. Make your changes in the "Edit - [Name of manufacturer]" dialog box.
5. Click on "Save."

To delete a manufacturer record:

1. Click on Account tab.
2. Click on the "Manufacturers" link.
3. Click on the relevant manufacturer name in the list.
4. Click on the "Delete" button in the "Edit - [Name of manufacturer]" dialog box.

Note: You cannot delete a manufacturer associated with a product.

9.4.5. Carriers

Carriers ship your purchases from vendors to your company. You may want to specify the carrier you want the vendor to use when you create purchase orders (POs).

To create a new carrier record:

1. Click on the Account tab.
2. Click on the "Create..." drop-down menu and select "Carrier."
3. Enter the carrier's name.
4. If desired, use the "Notes" field to include any pertinent information (contact person, etc.).
5. Click on "Save" or "Save & create another carrier."

To modify an existing carrier record:

1. Click on the Account tab.
2. Click on the "Carriers" link.
3. Click on the relevant carrier name in the list.
4. Make your changes in the "Edit - [Name of carrier]" dialog box.
5. Click on "Save."

To delete a carrier record:

1. Click on Account tab.
2. Click on the "Carriers" link.
3. Click on the relevant carrier name in the list.

4. Click on the "Delete" button in the "Edit - [Name of carrier]" dialog box.

Note: You cannot delete a carrier associated with a PO.

9.4.6. Products

Products are the items you purchase. They can be associated with a manufacturer and a preferred vendor.

Note: Only the product name is required when you create a product. However, if you fill in the rest of the information for the product, these fields will automatically be transferred to a request item form when you make purchase requests.

To create a new product record:

1. Click on the Account tab.
2. Click on the "Create..." drop-down menu and select "product."
3. Enter a name for the product.
4. Select the product's manufacturer from the drop-down list box. You can also enter the part number for the product.
5. Enter the preferred vendor, if desired, and the vendor SKU.
6. Enter the standard price and unit measure of the product.
7. If desired, use the "Notes" field to include any pertinent information (contact person, etc.).
8. Click on "Save."

To modify an existing product record:

1. Click on the Account tab.
2. Click on the "Products" link.
3. Click on the relevant product name in the list.
4. Make your changes in the "Edit - [Name of product]" dialog box.
5. Click on "Save."

To delete a product record:

1. Click on Account tab.
2. Click on the "Product" link.
3. Click on the relevant product name in the list.
4. Click on the "Delete" button in the "Edit - [Name of product]" dialog.

Note: You cannot delete a product associated with a request or purchase item.

9.4.7. Accounts Payable Locations

Accounts payable locations are used for purchase orders (PO). They inform vendors of your billing address. Since different offices in your company may have different accounts payable departments, with different addresses, you can store each of these addresses as an accounts payable location. You can then select the appropriate location when you create a PO.

To create a new accounts payable location:

1. Click on the Account tab.
2. Click on the "Create..." drop-down menu and select "Accounts payable location."
3. Enter the name for the location.
4. Enter the demographic information for this location (Web address, e-mail address, etc.), if desired.
5. Enter the invoicing address. This will be the address to which your vendors will send your invoices.
6. If desired, use the "Notes" field to include any pertinent information (contact person, etc.).
7. Click on "Save" or "Save & create another accounts payable location."

To modify an existing accounts payable location:

1. Click on the Account tab.
2. Click on the "Accounts payable locations" link.
3. Click on the relevant location name in the list.
4. Make your changes in the "Edit - [Name of location]" dialog box.
5. Click on "Save."

To delete an accounts payable location:

1. Click on Account tab.
2. Click on the "Accounts payable locations" link.
3. Click on the relevant location name in the list.
4. Click on the "Delete" button in the "Edit - [Name of location]" dialog box.

Note: You cannot delete an accounts payable location associated with a purchase order (PO).

9.4.8. Receiving Locations

Receiving locations are used for purchase orders (PO). They inform vendors of the address to which they need to ship your purchases. Since different offices in your company may have different receiving departments, with different addresses, you can store each of these addresses as a receiving location. You can then select the appropriate location when you create a PO.

To create a new receiving location:

1. Click on the Account tab.
2. Click on the "Create..." drop-down menu and select "Receiving location."
3. Enter the name for the location.
4. Enter the demographic information for this location (Web address, e-mail address, etc.), if desired.
5. Enter the receiving address. This will be the address to which your vendors will ship your purchases.
6. If desired, use the "Notes" field to include any pertinent information (contact person, etc.).
7. Click on "Save" or "Save & create another receiving location."

To modify an existing receiving location:

1. Click on the Account tab.
2. Click on the "Receiving locations" link.
3. Click on the relevant location name in the list.
4. Make your changes in the "Edit - [Name of location]" dialog box.
5. Click on "Save."

To delete an receiving location:

1. Click on Account tab.
2. Click on the "Receiving locations" link.
3. Click on the relevant location name in the list.
4. Click on the "Delete" button in the "Edit - [Name of location]" dialog box.

Note: You cannot delete a receiving location associated with a purchase order (PO).

9.4.9. Purchasers

A "purchaser" is an entity that stores the default purchasing preferences of each user. For example, a user who is in charge of creating POs and delivering them to vendors for a particular office will most likely want to specify the same accounts payable and receiving information on each PO. By creating a "purchaser" and associating it with this user, you can set these purchasing preferences beforehand, so that the user does not have to enter this information each time he or she creates a PO. The information is pulled from the "purchaser" record, and is pre-filled on the PO form.

Note: Users cannot create POs unless they have associated purchaser records.

To create a new purchaser record:

1. Click on the Account tab.
2. Click on the "Create..." drop-down menu and select "Purchaser."
3. Select the user to which this purchaser will be associated from the drop-down list box.
4. Enter a name for the purchaser.
5. Select whether or not the "Only ship complete order" setting is enabled or not for this user's POs.
6. Select the default carrier in the "Default for 'ship via'" drop-down list box.
7. Enter any notes, if desired.
8. Click on "Save" or "Save & create another purchaser."

To modify an existing purchaser record:

1. Click on the Account tab.
2. Click on the "Purchasers" link.
3. Click on the relevant purchaser name in the list.
4. Make your changes in the "Edit - [Name of purchaser]" dialog box.
5. Click on "Save."

To delete a purchaser record:

1. Click on Account tab.
2. Click on the "Purchasers" link.
3. Click on the relevant purchaser name in the list.
4. Click on the "Delete" button in the "Edit - [Name of purchaser]" dialog box.

Note: You cannot delete a purchaser associated with a PO.

9.4.10. Shipping Terms

Shipping terms are used for purchase orders (PO). Shipping terms on a PO can, for example, indicate whether shipping was paid by the vendor or whether it will need to be paid by your company.

To create a new shipping terms record:

1. Click on the Account tab.
2. Click on the "Create..." drop-down menu and select "Shipping terms."
3. Enter the name for the shipping terms.
4. If desired, use the "Notes" field to include any pertinent information.
5. Click on "Save" or "Save & create another shipping terms."

To modify an existing shipping terms record:

1. Click on the Account tab.
2. Click on the "Shipping terms" link.
3. Click on the relevant shipping terms name in the list.
4. Make your changes in the "Edit - [Name of shipping terms]" dialog box.
5. Click on "Save."

To delete a shipping terms record:

1. Click on Account tab.
2. Click on the "Shipping terms" link.
3. Click on the relevant shipping terms name in the list.
4. Click on the "Delete" button in the "Edit - [Name of shipping terms]" dialog box.

Note: You cannot delete a shipping terms record associated with a purchase order (PO).

9.5. Purchase Requests Tab

The Purchase Requests tab is where your users will go to request the supplies that they need. Each purchase request consists of request items. Each individual product that a user requests in the quantity required is stored as a request item within a purchase request.

Once a user has completed a purchase request, it is sent through a submission and approval process. Once a purchase request has been approved, request items within each request will be available for purchase orders (POs). When you create a purchase order, the request items associated with the vendor are transferred to the PO as purchase items. (Note: request items that are not associated with a vendor or that allow vendor substitution can be transferred as purchase items and assigned to any vendor when creating a PO.) Note that if you modify a purchase item, the request item from which it was originally copied is not modified. Please note that purchase requests can contain request items of all kinds, from different vendors. A PO is vendor-specific. Therefore, you may have request items from different purchase requests becoming purchase items on the same PO (and request items from the same purchase request ending up as purchase items on different POs).

To create a purchase request:

1. Click on the "Purchase requests" tab.
2. Select "Purchase request" from the "Create..." drop-down list box.
3. Select the client and project to which this purchase request is associated. This is a required field, so for regular purchases, you may want to create a client with your company name, and create a project with a name such as "Internal," and associate your purchase requests with this client:project combination.
4. Enter the date of the request (the default is the current date), and if you need the products by a certain date, enter the required date as well.
5. Enter a description, if needed.
6. Enter any notes, if desired.
7. Click on the "Create purchase request" button.

Once the purchase request has been created, you will be taken to the "New request item" dialog box, from where you can begin to add request items to your purchase request.

To modify or delete a purchase request:

1. Click on the "Purchase requests" tab.

2. Click on the number of the purchase request you want to modify or delete.
3. Click on the "Edit" link.
4. Make your changes and click "Save." To delete the purchase request, click on the "Delete" button. You will be warned that any associated request items will be deleted as well. Click "OK" to delete the purchase request and its associated request items.

Note: You cannot modify or delete an approved purchase request.

9.5.1. Request Items

Request items are basically line item details in purchase requests. Each request item is a unique product, with a unique combination of quantity, price, and/or vendor. For example, if you request 5 units of Product A and 6 units of Product B, you would have two different request items within the same purchase request. Line item details (purchase items) in POs will be created from these request items when you create a PO.

To create a request item:

1. Click on the "Purchase requests" tab.
2. Click on the number of the purchase request to which you want to add a request item.
3. Click on the "Request items" link.
4. In the "New request item" dialog box (Figure 9.5.1), select the product you are requesting from the drop-down list box.
5. If the product information was fully provided in the product record, you will not need to enter it again.

Note: If you select a vendor, you have the option of enabling the "Allow vendor substitution" check box. If this check box is enabled, the request item will be available to users when they create POs by assigning vendors of their choice (as well as when creating POs for the vendor to which it is originally assigned). If you do not select a vendor, a vendor can be assigned at the PO creation phase as well.

Adjust any of the information as necessary. Specify the needed quantity of the product.

Add any notes, if desired.

Click on "Save" or "Save & create another request item."

Figure 9.5.1. New Request Item dialog box.

To modify a request item:

1. Click on the "Purchase requests" tab.
2. Click on the number of the purchase request.
3. Click on the "Request items" link.
4. Click on the name of the request item in the list.
5. Make your changes in the "Edit - [name of request item]" dialog box.
6. Click on "Save."

To delete a request item:

1. Click on the "Purchase requests" tab.
2. Click on the number of the purchase request.
3. Click on the "Request items" link.
4. Click on the name of the request item in the list.
5. In the "Edit - [name of request item]" dialog box, click on the "Delete" button.

Note: You can add custom fields to your purchase request and request item dialog boxes by going to the My Account > Company > Custom Fields tab, and selecting one of the types of custom fields available from the "Create..." drop-down menu.

9.5.2. Attachments

You can attach documents to both purchase requests and individual request items by clicking on

the "View/Add Attachments" link at the bottom of the "Edit purchase request" dialog box and the "Edit - [name of request item]" dialog box respectively.

Note: You must first create and save a the purchase request or request item before this link will appear.

To add an attachment, click on the "Create new attachment" link in the upper left corner of the attachments window that will pop up. Enter the file pathway in the "New attachment : purchase request/request item" dialog box, and click on "Save." The file name is saved and can be accessed by clicking on the "Download" link, or the file pathway can be edited by clicking on the "Replace" link, or the attachment can be deleted by clicking on the "Delete" link. You can attach as many documents as you need to your purchase requests and request items; when finished, click on the "Close" button to return to the main "Edit purchase request" or "Edit - [name of request item]" dialog box.

Note that any attachments you add to request items will NOT be copied over to their associated purchase items when POs are created. If needed, you will have to recreate the attachments for the associated purchase items.

9.5.3. Purchase Request

Once you have created all your request items and edited them to your liking, you are ready to view your complete purchase request. Click on the "Purchase Requests" tab, select the purchase request from the list, and then click on the "View" link. If you do not like the layout of the purchase request, you can go to the Options > Purchase Request Layout tab to change the settings for the layout, if you have been given access to this tab. To see how the purchase request will look online, click on the "HTML version" link. To see a printable PDF (portable document format) version, click on the "PDF version" link. When you do this, a PDF file will be generated, which you can then view.

9.5.4. Submitting and Approving Purchase Requests

To submit a purchase request for approval:

1. Check the purchase request for accuracy by clicking on the "Purchase Requests" tab, then on the purchase request number, and then on the "Purchase Request" tab.
2. If you are satisfied with the accuracy of the purchase request, click on the "Submit/ Approve" tab.
3. Once you click on the Submit/Approve tab, you will see a "Submit for approval" form that will be emailed to your approver. Click on the "Submit" button. (Note: If you are the approver of your own purchase requests, you will see the message, "You are the owner and approver of the purchase request. Click on the approve button to submit and approve the purchase request.")
4. You will be notified by email about the status of your submitted purchase request after your approver has approved or rejected it. You can also check on the status of a submitted purchase request by going to My Account > Dashboard > My Status.

To approve a submitted purchase request:

If you are the approver of someone else's purchase requests, you will be notified by email when that person has submitted a purchase request for approval. In the email message:

1. Click on the hyperlinked URL.
2. Log in to OpenAir.com.
3. Review the submitted purchase request.
4. Select Approve or Reject from the drop-down menu in the upper left-hand corner of the form. (If you reject the purchase request, you can use the optional Text field to give the reasons for rejecting it.)
5. Click on the "Save" button. The submitter of the purchase request will be notified by email about the its status.

Bulk approval of purchase requests: If you have many purchase requests you need to approve, it may be more convenient to approve them all at once.

To approve multiple purchase requests at once:

1. Go to the Purchase requests > Submitted sub-tab. You can filter the list so that it

shows only those purchase requests that you need to approve.

2. Click on the "Waiting for my approval" link found above the list.

Note: You will only need to do steps 3, 4, and 5 if the "check box" column is not displayed in the list.

3. Now that you see only those purchase requests that you need to approve, click on the "customize" link at the bottom of the list.

4. In the pop-up dialog box that appears, highlight "Run an action" and click on the "Add highlighted items >" button.

5. Click "OK."

6. In the list of purchase requests, you will have a new column identified by a "check box" icon. Enable the check boxes for those purchase requests you wish to approve.

7. Click on the double-arrow "run" icon.

8. In the pop-up dialog box that appears, click "OK" to approve the purchase requests.

9. You will see the approval history report for the approved purchase requests.

10. Click on the "Click Here" link to close the report. If you close the pop-up report using a different method, the submitted purchase requests list will not be automatically refreshed. You will need to refresh the page yourself to see the changes you just made.

9.6. POs Tab

The POs tab is where you create POs based on approved request items from purchase requests. Each PO is associated with a particular vendor. Once request items are approved, they become available for POs. You create a PO either by selecting a vendor and choosing from the list of approved request items associated with that vendor, or by assigning a vendor to a list of approved request items that either have no associated vendor, or that allow vendor substitution. Once you create a PO, you can modify the invoicing and receiving details to suit your needs. Please note that users must have associated purchaser records in order to be able to create POs. They must also have roles that allow them to create POs.

Just like purchase requests, POs go through a submission and approval process.

To create a PO:

1. Click on the "POs" tab.

2. Select "PO by vendor" or "PO assign a vendor" from the "Create..." drop-down list box.

3. If you are creating a PO by vendor, select the vendor from the drop-down list box. When you do, the page will be refreshed in order to show you the request items associated with this vendor.

4. If you are creating a PO by assigning vendors to items for which either a vendor was not specified or the "Allow vendor substitution" check box was enabled, you will see a list of all request items that apply. Select the vendor from the drop-down list box.

Note: Only approved request items are available for purchase orders.

5. Enable the check boxes for the request items you want to include on the PO.

6. Click on the "Create the PO" button.

7. Enter any notes, if desired.

8. Click on the "Create purchase request" button.

You will see the PO. When you create a PO, purchase items are also created. These are essentially copies of the request items that were part of the original purchase requests. However, you can now make changes to the purchase items in a PO without changing the request item information of the original purchase requests.

To modify or delete a PO

1. Click on the "POs" tab.

2. Click on the number of the PO you want to modify or delete.

3. Click on the "Edit" link.

4. Make your changes and click "Save." To delete the PO, click on the "Delete" button. You will be warned that any associated purchase items will be deleted as well. Click "OK" to delete the PO and its associated purchase items.

Note: The original request items that you used to initially create the PO will not be deleted. You can always go back and create a new PO.

Note: You cannot modify or delete an approved PO.

9.6.1. Purchase Items

Purchase items are basically line item details in POs. Each purchase item in a PO is a copy of a request item that was used to create the PO. Request and purchase items are associated, but the purchase item in a PO can subsequently be edited without changing the original request item that was part of a purchase request.

Purchase items are created when you create a PO.

To modify a purchase item:

1. Click on the "POs" tab.
2. Click on the number of the PO.
3. Click on the "Purchase items" link.
4. Click on the name of the purchase item in the list.
5. Make your changes in the "Edit - [name of purchase item]" dialog box.

Note: Only certain fields are editable on a purchase item. Non-editable fields will not have text boxes and are "read-only."

"Quantity payable" field: If the "Track payability with fulfillment" check box is enabled for the PO associated with this purchase item, the "Quantity payable" field will coincide with the quantity of items fulfilled. In this case, if you manually change the value in the "Quantity payable" text box on the "Edit - [name of purchase item]" dialog box, you will be overriding the "Track payability with fulfillment" feature for this purchase item. (Note: the default setting for "Track payability with fulfillment" is set in the "Purchases Options" section of the My Account > Company > Settings page. For individual POs this option can be changed on the "Edit PO" dialog box.)

6. Click on "Save."

To delete a purchase item:

1. Click on the "POs" tab.
2. Click on the number of the PO.
3. Click on the "Purchase items" link.
4. Click on the name of the purchase item in the list.
5. In the "Edit - [name of purchase item]" dialog box, click on the "Delete" button.

Note: You cannot change or delete an approved purchase item.

Note: You can add custom fields to your POs and purchase item dialog boxes by going to the My Account > Company > Custom Fields tab, and selecting one of the types of custom fields available from the "Create..." drop-down menu.

9.6.2. Attachments

You can attach documents to both POs and individual purchase items by clicking on the "View/Add Attachments" link at the bottom of the "Edit PO" dialog box and the "Edit - [name of purchase item]" dialog box respectively.

Note: You must first create and save the PO or purchase item before this link will appear.

To add an attachment, click on the "Create new attachment" link in the upper left corner of the attachments window that will pop up. Enter the file pathway in the "New attachment : PO/purchase item" dialog box, and click on "Save." The file name is saved and can be accessed by clicking on the "Download" link, or the file pathway can be edited by clicking on the "Replace" link, or the attachment can be deleted by clicking on the "Delete" link. You can attach as many documents as you need to your POs and purchase items; when finished, click on the "Close" button to return to the main "Edit PO" or "Edit - [name of purchase item]" dialog box.

9.6.3. Purchase Order

To view your complete Purchase Order form, click on the "POs" tab, select the PO from the list, and then click on the "View" link. You may want to edit some of the purchasing, receiving, and shipping information on the PO. (Most of these settings are optional.) In this case, click on the "Edit" link, make your changes (remembering to click "Save"), and then go back to the "View" link to see the new PO.

Some of the settings you can change on the PO include:

- Date required
- Date order placed
- Payment terms
- Automatically track payability with fulfillment: If this option is enabled it will mark purchase items as payable as soon as they have been fulfilled. (The default setting

for "Track payability with fulfillment" is set in the "Purchases Options" section of the My Account > Company > Settings page, but you can change it for individual POs.)
- Accounts Payable location
- Receiving location
- Only ship complete order, no partial shipments
- Ship via carrier (The options are taken from your account "Carriers" list.)
- F.O.B. (Freight on Board): The location from which your company will be responsible for shipment. For example, the vendor might be responsible for shipping your order from one major point to another (say from London to New York), but from that point on your company will be responsible for shipping (say from New York to Albany). So you would enter "New York" in this field. (F.O.B. options are taken from the list of "Locations" in the account.)
- Shipping payment terms (The options are taken from your account "Shipping Terms" list.)
- Date shipped
- Date expected
- Description

If you do not like the layout of the PO, you can go to the Options > PO Layout tab to change the settings for the layout, if you have been given access to this tab. To see how the PO will look online, click on the "HTML version" link. To see a printable PDF (portable document format) version, click on the "PDF version" link. When you do this, a PDF file will be generated, that you can then view.

9.6.4. Submitting and Approving POs

To submit a PO for approval:

1. Check the PO for accuracy by clicking on the "POs" tab, then on the PO number, and then on the "PO" tab.
2. If you are satisfied with the accuracy of the PO, click on the "Submit/Approve" tab.
3. Once you click on the Submit/Approve tab, you will see a "Submit for approval" form that will be emailed to your approver. Click on the "Submit" button. (Note: If you are the

approver of your own POs, you will see the message, "You are the owner and approver of the PO. Click on the approve button to submit and approve the PO.")

4. You will be notified by email about the status of your submitted PO after your approver has approved or rejected it. You can also check on the status of a submitted PO by going to My Account > Dashboard > My Status.

To approve a submitted PO:

If you are the approver of someone else's POs, you will be notified by email when that person has submitted a PO for approval. In the email message:

1. Click on the hyperlinked URL.
2. Log in to OpenAir.com.
3. Review the submitted PO.
4. Select Approve or Reject from the drop-down menu in the upper left-hand corner of the form. (If you reject the PO, you can use the optional Text field to give the reasons for rejecting it.)
5. Click on the "Save" button. The submitter of the PO will be notified by email about the its status.

Bulk approval of POs: If you have many POs you need to approve, it may be more convenient to approve them all at once.

To approve multiple POs at once:

1. Go to the POs > Submitted sub-tab. You can filter the list so that it shows only those POs that you need to approve.
2. Click on the "Waiting for my approval" link found above the list.

Note: You will only need to do steps 3, 4, and 5 if the "check box" column is not displayed in the list.

3. Now that you see only those POs that you need to approve, click on the "customize" link at the bottom of the list.
4. In the pop-up dialog box that appears, highlight "Run an action" and click on the "Add highlighted items >" button.
5. Click "OK."
6. In the list of POs, you will have a new column identified by a "check box" icon.

Enable the check boxes for those POs you wish to approve.

7. Click on the double-arrow "run" icon.
8. In the pop-up dialog box that appears, click "OK" to approve the POs.
9. You will see the approval history report for the approved POs.
10. Click on the "Click Here" link to close the report. If you close the pop-up report using a different method, the submitted POs list will not be automatically refreshed. You will need to refresh the page yourself to see the changes you just made.

9.7. Fulfillment Tab

The Fulfillment tab is where you record order fulfillments for purchase items in your POs.

Approved POs will appear in the "Outstanding POs" list until they have been fully fulfilled, at which point they will appear in the "Fulfilled POs" list.

Each purchase item within a PO may have more than one fulfillment associated with it. For example, if the purchase item specified five units of a product, and you only received four units in one shipment, you would need to create a fulfillment record for the four that have been received. Later you would need to create another fulfillment record for the last unit when it is received.

To create a fulfillment:

1. Click on the "Fulfillment" tab.
2. Click on the "Outstanding POs" tab.
3. Click on the PO number of the PO containing the purchase items that have been fulfilled.
4. Select the purchase items that have been fulfilled, and the quantity fulfilled.
5. Click on the "Next" button.
6. In the "New fulfillment" dialog box, select the carrier that delivered the items. Enter the date of the fulfillment and the waybill (receipt) number associated with the delivery.
7. Enter any notes, if desired.
8. Click on the "Create fulfillment" button.

You will see a message saying, "The fulfillment was saved."

9.8. Reports Tab

Note: You must have access privileges for the Reports tab in order to run reports.

You can run the following Purchases detail reports: Manufacturers, Carriers, Products, Account Payable locations, Receiving locations, Request items, Purchase requests, Purchase items, POs, Purchasers, Fulfillments, and Shipping terms.

9.9. Options Tab

You can customize the appearance of your purchase orders (POs) and purchase requests.

Note: You can change your PO or purchase request layout at any time; changes will be applied globally thereafter to every new PO or purchase request created by any of your account users.

To change the layout of your POs or purchase requests:

1. Click on the "Options" tab. Click on the "PO Layout" or "Purchase request layout" sub-tab. This will open the "PO layout" dialog box or the "Purchase request" dialog box.
2. Make your changes to the layout.
- Specify values for the "PO/Purchase request number prefix" (which will appear before every number - if you don't want a prefix, leave this field blank) and "Starting PO/Purchase request#" fields.
- Select which things you want to include in the layout. Set formatting options such as the grid style, date format, and whether the PDF version will be in Landscape or Portrait format.
- Select the location of the notes. If desired, enter in the "Additional notes..." field any text that you want to appear on each PO/purchase request. This text will appear in addition to any notes you entered for the PO/purchase request and any PO notes you entered for the associated vendor, and purchase request notes you entered for the associated client.
- Make sure the columns you want to display are in the "Selected Columns" list. To move items from the "Available Columns" list to the "Selected Columns" list, and vice versa,

click on the column in question so that it is highlighted in blue, and then use the appropriate "add" or "remove" button. You can reorder this columns. Simply click on a column in the list, and use the "up" and "down" arrows on the right.

3. Click on the "Save" button.

10. INVOICES

Getting started

If you're not in a INVOICES window after logging in, click on the "INVOICES" link in the header at the very top of the page you're in.

10.1. Account Tab

*Note: Certain user roles specifically empower users to view, create, modify, and/or delete each Account tab entity. Some users will have **read-only** access to dialogs (this is particularly true for Account > Users).*

The Account tab entity dialogs which contain fields affecting the INVOICES module are listed below.

10.1.1. Account > Clients

Hourly rate ($/hr): You can set a specific hourly rate for a client in this field, located just above the "Active client" check box. Please note, however, that the "Hourly rate" field will appear, and the rate will be applied to that client's timebills, *only* if you have selected "Client: Project" in the "Get the hourly billing rate from" drop-down menu near the bottom of the MY ACCOUNt > Company > Settings dialog. (See section 10.7., "Setting Billing Rates," on page 10 - 12.)

Payment terms: The default setting is "Net 30," but you can change the terms to "Net 15," "Net 10," or "Upon Receipt" for any of your clients; whichever of these terms you choose will show up on that client's invoices.

Invoice prefix: This optional field allows you to assign each client a specific invoice prefix in order to make invoice tracking easier. For example, if you enter "A" in the Invoice prefix field for "Smith Co.," and "B" as the Invoice prefix for "McKay Corp.," the invoices would appear as "A100, A101, A102," (etc.) and "B100, B101, B102," (etc.), respectively. (100 is the default starting number; you can choose a different numbering sequence in the "Invoice layout" dialog.) You can choose any combination of letters or numbers for your Invoice prefixes.

Billing code: This optional field allows you to assign each (or more than one) client a code number or letter in order to facilitate creating multiple invoices.

Invoice Layout: If you have created more than one invoice layout (see section 10.6.1., "Invoice Layout," on page 10 - 10), you will be able to select the invoice layout to be used for invoices associated with this particular client.

Client can view statements: When a client views an electronic invoice that you send, they can click on a link that will show them their entire account statement. (The client can view the statement by default, unless you uncheck this box.)

Invoice note: This optional field lets you include a specific message on each invoice you send to a client, such as "I appreciate your business, Dale!"

INVOICES: **Email invoice note**: This optional field lets you include a specific message with each email notification of an invoice that your client will receive.

10.1.2. Account > Projects

Budget amount ($): You can enter in this field whatever amount has been budgeted for a particular project. INVOICES will deduct any costs accrued from this budgeted amount, and show you the Budget Available in the Projects listing; you can also run a report on "Project budgets" in INVOICES > Reports > [Advanced reports]. **Hourly rate ($/hr)**: If you select "User:Project" in the "Get the hourly billing rate from" drop-down menu near the bottom of the MY ACCOUNT > Company > Settings dialog, you can specify an hourly rate to be applied to a particular project based on a user's rate. (Note: This field will appear in the "New/edit project" dialog, and the rate will be applied to that client's timebills *only* if you have selected "User:Project" in the MY ACCOUNT > Company > Settings dialog.) First create a new project, or click on the name of an existing project. When the "Edit project" dialog appears, you will see two links just above the dialog, "Edit" and "User billing rates"; select the "User billing rates" link. Choose one or more users assigned to the project from the drop-down menu in the "User billing rates" dialog. If you have set rates for the user, that will appear as the default rate

(which you can change, if necessary). When you have made your entries, click on "Save." (See section 10.7., "Setting Billing Rates," on page 10 - 12.)

Invoice Layout: If you have created more than one invoice layout (see section 10.6.1., "Invoice Layout," on page 10 - 10), you will be able to select the invoice layout to be used for invoices associated with this particular project.

10.1.3. Account > Users

Hourly rate ($/hr): Set each user's billing rate in this field; please note, however, that this field will appear, and this rate will be applied to that user's timebills *only* if you have selected "User" or "User/Project" in the "Get the hourly billing rate from" drop-down menu near the bottom of the MY ACCOUNT > Company > Settings dialog.

Week starts on: You can choose which day of the week a user's hourly grid entries will start on (the default weekday is Monday). Tip: Simplify your bookkeeping by having all users' hourly grids start on the same weekday.

10.1.4. Account > Roles

INVOICES-specific role rights are assigned to a user via the Account > Roles link. Once you have created a role with specific rights, you assign one or more users to that role via the "Role" drop-down at the top of the Account > Users > Demographic dialog.

INVOICES role rights:
• View all timebills
• View and modify all timebills
• View invoices
• View and modify invoices
• Modify invoice layout
• View reports

10.1.5. Account > Services

Hourly rate ($/hr): You can specify an hourly rate for a particular project in this field found under "Available billing rates." Please note, however, that this field will appear in the "New/edit service" dialog, and the rate will be applied to that client's timebills, Timesheets, and Proposals, *only* if you have selected "Service" in the "Get the hourly billing rate from" drop-down menu near the bottom

of the MY ACCOUNT > Company > Settings dialog. (See section 10.7., "Setting Billing Rates," on page 10 - 12.)

10.1.6. Account > Expense items

Taxable expense item: This box must be checked in order to apply the Expense item tax rate that is entered in the INVOICES > Options > Invoice layout dialog (see "Setting tax rates," below).

10.1.7. Account > Vehicles

In order to add "Vehicles" to the Account tab's array of links, you must enable the Vehicles feature in MY ACCOUNT > Company > Settings. Once you have enabled the feature, "Vehicles" appears as an option in the "Create..." drop-down list. (Note: The Vehicles sub-tab will not appear, nor will the Vehicles drop-down menu appear in Mileage Timebills or Mileage Expense items, until you have enabled the feature and created one or more vehicles.)

10.2. Dashboard Tab

10.2.1. Message Board

The Message Board is where administrators can post account-wide notices to users about items needing attention, or to inform them of new policies, features, etc.

To enter text into the message board, click on the "(edit message)" link under the Message Board entry. (Note: Only users with permission will see this link.) Enter your text into the "Message Board" dialog, then click on "Save."

10.2.2. Reminders

"Reminders" provides links to specific items waiting on their actions, such as approving other users' timesheets, envelopes, or proposals. (Note: Reminders are generated automatically, and cannot be manually created.)

10.2.3. Wizards

Bulk user change wizard

Only users with appropriate role rights have access to this feature, which enables them to add information or make changes to groups of user

records or to all user records within one or more departments, rather than having to deal with each individual user record separately.

To use the wizard:

1. Click on the Dashboard tab.
2. Click on the "Bulk user changed wizard" link found under the "Wizards" section heading.
3. In the "Step 1" dialog box, select a user from the "User to copy from" drop-down. The settings in this user's Account > Users > [User ID] > Demographic dialog box will be applied to selected users or departments in Step 2.
4. Select the information you want to copy using the "Available items" picker list and copy them into the "Selected information" field using the "Add" arrows just below the list fields.
5. Choose to copy the information to other users or to departments by selecting the appropriate "Copy to" radio button. Then click on "Next."
6. In the "Step 2" dialog box, select from the "Available" picker list the departments or users to whose dialogs you want to copy the information you selected in Step 1, and then click on "Run." If successful, you will see the message, "The update is complete," along with a message about the number of users affected by the change.

Envelope attachment deletion wizard

Only users with appropriate role rights have access to this feature. It allows you to delete attachments associated with approved envelopes and receipts, freeing up valuable storage space. You can choose to delete the attachments from all approved envelopes from a certain time period, or to delete only those approved envelopes that have been fully reimbursed.

To use the wizard:

1. Go to the My Account module, and click on the Dashboard tab.
2. Click on the "Envelope attachment deletion wizard" link found under the "Wizards" section heading.

3. In the "Delete envelope attachments" dialog box, select the date range for the envelopes.
4. Select whether to delete attachments from all approved envelopes that fall within the date range, or only those that have been reimbursed.
5. Click on the "Delete the attachments" button.
6. You may need to wait a few seconds while the wizard processes your request. You will then see a list of the envelopes that matched the criteria you set in steps 3 and 4, and the number of attachments that were deleted from each one.

Note: You cannot undo a wizard. If you have made a mistake in the bulk user change wizard, you need to make the appropriate corrective selections in both Steps 1 and 2, and run the wizard again.

10.2.4. Workspaces

Only users with access to the Workspaces module will see this section. "Workspaces" will contain links to all the workspaces users are permitted to see.

10.2.5. My Status

"My Status" informs users about the status of any timesheets, envelopes, or proposals they have submitted for signoffs or approval, and provides links to any Open or Draft items (such as timesheets or proposals) which may need further action.

10.2.6. Company Status

Users with access to the "Company Status" section can see and utilize links to and information about invoices, timebills, running timers, and other items on an account-wide basis.

10.3. Timebills Tab

10.3.1. Timebills > [New timebill]

Note: You need to have at least one active client in order to create a timebill.

To create a new timebill, click on the Timebills tab, then click on the "Create..." drop-down menu and select one of a number of timebills—Hourly, Flat rate, Other rate, Expense, or Mileage expense (you will have Mileage expense timebill as an

option only if the "Vehicles" feature has been enabled and you have one or more vehicles in your company database; see section 10.1.7., "Account > Vehicles," on page 10 - 2).

Figure 10.3.1. New Hourly Timebill dialog box.

The steps listed below are the same for each type of timebill:

1. Select the client (and project, if needed) from the drop-down client:project menu. You can quickly find clients and projects in your account by using the new client/project search feature. Click on the "magnifying glass" icon next to the Client: Project field.
2. Enter a service category from the drop-down service menu, if relevant. (Note: This field will not appear if you have no service categories.) For expense item timebills, you can quickly find expense items in your account by using the new expense item search feature. Click on the "magnifying glass" icon.
3. Select the user to whom this timebill will be assigned from the drop-down user menu.
4. Enter the necessary information for all required fields. You must enter a client, a date, and (in an Hourly timebill) either indicate the hours/minutes worked or turn on the Timer. If you forget to enter any required information, you'll get an error message reminding you of what you need to do before you can continue.

Although the Rate, Services, Description, and Notes fields are optional, if you don't enter an amount in the New hourly timebill "Rate ($/hr)" field (or if you didn't enter an amount in the Account > Client info "Hourly rate ($/hr)" field), the "Total $ (Hr)" column in the Open timebills

listing will show $0. (See section 10.7., "Setting Billing Rates," on page 10 - 12; please note that depending on what you have selected in the "Get the billing rate from" field in MY ACCOUNT > Company > Settings, the Rate field may contain a default amount, which you can change if needed.) Also, if you choose not to enter a description, the listed default Description name for that timebill is the Service you selected. (If you did not enter a description or select a Service, the default name will be "No description.")

Important: Any text in the "Description" field, including default text, will be included in the invoice(s) that you create from your timebills.

Feature: The "Task" drop-down menu enables you to correlate the tasks you've created in the PROJECTS service module with the timebills you create. To use this feature, you must select a Project:Client and a user that correspond to the Project: Client listing you have in PROJECTS, and to which the user has been assigned. (Note: This field will not appear if you have not created tasks.)

Once you've filled out the required fields, click on either "Save" or "Save & create a new timebill." If you click on the latter, you'll be shown another "New [type of] timebill" dialog; if you click on "Save," you'll see the list of Open timebills, along with a message that your timebill was saved.

Note: Expense timebills contain an optional "Payment type" field to help you specify how a particular expense was paid for: by cash, by credit card, by the company, or by other means.

To change a timebill: If you want to add or change any information in an Open timebill, simply click on the name of the timebill in the Open (or All) timebills listing, make your changes to the "Edit timebill" dialog, and click on "Save."

To delete a timebill: Click on the timebill name in the Open timebills listing, and then click on "Delete" in the "Edit [type] timebill" dialog. (Note: You cannot delete a timebill that has been assigned to an invoice; you must "free" the timebill first by deleting the invoice—see section 10.4., "Invoices Tab," on page 10 - 7.)

You can also delete multiple open timebills (those not yet associated with invoices) at the same time.

To delete multiple open timebills at once:

1. Go to the Timebills > Open sub-tab.

Note: You will only need to do steps 2, 3, and 4 the first time you delete multiple timebills.

2. Click on the "customize" link at the bottom of the list.
3. In the pop-up dialog box that appears, highlight "Run an action" and click on the "Add highlighted items >" button.
4. Click "OK."
5. In the list of open timebills, you will have a new column identified by a "check box" icon. Enable the check boxes for those timebills you wish to delete.
6. Click on the double-arrow "run" icon.
7. In the pop-up dialog box that appears, click "OK" to delete the timebills.
8. Click on the "Click Here" link to close the report. If you close the pop-up report using a different method, the open timebills list will not be automatically refreshed. You will need to refresh the page yourself to see the changes you just made.

10.3.2. Repeating timebills

The "Repeat timebill" feature lets you create one or more copies of a new timebill or an existing timebill in order to record services you provide or expenses you incur on a regular basis. Please note that the procedure for modifying or deleting repeating timebills is somewhat different than for singular timebills.

To create repeating timebills:

1. Click on the Timebills tab.
2. Click on the name of the timebill from which you want to create one or more repeating timebills.
3. Click on the "Create" icon found under "Repeat timebill" near the bottom of the "Edit timebill" dialog. This will open a pop-up window.
4. In the "Repeat" dialog within the pop-up window, select how often you want the timebill to be repeated by using either the "Frequency" drop-down menu or the "Repeat every __ days" drop-down menu. Select how long a time period you want the

repeating timebills to be added to your timebills list by using either the "Occurrences" drop-down menu or by entering a specific date in the "End date" field.

5. Click on "OK." The appropriate number of repeated timebills will appear in the Open timebills list.

Note: These timebills will be exactly the same as the timebill from which they were created, except each one will show a different date according to the parameters you selected in step 4 above.

To modify repeating timebills:

1. Click on the Timebills tab.
2. Click on the "Open timebills" or "All timebills" sub-tab.
3. Find the timebill in the list and click on its "Description."
4. Make changes in the "Edit [type of] timebill" form as required.
5. If you want to apply the changes you make to all of the repeated timebills (which are assigned a "repeat group number" to facilitate sorting), check the "Update the repeat timebills to match this timebill" box; otherwise, just click on the "Save" button.

To delete repeating timebills:

1. Click on the Timebills tab.
2. Click on the "Open timebills" or "All timebills" sub-tab.
3. Find the timebill in the list and click on its "Description."
4. If you want to delete repeated timebills having the same "repeat group number," check the "Delete the repeat timebills" box, and then click on "Save."

*Note: This procedure will **not** result in deleting the timebill you're currently working on, but only the other repeat timebills within the same group. If you want to delete only the repeat timebill you've been working on, click the "Delete" button.)*

Note: Checking the "Delete the repeat timebills" box and clicking on the "Delete" button will delete *only* the timebill you're currently working on, just as if you had only clicked the "Delete" button without checking the "Delete the repeat timebills" box. If you want to delete all timebills within a

group, first check the "Delete the repeat timebills" box and click on "Save," then select the same timebill you were working on from the timebills list, and click on the "Delete" button.

10.3.3. Using the INVOICES Timer

INVOICES includes an automated Timer feature that allows users to keep precise track of the time they spend on a given task or project. To use this feature, click on Timebills tab, then select "Hourly timebill" or from the "Create..." drop-down menu. Fill out the "New hourly timebill" dialog, click the "On" button in the Timer field, and click on "Save." The timer is now activated, and will remain activated until you stop the timer, even if you log out of OpenAir.com.

To stop a timer, click on the Timebills > Active Timers" tab. Click on "Stop timer" in the list to stop the timer The selected timebill whose timer you've just turned off will disappear from the list of "Active Timers" timebills.

Note: Another way to stop a timer is by clicking on Timebills > Open [or All] timebills, and clicking "Stop timer" for the particular timebill. You can also stop the timer by clicking directly on the timebill Description, and then clicking the Timer Stop button in the "Edit hourly timebill" dialog. Be sure to click on "Save" if you choose this!

To reactivate a timer, or to start a timer in an open (not invoiced) timebill, click on the Timebills > Open timebills tab. Click on the Description of the timebill whose timer you want to reactivate; then turn the timer back on in the "Edit hourly timebill" dialog. Click on "Save," and the Timer is reactivated (and will remain activated whether or not you are logged in to OpenAir.com).

To view which timebills have running timers, simply click on the Timebills > Active Timers tab. (Note: An active timer in a list view shows $0 until the timer is stopped; once stopped, INVOICES multiplies the amount of time expended by the set billing rate.) You can also see what timers are running, and be linked to your own timers in MY ACCOUNT > Dashboard > My Status; if you have the role right, you can see and stop all users' timers in MY ACCOUNT > Dashboard > Company Status.

10.3.4. Timebills > Hourly Grid

The Hourly Grid feature is a convenient way to keep track of the hours you spend working for a particular client and/or on a particular project. Just click on Timebills > Hourly Grid to go to a grid-based dialog (Figure 10.3.4) with the following easy-to-use fields:

Add: Allows you to add 3, 6, 10, or 20 rows to your Hourly Grid. (Any more than 3 empty rows are deleted when you click on "Save" or quit the module.)

Jump To: Lets you switch your Hourly Grid week by week. (Note: You select the day of the week you want your Hourly Grid *and* your Timesheets to start on in MY ACCOUNT > Company > Settings > Time Sheet options; the default start day is Monday.)

[Time Period]: This field lets you select the time period your grid will cover: Daily, Weekly, Bi-weekly, Semi-monthly, or Monthly (default is Weekly).

User: Only user with permission have access to this field, which permits them to create, view, edit, or delete their own and other users' Hourly Grids.

Figure 10.3.4. Hourly Grid.

Enter your hours by Client:Project (selected from the drop-down menu; if the Client or Project you want isn't listed, you'll need to enter that information in either the Account > New client or New project dialog). If you enter a Client:Project name in a row, but do not enter any hours into that row's date cells, you will see an error message indicating that you *must* enter hours into a cell in which you've entered a description or notes. When you've made and saved your entries (including hours), INVOICES will refresh the Grid, and all Client: Projects will reappear in alphabetical order.

If applicable, select a Service category from the Services drop-down menu. Note: If you have not

created any services, the Services drop-down menu will not appear. (Also note: If you have selected "Services" as the option in the "Get the billing rate from" field in the MY ACCOUNT > Company > Settings tab, you must select a Service category, or your billing amount will be $0. If you don't see the service category you need, create it in the Account > New service dialog.)

In the grid itself, enter your hours (partial hours as decimals). By clicking on the blue dot to the immediate right of a date cell, you can enter a description and/or notes about your work. Please note: If you choose not to make an entry in the Description field, the timebills listing for this Hourly Grid will be the Service you selected; if you did not enter a description and did not select a Service, the description will read "No description." Once you have entered a description and/or notes, that cell's blue dot will turn green.

Once you have invoiced a client for hours in an Hourly Grid, the relevant date cells will show a solid blue background, and you will see a reminder just above the Hourly Grid that "The blue cells are already invoiced and cannot be changed."

10.4. Invoices Tab

Note: You must have access privileges for the Invoices tab to be able to create invoices.

10.4.1. Invoices > [Create new]

To turn your timebills into invoices, click on the Invoices tab, and then select "Invoice" from the "Create..." drop-down menu in the "Create a new invoice" dialog (Figure 10.4.1). Select the client from the drop-down menu in the "New invoice" dialog, and check the boxes of the timebills you want to include in the invoice. (If you don't select any timebills to invoice, you'll receive a message asking you to "Please select at least one timebill to invoice" when you try to proceed.) Finally, click on "Create the invoice."

Figure 10.4.1. Create a New Invoice.

10.4.2. Invoices > [Create multiple invoices]

For bulk invoicing or creating multiple invoices, click on the Invoices tab, and then select "Multiple invoices" from the "Create..." drop-down menu. In the "Create multiple invoices" dialog (Figure 10.4.2a), select a date range for the timebills you want to invoice; enter one or more billing codes (set in Account > New client/Clients; if you do not enter a billing code, then all billable timebills will be listed after you click on "Continue"); indicate if you want to create separate invoices depending on User or Project (this can result in one client being sent more than one invoice); enter an invoice date (default is today's date); then select your delivery option (Email invoice).

Note: You do not need to select the email invoice option if you are going to print mail your invoices yourself; simply leave the box unchecked, and then click on "Continue."

Figure 10.4.2a. Create Multiple Invoices dialog box.

Once you have made your selections in the "Create multiple invoices" dialog, click on

"Continue." This will take you to the "Select the invoices to create:" dialog (Figure 10.4.2b). Check off the invoices you wish to create (you can select all invoices by clicking on "Check all," or deselect all invoices by clicking on "Uncheck all"); then click on "Create the invoices." You will see a message that the invoices have been sent (if you selected "Email invoice" as your delivery option); or that the invoice was successfully created (if you made no delivery selection).

Figure 10.4.2b. Select the Invoices to Create.

10.4.3. Invoices > [Invoice number]

Clicking on the Invoices tab takes you to a list of existing invoices. Clicking on the an invoice's number takes you to an array of links that give you a number of options pertaining to your invoice, including—

- **View:** Clicking on this link shows you exactly what your client will receive if you send an electronic invoice. (Note: Although the default INVOICES invoice may be exactly what you'll want to send to your clients, you may want to check out the customizing options available to you by clicking on the "Options" tab to access the "Invoice layout" dialog.)
- **Edit:** To make changes to an invoice that has not been sent yet, click on Invoice > [Invoice Number] > Edit. The "Edit invoice" dialog called up allows you to change the invoice date, change its number, add a credit to the client's invoice (along with a field to write in the reason for the credit), change payment terms, select a different invoice layout, and add text to print on the invoice. Make your changes, and click on "Save."
- Use this dialog to delete an invoice. (Note: You cannot delete invoices that have already been sent.) If you delete an invoice, the timebills used to make up the invoice will be returned to their Open (unchecked, uninvoiced) status.

- **History:** The "Status" column in the Invoices tabled listing will tell you where in the billing process a particular invoice is (mailed, viewed, etc.). Clicking on the Status link for a given invoice will take you to the "Invoice > History" tab, which will show you a detailed log of all activity pertaining to the selected invoice.
- **Change Timebills:** You can change any individual timebills within an invoice by clicking on the Invoice > [Invoice Number] > Change Timebills link. Click on "Edit," and you can make changes to any field in the "Edit hourly timebills" dialog; add a timebill by selecting it from the drop-down menu; click on "Remove" next to the name of a listed timebill, and it will be removed from the invoice and returned to its original Open (unchecked, uninvoiced) status. Remember, if you change an invoiced timebill, you will change the invoice as well!

When you're satisfied with the appearance of your invoice, you can send it to your client by email or by printing and mailing it yourself.

- **Email invoice:** Click on Invoice > Email invoice. Your client will receive a message containing a hyperlinked URL to the invoice. (Note: Be sure that you have included your client's email address in the relevant field in the Client Information page. You can send a copy of the invoice to yourself and to other users by including your own and others' email addresses in the address field.)

You can add comments or explanations in the Text field. Once you've added comments or explanations (or not), click on Send. INVOICES will acknowledge your having sent the invoice to your client.

Note: If you have retained the default setting in the "Client can view statements" box in the Account > Client dialog, your client will be able to see a statement of his/her account by clicking on the hyperlinked Statement button in the upper left corner of the invoice. (The "Statement" link will

not appear if you have turned off the setting; see Account > Client above.)

> Apply payment: When you receive a payment, click on the Unpaid or All Invoices tab for a list of clients with unpaid invoices. Click on the relevant invoice, then click on the "Apply payment" link to record the payment amount and to make any notes about the payment (for example, check number, credit card information) in the "Payments" dialog, then click on "Save."

10.4.4. Invoices > Retainers

A retainer is a pre-payment from a customer for future services that can be applied against invoices. When you receive a retainer, enter it by clicking on Invoice > New retainer. In the "New retainer" dialog, select a client from the drop-down menu, specify a date and an amount, and click "Save" or "Save & create another retainer."

To make changes to a retainer, click on Invoices > Retainers > [Client's name]. You will see the same dialog you filled out when you created the retainer for your client (except that it will be called "Edit the retainer," rather than "New retainer"). Make the changes you want, then click on "Save."

Use the same procedure to delete a retainer. Please note, however, that you cannot delete a retainer whose monies have been applied against one or more invoices.

10.4.5. Numbering invoices

Invoices are numbered automatically, but you can edit the automatically-generated number and/or control the way numbers are generated. For incremental invoice numbering, click on the "Options" tab. In the "Invoice layout" dialog, select a starting invoice number in the "Starting invoice #" field (the default starting number is 100). Select an increment number (the number by which each succeeding invoice number will increase) in the "Increment invoice # by" field (the default increment invoice number is 1), and then click on "Save." You can also create a separate invoice prefix for each of your clients. (For example, invoices for "Smith Co." could be assigned "S" as its invoice prefix, and its invoices would be numbered "S100," "S101," etc.; "Jones, Inc." could

be assigned "J" as its invoice prefix, and its invoices would be numbered "J100," "J101," etc.)

Invoices for clients who are not assigned invoice prefixes would be numbered according to the starting number + increment value per above, in the order that the invoices were created. (Thus the first invoice, sent to "Brown & Co.," would be number 100; the second invoice, sent to "Database Ltd.," would be number 101, and so on.)

To create an invoice prefix for one or more of your clients, click on the "Account" tab, then select "Client" from the "Create..." drop-down menu (or for an existing client, click on the "Clients" link, and then on the name of the relevant client).

Enter a prefix in the "Invoice prefix" field toward the bottom of the "New/Edit client" form, then click on "Save." (A prefix can be from 1 to 10 characters in length, and be any combination of letters and numbers; please avoid using special characters such as "&," "@," etc.)

10.5. Reports Tab

Note: You must have access privileges for the Reports tab in order to run reports.

You can run the following INVOICES **summary reports**: Users, Departments, Clients, Projects, Services, Expenses, Vehicles, and Company.

You can run the following INVOICES **detail reports**: Timebills, Invoices, Users, Departments, Clients, Projects, Services, Expenses, and Vehicles.

You can run the following INVOICES **advanced reports**: Accounts receivable, Client statements, Retainer balances, Income received, Project budgets ($) and Project budgets (time).

Advanced reports are pre-defined (except for the "Income received" report). Simply click on the relevant link and the report will be generated as a spreadsheet. Invoices specific reports include:

- Accounts receivable*
- Client statements
- Retainer balances
- Project budgets
- Income received**

*When you run an "Accounts receivable" report, you have the option to sub-total the results by

invoice number. If you select this option, each client in the report will have extra rows for the invoice sub-totals. (You may need to click on the "Show all" link to see these extra rows.) If you click on an invoice number in the report, a pop-up dialog box will appear, giving you the details of that particular invoice.

**To run an "Income received" Advanced report: Select the time period for which you want the data to be calculated, and the number of periods for which to calculate it. There are default periods available. If you have created any custom time ranges, they will also be available in the selection list. The default ending date for this report is "Today," or the current date. To run a report for an earlier time period, specify a different ending date in the "Other" field.

Note: When you run a report, you have the option to save it so you can run the same report over again. When you are setting up a report, check the "Save this report as..." check box, and enter a name for the report. The next time you want to run the report, go to the "Saved reports" tab, and click on the "run" icon for that report. You can also edit and delete saved reports. For more information on saved reports, see Reports > Saved Reports.

10.6. Options Tab

Note: You must have access privileges for the Options tab in order to change its settings.

The Options tab contains two sub-tabs that control specific functions: Invoice Options and Invoice Layout. They deal with two different kinds of settings: those that control service and expense tax rates, and settings that allow you to customize the appearance and content of the invoices you generate.

10.6.1. Invoice Options

The first INVOICES-specific fields in the "Invoice options" dialog box pertain to setting the tax rates for service and expense items. If you do not fill in the applicable tax rate(s) in this dialog (Figure 10.6a), the INVOICES invoice generator cannot compute the taxes! (section 10.8., "Setting Tax Rates," on page 10 - 14.)

Figure 10.6a. Invoice Options dialog box.

Other INVOICES-specific fields concern date format, invoice number and number increment settings; how timebills are grouped on invoices; and how you will chronologically order timebills (Figure 10.6a).

To change invoice options:

1. Click on the Options tab, then click on the "Invoice options" sub-tab.
2. Choose your settings in the "Invoice options" dialog box.

Invoice options sub-tab fields:
- Choose the starting number for your invoices, as well as the increment by which that number will increase with each new invoice. (For more information, see numbering your invoices.)
- Set the service tax rate and/or the expense item tax rate, if applicable. (For more information, see setting tax rates.)

Note: If your account has been VAT-enabled (applies only to companies based in European Union countries), the VAT rate entered in Company > Settings > VAT Settings will override any service or expense tax rates entered in the Invoice Layout "General" dialog.

3. Choose whether or not to include outstanding balances on your invoices and whether or not to show future timebills when creating an invoice (i.e. timebills with dates that are still in the future).
4. Click on "Save."

10.6.1. Invoice Layout

You can create and store different layout settings and then associate these to particular clients,

projects, and invoices. All clients, projects, and individual invoices will use whichever layout has been set as the default invoice layout for the account. To change this setting for particular clients and/or projects, you must go to the Account tab, and select the particular invoice layout you want to use from the "Invoice layout" drop-down list box on the Clients > [Client name] > Billing information page, or the Projects > [Project name] > New/Edit Project page respectively. You can also change the layout for a particular invoice on the Invoices > [Invoice number] > Edit page.

Note: Invoice layout changes will be applied to new invoices created after the changes are made, but will not be applied retroactively to existing invoices. You can, however, manually change any existing invoices that have not yet been sent to your clients.

To create an invoice layout:

1. Click on the Options tab, then click on the "Invoice layout" sub-tab.
2. Select "Invoice layout" from the "Create..." drop-down list box.
3. Choose your settings in the "Invoice options" dialog box.

Invoice layout sub-tab fields:
- Enter a name for the invoice layout;
- If this is the default layout that will be used for all invoices, enable the "Default invoice layout" check box (Note: To override the default invoice layout for particular clients or projects invoices by going to the Account > New/Edit Client, Account > New/Edit Project, and Invoices > Invoices >   -
  Organize which columns will appear, and the order in which they will appear, by using the "Invoice columns" picker list (Note: Use the arrows adjacent to the "Selected Columns" field to reorder the columns you select to include from the "Available Columns" field);
- Use the "Invoice grouping" picker list to arrange your timebills by type, project, service, user, and/or expense;
- Check the "Roll up timebills in last group" box if you want to hide the individual timebill entries for the groups you selected;

- Select your date format (default is what was selected in My Account > Company > Settings);
- Select your grid style (regular grid; thin lines; thin lines with no vertical lines);
- Enter the "from" email address (this should be the address to which your client would send any responses or questions about the invoice);
- Sort timebills (whether grouped per above setting or not) alphabetically or by creation date (oldest or newest first);
- Choose portrait or landscape orientation for the Adobe® Acrobat®-generated PDF of your invoice;
- Have your projects notes appear as either a header or a footer on your invoice;
- Enter additional text or html that will appear at the end of your invoice.

4. Click on "Save." The invoice layout will be added to the list of available invoice layouts.

To change the default invoice layout:

1. Click on the Options tab, then click on the "Invoice layout" sub-tab.
2. Click on the name of the invoice layout that you want to use as the default.
3. In the "Invoice layout" dialog box, enable the "Default invoice layout" check box.
4. Click on "Save." Note: The invoice layout that was previously the default will no longer be set as such.

Figure 10.6a. Invoice Layout dialog box.

10.7. Setting Billing Rates

10.7.1. Hourly rate billing

You can bill your clients by the hour using a rate based on (1) the service you perform for the client; (2) the employee you assign to the client; or (3) the particular client you work for or project you are working on. **Please note:** To charge clients on an hourly basis, you must create an *Hourly* timebill. Also note that whatever selection you make in the "Get the billing rate from" drop-down menu in the "Settings" dialog will be applied to *every* client. You cannot currently select different billing rate settings on a per-client basis (e.g. by service for one client and by user for another client, etc.).

By service: There are two steps in setting rates based on the kinds of services you perform for a client.

1. In the MY ACCOUNT module, click on the "Company" tab, and then on the "Settings" tab. Select "Service" in the "Get the billing rate from" drop-down menu in the "Settings" dialog, and then click on "Save."
2. Click on the "Account" tab, then click on the "Create..." drop-down menu and select "service" (or for an existing service, go to "Account > Services," and click on the name of the service). Enter the hourly rate you will charge for the service in the "Hourly rate" field, and then click on "Save."

By user: There are two steps in setting rates based on the employee(s) assigned to a client or project.

1. In the MY ACCOUNT module, click on the "Company" tab, and then on the "Settings" tab. Select "User" in the "Get the billing rate from" drop-down menu in the "Settings" dialog, and then click on "Save."
2. Click on the "Account" tab, then click on the "Create..." drop-down menu and select "user" (or for an existing user, go to "Account > Users," and click on the user ID). Enter the hourly rate you will charge for the user in the "Hourly rate" field, and then click on "Save."

Note: If you enable project billing, the cost of any hourly timebills or proposal items you create independently of the project billing run will be calculated based on user hourly rates.

By client/project: There are two steps in setting rates based on the client for whom you are working, or the project on which you are working.

1. In the MY ACCOUNT module, click on the "Company" tab, and then on the "Settings" tab. Select "Client:Project" in the "Get the billing rate from" drop-down menu in the "Settings" dialog, and then click on "Save." (Follow the same procedure for billing by project as for billing by client.)
2. Click on the "Account" tab, then click on the "Create..." drop-down menu and select "client" (or for an existing client, go to "Account > Clients," and click on the name of the client). Enter the hourly rate you will charge this client in the "Hourly rate" field, and then click on "Save."

By user/project: There are *three* steps in setting rates based on a particular user assigned to a particular project:

Important: You *must* select User/Project in the Company > Settings dialog first, or the "User billing rates" link will *not* appear in the "New/Edit project" dialog.

1. In MY ACCOUNT, click on the "Preferences" tab, then on the "Company" tab, and then on the "Settings" sub-tab. Select "User/Project" in the "Get the billing rate from" drop-down menu. Click on "Save."
2. In any module, click on the "Account" tab, then select "user" from the "Create..." drop-down menu (or for an existing user, go to "Account > Users," and click on the name of the user). Enter the hourly rate for this user in the "Hourly rate" field of the "New user" (or "Edit—[User's name]") dialog. Click on "Save."
3. In any module, click on the "Account" tab, and then select "project" from the "Create..." drop-down menu (for an existing project, go to "Account > Projects," and click on the name of the project). Click on the "User billing rates" link just above the "New/Edit project" dialog. In the "User billing rates" dialog, select the user(s) who will work on the project. Their default hourly rate will appear in the "Rate ($/Hr)" field (you can

change this rate). Enter notes if needed, and click on "Save."

By service/client: There are two steps in setting rates based on a particular service being performed for a particular client:

Important: You *must* select "Service/Client" in the Company > Settings dialog *first*, or the "Services rates" link will *not* appear as an option for setting up a new client record (or modifying an existing client record).

1. In the My Account module, click on the Company tab, and then on the "Settings" sub-tab. Select "Service/Client" in the "Get the billing rate from" drop-down menu near the bottom of the dialog. Click on "Save."
2. In any module, click on the "Account" tab, then click on the "Create..." drop-down menu and select "Client" (or for an existing client, go to "Account > Clients," and click on the name of the client). After filling out (or modifying) the "New/Edit client" dialog, click on "Save." You will then see two additional client dialog links, "Billing information" and "Service rates." Click on the "Service rates" link. Use the drop-downs in the "Service rates" dialog to choose the services for which you will be charging a special rate for the selected client.

When you have entered the appropriate service rate information for the selected client, click on "Save." The message "The client – [client name] was successfully saved" will appear at the top of the page, and you will have the option of clicking on another dialog link for the same client, or returning to the client list by clicking on the tabbed "Clients" link above the saved dialog.

By project billing rules: The project billing feature is a billing mechanism that allows you to create precise billing rules for time entries, receipts, and fixed fees associated with particular projects. See Projects > Billing for more information.

Note: If you enable project billing, the cost of any hourly timebills or proposal items you create independently of the project billing run will be calculated based on user hourly rates.

10.7.2. Flat rate billing

Please note: To charge clients on a flat price basis, you must create a *Flat rate* timebill by clicking on the Timebills tab and selecting "Flat rate timebill" from the "Create" drop-down menu. Select a name from the "Client:Project" drop-down menu; select a service* from the "Service" drop-down menu (if appropriate), and then enter a rate in the "Flat price" field. You can also enter a Description and any desired Notes in their respective fields;** then click on "Save."

10.7.3. Other rate billing

Please note: To charge clients on an other rate basis, you must create an *Other rate* timebill by clicking on the Timebills tab and selecting "Other Rate timebill" from the "Create" drop-down menu. Next, select a name from the "Client:Project" drop-down menu; then select a service from the "Service" drop-down menu (if appropriate). Enter a quantity in the "Quantity" field; a rate in the "Other rate" field; and select a frequency ($/Day, $/Week, $/Month, $/Quarter, $/Year, or $/Session) from the drop-down menu to the immediate right of the "Other rate" field. Enter a Description and Notes in their respective fields, if desired;** then click on "Save."

*Note: *If the service you select has a flat rate associated with it, this rate will automatically be entered in the "Flat price" field; however, you can change this rate by clicking in the "Flat price" field.*

*Note: **If you do not enter a name into the "Description" field, the name of the Flat Rate or Other Rate timebill will be the name of any Service selected. If no Service is selected and no name is entered, the Description name in the list will read "No description."*

10.8. Setting Tax Rates

10.8.1. Taxable services

When you create new service categories in the Account > New service dialog, you can indicate that this service is taxable by checking the "Taxable service" box in the "New service" dialog.

Any time you assign this service to a client's timebill, INVOICES will automatically add the tax to the invoice, based on the tax rate you have set in the

"Service tax rate (%)" field in the INVOICES > Options > Invoice layout dialog (see section 10.6., "Options Tab," on page 10 - 10).

Note: You can change the tax rates in the "Invoice layout" dialog at any time, and as many times as necessary to accommodate the tax requirements for different clients. Be aware, however, that the last tax rates saved in the "Invoice layout" dialog will be applied to the invoices you generate thereafter; currently, different tax rates for different clients cannot be pre-set.

10.8.2. Taxable expense items

When you create new expense items in the INVOICES Account > New expense dialog, you can indicate that this expense is taxable by checking the "Taxable expense" box in the "New expense" dialog.

Any time you assign this expense to a client's timebill, INVOICES will automatically add the tax to the invoice, based on the tax rate you have set in the "Expense tax rate (%)" field in the Options > Invoice layout dialog (see section 10.6., "Options Tab," on page 10 - 10).

Note: You can change the tax rates in the "Invoice layout" dialog at any time, and as many times as necessary to accommodate the tax requirements for different clients. Be aware, however, that the last tax rates saved in the "Invoice layout" dialog will be applied to the invoices you generate thereafter; currently, different tax rates for different clients cannot be pre-set.

10.8.3. VAT

Note: This section is relevant only to companies in countries that have VAT (value-added tax).

To apply VAT to invoices, and to record VAT for expenses incurred:

1. If you are not currently VAT-enabled, contact OpenAir Support via email at support@openair.com, or by phone at 1-617-351-0226, Mon-Fri, 9am-5pm Eastern Time. VAT-specific fields will not appear in the dialogs mentioned below if you are not VAT-enabled.
2. If enabled, go to the Company > Demographics dialog in the My Account

module, and enter your VAT registration number in the appropriate field.

3. Go to the Company > Settings dialog in the My Account module, and enter the VAT rate (as a percentage) in the field found under the heading "VAT Settings." Please note that this rate will override any tax rates you may have previously set for services and expenses in the Invoice Layout > General dialog.

4. Two VAT-specific fields, "Tax paid" and "Price includes tax," will now appear adjacent to the "Price" field in all Receipt, Foreign currency receipt, and Expense timebill dialogs. Enter the price paid for an item or service in the "Price" field, and enter any VAT you paid on that item or service in the "Tax paid" field. If the amount in the "Price" field represents the total cost (base price + VAT) of the item or service, be sure to check the "Price includes tax" box. As an example, if you have an expense for £52.50, £2.50 of which is tax, you could either enter "50.00" in the "Price" field, "2.50" in the "Tax paid" field, and leave the "Price includes tax" check box disabled, or enter "52.50" in the "Price" field, "2.50" in the "Tax paid" field, and enable the "Price includes tax" check box.

5. When you create your invoices from your expense timebills and/or from the timebills created from your receipts, the VAT you paid (the Input tax) is deducted from the cost of the item or service listed, and the VAT that you are passing on to your client (the Output tax) is automatically calculated and included in the invoice total.

10.9. Company Settings

Note: You must have access privileges for the My Account Company tab in order to change these settings.

- **Optional Features:** Enable the "Vehicle feature";
- **Invoice option (INVOICES):** You can use the "Email Invoice text" field to include messages on the invoices you send (on an account-wide basis).
- **INVOICES and PROPOSALS Billing Rates:** Select the source for your hourly billing

rates—by Client/Project, Service, User, User/Project, or Client/Service (see section 10.7.1., "Hourly rate billing," on page 10 - 12).

10.10. Frequently Asked Questions about INVOICES

I can't seem to delete a timebill. Why?

Only Open timebills can be deleted. Timebills that have been assigned to an invoice cannot be deleted. To delete an open timebill:
1. Click on the Timebills tab, and then on the "Open timebills" sub-tab.
2. Click on the timebill to open it for editing.
3. Click on the "Delete" button. (Note: The "Delete" button will not appear if the timebill has been assigned to an invoice.)
*Note: If the timebill you want to delete has already been assigned to an invoice, you must delete the invoice itself. Any timebills associated with the deleted invoice will once again be listed in the "Open timebills" listing and can be deleted from there.

How can I apply sales tax to my invoices?

To apply sales tax to your (new) invoices:

1. In the Account section, check the "Taxable..." box for the relevant services and expense items you want to make taxable.

2. Create timebills using those services and/or expense items.

3. To set the tax rates:

a. Click on the "Options" tab.
b. Enter the service tax rate (if applicable) and/or the expense item tax rate (if applicable) in their respective fields.
c. Click on "Save."
4. Assemble the taxable (and other) timebills into an invoice. The invoice total will reflect the subtotal plus the tax calculated for the taxable items.

If you have an existing invoice and want to add tax to it:
1. Select the relevant invoice from the "All Invoices" list.

2. Click on the "Delete" button. This will "free" the invoice's timebills, which will return to the "Open invoices" list.
*Note: You cannot delete an invoice that has had a payment made against it.
3. Follow Steps 1 - 4 in the "How to apply taxes to a new invoice" instructions above.

How do I combine multiple timebills into a single invoice?

To include multiple timebills within a single invoice:
1. Click on the "Invoices" tab.
2. Click on the "Create..." drop-down menu and select "invoice."
3. Select a client from the drop-down menu. You should get a list of all the open timebills for that particular client.
4. Select the timebill(s) to be included in the invoice.
5. Click on "Create the invoice."
6. You will see the created invoice

How do I allow my clients to view their invoices online?

There are two principal ways to let your clients view invoices: Email them the invoice, and/or give your client guest view privileges.

If you send your invoices in the form of e-mail messages, what your clients actually receive is the link to their particular invoice on the OpenAir.com site.

To email an invoice:

1. View the invoice
a. click on the "Invoices" tab.
b. click on "Unpaid invoices" (or "All invoices" if the invoice is paid already).
c. click on the "View" tab.
2. Click on "Email Invoice."

You can also allow your clients to view their statements online. If you do this, your online invoices will contain a link to your clients' particular statements.
To allow clients to view their statements online:
1. Click on the "Account" tab.
2. Click on "Clients."
3. Click the name of the client in the "Clients" list.

This will bring up the "Edit client" form).
4. Mark the "Client can view statements" checkbox at the bottom of the form.
5. Click "Save."

To give your client guest view privileges:

1. Click on the Account tab, and then select "Role" from the "Create..." drop-down menu.
2. Select a name for the new role, such as "guest" or "client," and then select "Guest" from the adjacent drop-down. This will limit the privileges your clients will have when accessing information via your OpenAir account.
3. Be sure to check "view invoices" as one of the guest privileges, and then click on "Save."
4. In the account tab, select "User" from the "Create..." drop-down list. Enter the name of the client to whom you want to assign the guest role, and select from the "Role" drop-down the name of the guest role you created. Click on "Save." (Note: Depending on your service plan, you may be billed for adding a client as a guest-role user.)
5. Fill out the other fields in the truncated guest-user dialog, and click on "Save."

How does one delete an invoice created by mistake?

To delete an invoice:
1. Click on the "Invoices" tab
2. Click on "Unpaid Invoices" to view a list of unpaid invoices (or if the invoice is paid, click on "All Invoices" instead).
3. Click on the invoice number on the list. This will bring up the "Edit invoice" form.
4. Click on the "Delete" button on the button of that form. This will delete the invoice, which means that the timebills of the invoice will become open again, so you can use them for creating another invoice.

How can I get my company logo to appear on my invoices?

To have your company logo appear on your online and printed invoices:
1. Go to the My Account module, click on the Company tab, and then on the Logos sub-tab.
2. Type in or use the "Browse" button to locate and upload your company logo.
3. Click on "Save." Your logo will now appear on

your invoices in the upper left corner.
4. A "Remove [logo path/name]" checkbox will appear that will enable you to change or delete your logo if necessary.

Appendix A: OpenAir Data Import/Export and Add-On Services

There are several ways you can work with your OpenAir.com account data while you are not online and logged in to your account.

You can import data, such as lists of clients, from outside sources for use in your OpenAir.com account. To see what type of data you can import or export, go to the My Account > Exchange > Import/ Export page.

Account Data Export

You can export all your account data in a comma- or tab-delimited text file format, which in turn can be easily opened from within any major software application that deals with organizing data, such as Excel, Access, Word, and QuickBooks. You can also export account data in MySQL format, so you can then import it to a MySQL database.

To export all data in text format:

1. Click on the "Exchange" tab.
2. Click on the "Import/Export" sub-tab.
3. Click on the "Export > All data in text format" link.
4. Choose the appropriate specifications for comma or tab delimiting, column titles, and operating systems from the pull-down menus.
5. Click on the "Export" button.
6. A link to a ZIP file containing all your account data will appear. Click on the link.
7. Save the ZIP file to your desktop.

The file created will be a zipped package of files, so you will need to "unzip" it using winzip or some other software that serves this purpose.

The package will be unzipped into several tab- or comma-delimited text files, each representing items from your OpenAir.com account (such as your clients, users, etc.).

To export all data in MySQL format:

1. Click on the "Exchange" tab.
2. Click on the "Import/Export" sub-tab.

3. Click on the "Export > All data in MySQL format" link.
4. Click on the "Export" button.
5. A link to a ZIP file containing all your account data will appear. Click on the link.
6. Save the ZIP file to your desktop.

The file created will be a zipped package of files, so you will need to "unzip" it using winzip or some other software that serves this purpose.

The package will be unzipped into MySQL-formatted files, each representing items from your OpenAir.com account (such as your clients, users, etc.).

Batch Data Import/Export

You can import and export some of your account data as comma delimited text (.CSV) files. For each of the entities you can import or export, there are special and unique instructions relating to the particular fields found in the entities' respective database tables. Please follow these instructions carefully when importing/exporting data.

To export batch data:

1. Click on the "Exchange" tab.
2. Click on the "Import/Export" sub-tab.
3. In the Batch data section, click on one of the "Export >..." links (Timebills, Invoices, Envelopes, or Timesheets).
4. Make your selections in the "Export" dialog box.
- You can choose whether or not to mark the timebills you want to export as "exported" and whether or not to export timebills already marked as such.
- For envelopes and timesheets, you can choose to only export approved records.
- You can also specify a date range - only timebills that fall within these dates will be exported.
5. Read the instructions. For each entity except timebills, two text files will be created.
6. Click on the "Export" button.
7. One or more links to files will appear. If you get the message that "No records were found that match the criteria," you may need to go back and adjust your selections on the "Export" dialog box.

8. Click on the link(s) for the file(s) available for download, to open them or save them to your desktop.

Note: When you open the files in the application of your choice, the date and time fields will be formatted as "YYYY-MM-DD" and "YYYY_MM_DD HH:MM:SS" respectively.

To import batch data:

1. Click on the "Exchange" tab, and then on the "Import/Export" sub-tab.
2. Click on the application from which you want to import data.
3. Follow the instructions written in the specified application import screen. These instructions will help you format your .CSV file, ensuring that it is compatible with OpenAir and that each record will in fact be imported.
- If you click on the "table definition" link, you will see the list of field names that you can use in your .CSV file.
- The field names should be in the top row of your .CSV file. Note that you do not need to use all the fields in the table definition, or have data in each of the rows if you do use them, unless a field is required.
- The instructions will tell you which fields are required.
- If a field is not required, you may want to use it anyway. For example, if you are importing clients, and you want some of them to be imported as prospects, you can use the "type" field, and set the type of each prospect record to "P" (for prospect).
- If you are importing users, you will note that the "password" is a required field. If you do not know the individual passwords of the users you are importing, you can set each password to the same thing, and have your users individually change them once their records have been imported into the OpenAir.com account.
- Date fields should be formatted as "YYYY-MM-DD."
4. Click "Browse" to select the .CSV file you wish to import.
5. Click the "Import" button.

6. You will see a report of the results of the import. It will let you know which records were successfully imported. If some records were not successfully imported, check to see that they are not missing values for required fields, or that any values in linked record columns have been properly spelled and/or formatted.

Microsoft® Outlook® Import/Export

Note: Internet Explorer versions older than 4.0 do not support file uploads. To import your Microsoft® Outlook® information, upgrade to Netscape version 3.0 or higher, or Internet Explorer version 4.0 or higher.

To import clients:

1. Open Microsoft® Outlook® 97, 98 or 2000.
2. Select the File/Import and Export... menu option.
3. Select "Export to a File," and click "Next."
4. Select your Contacts folder, and click "Next." (Outlook 98 and 2000 users, perform step 5 first.)
5. Select "Comma Separated Values (Windows)," and click "Next."
6. Enter a convenient file location and name ending in .CSV, and click "Next."
7. Click on "Finish" to export the data to the .CSV file.
8. Log in to your OpenAir.com account, and go to the My Account > Exchange > Import/Export page.
9. Click on the "Import < Clients" link in the Microsoft® Outlook® section.
10. Use the "Browse" button in the "Import clients from Outlook" form to select the .CSV file.
11. Click on the "Import Data" button.

Note: Only contacts having actual company names will be imported as clients. If there are contacts in Outlook having both company names and names of people, the companies will be imported as clients, and the people will be imported as associated contacts of those clients.

To import appointments:

1. Open Microsoft® Outlook® 97, 98, or 2000.

2. Select the File/Import and Export... menu options.
3. Select "Export to a file" and click "Next."
4. Select your Calendar folder and click "Next." (Outlook 98 and 2000 users, perform step 5 first.)
5. Select "Comma Separated Values (Windows)," and click "Next."
6. Enter a convenient file location and name ending in .CSV, and click "Next."
7. If you receive a "Date Range" prompt, confirm the displayed date range and click "OK."
8. Click "Finish" to export the data to the .CSV file.
9. Log in to your OpenAir.com account, and go to the My Account > Exchange > Import/Export page.
10. Click on the "Import < Appointments" link in the Microsoft® Outlook® section.
11. Use the "Browse" button in the "Import clients from Outlook" form to select the .CSV file.
12. Click on the "Import Data" button.

To export data:

To export data to Microsoft® Outlook®, follow the instructions for exporting data in text format.

Palm™ Desktop Import/Export

Note: Internet Explorer versions older than 4.0 do not support file uploads. To import your Palm Pilot information, upgrade to Netscape version 3.0 or higher, or Internet Explorer version 4.0 or higher.

To import data:

1. Open Palm™ Desktop version 2.0 or greater.
2. Go to the Address view.
3. Select the File/Export menu option.
4. Choose a convenient name and location on your computer for saving the .ABA file.
5. Export the data.
6. Use the "Import clients from Palm Pilot Desktop" form's "Browse" button to specify the .ABA file to import.
7. Click on the "Import Data" button.

Note: Only contacts having actual company names will be imported as clients. If there are contacts in the Palm Pilot Desktop having both company

names and names of people, the companies will be imported as clients, and the people will be imported as associated contacts of those clients.

To export data:

To export data to Palm Pilot Desktop, follow the instructions for exporting all data in text format.

QuickBooks Pro Import/Export

In order to user this feature, you need to have QuickBooks Pro Version 6, 99, 2000, or higher.

Note: Internet Explorer versions older than 4.0 do not support file uploads. To import your QuickBooks Pro information, upgrade to Netscape version 3.0 or higher, or Internet Explorer version 4.0 or higher.

Using the QuickBooks Pro Import/Export feature, you can import QuickBooks list data into your OpenAir.com account, and export timebill and Expense Report information into your QuickBooks Pro company file. Since the import/export functions for timebills and envelopes are handled differently, they are both explained separately below.

Timebills Import/Export Overview

In order to create Timebills in OpenAir using QuickBooks list data, you must export QuickBooks list data into .IIF (Intuit Interchange Format) files, which you then open in OpenAir.com. You select the records you wish to add to your OpenAir.com account.

There are two parts to the importing of QuickBooks list data:

First, you can map QuickBooks Employees and Vendors, if necessary, to OpenAir users. In QuickBooks, you can pay non-employees, such as subcontractors, for time worked by adding these individuals or companies as Vendors in your QuickBooks company file. In OpenAir, only users can bill their time. Therefore, if you want to have timebills for your QuickBooks Vendors, these Vendors must be entered as users in your OpenAir.com account. Once a Vendor has been mapped to an OpenAir user, you can create the timebills in OpenAir. When you export the

information to QuickBooks, it will be associated with the Vendor in question.

Secondly, you then choose which QuickBooks lists you want to import into your OpenAir.com account.

Once you have created hourly timebills in OpenAir.com, you can export the timebill information to an .IIF file, which you then import to your QuickBooks Pro company file. Use this timebill information to create invoices, bill clients, and create timesheets in QuickBooks Pro.

Importing Timebill information

To import data from QuickBooks Pro:

You can import two .IIF files from QuickBooks. The first file you create will export your QuickBooks list data for the Timer, but it does not include all record information. The second file is optional - you do not need to import it, but it will make your OpenAir.com records more complete, since the first file only imports the most basic data, such as the names and email addresses of your Employees, excluding things like their addresses, etc. The second file imports the complete list data for Customers, Vendors, Employees, and Items.

1. Open QuickBooks Pro for Windows, Version 6, 99, 2000, or higher.
2. Select the File/Timer (or Timer Activities, depending on your version of QuickBooks Pro) menu option.
3. Select the Export Lists for Timer... submenu option.
4. In the Export dialog box, enter a convenient file location and a name ending in .IIF.
5. Click "Save" to export the data to the .IIF file. Proceed to step 6 or step 11.
Note: Steps 6 through 10 are optional.
6. Select the File/Export... menu option or the File/Utilities/Export... submenu option (depending on your version of QuickBooks Pro).
7. In the first Export dialog box, select "Customer List," "Vendor List," "Employee List," and "Item List."
8. Click "OK."
9. In the second Export dialog box, enter a convenient file location and a name ending in .IIF (making sure it is different from the file created above).

10. Click "Save" to export the data to the .IIF file.
11. From the My Account > Exchange tab, click on the Import/Export link. Select the "Import < Set up Timebills for QuickBooks Pro" link under "QuickBooks Pro | Timebills."
Note: You may cancel this process at any time by clicking the "Cancel" button. You will return to the Import/Export page.
12. At Step 1, click "Next" (this step describes the above process).
13. At Step 2, use the form's "Browse..." button to specify the .IIF file to import. Import the file created using the "Export List for Timer" option first (using the first text box provided). If you are also importing the optional list data file, use the second text box.

Note: The "Ignore hidden QuickBooks data" check box is selected by default. QuickBooks list data that has been hidden (is inactive) will not be imported into your OpenAir.com account.

14. Click "Next" to import the file(s).
15. At Step 3, you can map QuickBooks Employees and Vendors to OpenAir users. You can do this in two ways:
- You can map an Employee or Vendor to an existing user by clicking on the blue dot and selecting a user.
- You can create a new user by entering an appropriate user ID in the text box provided.
- If you do not select an existing user or specify a new one, the Employee or Vendor will not be imported as a user.
16. In Step 4, select the lists that you want to import from QuickBooks. You can import new vendors, clients, expense items, projects, and services.
17. Click "Index" to import the QuickBooks data. The results of the import will be displayed. Review them to make sure your data was imported successfully.

Exporting Timebill Information

To export timebills data:

1. From the My Account > Exchange tab > Import/Export page, click on the "Export > Timebills" link.

Note: You may Cancel this process at any time by clicking the "Cancel" button. You will return to the Import/Export page.

2. At Step 1 in your account, you are asked to specify which timebills you want to export.

- Only Hourly rate timebills can be exported at this time.

- If you select the option to "Only import records that are properly associated with QuickBooks info," timebills that contain account data which is not also in your QuickBooks lists will not be exported. For example, if you have a client named "ABC" in your OpenAir.com account, but not in your QuickBooks company file, any timebills concerning this client will not be exported. If you do not select this option, the timebills will be exported, and "ABC" will be added to your QuickBooks customer list.

- You can choose whether or not to mark the timebills you want to export as "exported" and whether or not to export timebills already marked as such.

- You can also specify a date range - only timebills that fall within these dates will be exported.

3. Click "Next" to continue.

4. At Step 2, there will be a link to "openair.iif." There will only be a link if there are timebills available for export, based on the criteria you set in Step 1. If no "openair.iif" file was created, click on the "View Export Log" link to see why your timebills could not be exported.

5. Click on the "openair.iif" link.

6. In the Save As dialog box, enter a convenient file location and name ending in .IIF.

7. Click "Save."

8. Open QuickBooks Pro for Windows, Version 6, 99, 2000, or higher.

9. Select the File/Timer (or Timer Activities, depending on your version of QuickBooks Pro) menu option.

10. Select the Import Activities From Timer... submenu option.

11. In the Import dialog box, browse for the location of the .IIF file you just created.

12. Click "Open."

13. A message warning you that this "import file was created by a different version of the QuickBooks Pro Timer" will appear. You can safely ignore this message and click "OK" to import the file.

Envelopes Import/Export Overview

Envelopes can be exported as QuickBooks bills, since they both contain items that need to be paid by the company. In OpenAir.com, only users can create envelopes and receipts. In QuickBooks, however, bills are associated with Vendors, not Employees. Bills cannot be imported into QuickBooks without having an associated Vendor (and Accounts Payable account) and expense account. Therefore, in order for the export function from OpenAir to work, QuickBooks Vendors must be mapped to OpenAir users, and QuickBooks expense accounts must be mapped to OpenAir expense items. In other words, envelopes containing User IDs and expense items that are not mapped to QuickBooks equivalents will not be exportable.

This mapping takes place when you import your QuickBooks data into your OpenAir.com account. The easiest way to ensure that your envelopes will be exportable is to always add your Vendors and expense accounts in QuickBooks and simply import them into your OpenAir.com account whenever you need to use them.

Importing data from QuickBooks Pro

1. Open QuickBooks Pro for Windows, Version 6, 99, 2000, or higher.

2. Select the File/Export... menu option or the File/Utilities/Export... submenu options (depending on your version of QuickBooks Pro).

3. In the first Export dialog box that appears, select "Chart of Accounts" (this will import your expense accounts), and "Vendor List."

4. Click "OK."

5. In the second Export dialog box, enter a convenient file location and a name ending in .IIF.

6. Click "Save" to export the data to the .IIF file.

7. From the My Account > Exchange tab, click on Import/Export. Click on the "Import < Set up Envelopes for QuickBooks Pro" link under "QuickBooks Pro | Envelopes."

Note: You may cancel this process at any time by clicking the "Cancel" button. You will return to the Import/Export page.

8. At Step 1 in your account, click "Next" (this step describes the above process).

9. At Step 2, use the form's "Browse..." button to specify the .IIF file to import.

- The "Ignore hidden QuickBooks data" check box is selected by default. QuickBooks data that has been hidden (is inactive) will not be imported into your OpenAir.com account

10. Click "Next" to import the file.

11. At Step 3, you create the mapping between your QuickBooks Vendors and your Accounts Payable (A/P) accounts. This step is necessary because QuickBooks Bills must contain a record of the A/P account to which the Vendor of the Bill is associated. If your company has only one A/P account, or if all your Vendors are associated with the same A/P account, select the name of the account from the drop-down list box. If Vendors are associated with different A/P accounts, select "By Vendor." You can map each Vendor individually to A/P accounts in the next step.

12. Click "Next" to continue.

13. At Step 4, you map your Vendors to OpenAir users. You can do this in two different ways:

- You can map a Vendor to an existing user, by clicking on the blue dot and selecting a user.

- You can create a new user by entering an appropriate User ID in the text box.

- If you do not select an existing user or specify a new one, the Vendor will not be imported as a user.

- If you selected "By Vendor" in the previous step, there will be an additional drop-down list box where you can select the appropriate A/P account for each Vendor.

14. Click "Next" to continue.

15. At Step 5, you map QuickBooks Pro Customers to OpenAir clients and QuickBooks Pro Jobs to OpenAir projects. Before you can map Jobs to projects, you must first map the associated customer to an OpenAir client. You can do this in two different ways:

- You can map a Customer to an existing client, by clicking on the blue dot and selecting the client.

- You can create a new client by entering an appropriate client name in the text box.

- If you do not select an existing client or specify a new one, the Customer will not be imported as a client.

You can map QuickBooks Jobs to projects in two different ways:

- You can map a Job to an existing project, by clicking on the blue dot and selecting the project.

Note: The project list that is displayed is dependent on the client that was mapped to the QuickBooks Customer.

- You can create a new project by entering the name of the client followed by the name of the new project, using the format "client:project", in the text box.

Note: The client selected, whether new or existing, must be the same as the one mapped to the QuickBooks Customer.

- If you do not select an existing project or specify a new one, the QuickBooks Job will not be imported as a project.

16. At Step 6, you map QuickBooks expense accounts to OpenAir expense items. You can do this in two different ways:

- You can map an expense account to an existing OpenAir expense item, by clicking on the blue dot and selecting an expense item from the list.

- You can create a new expense item by entering an appropriate name in the text box.

- If you do not select an existing expense item or specify a new one, the expense account will not be imported as an expense item.

17. Click "Next" to save the information. The results of the import will be displayed.

Review them to make sure your data was imported successfully.

Exporting Envelopes

To export envelopes:

1. From the My Account > Exchange > Import/ Export page, click on the "Export > Envelopes" link.

Note: You may cancel this process at any time by clicking the "Cancel" button. You will return to the Import/Export page.

2. At Step 1 in your account, you are asked to specify which envelopes you want to export.
- Only Approved envelopes can be exported.
- You can choose whether or not to mark the envelopes you want to export as "exported" and whether or not to export envelopes already marked as such.
- You can also specify a date range - only envelopes created within these dates will be exported.
3. Click "Next" to continue.
4. At Step 2, there will be a link to "openair.iif." There will only be a link if there are envelopes available for export, based on the criteria you set in Step 1. If no "openair.iif" file was created, click on the "View Export log" link to see why your envelopes could not be exported.
5. Click on the "openair.iif" link.
6. In the Save As dialog box, enter a convenient file location and a name ending in .IIF.
7. Click "Save."
8. Open QuickBooks Pro for Windows, Version 6, 99, 2000, or higher.
9. Select the File/Import... menu option or the File/Utilities/Import...submenu option (depending on your version of QuickBooks Pro).
10. In the Import dialog box, browse for the location of the .IIF file you just created.
11. Click "Open."
12. Click "OK" on the QuickBooks Information dialog box.

Peachtree® Accounting Import/ Export

Note: Internet Explorer versions older than 4.0 do not support file uploads. To import your Peachtree information, upgrade to Netscape version 3.0 or higher, or Internet Explorer version 4.0 or higher. These instructions are for users of Peachtree Windows Version 7.0.

Using the Peachtree Import/Export feature, you can import Peachtree list data into your OpenAir.com account, and export hourly timebill and expense item timebill data into your Peachtree company file.

Important: If possible, we strongly recommend that you run both your Peachtree application and OpenAir.com at the same time. This will save time and facilitate the transfer of data.

Import - Set up OpenAir for Peachtree

In order to create timebills in OpenAir using Peachtree list data, you must export Peachtree list data into .CSV (Comma Separated Values) files, which you then import in OpenAir.com.

Here are the steps you need to follow:

1. In OpenAir.com, go to My Account > Exchange > Import/Export, and click on the "Import - Set up OpenAir for Peachtree" link. The "[Import] Step 1" dialog will inform you that you must export these Peachtree files: Employee, Vendor, Item, Customer, and Job.
2. In Peachtree, choose "Select import/export" from the "File" drop-down menu, and then export the following records as .CSV files:
- Customer (created from Accounts Receivable > Customer List);
- Vendor (created from Accounts Payable > Vendor List);
- Employee (created from Payroll > Employee List);
  Item (created from Inventory > Inventory Item List);
- Jobs (created from Jobs > Job List).
  In the "Filter" tab dialog, you may choose to limit which items are exported. (We recommend retaining the default filters.)
  In the "Fields" tab dialog, click on the "Select All" button.
  In the "Options" tab dialog, select the path/ file to export. For simplicity, we recommend

putting all the files in a single directory (not C:\). We also recommend that you use the default file names.

Click on "Save" and give the file a new name (for example, put OA as a prefix) in order to save it as a template in case you need to export the file again.

Click "OK" to export the data.

Once you have created the Peachtree .CSV files, return to OpenAir.com. Click on the [Import] Step 1 "Next" button, and go back to your Peachtree application.

3. In OpenAir.com, the "[Import] Step 2" dialog instructs you to use the "Browse" button to locate your Peachtree .CSV files and insert them in the appropriate fields. You **must** enter all 5 files for this step to work. Once you have inserted all 5 required files into the [Import] Step 2 dialog, click on "Next."

4. In OpenAir.com, "[Import] Step 3" gives you the option of mapping your Peachtree employees and/or vendors to your OpenAir.com users. In Peachtree, you can pay non-employees, such as subcontractors, for time worked by adding these individuals or companies as Vendors in your Peachtree company file. In OpenAir, however, only Users can bill their time. Therefore, if you want to have timebills for your Peachtree Vendors, these Vendors must be entered as Users in your OpenAir.com account. Once a Vendor has been mapped to an OpenAir user, you can create the timebills in OpenAir. When you export the information to Peachtree, it will be associated with the Vendor in question. (**Please note:** Adding Peachtree Vendors as Users to your OpenAir.com account may be a billable event - i.e., you may be charged for the additional "vendors as OpenAir users" you import from Peachtree.)

Note: On the bottom of the "[Import] Step 3" dialog is a check box labeled "Update mapped user record(s) with latest data from Peachtree." If this box is not checked, only the mapping will take place; none of the other data will be imported.

Once you click on the "Next" button in [Import] Step 3, you will see the following log-style message: "The file was imported with the following results," with a list of all the successfully-mapped items between your Peachtree application and OpenAir.com. Click on the "Import/Export" tab when you are done reviewing the list.

Export - Accounts Receivable

Extremely Important!: Peachtree will import from OpenAir.com *only* those records that have been created (and/or recorded) in Peachtree, and subsequently mapped in OpenAir.com. Customer, user, service, and expense item categories that have not been recorded in Peachtree (and subsequently imported into OpenAir.com, per the preceding section) will prevent data exchange from taking place. Accordingly, you must ensure that the clients (customers), users (employees or vendors), and services (activity item) in hourly timebills or expenses (charge item) in expense item timebills are valid choices from Peachtree.

Also, in order to import time tickets (i.e., hourly timebills), Peachtree requires that you have at least one Pay level selected for each employee (including a General Ledger account code and a dollar amount). See Peachtree Help for setting up Pay levels for your employees.

To export hourly timebill or expense item timebill data:

1. In OpenAir.com, go to the My Account > Exchange tab, and click on the "Export > Accounts Receivable" [Timebills data] link. (Please note that you may cancel this process at any time by clicking the "Cancel" button. You will return to the Exchange tab.)
The [Export] Step 1 dialog will ask you to specify which timebills you want to export.
- Only Hourly rate and Expense item timebills can be exported at this time.
- Use the check boxes provided in the "[Export] Step 1" dialog to (a) exclude records marked as "exported"; (b) mark downloaded records as "exported"; and/or (c) apply a date filter (with starting and ending date fields).

- Once you have made your selections, click on "Next." Appropriately mapped timebills will automatically be generated as .CSV files.

2. In OpenAir.com, the "[Export] Step 2" dialog indicates what files are available for downloading to Peachtree. (Note: The default name for an Hourly timebill .CSV file is "pt_openair_time.csv"; the default name for an Expense item timebill is "pt_openair_expense.csv"; clicking on the default names will bring up a downloading dialog that will enable you to rename your files and store them where you wish on your computer. We recommend placing your files in the same directory every time; you may want to rename the files - include the date as part of the file name, for example - so you have a history of your exports.) Click on "Next."

3. In OpenAir.com, the "[Export] Step 3" dialog instructs you to import your "Time and/or Expense Tickets" into Peachtree.

4. In Peachtree, choose "Select import/export" from the "File" drop-down menu.

5. In the "Select Import/Export" dialog, select "Time/Expense" in the left-hand window, and either "Time Ticket Register" (for Hourly timebill data) or "Expense Ticket Register" (for Expense item timebill data). Then click on the "Import" button.

Specifications for Time Ticket Register dialogs:

In order to successfully transfer Hourly timebill data, in the "Fields" dialog, the following items must appear in the Peachtree "Fields" dialog in the exact order as listed below, AND you must UNcheck the double-starred boxes:

1. Employee/Vendor
2. Recorded by ID
3. Ticket Number
4. Ticket Date
5. Has been used in Sales/Inv
**6. Invoice Number Used
7. Activity Item ID
8. Customer/Job/Adm
9. Completed for ID
10. Pay Level
**11. Has Been Used in Payroll
12. Manual/Timed Option

**13. Start Time
**14. End Time
**15. Break
16. Duration
17. Internal Memo
18. Billing Type
19. Billing Rate
20. Billing Status
**21. Unit Duration
22. Billing Amount
23. Ticket Description for Invoicing

In the "Options" dialog:

Click on the "Import/Export" arrow to locate and select the Hourly timebill .CSV file (if you did not rename the file, it will be called "pt_openair_time.csv"). Check the "First Row Contains Headings" box in the "Import Options" field. Click on "OK."

Specifications for Expense Ticket Register dialogs:

In order to successfully transfer Expense item timebill data, in the "Fields" dialog, the following items must appear in the Peachtree "Fields" dialog in the exact order as listed below, AND you must UNcheck the double-starred boxes:

1. Employee/Vendor
2. Recorded by ID
3. Ticket Number
4. Ticket Date
5. Has been used in Sales/Inv
**6. Invoice Number Used
7. Activity Item ID
8. Customer/Job/Adm
9. Completed for ID
10. Reimbursable to Employee
11. Internal Memo
12. Billing Status
13. Quantity
14. Unit Price
15. Billing Amount
16. Ticket Description for Invoicing

In the "Options" dialog:

Click on the "Import/Export" arrow to locate and select the Hourly timebill .CSV file (if you did not rename the file, it will be called "pt_openair_time.csv"). Check the "First Row Contains Headings" box in the "Import Options" field. Click on "OK."

6. In Peachtree, check to see that your OpenAir.com data was successfully imported by running the appropriate Time/ Expense report(s).

Payroll Integration

OpenAir.com offers integration between the Timesheets module and two payroll applications: Ceridian PowerPay and Paychex. To select the application with which you want to integrate, go to the My Account > Company > Settings page and select either "Ceridian PowerPay" or "Paychex" from the "Payroll integration" drop-down list box.

Ceridian's Powerpay.com

The Timesheets module in the OpenAir system offers integration with the Ceridian Company's Powerpay.com, and online payroll service.

Using these two services together requires:

1. Registering for a Powerpay account;
2. Downloading a file with employee and company data from PowerPay and uploading the employee and company information into OpenAir.com; and
3. Downloading time and payroll information from OpenAir.com and uploading the time and payroll information file into PowerPay.

Note: The user data and the pay types in your PowerPay account must match the user data in your OpenAir account; you can map the two in OpenAir.)

Note: To use the Ceridian PowerPay payroll integration feature, you need to select "Ceridian PowerPay" from the "Payroll integration" drop-down list box in the "Optional Features" section of the My Account > Company > Settings page.

Payroll Setup and Maintenance

1. Log in to your OpenAir.com account, and go to the Timesheets > Payroll > Setup/ Maintenance tab. When you click on this sub-tab, you are presented with two choices: "Import company data from Powerpay," and "Import user (i.e., employee) data from Powerpay."

2. Log in to your Powerpay account; go to the "Employees" tab, and click on the "Get PDM Information" link. Save this information file on your computer; the default file name will be the date on which you are downloading this information, plus "PDM," followed by a .PPY tag, e.g., "07-24-2000PDM.ppy."

3. Click on the "Import company data from Powerpay" link in the Payroll > SetUp/ Maintenance sub-tab. Enter the path and name of the PDM file in the "Import company data" dialog either by typing it in directly, or by using the "Browse" button provided, and then click on "Import." If successful, the "Map Time types" dialog will appear. This dialog allows you to coordinate the OpenAir.com Time types that you use with the payroll code categories found in the Powerpay application. Map your Time types with the Powerpay codes, and click on "Save." (If you have previously mapped your Time types, simply click on "Save" when the "Map Time types" dialog appears, or just skip steps 2 and 3.)

4. Go to the "Employees" tab in your Powerpay account, and click on the "Get Employee Setup Information" link. Save this information file on your computer; the default file name will be the date on which you are downloading this information, plus "Emp," followed by a .PPY tag, e.g., "07-24-2000Emp.ppy."

5. Click on the "Import user data from Powerpay" link in the Payroll > SetUp/ Maintenance sub-tab. Enter the path and name of the Emp file in the "Import user data" dialog either by typing it in directly, or by using the "Browse" button provided, and then click on "Import." If successful, the "Map users" dialog will appear. This dialog allows you to coordinate the users listed in your Powerpay account with those listed in your OpenAir.com account; moreover, you can add any Powerpay users to your OpenAir.com account in the "Map users" dialog. Map your Powerpay and OpenAir.com users, and click on "Save." (If you have previously mapped your users, simply click on "Save" when the "Map

users" dialog appears, or just skip steps 4 and 5.)

Running the Payroll

Note: Only *approved* timesheets can be used in running a payroll. To process your payroll:

1. In your Powerpay account, click on the "Payroll" tab, and then click on "Create a new payroll based on employee setups." You will need the following information from the "Entering or Changing Payroll Controls" window: (a) the Sequence number; (b) the Run number; (c) the Period End date; and (d) the Check Date.

2. In your OpenAir.com account, go to Timesheets > Payroll > Run Payroll, and enter the information from step one (a-d) above into the corresponding fields of the "Run payroll" dialog. (Note: Select a "Period start" date from your company's TimeSheet start dates in OpenAir.com.) Then click on "Run."

3. If successful, OpenAir.com will generate a "Payroll report" and provide you with a "Click here" link to download the file so you can export it to Powerpay. The default name of the download file generated will be "powerpay.csv."

4. Upload your Timesheets data file (i.e., "powerpay.csv") into Powerpay by going to the Powerpay > Payroll "Entering or Changing Payroll Controls" window and clicking on "Upload Time Clock Data." Powerpay will prompt you for the path and file name, which you can enter either by typing it in directly, or by using the "Browse" button provided; then click on "Import Time Clock Data." If you are successful, you will see the message that your data was imported.

5. Powerpay then processes your payroll appropriately (according to the terms of your agreement with Powerpay.com).

Paychex

Openair.com provides the ability to generate a payroll file for import into the Paychex Preview's generic time clock interface program.

Note: To use the Paychex payroll integration feature, you need to select "Paychex" from the "Payroll integration" drop-down list box in the "Optional Features" section of the My Account > Company > Settings page.

Running the Payroll

Note: Only *approved* timesheets can be used in running a payroll. To process your payroll:

1. In your OpenAir.com account, you need to create a custom field to store the Paychex employee numbers of your users.
   - Go to the My Account > Company > Custom Fields page.
   - Select "Text field" from the "Create..." drop-down list box.
   - In the "New text custom field" dialog box, enter "paychex_emp_no" as the field name.
   - Enter "Paychex employee number" as the description.
   - Select "User" from the "Association" drop-down list box.
   - Set the Max data length to "6."
   - Click on "Save."
2. Make sure you add edit your user records so that those for which you are exporting payroll information have a Paychex employee number.
3. Go to Timesheets > Payroll > Run Payroll.
4. Select a "Period start" date and "Period end" date from which to export timesheet data.
5. Click on "Run."
6. If successful, OpenAir.com will generate a comma-delimited text file (.csv) file and will provide you with a "Click here" link to download the file so you can import it into Paychex. The default name of the download file generated will be "paychex.csv."

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OpenAir offers many peripheral products that can be used jointly with your online account. The main products are available for download from our Web site. Simply log in to your account, and go to the My Account > Exchange > Add-on Services page. You will see several products listed: OpenAir Offline, OpenAir for the Palm Computing® Platform, OpenAir Projects Connector, and OpenAir integration with IntAcct.

For the OpenAir integration with IntAcct, you must contact an OpenAir sales representative. The other Add-on Services can be set up by you.

OpenAir Offline

This product is an application for the Windows® operating system. The user guide for this product is available for download from the My Account > Guides > Add-on Service Guides page. OpenAir Offline allows you to enter time and expenses data, as well as create timebills, while you are disconnected from the OpenAir.com Web site. You can synchronize the data between Offline and your OpenAir.com account so that when you online, the data you entered in Offline appears in your online account.

OpenAir for the Palm® Computing Platform

This product is installed on you Palm™ handheld. The user guide for this product is available for download from the My Account > Guides > Add-on Service Guides page.

OpenAir for the Palm® Computing Platform is designed to work with your OpenAir.com online account. It has three modules, Invoices, Expenses, and Timesheets. You can store all your open timebills, expenses, and timesheet data in your Palm™ handheld. In addition to creating new records, you can edit or delete existing ones that were created in your OpenAir.com account.

OpenAir Projects Connector

The OpenAir Projects Connector has been designed to allow you to import Microsoft® Project 98/2000 files into your OpenAir.com account, creating new projects with which you can work. You can also export OpenAir projects as Microsoft® Project files.

The user guide for this product can be downloaded from the My Account > Guides > Add-on Service Guides page.

OpenAir.com is also compatible with the SBT, Great Plains Dynamics, and Platinum® for Windows accounting systems. For more information about integrating with these systems, please contact sales@openair.com.

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Automatic Backup Service

Automatic backup service is where you can choose to receive a compressed ZIP-format copy of your data via e-mail at a time interval of your choosing. (Note: You may be charged an additional fee for this service; please see My Account > Company > My Charges > Plan info.) Users can choose to have the automatic backup service encrypt the ZIP file using their PGP public key.

For information on obtaining a public key, please go to www.pgpinternational.com.

To subscribe to the automatic backup service, go to the My Account > Exchange > Automatic backup service tab.

Note: There is a charge for this service. If you go to My Account > Company > My Charges > Service plan page, you will see the current price of this service listed in your plan description.

Appendix B: OpenAir.com Member Service Agreement

This Service Agreement (the "Agreement") is by and between OpenAir.com ("OPENAIR.COM") and the person acknowledging this Agreement ("Member").

1. Provision of Service

OPENAIR.COM is a transaction intermediary engaged in the facilitation of electronic commerce. OPENAIR.COM agrees to provide Member access to the electronic timesheet service (the "Service") which will permit the processing, storage, retrieval and transmission of transaction data submitted by Member (the "Member Data") under the terms and conditions set forth in this Agreement. OPENAIR.COM may change Service features and functionality, as well as the terms and conditions of this Agreement, from time to time. Notice of such changes will be posted on the OPENAIR.COM website, which Member agrees to review periodically.

2. Grant of Software License

OPENAIR.COM hereby grants Member a non-exclusive, limited license to use OPENAIR.COM software (the "Software") solely in connection with Member's use of the Service. Member shall not, and shall not permit, assist or allow others to, reverse engineer, decompile, disassemble, re-engineer or otherwise discover or recreate or attempt to discover or recreate the Software. Member shall not modify the Software, or sublicense or charge others to use or access the Software, or use the Software in any way not expressly authorized by this Agreement.

3. Fees and Charges

Member's use of the Service may result in fees as will be set forth on OPENAIR.COM's website. The Service fees and charges may be changed by OPENAIR.COM from time to time by providing Member with thirty (30) days prior notice posted on OPENAIR.COM's website. Member agrees to pay said fees within thirty (30) days of receipt of the OPENAIR.COM invoice. Member shall pay on all amounts past due, that have not been disputed specifically in writing and in good faith, an interest charge of one and one-half percent (1.5%) per month computed from the due date of each payment, or the maximum rate not prohibited by law in the Commonwealth of Massachusetts. Member shall be liable for all attorney and collection fees arising from OPENAIR.COM's efforts to collect unpaid balances.

Members may enroll in the Direct Payment Option, pursuant to which OPENAIR.COM will charge fees directly to a Member's credit card. OPENAIR.COM will post a Credit Card Authorization Agreement when Direct Payment Option becomes available.

Member agrees to pay all state and local sales, use, property or other taxes, except for taxes on OPENAIR.COM's net income, which may be assessed against OPENAIR.COM with respect to this Agreement and any services provided hereunder. At its option, OPENAIR.COM may include such taxes in its invoices, in which event Member shall pay to OPENAIR.COM the taxes so invoiced.

4. Security

OPENAIR.COM agrees to exercise reasonable care to prevent any unauthorized person or entity from gaining access to the Member Data. Both parties agree to promptly notify the other of any unauthorized access to or use of Member Data or passwords. Both parties agree to use all reasonable efforts to take remedial measures to rectify any such unauthorized access. OPENAIR.COM shall not be liable for any damages incurred by Member in connection with any unauthorized access to or disclosure of Member Data resulting from the actions of Member, any third party, or from the failure of electronic or other security measures.

5. Virus Protection

Member understands that OPENAIR.COM does not scan for viruses any file that Member stores within any part of the OPENAIR.COM system or transmits to a third party from OPENAIR.COM. OPENAIR.COM assumes no responsibility for scanning documents or attachments submitted by Member.

6. Limited Warranty; Limitation of Liability

OPENAIR.COM warrants that the Service shall be provided with due care. EXCEPT FOR THE FOREGOING, OPENAIR.COM DISCLAIMS ALL OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THE SERVICE PROVIDED HEREUNDER. Furthermore, under no circumstances, including negligence, shall OPENAIR.COM be liable to Member or any third party for any lost profits, lost savings, or other indirect, special, cover, exemplary, incidental or consequential damages arising out of the use or inability to use the Service. In no event shall the total liability of OPENAIR.COM for all damages, losses and causes of action whether in contract or tort, including negligence or otherwise, either jointly or severally, exceed the aggregate dollar amount paid by Member to OPENAIR.COM in the twelve (12) months prior to the claimed injury or damage.

Member understands and agrees that OPENAIR.COM is not liable for the accuracy, truthfulness or validity of any data entered by Member or intermediated through the Service.

7. Indemnification

Member agrees to indemnify and hold harmless OPENAIR.COM and its affiliates, employees, agents, licensors, successors and assigns from all damages and liability, including reasonable attorneys' fees, incurred by: (a) Member's violation of its obligations under this Agreement, (b) the negligence or willful acts of Member, or (c) the violation by Member of OPENAIR.COM's or any third party's rights, including, but not limited to, privacy rights, other property rights, trade secret, proprietary information, trademark, copyright or patent rights and claims for libel and slander or unfair trade practices in connection with the use or operation of the Service. Member's obligation to indemnify shall survive the expiration or termination of this Agreement by either party for any reason.

8. Termination

Either party may cancel this agreement at any time. The following obligations will survive the termination of the Agreement for any reason: (a) indemnification; (b) obligations to make payments of amounts that become due under this Agreement before termination; and (c) any other provision hereof where the context of such provision indicates an intent that it shall survive the term or termination of this Agreement.

9. Interruption of Service

A. Service may be temporarily interrupted or curtailed due to equipment modifications, upgrades, relocations, repairs and other similar activities necessary during the operation and upgrade of Service. No reduction of payments will be made in the case of temporary interruption of Service. In no event shall OPENAIR.COM be liable for any damages due to temporary interruption of Service.

B. OPENAIR.COM will not be liable for interruption or delays in transmission or errors or defects in transmission or failure to transmit when caused by acts of God, fire, water, riots, acts of Government or any other causes beyond the control of OPENAIR.COM.

C. Because Member will access the Service over the public Internet, temporary disruptions of network connectivity will occur from time to time. Internet traffic is usually routed through many different Internet backbone providers on the way to its destination. OPENAIR.COM will not be liable for interruption or delays in transmission or errors or defects in transmission or failure to transmit when caused by any Internet backbone provider.

10. Miscellaneous

A. This Agreement constitutes the entire Agreement between OPENAIR.COM and Member, and expressly supersedes any prior or contemporaneous written or oral agreements between the parties regarding the subject matter hereof, including without limitation any unilateral offer, purchase order or other similar instrument in writing. This Agreement may not be amended, altered or changed except by a written agreement signed by both parties.

B. In the event that any court having jurisdiction shall determine that any provision contained in the Agreement is unreasonable or unenforceable in any respect, then such provision shall be deemed limited to the extent that such court deems it

reasonable and enforceable, and as so limited shall remain in full force and effect. In the event that such court shall deem any such provision wholly unenforceable, the remaining provisions of this Agreement shall nevertheless remain in full force and effect.

C. Member's rights in this Agreement are personal and are not assignable. OPENAIR.COM may assign its rights and obligations under this Agreement to third parties.

D. This Agreement will be governed by and construed in accordance with the law of the Commonwealth of Massachusetts. The parties agree that any claim, controversy or dispute arising out of or relating to this Agreement shall be settled by final and arbitration to be conducted by an arbitration tribunal in Boston, Massachusetts, in accordance with the commercial arbitration rules of the American Arbitration Association, and the decision of the arbitrator(s) shall be binding; provided that OPENAIR.COM may bring or defend an action (1) involving allegations of personal injury to a third party, or (2) for injunctive or other equitable or extraordinary relief, in a court of law.

E. The remedies provided in this Agreement and otherwise at law or in equity are cumulative and not exclusive. The failure by either party to exercise any right or remedy under this Agreement or otherwise available at law or in equity will not be deemed a waiver of any subsequent right or remedy.

F. No person or entity who is not a party to this Agreement shall derive any rights whatsoever hereunder as a third party beneficiary of this Agreement.

11. Acceptance

The parties acknowledge that they have read the terms and conditions of this Agreement and hereby agree to be bound by the terms thereof. This Agreement will become effective upon Member's acceptance by electronic acknowledgment on the Service website. Each time Member logs into the Service, Member is reaffirming continued acceptance of this Agreement.

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